

Re(AI)magingTM a sustainable future

ENVIRONMENTAL SOCIAL GOVERNANCE
(ESG) REPORT - FY 2024-25



Sustainability growth

is no longer a choice – it is an imperative, and AI is the key to unlocking its full potential. At Persistent Systems Limited, we integrate AI-driven intelligence into our sustainability journey, ensuring enterprises grow responsibly while driving real impact.

By leveraging AI for predictive insights, resource optimization, and scalable climate solutions, we are transforming sustainability into a competitive advantage. Whether it’s reducing emissions, fostering equitable workplaces, or enhancing governance, we remain steadfast in our commitment to re(AI)magine a sustainable future for ourselves and our clients – one breakthrough at a time –

powered by **AI.**

PERSISTENT AT A GLANCE

Driving Sustainability, Empowering Growth

ESG Vision



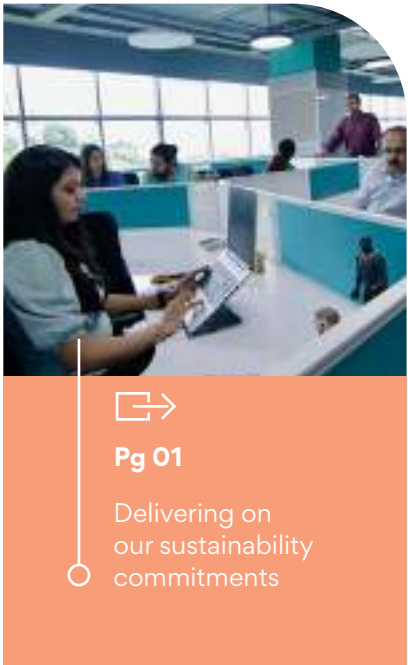
Our commitment to Environmental, Social, and Governance (ESG) principles is integral to our operations, as we strive to be responsible stewards of the global community. By embedding ESG into our strategy and decision-making processes, we aim to foster sustainable growth and create lasting value for all stakeholders.



Read more

ESG @ Persistent

Contents



Pg 01

Delivering on our sustainability commitments

Corporate Overview

Persistent at a Glance	01
About Persistent	04
Hall of Fame FY 2024-25	06
ESG Highlights FY 2024-25	08
About The Report	10
Message from the Chairman	12
Message from the CEO	14
Message from the COO	16
Message from the CFO	18
Message from the ESG Head	20
Message from the Chairperson Persistent Foundation	21
Stakeholder Engagement	
Shared Value Creation	22
Double Materiality Assessment	28



Pg 46

Creating climate-resilient future – powered by innovation

Environment

Fostering Environmental Responsibility	48
Carbon Neutrality	52
Net-Zero Commitment	54
Emissions Management	57
Energy Management	60
Air Emissions Management	67
Water Conservation	69
Waste Management	73
Low-Carbon Products & Services	76
Biodiversity	78
Environmental Policy	80



Pg 84

Creating long-term social impact and inclusive progress

Social

Cultivating Social Well-being	86
Unlocking Our Talent Potential	90
Employee Benefits and Support Systems	96
Human Capital Development	99
Employee Satisfaction & Engagement	113
Enhancing Employee Well-being and Engagement	116
Diversity, Equity, Inclusion, and Belonging (DEIB)	120
Occupational Health & Safety (OHS)	126
Human Rights	132
Sustainable Supply Chain Management	138
Corporate Social Responsibility (CSR) – Service to Society	142



Pg 150

Supporting long-term value creation embedded in sustainability

Governance

Raising the Bar: Building a Bridge to a Sustainable and Ethical Future	152
Corporate Governance	154
Ethics at Persistent Systems – Integrity in Action for Responsible Business	159
ESG Governance	165
Risk Management Strengthening Resilience, Enabling Growth	169
Climate Strategy and Governance – Task Force on Climate-related Financial Disclosures (TCFD)	184
Commitment to Secure and Ethical Digital Operations	193
Customer Centricity	199
Tax Strategy and Governance	203
Persistent Codes and Policies	205

ESG Factsheet FY 2024-25	212
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Annexure

Global Presence	230
SDG Material Topics	234
ESG Material Topics and KPIs	236
UNGC Principles Material Topics	241
GRI Index	242
SASB Reporting	254
Methodology of Computing Data for ESG Report	255
Glossary	258
Independent Assurance Statements	261



Read the report on your hand-held device by scanning the QR code above.

FY25 PERFORMANCE HIGHLIGHTS

\$1,409.1M

FY25 Revenue +18.8% YoY

\$1,464.1M

FY25 Annual Contract Value (ACV)

₹14.00B

FY25 PAT +28.0% YoY

\$10B+

Market Capitalisation

24,594

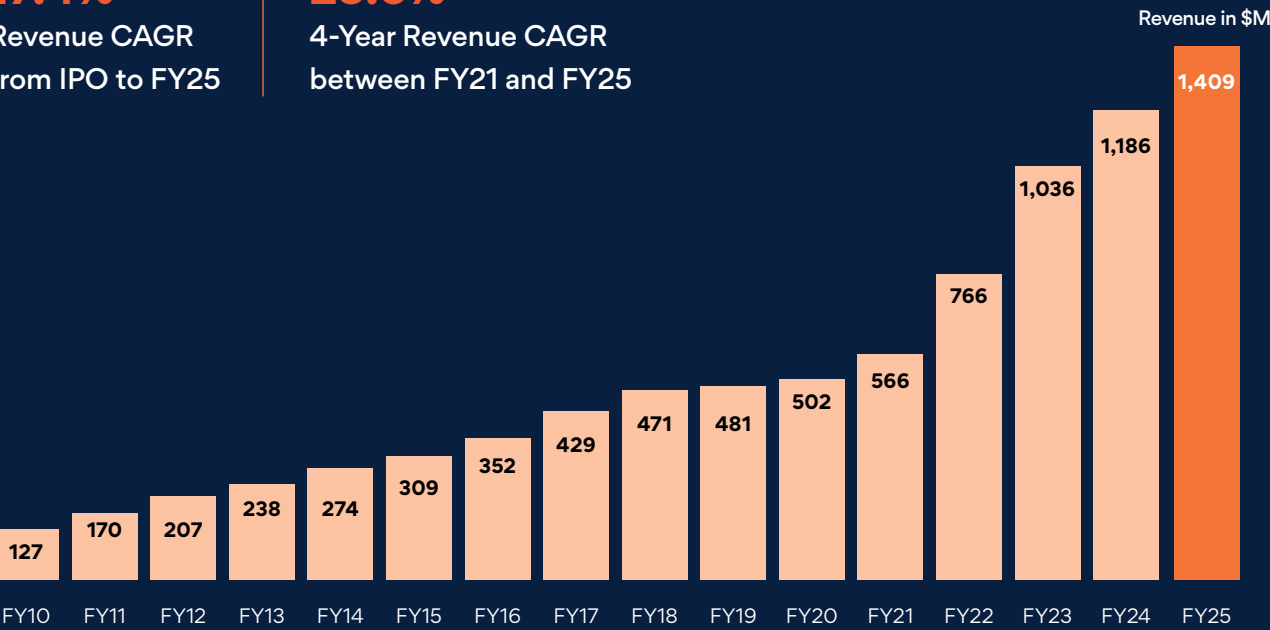
Employees

17.4%

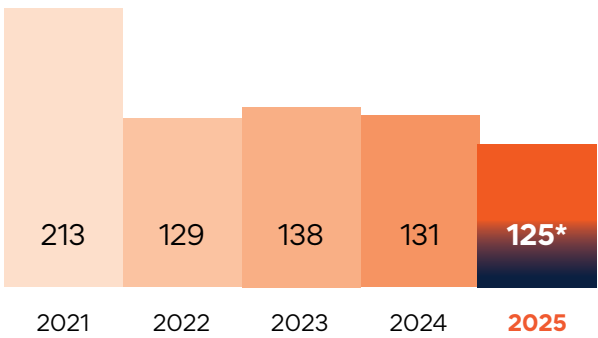
Revenue CAGR from IPO to FY25

25.6%

4-Year Revenue CAGR between FY21 and FY25

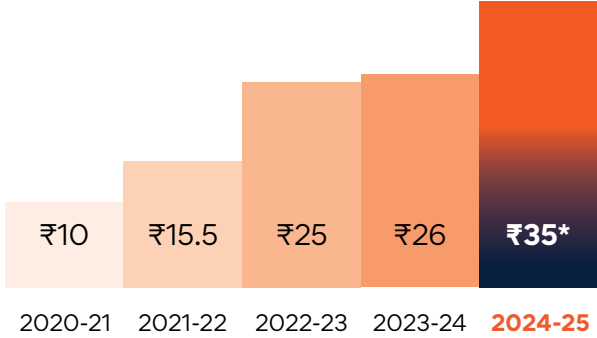


Ranking Based on Market Capitalisation



* As on December 31, 2024

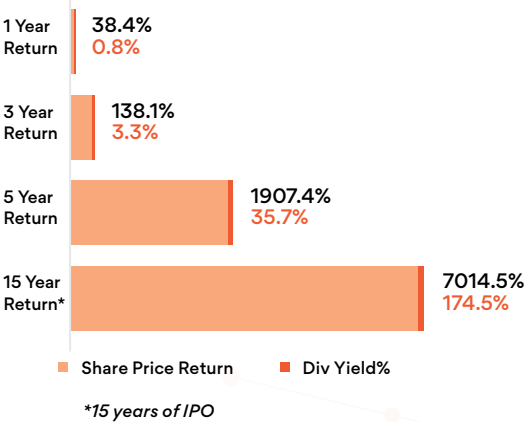
Dividend per Share



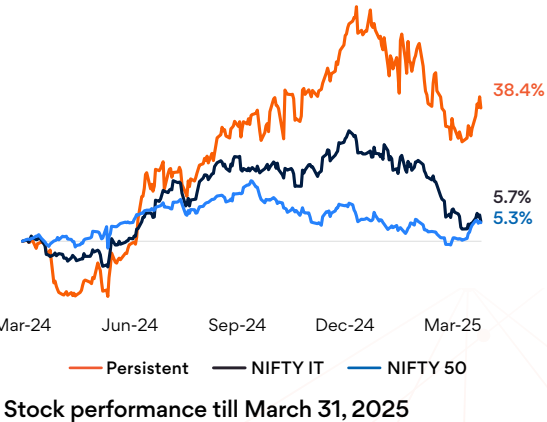
* Subject to Members' approval

For ease of reference, the dividends of the previous years have been restated in accordance with the Sub-Division

Persistent Total Shareholder Return



Persistent 1-Year Stock Performance*



Hall of Fame FY 2024-25



Achieved Carbon Neutrality for Scope 1 & Scope 2 emissions for two consecutive years



Net-Zero science-based targets approved by Science Based Target Initiative (SBTi)



Persistent has joined United Nations Global Compact (UNGC) as a part of its commitment to being a responsible organization

ESG Ratings

S&P Global

Persistent is a proud constituent of Dow Jones Sustainability World Index (DJSI World)

S&P Global

Persistent included among the top 10% in the S&P Global 2025 Sustainability Yearbook

S&P Global

Scored 85/100 in S&P Global CSA Assessment



MSCI Score: BBB



CDP Score Climate: B and Water Security: B



SES Rating: 77.4

Corporate Governance & Sustainability Reporting



Featured on the Nasdaq MarketSite Tower in Times Square for winning ICSI awards



Winner in the Service Sector for Business Responsibility and Sustainability issued by Institute of Company Secretaries of India (ICSI)



Best Governed Company for excellence in Corporate Governance issued by Institute of Company Secretaries of India (ICSI)



CS Amit Murari Atre, Company Secretary conferred with the Governance Professional of the Year award



Persistent named as one of India's leading listed ESG entities 2024 by Dun & Bradstreet



IIAS – Persistent recognized as Next Leaders in the Indian industry based on our Corporate Governance disclosures



Persistent recognized as a winner service sector at the ICAI Sustainability Reporting Awards 2023-24



BW BusinessWorld India's ESG Advocate of the Year (Gold) - Chitra Byregowda, Head ESG



Persistent won the "Masters of Risk" award in the Risk Governance category at the prestigious India Risk Management Awards (IRMA)



India's Top 50 Most Sustainable Companies of 2024 – BW Sustainability World

Environmental Awards



"Climate Action" winner in services category awarded by Bangalore Chamber of Industry and Commerce (BCIC)



Sustainability Leadership Award for Accelerating Net-Zero by ISHRAE Pune Chapter



"Bhageerath" & "Ramanujan" facilities from Pune are IGBC Platinum-certified under the "Green Interiors" category



Diamond Leader of the Year 2024 Award in Sustainability



Gold Award for Excellence in Carbon Footprint Reduction



Silver Award for Excellence in Workplace Security

People Awards



Recognizes innovative and effective people management practices



1st Runner-Up in Excellence in HR Analytics for leveraging data-driven insights to enhance workforce planning and decision-making



Persistent ranked third and was named one of four overall winners for Excellence in Talent Acquisition at the SHRM HR Excellence Awards 2024



Best Complying Establishment in large establishment category by the Employee Provident Fund Organization



Best Organizations for Women 2025 by ET Now



Persistent honoured with a Gold award for Excellence in Talent Management, Silver and Bronze awards for Excellence in Talent Acquisition at the prestigious 2024 Brandon Hall Group HCM Excellence Awards™



Persistent is proud winner of prestigious Platinum Award and has successfully entered highest and most aspirational League of 2024 Platinum Healthy Workplaces



SEAP, Pune awarded us with Special Mention in the category Making a Difference in People Practices



TISS LeapVault CLO Awards

Awarded Best Employee Engagement Program at the 16th TISS LeapVault CLO Awards.



For more details refer to

Awards & Recognitions

ESG Highlights FY 2024-25

Environment



Carbon Neutrality
achieved for Scope 1 and Scope 2
emissions as per
ISO 14068-1:2023

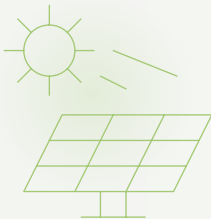
Net-Zero by 2050
Near-Term and Long-Term targets
approved by SBTi

100%
recycling of wastewater
in owned campuses

53.4%
of Scope 1, 2 & 3
emissions reduced from
FY 2024 baseline

35%
of treated wastewater
from owned campuses
is reused within our
facilities

Renewable Energy



56.83%
Global Renewable
Energy

35,795
trees planted taking
overall count to
156,830
trees

62.79%
India Renewable Energy

2MW
Solar Power

2
Windmills of
4.2 MW

93%
of our global facility area is
certified for
ISO 14001:2015
Environmental Management
System



99%
of waste recycled

Social

29.85%
Women in workforce

8.1/10 eNPS
Employee Satisfaction Score

9,577
Volunteers participated
in ISR activities

98,116
Participants engaged in
well-being initiatives

52,451
Lives impacted through
CSR programs

INR 217.78 Mn
CSR Spent

94 Hours
Average learning hours
per Full Time Employee (FTE)

11,507
Hours of volunteering

Zero
Accidents

94.1%
Learning Coverage

93%
of our global facility area is certified for
ISO 45001
Occupational Health and Safety Management System



Governance

7/9
Non-Executive
Independent Directors

Zero
Data breaches

Annual Customer Satisfaction
(CSAT) Net Promoter Score (NPS):
59 with **81%** engagement

2/9
Women Independent
Directors on the Board

ISO 27001
Information security
management & Data privacy

Project Level Customer Satisfaction
(PSAT) NPS:
83 with **85%** engagement

97%
Code of Conduct training
(employees including
contractors)

ISO 22301
Business continuity



About The Report

Sustainability Reporting Boundaries

GRI 2-2, 2-3

We, at Persistent Systems Limited, publish our ESG report annually, aligned with the financial year, since FY 2021-22 reaffirming our commitment to responsible business practices and meeting stakeholder expectations. This report provides a comprehensive overview of our sustainability initiatives, progress on key material issues, and performance against our ESG goals. Aligned with various global standards & frameworks, this report underscores our dedication to transparency, accountability, and continuous improvement in sustainability performance.

Reporting Period

The current ESG report showcases the progress we have made on our ESG goals and commitments during the reporting period from April 1, 2024, to March 31, 2025, while addressing the growing interest of our stakeholders in various ESG aspects.

Reporting Scope

Our consolidated financial statements (Annual Report FY 2024-25) include all wholly-owned and step-down subsidiaries. Our ESG reporting covers operations across all entities of Persistent Systems Limited, excluding specified global subsidiaries listed in the [Global Presence section](#). In this document, Persistent Systems Limited, Persistent Systems, and the Company all refer to the same entity.

Reporting Boundaries

All activities fully consolidated for financial reporting purposes, covering 100% of our revenues, are included in sustainability disclosure. The scope and boundary remain consistent with the previous edition, unaffected by structural, ownership, or business nature changes. Future mergers, acquisitions, or disposals will be assessed for materiality.

All activities under operational control and/or majority-owned are covered. There have been no significant changes in our business structure, value chain, or key relationships that impact our ESG reporting. ESG disclosures maintain

a consistent scope, though entity-specific variations may occur due to data availability, regulatory requirements, or operational control, addressed where applicable.

Reporting Framework and Standards

The ESG report is prepared 'in accordance with' the Global Reporting Initiative (GRI Standards) 2021 and aligns with Business Responsibility and Sustainability Reporting (BRSR) requirements of the Securities and Exchange Board of India (SEBI), Sustainability Accounting Standards Board (SASB) standards, and the Task Force on Climate-related Financial Disclosures (TCFD) principles. Additionally, the material issues are aligned with the United Nations Sustainable Development Goals (UNSDGs) to ensure transparency and accountability, forming the basis of our Communication on Progress (CoP) with the UN Global Compact (UNGC).

Restatement of Information

GRI 2-4

There are no restatements of information regarding significant material topics and ESG data from previous reports.

External Assurance

GRI 2-5

The ESG disclosures undergo a comprehensive internal review by respective business units. To ensure credible and transparent reporting, we engaged DNV India Business Assurance Pvt Ltd. for independent third-party assurance of our FY 2024-25 ESG Report. The assurance follows reasonable assurance, with the assurance statement summarizing the process and conclusions on page 261 of this report.

Forward-Looking Statement

This report includes forward-looking statements that reflect our expectations and plans, based on reasonable assumptions and past performance. However, these statements depend on various factors, including industrial developments, market conditions, government policies, laws, and regulations. Given the evolving nature of these influences, the statements are inherently speculative, and the underlying assumptions may change significantly over time.



Reporting Cycle

Annual



Reporting Period

April 1, 2024, to March 31, 2025



Persistent ESG Microsite



Persistent Foundation



BRSR Report FY 2024-25



Persistent Annual Report

FY 2024-25



Previous ESG Report

FY 2023-24
FY 2022-23
FY 2021-22



Independent Assurance by

DNV Business Assurance India Private Limited



Independent Assurance Certificates

Carbon Neutrality
GHG verification
BRSR verification
ESG report verification



ESG Factsheet

FY 2024-25



For Enquiries



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Saurabh Dwivedi,
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MESSAGE FROM THE KEY PEOPLE

Message from the Chairman



While we are proud of what we've achieved, we know there's still much more to do. We are determined to keep progressing on this journey and will share what we have learned with employees, vendors, and partners to accomplish even more.



Dear Stakeholders,

I am delighted to share this year's ESG report. ESG is part of our culture and DNA, and we believe in setting ambitious goals and standards because it is the right thing to do!

Our efforts received wonderful recognition this year with a score of 85/100 on the S&P Global CSA Assessment and inclusion in the top 10% of the S&P Global 2025 Sustainability Yearbook and Dow Jones Sustainability World Index. We are genuinely proud of this global recognition, which shows that our comprehensive approach to environmental care, social responsibility, and good governance is on the right track.

The Board actively supports and reviews our ESG progress through dedicated structures. We have broadened our definition of stakeholders beyond traditional shareholders to include employees, vendors, partners, their families, the environment, and society. That's why we renamed the Stakeholders Committee as the ESG and Stakeholders Committee, now chaired by Independent Director Mr Arvind Goyal. Our separate CSR Committee, chaired by Independent Director Ms Avanee Davda, focuses entirely on our CSR commitments. Both committees meet half-yearly to review progress on our goals, keeping us accountable and continually improving.

I am proud that we achieved Carbon Neutrality for Scope 1 and Scope 2 emissions for two consecutive years, showing our absolute commitment to protecting the environment. We have adopted Net-Zero science-based targets approved by the Science Based Target Initiative and joined the United Nations Global Compact to strengthen our commitment to being a responsible organisation that makes a positive difference.

We remain committed to our social responsibilities as Persistent Foundation celebrated its 16th year, continuing its meaningful work in healthcare, education, and community development programs for those who need it most. This year, we significantly contributed to new areas like wildlife conservation and heritage preservation, expanding our impact. Thanks to the enthusiasm and support from our growing US team, we launched Persistent Foundation in the US to help local communities there too.

While we are proud of what we've achieved, we know there's still much more to do. We are determined to keep progressing on this journey and will share what we have learned with employees, vendors, and partners to accomplish even more.

Over the last two years, AI has taken centre stage, bringing both exciting opportunities and real challenges. The energy needed to train and run AI models is putting massive pressure on energy systems worldwide, and AI is widening the gap between those who have access and those who don't. We've focused on Re(AI)imagining the world, ensuring that as we use AI to boost productivity and explore new possibilities, we do it responsibly and thoughtfully.

Finally, I want to thank all our stakeholders for your continued support over the years. Your encouragement and the recognition we've received only make us more determined to do better.

With Best Regards,

Anand Deshpande
Founder, Chairman and Managing Director

Message from the CEO



Our theme, Re(AI)maging a Sustainable Future, embodies our dedication to leveraging AI’s transformative power to drive growth, inclusivity, and environmental stewardship.



Dear Stakeholders,

I am proud to report that FY 2024-25 was a landmark year for Persistent, marked by exceptional growth and a steadfast commitment to creating positive impact. We surpassed \$1.409 billion in revenue, driven by industry-leading innovation and a relentless focus on harnessing technology and AI for sustainable development. Our theme, Re(AI)maging a Sustainable Future, embodies our dedication to leveraging AI’s transformative power to drive growth, inclusivity, and environmental stewardship.

Our Environmental, Social, and Governance (ESG) initiatives have empowered our employees to contribute meaningfully to a better world, fostering pride and purpose in their work.

On the environmental front, we achieved carbon neutrality for Scope 1 and 2 emissions for the second consecutive year, with our India-based facilities powered by 100% renewable energy. Our near- and long-term net-zero targets, validated by the Science Based Targets initiative (SBTi), inspire our teams to innovate in areas like sustainable IT and AI-driven environmental solutions. Employees across our offices take pride in working in energy-efficient workplaces and contributing to projects that reduce our ecological footprint. Our inclusion in the Dow Jones Sustainability World Index (DJSI World) and recognition in the top 10% of the S&P Global 2025 Sustainability Yearbook reflect the tangible impact of their efforts.

Our social pillar is built on a foundation of inclusivity, empowerment, and employee well-being. We are passionate about fostering a culture that celebrates diversity, promotes equity, and drives inclusion (DEI). By investing in our people through cutting-edge training programs in AI, cloud, and emerging technologies, we are enabling them to lead the way in the dynamic industry. Our dedication to nurturing talent and fostering a culture of continuous learning has earned us prestigious awards, including the Best Corporate University, L&D Team of the Year, and Best Employee Engagement Program at the 16th TISS LeapVault CLO Awards. Furthermore, our commitment to HR excellence has been externally recognized with multiple awards at the Economic Times HR Awards, highlighting our focus on creating a workplace where employees can grow, thrive, and contribute meaningfully.

For over 15 years, the Persistent Foundation has been a cornerstone of our commitment to creating positive social impact. Through our Corporate Social Responsibility (CSR) initiatives, we have made significant strides in healthcare, education, community development, and heritage preservation. Notably, we have expanded our reach beyond geographical boundaries with the establishment of the Persistent Foundation in the US, marking a new chapter in our philanthropic journey. With an initial investment of \$1 million, we are dedicated to driving meaningful change and fostering a lasting legacy.

Last but not the least, our robust governance framework is built on transparency, accountability, and integrity, fostering trust and confidence among our employees and stakeholders. We are proud to have received several prestigious recognitions that underscore our commitment to responsible business practices. These include the Institute of Company Secretaries of India (ICSI) awards for Best Governed Company (Medium Listed Segment) and Business Responsibility and Sustainability Reporting, as well as a feature on the Nasdaq MarketSite Tower in Times Square. Furthermore, Persistent Systems was honoured as a winner in the Institute of Chartered Accountants of India (ICAI) Sustainability Reporting Awards 2023-24, reflecting our dedication to sustainability and transparency.

Employees take pride in working for a company that prioritizes integrity in AI development and client partnerships, ensuring our innovations align with the highest standards. Clear performance management and accountability foster a meritocratic culture where their contributions are valued and rewarded.

As we continue our ESG journey, our objective is clear – to set an industry standard for sustainable development and envision a world where technology facilitates positive change for everyone. We will remain committed to stakeholder engagement, purposeful innovation, and long-term value creation.

With Best Regards,

Sandeep Kalra
CEO & Executive Director

Message from the COO



In FY 2024-25, Persistent Systems took a significant step toward reducing our carbon footprint by committing to a net-zero future. This commitment is underscored by our greenhouse gas (GHG) reduction targets, which have been validated by the Science Based Targets initiative (SBTi), ensuring alignment with a 1.5°C pathway.



Dear Stakeholders,

At Persistent Systems, we are Re(AI)maging what it means to be a responsible technology leader in an era where sustainability, innovation, and operational excellence are paramount. During the past year, we have accelerated our Environmental, Social, and Governance (ESG) transformation, embedding responsible business practices into the core of our strategy to drive long-term value creation.

In FY 2024-25, Persistent Systems took a significant step toward reducing our carbon footprint by committing to a net-zero future. This commitment is underscored by our greenhouse gas (GHG) reduction targets, which have been validated by the Science Based Targets initiative (SBTi), ensuring alignment with a 1.5°C pathway. Building on this momentum, we have maintained carbon neutrality for Scope 1 and 2 emissions, expanded renewable energy usage from 44% to 57% globally, and moved to cloud solutions that have significantly reduced data centre energy consumption.

In parallel with our environmental initiatives, we have intensified our focus on Diversity, Equity, Inclusion, and Belonging (DEIB). At Persistent Systems, DEIB means embracing the unique backgrounds, perspectives, and talents of every individual, fostering a culture of equity and belonging. Everyone in our diverse

global team brings unique skills to their jobs and the Company, helping us achieve our goals. Persistent values diversity, inclusion, growth opportunities, and wellness programs to foster a supportive environment. Investing in professional development and wellbeing is key to sustaining a happy and satisfied workforce.

Through our Individual Social Responsibility (ISR) programs, employees contribute significantly by engaging in community service, fundraising, or mentorship. Additionally, we collaborate with clients to develop meaningful volunteer opportunities.

Beyond operational excellence, we have embedded ESG principles into our Enterprise Risk Management (ERM) framework, reinforcing governance structures that prioritize resilience, ethical decision-making, and regulatory compliance. These advancements reflect our unwavering commitment to aligning with global sustainability standards and positioning Persistent Systems as a leader in responsible growth.

Looking ahead, we will continue to leverage technology and collaboration to build a future where innovation and sustainability converge seamlessly. By investing in transformative solutions and deepening stakeholder engagement, we remain committed to accelerating responsible business growth and creating a meaningful impact at scale.

With Best Regards,

Dhanashree Bhat
Chief Operating Officer

Message from the CFO



At Persistent Systems, corporate governance is regarded as essential for delivering long-term value to stakeholders. Governance is seen not only as a regulatory requirement but also as a strategic foundation that promotes transparency, accountability, and sustainable growth.



Dear Stakeholders,

It is with immense pride that I share Persistent Systems’ remarkable progress in Environmental, Social, and Governance (ESG) initiatives, with a result of our unwavering commitment to sustainable growth and ethical practices. FY 2024-25 has been a year of significant achievements, setting the foundation for creating long-term value for our stakeholders.

Persistent Systems achieved annual revenue of \$1,409.1 million in FY 2024-25, marking an impressive 18.8% year-over-year growth. Our EBIT reached INR 17,512.6 Million with a margin of 14.7%, while our Profit After Tax (PAT) grew by 28%, amounting to INR 14.0 Billion. These milestones are not just financial achievements but manifestations of our collective dedication to innovation, excellence, and responsibility.

At Persistent Systems, we view corporate governance as essential for delivering sustainable value and measurable returns for our stakeholders. For our global workforce of 24,500 employees, governance is not only a regulatory requirement but also as a strategic imperative that promotes transparency, accountability, and viable growth.

During the year, Persistent Systems received recognition as the Best Governed

Company at the ICSI National Awards for Excellence in Corporate Governance, reflecting the Company’s commitment to the highest standards of corporate governance, compliance, sustainability, and ethical practices. Institutional Investor Advisory Services (IIAS) has also identified Persistent Systems as one of the Next Leaders in the Indian industry based on its Corporate Governance disclosures.

We continue to align our investment strategies with ESG principles, ensuring that capital allocation supports initiatives that generate positive environmental and social impacts. By enhancing procurement processes, we have incorporated ESG criteria into supplier evaluations, procuring equipment which use sustainable resources fostering a responsible and sustainable supply chain.

At the heart of our corporate culture lies a robust ethics and compliance framework, promoting accountability and transparency across all operations. We uphold the highest standards of tax compliance, regulatory adherence, and stakeholder trust, ensuring that ethical principles guide every aspect of our business.

Our ESG commitment extends far beyond compliance – it is a pledge for openness, accountability, and continuous improvement. As we navigate an ever-evolving business landscape, we will continue to integrate even

more sustainability into our financial and operational strategies, prioritizing initiatives that create equitable social impact, environmental stewardship, and positive global outcomes.

With Best Regards,

Vinit Teredesai
Chief Financial Officer
Persistent Systems

Message from the ESG Head



Over the past year, we have strengthened our ESG framework, ensuring that governance excellence, environmental stewardship, and social responsibility are deeply embedded in our growth trajectory.



Dear Stakeholders,

At Persistent Systems, sustainability is not just an ambition, it is a fundamental pillar of our business strategy. During the past year, we have strengthened our ESG framework, ensuring that governance excellence, environmental stewardship, and social responsibility are deeply embedded in our growth trajectory. Our steadfast commitment to these principles has elevated us to industry-leading benchmarks, solidifying our position as a responsible corporate entity.

Our key milestones include maintaining carbon neutrality for Scope 1 and 2 emissions, increasing renewable energy use, aligning with global sustainability frameworks, inclusion in the Dow Jones World Sustainability Index, and enhancing ESG transparency.

A major achievement is the validation of our science-based GHG reduction targets by the SBTi, confirming our commitment to a 1.5°C pathway. We aim to reduce GHG emissions by scaling renewable energy, deploying low-carbon technologies, working with value chain partners, and promoting ESG principles within our workforce through sustainability initiatives.

As we continue our advance towards becoming a net-zero, resilient, and responsible enterprise, we remain committed to collaborating with all of our stakeholders to foster a more sustainable, inclusive, and future-ready world.

With Best Regards,

Chitra Byregowda
ESG Head

Message from the Chairperson Persistent Foundation



Over the last 16 years, what began as a commitment to serve has now become a movement – one that continues to grow in impact, scope, and scale.



Dear Stakeholders,

At Persistent Systems, our journey of giving back to society has been deeply fulfilling and constantly evolving. Over the last 16 years, what began as a commitment to serve has now become a movement – one that continues to grow in impact, scope, and scale.

Our focus on Education, Healthcare, Community Development, and Heritage & Wildlife Preservation has allowed us to touch lives meaningfully across rural and urban India. This year, our education programs empowered thousands of young learners – especially girls pursuing STEM – while vocational and after-school initiatives equipped many more with the tools for a self-reliant future.

In healthcare, our support for life-saving surgeries, elderly care, and child nutrition reached some of the most vulnerable segments, improving lives at scale. Our community development efforts ranged from building sustainable water systems and promoting green energy through biogas, to enabling rural livelihoods that stem migration and foster entrepreneurship.

Environmental stewardship continued with over 35,000 trees planted, while wildlife and cultural conservation programs introduced innovative initiatives like multilingual museum guides and the preservation of tribal languages.

A cornerstone of our impact has been our people. With over 9,500 employees contributing 11,500 hours through volunteering and philanthropic efforts, the spirit of collective responsibility continues to drive us forward.

As we expand our presence with the Persistent Foundation in the US, we are excited to bring the same energy and empathy to new communities. We remain committed to building resilient, inclusive ecosystems that uplift people and the planet – and we’re just getting started.

With Best Regards,

Sonali Deshpande
Chairperson, Persistent Foundation

Stakeholder Engagement

Shared Value Creation

As a global technology Company, we recognize the importance of the environment we operate in and the communities we serve. Our value creation and long-term success are built on strong stakeholder relationships, continuous engagement, and meaningful contributions. By actively understanding their needs, gathering insights, and addressing critical concerns, we cultivate trust, transparency, and lasting partnerships. These interactions guide our ESG roadmap, enabling us to manage risks, meet stakeholder expectations, and drive sustainable progress.

Approach to Stakeholder Engagement

GRI 2-29

Our Stakeholder Relationship and ESG Committee regularly engages with stakeholders to assess key concerns, identify material topics, and evaluate their impact on our business. By leveraging diverse engagement methods, the committee 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.



Amplifying Stakeholder Voices: Listening and Integrating

At Persistent Systems, we are committed to the well-being of our stakeholders, including:

 Clients and Partners	 Shareowners/ Investors	 Employees and their Families	 Board of Directors and Senior Management
 Suppliers and Vendors	 Society at Large	 Government Regulatory Authorities/ Government Bodies/Chamber of Commerce	





Details of Key Initiatives towards Stakeholders - SR and ESG committee




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 (SR) 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 approval, ensuring alignment with our broader ESG commitments and business objectives.

For more details on key initiatives and practices undertaken for the betterment of each stakeholder, as discussed in the SR and ESG Committee meeting, refer to the [Directors' Report in the Annual Report FY 2024-25](#).

Purpose and Mode of the Stakeholder Engagement

Key External Stakeholders		Purpose of Engagement	Mode of Engagement	Frequency of Engagement	Associated Material Issue	Key Metrics
 Clients and Partners	At Persistent Systems, we prioritize strong engagement with our clients and partners, recognizing them as key stakeholders in our growth and innovation journey. Through open communication, collaboration, and shared ESG commitments, we strive to build trust, drive sustainable value, and foster long-term partnerships. By aligning our solutions with their evolving needs, we enhance business resilience, digital transformation, and responsible growth.	<ul style="list-style-type: none">Fostering long-term relationships through active engagement.Understanding partnership expectations and aligning with strategic priorities.Collecting and analyzing client feedback to enhance project delivery and performance.	<ul style="list-style-type: none">Weekly status callsMonthly Business ReviewsQuarterly Business ReviewsCXO-to-CXO leadership connectionsCSAT	<ul style="list-style-type: none">WeeklyMonthlyQuarterlyTwice a yearNeed-based	Client Value and Customer Satisfaction, Cybersecurity and Data Privacy, Innovation Management, Risk Management and Business Continuity	<ul style="list-style-type: none">Annual Customer Satisfaction (CSAT) Net Promoter Score (NPS): 59 with 81% engagementProject Level Customer Satisfaction (PSAT) NPS: 83 with 85% engagement
 Shareowners/ Investors	At Persistent Systems, we engage proactively with our shareowners and investors, ensuring transparency, accountability, and long-term value creation. We prioritize financial performance, risk management, and ESG integration, aligning our strategies with investor expectations. Through consistent dialogue and disclosures, we strengthen trust, enhance governance, and drive sustainable growth.	<ul style="list-style-type: none">Ensuring shareholders are well-informed about Persistent Systems financial and non-financial performance.Providing transparent and timely updates on business growth and sustainability initiatives.Maintaining regular communication to enhance shareholder trust and confidence.	<ul style="list-style-type: none">Stock exchange filingsShareholder's survey and meetingsAnnual General MeetingInvestor relations websiteEmailsQuarterly Earnings callIndividual investor meetings (in-person/virtual)Investor conferences (in-person/virtual)Investor roadshows (in-person/virtual)Formal noticesPress/Web releasesAnnual Reports and Newspaper	<ul style="list-style-type: none">QuarterlyAnnuallyNeed-based	Economic Performance, Corporate Governance, Ethics and Compliance, Risk Management and Business Continuity	<ul style="list-style-type: none">Revenue Growth: \$1.409 billionESG ratings: S&P Global: CSA 85/100 MSCI: BBB SES:77.4
 Suppliers/ Vendors	At Persistent Systems, we foster strong relationships with our suppliers and vendors, recognizing them as essential partners in our value chain. We emphasize ethical sourcing, ESG compliance, and operational excellence, ensuring mutual growth and resilience. By promoting fair practices, innovation, and sustainability, we build a responsible and efficient supply ecosystem.	<ul style="list-style-type: none">Upholding high service standards through continuous monitoring and improvement.Conducting ESG awareness training to align vendors with sustainability goals.Ensuring rigorous vendor due diligence for responsible sourcing and partnerships.Reinforcing ethical business practices through a strong vendor code of conduct.	<ul style="list-style-type: none">Suppliers meetMutual visitsMonthly meetings with leadershipEvents	<ul style="list-style-type: none">MonthlyQuarterlyAnnuallyNeed-based	Supply Chain Management, Ethics and Compliance, Stakeholder Relationship	<ul style="list-style-type: none">Supplier Training & Awareness Sessions: Supply chain partners who contribute to 75% of spending were covered under the ESG awareness programs.
 Society at Large	We maintain relationships with the communities we serve, including key civil society organizations. The quality of these relationships is influenced by our contributions to society and the environment.	<ul style="list-style-type: none">Demonstrating commitment to social responsibility through meaningful initiatives.Integrating social impact into business operations and decision-making.Engaging in programs that support community development and well-being.Aligning corporate actions with broader societal needs and expectations.	<ul style="list-style-type: none">EventsCampaignsCommunity engagement initiativesEmployee engagement throughVolunteering	<ul style="list-style-type: none">PeriodicallyNeed-based	Climate Action, Water & Waste Management, Biodiversity, Corporate / Individual Social Responsibility, Protection of Human Rights, People Wellbeing.	<ul style="list-style-type: none">Number of lives impacted in Education, Health care, Community Development and Preservation of heritage and wildlife - 52,451 Lives impacted through CSR programs.Number of volunteers and volunteering hours - 11,507 Hours of volunteering by 9,577 Volunteers.

Key External Stakeholders		Purpose of Engagement	Mode of Engagement	Frequency of Engagement	Associated Material Issue	Key Metrics
 Government Regulatory Authorities/ Government Bodies/ Chamber of Commerce	At Persistent Systems, we adhere to regulations set by government regulatory authorities, government bodies, and industry chambers, ensuring compliance and contributing to policy discussions. Through strategic partnerships, regulatory alignment, and industry advocacy, we support frameworks that foster innovation, sustainability, and economic growth.	<ul style="list-style-type: none">Ensuring compliance by providing necessary information to government authorities.Engaging in policy advocacy, research, and thought leadership initiatives.Contributing to industry growth through collaboration on trends and best practices.	<ul style="list-style-type: none">Annual returns and submissions	<ul style="list-style-type: none">AnnuallyNeed-based	Environmental Compliance, Corporate Governance, Ethics and Compliance, Risk Management and Business Continuity	<ul style="list-style-type: none">100% compliance with laws of the land, on-time regulatory filings.Number of affiliations with trade and industry chambers / associations: 8
 Employees and their Families	At Persistent Systems, we recognize that our employees and their families are the backbone of our success. Engaging with them is essential to fostering a positive work environment, enhancing well-being, and driving long-term growth. Through open communication, career development, health and wellness initiatives, and a culture of inclusivity, we ensure that our people feel valued, supported, and empowered. Their feedback helps shape our policies, making Persistent Systems a great place to work and grow together.	<ul style="list-style-type: none">Maintaining a robust grievance resolution mechanism for employee concerns.Sharing organizational updates, key achievements, and recognitions.Prioritizing employee health, well-being, and workplace inclusivity.Enhancing talent development through training and skill-building programs.Fostering cultural collaboration and team engagement initiatives	<ul style="list-style-type: none">Annual day EventsBi-monthly employee engagement surveyQuarterly townhallsEmail CommunicationSkill-based trainings including technical and non-technical programsInternal communicatorPersistent LinkedIn, Website, InstagramPulse - Annual cultural fest with team games, talent shows, and performances from teams worldwidePersistent Run – Annual Health and Fitness activitiesPress, web release, newspapersAnnual reports	<ul style="list-style-type: none">MonthlyQuarterlyAnnuallyEvent-based	Diversity and Inclusion, Employee Engagement, Talent and Skill Management, People Wellbeing and Safety, Employee Retention	<ul style="list-style-type: none">ESAT score 8.1/1098,116 participation in well-being programs.Average learning hours per Full Time Employee (FTE) - 94 HoursLearning Coverage - 94.1%Number of incidents on accidents, near-misses, unsafe acts/conditions, health and safety concerns reported – Zero accidents
 Board of Directors and Senior Management	At Persistent Systems, our Board of Directors, KMPs, and Senior Management play a critical role in steering the Company toward sustainable growth and long-term value creation. Engaging with them ensures strong governance, strategic ESG integration, and effective risk management. Their leadership and decision-making drive business resilience, regulatory compliance, and stakeholder trust, aligning our corporate vision with sustainable and ethical practices.	<ul style="list-style-type: none">Regularly updating the Board on stakeholder concerns.Incorporating stakeholder perspectives into strategic decision-making.	<ul style="list-style-type: none">Board MeetingsExecutive committee meetingsShareholders meetingsFormal NoticesWebsite informationPress/Web releasesE-MailsAnnual ReportsNewspaper	<ul style="list-style-type: none">QuarterlyHalf-YearlyNeed-based	Corporate Governance, Ethics and Compliance, Risk Management and Business Continuity, Economic Performance	<ul style="list-style-type: none">Number of Meetings held - Refer to Corporate Governance Section Page No: 157

Double Materiality Assessment

We conduct an annual materiality assessment to identify and prioritize the most significant ESG issues impacting our business and stakeholders. This assessment is based on the principle of double materiality, considering both the internal impact on our business and the external impact on society and the environment.

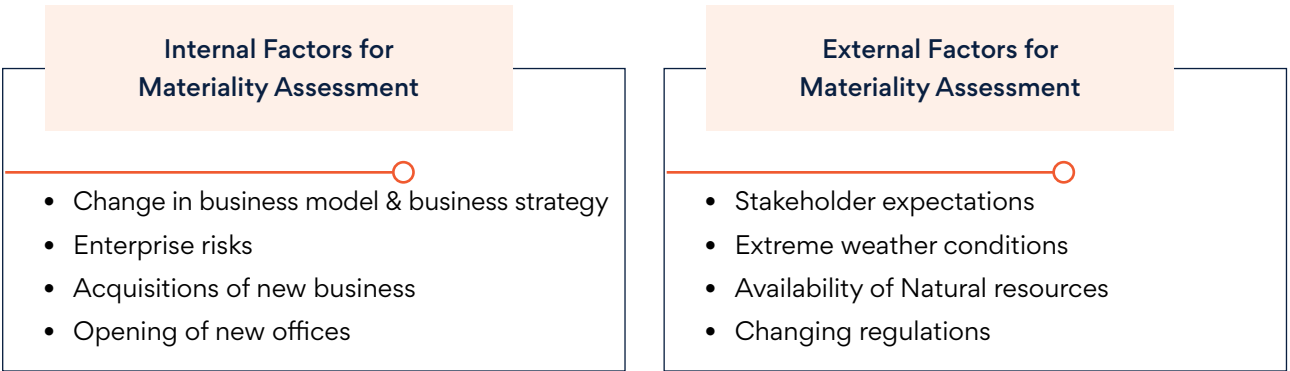
This process is central to our sustainability strategy, enabling us to address key risks, capitalize on opportunities, and align with stakeholder expectations. By systematically evaluating material topics, we ensure efficient resource allocation, transparent engagement, and seamless integration of ESG considerations into our decision-making for long-term value creation. We translate these insights into actionable Key Performance Indicators (KPIs) that drive our strategic priorities, ensuring a targeted focus on high-impact areas while setting ambitious, measurable ESG targets to strengthen business resilience and create positive outcomes for our stakeholders, communities, and the planet.



Materiality Assessment Process – Annual

In FY 2024-25, we completed our annual materiality assessment with inputs from internal and external stakeholders, evaluating its impact on business, society, and the environment. Our approach aligns with globally recognized sustainability standards, including GRI, SASB and UN SDGs.

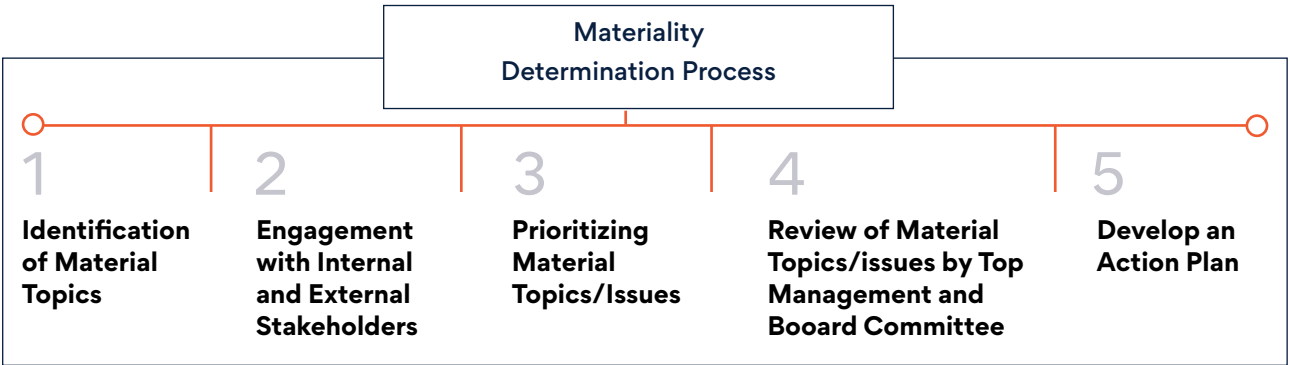
This assessment considers both internal business impacts and external impacts on society and the environment and aligns with stakeholder priorities, regulatory developments, and global sustainability trends. It identifies key ESG topics/issues critical to long-term value creation and business strategy, translating them into actionable Key Performance Indicators (KPIs) to guide strategic decision-making and maximize impact.



No changes to the material topics from the previous year.

Materiality assessment process **Verified by a third-party assurance provider DNV India Business Assurance Pvt Ltd.**

For the external assurance statement, please refer to page 261.



<div>Internal Stakeholders Considered</div> <ul style="list-style-type: none">• Employees• Facilities with operational & non-operational control• Business Units• Board of Directors and Senior Management	<div>External Stakeholders Considered</div> <ul style="list-style-type: none">• Shareholders• Vendors/suppliers• Customers• Local Communities and NGO's• Investors• Regulatory authorities• Industry associations
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Process to determine material topics

GRI 3.1

- STEP 1

Identification of Material Topics

We identify key material topics through a structured approach that incorporates industry benchmarking, the GRI framework, UN Sustainable Development Goals (SDGs), and SASB guidelines. Additionally, we integrate sector-specific insights from rating agencies. Strategic inputs from our leadership further refines this process, ensuring alignment with business priorities, emerging risks, and long-term sustainability goals, resulting in a forward-looking and industry-relevant materiality assessment.
- STEP 2

Engagement with Internal and External Stakeholders

We identify our key stakeholders who play a strategic and vital role in our business operations, including employees, vendors, customers, shareholders, and NGOs. To determine the significance of various topics, we assess their relevance to these stakeholders through a structured analysis. This process involves collecting insights via surveys, interviews, and focus groups, ensuring a comprehensive understanding of stakeholder expectations and priorities.
- STEP 3

Prioritizing Material Topics

We use a standardized scoring system to convert qualitative feedback into measurable scores, ensuring a structured evaluation of material topics. Our materiality assessment maintains a balanced approach by integrating both business priorities and stakeholder perspectives. Each business aspect, Revenues, Reputation, Business Continuity, and Operational Efficiency is assigned equal weight at 25%.

To understand stakeholder priorities, we actively engage with employees, NGOs, suppliers/vendors, shareholders, and customers. We assess the likelihood and severity of impact for each identified material topic using a standardized scale ranging from Not applicable to Very High (1 to 5). The resulting scores are systematically analysed to determine prioritization, ensuring a data-driven approach to materiality assessment. The average result of stakeholders by contribution is considered to evaluate the final scoring criteria. This prioritization considers both stakeholder significance (importance to stakeholder) and enterprise value creation (Importance to business) and Material Issues are prioritized in a materiality matrix as represented below. The risks identified from materiality assessment is linked to ERM process. Additionally, we evaluate the potential business, environmental, social and governance impacts of each material topic on our business.
- STEP 4

Review of Material Topics by Top Management and Board of Directors

We review the identified and prioritized material topics through our respective functional groups, which directly engage with stakeholders. These groups assess the financial, environmental, and social relevance of each topic, ensuring alignment with our business strategy, risk management approach, and stakeholder expectations, while adhering to global sustainability benchmarks.

To address stakeholder priorities and regulatory expectations, we develop strategic initiatives and integrate them into our ESG governance framework. We strengthen stakeholder relationships by implementing key initiatives that ensure transparency, create long-term value. Our Stakeholder Relationship and ESG Committee of the Board regularly reviews these initiatives, evaluates progress, identifies issues, and refines our approach to align with ESG commitments and business objectives.
- STEP 5

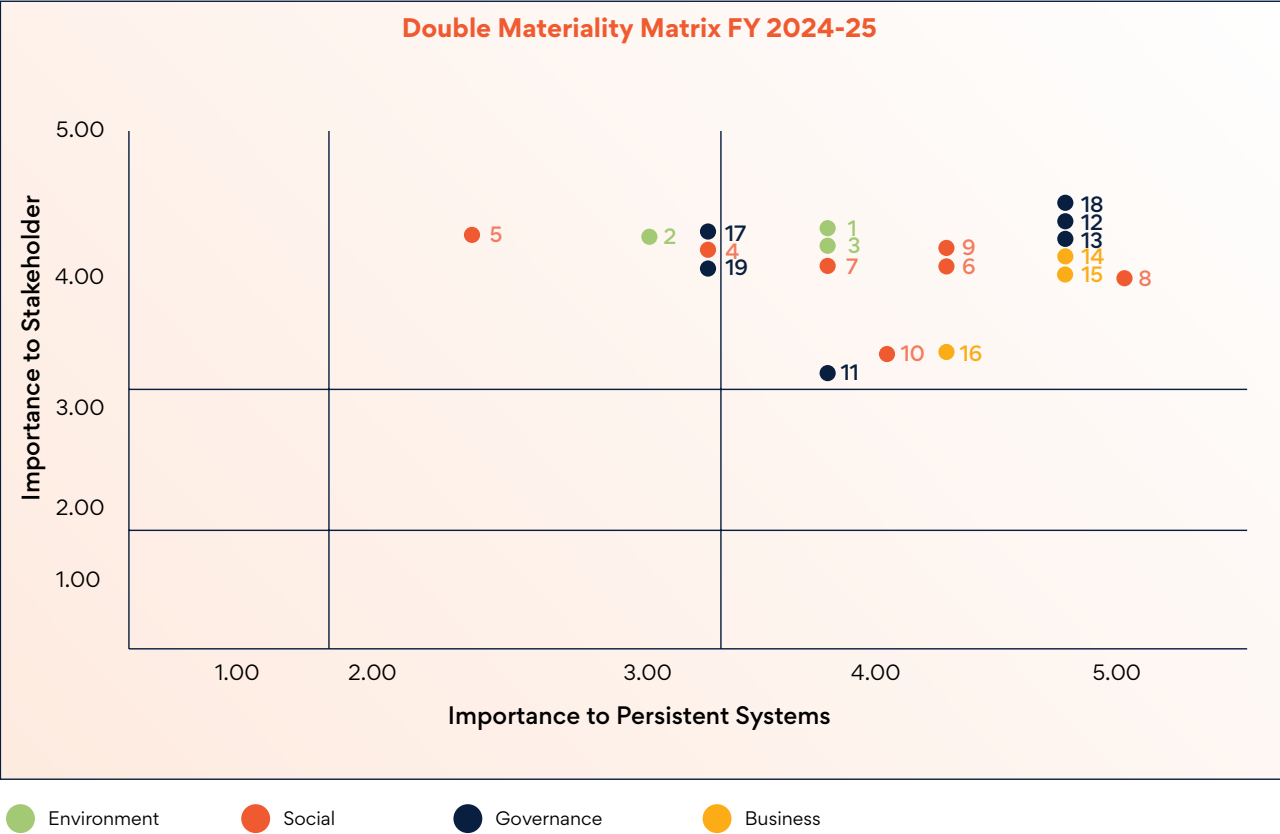
Develop an Action Plan

We integrate the identified material topics into our ESG framework through a well-defined action plan. This plan establishes clear ESG targets and Key Performance Indicators (KPIs) for each material topic, enabling us to track progress, measure impact, and drive accountability. Through regular monitoring and evaluation, we ensure continuous improvement and adapt our strategies as needed. By translating materiality insights into measurable outcomes, we reinforce our commitment to sustainable practices that create value for both our business and stakeholders.

Materiality Matrix

In FY 2024-25, we conducted a materiality assessment, engaging with internal and external stakeholders to determine the 19 most relevant material topics/issues for our organization. These topics were evaluated based on their impact and classified into high, medium, and low priority before being mapped in the materiality matrix.

Stakeholder Engagement & Materiality Assessment



Importance to Persistent Systems

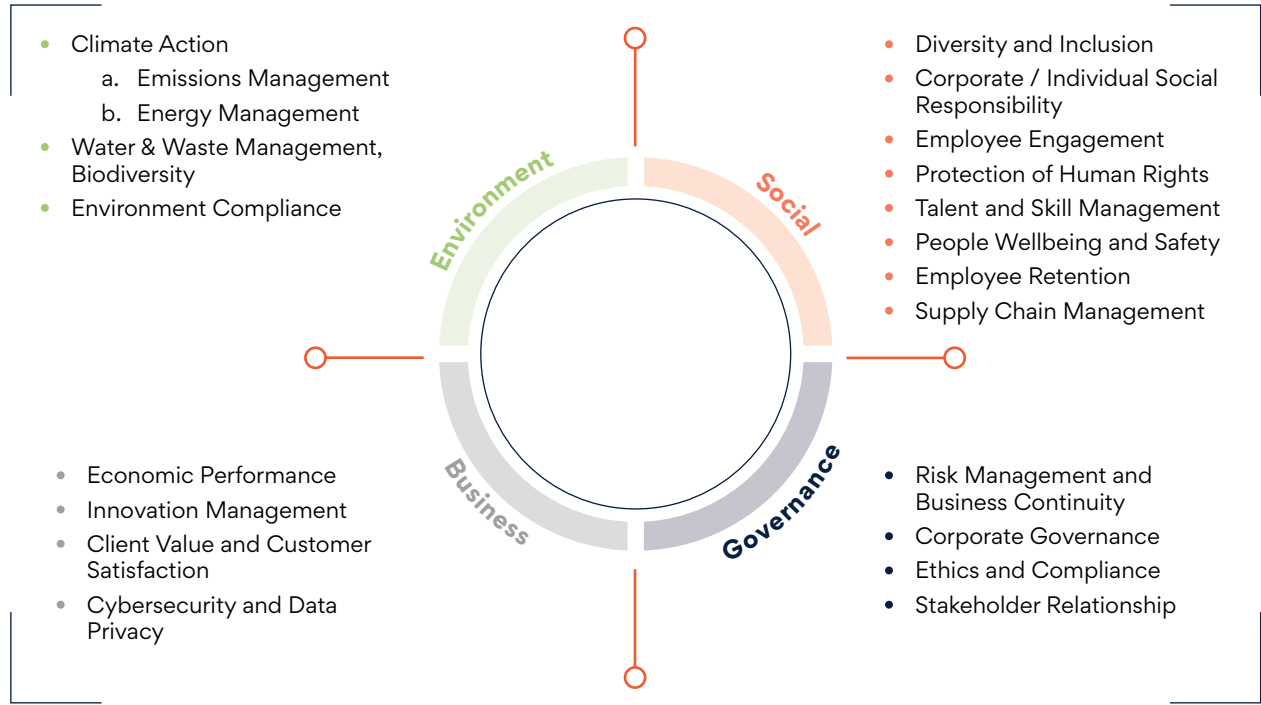
- 1 Climate action (Emissions & Energy Management)
- 3 Environment Compliance
- 6 Employee Engagement
- 7 Protection of Human Rights
- 8 Talent and Skill Management
- 9 People Wellbeing and Safety
- 10 Employee Retention
- 11 Risk Management and Business Continuity
- 12 Corporate Governance
- 13 Ethics and Compliance
- 14 Economic Performance
- 15 Innovation Management
- 16 Client Value and Customer Satisfaction
- 18 Cybersecurity and Data Privacy

Importance to Stakeholder

- 2 Water & Waste Management Biodiversity
- 4 Diversity and Inclusion
- 5 Corporate/Individual Social Responsibility
- 17 Stakeholder Relationship
- 19 Supply Chain Management

We identified and prioritized key ESG issues affecting our business and stakeholders to determine annual ESG focus areas. The plan is to address them based on priorities as illustrated in the picture.

We classify our material topics under Environmental (E), Social (S), and Governance (G) categories. Topics with significant financial impact are additionally categorized as ‘business’.



The materiality matrix illustrates the outcomes of the FY 2024-25 materiality assessment, with no alterations to the list of topics pertinent to our business from the prior year, except for a change in scale. These material topics guide business strategy. The Board’s SR and ESG Committee, along with the ESG head, COO, and Company Secretary, reviews management performance against relevant KPIs and suggests process improvements. According to the FY 2024-25 matrix, we are on track to meet our targets within the ESG roadmap’s timeframe.






Material Topics, Management Approach, and Integration with Enterprise Risk Management (ERM)











GRI disclosure 3-2 and 3-3

To establish a robust ESG risk management framework, we have systematically integrated our materiality assessment into Enterprise Risk Management (ERM) process. This approach ensures proactive identification, assessment, and mitigation of ESG-related risks and opportunities, strengthening our commitment to sustainable and responsible business practices.

Material Topics	Linkage to ERM Key Risk Categories	Business Impact	Management Approach	UNSDG Impacted & GRI Linkage
Climate action (Emissions & Energy Management) Reducing carbon emissions and optimizing energy consumption enhances operational efficiency and lowers costs while mitigating climate risks. Failure to address emissions could lead to negative impact such as regulatory non-compliance, increased operational costs, and reputational damage. Impact:	Sustainability Risk – Climate Change and Energy Demand Risk (Emerging Risk)	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.	We are committed to reducing our carbon footprint through renewable energy adoption and energy efficiency measures and accounting of GHG emissions across Scope 1, 2, and 3. In line with these commitments, we achieved carbon neutrality for Scope 1 and 2 emissions for two consecutive years FY 2023-24 and FY 2024-25. ‘We commit to reach Net-Zero greenhouse gas emissions across the value chain by 2050.’ Our net-zero strategy drives innovation in clean technologies and energy efficiency, ensuring long-term climate resilience. ➡ For more details refer 50-68	 GRI 3-1; 210-2; 302-1; 302-4; 305-1; 305-2
Water & Waste Management, Biodiversity Efficient water and waste management supports resource conservation and regulatory compliance while reducing operational costs. Inadequate waste disposal may cause pollution, regulatory penalties, and reputational damage. Supporting ecosystem conservation ensures business sustainability and aligns with global environmental commitments. Neglecting biodiversity can lead to ecosystem degradation and loss of stakeholder trust.	Water Scarcity Risk (Emerging Risk)	Declining groundwater levels and unpredictable rainfall patterns pose significant challenges, increasing the risk of a global water crisis. Insufficient water stewardship practices may result in water scarcity issues, affecting the availability of this essential resource for business operations, communities, and ecosystems.	We prioritize water conservation through efficient usage, rainwater harvesting, and wastewater recycling. Our waste management strategy follows a circular economy model, ensuring responsible disposal, reuse, and recycling to minimize our environmental impact. We actively contribute to biodiversity conservation by planting native trees and ensuring that our operations cause no adverse impact on biodiversity. ➡ For more details refer 69-75	 GRI 303-1; 303-2; 303-4; 303-5; 413-1; 306-1; 306-2; 306-3; 306-5; 304-1; 304-2; 304-3; 304-4

Material Topics	Linkage to ERM Key Risk Categories	Business Impact	Management Approach	UNSDG Impacted & GRI Linkage
Environment compliance Meeting regulatory standards safeguards business continuity and mitigates legal risks. Non-compliance can result in financial penalties, operational disruptions, and reputational damage.	Global regulatory risks (Emerging risk)	Risk of non-compliance with existing statutory regulations, new regulations, or amendments to existing regulations where the Company operates globally, may damage the Company's reputation.	We adhere to environmental regulations in the countries we operate and continuously monitor and assess our impact. Through proactive risk management and strict policy compliance, we implement best practices to minimize environmental risks and ensure full regulatory adherence, reducing the likelihood of non-compliance and its associated consequences. ➡ For more details refer 82	 GRI 2-27
Diversity and Inclusion A diverse workforce fosters innovation, employee satisfaction, and market competitiveness. Lack of inclusivity can lead to talent attrition, reduced morale, and potential legal challenges.	Talent Demand and Employee Attrition Risk	Diversity and inclusion are not just moral imperatives; they are also key drivers of business success. By fostering a diverse and inclusive workplace we unlock the full potential of our workforce, drive innovation, and achieve better financial performance.	We foster a diverse, equitable, and inclusive workplace by implementing unbiased hiring, leadership diversity programs, and equal growth opportunities for professional development. Our commitment to DEI strengthens our culture and workforce engagement. ➡ For more details refer 120-125	   GRI 405-1; 406-1; 404-2; 404-3
Corporate Social Responsibility / Individual Social Responsibility Community-focused initiatives enhance brand reputation, employee engagement, and long-term business sustainability. Lack of social responsibility may result in reputational damage and reduced stakeholder trust.	Not a Key Risk	Embracing CSR not only contribute to a better world but also enhances reputation, attract top talent and gain support from investors and stakeholders.	Through our CSR initiatives, we focus on education, skill development, healthcare, and community welfare. By actively supporting underserved communities, we align our efforts with national and global development goals. ➡ For more details refer 142-149	  GRI 203-1; 203-2; 413-1; 413-2
Employee Engagement High levels of employee engagement foster productivity, innovation, and retention, thereby significantly enhancing business performance. Conversely, low engagement may lead to high turnover rates, reduced efficiency, and potential reputational risks.	Talent Demand and Employee Attrition Risk	Employee engagement boosts productivity, innovation, and retention, enhancing business performance.	We cultivate a dynamic workplace by implementing continuous feedback mechanisms, professional development programs, and well-being initiatives. Our dedication to employee engagement fosters high retention rates, satisfaction, and productivity. ➡ For more details refer 111-115	 GRI 401-1; 401-2; 401-3; 402-1; 404-2; 404-3

Material Topics	Linkage to ERM Key Risk Categories	Business Impact	Management Approach	UNSDG Impacted & GRI Linkage
Protection of Human Rights Ensuring fair labour practices and ethical sourcing strengthens employee well-being and brand credibility. Human rights violations may lead to legal actions, reputational damage, and operational risks.	Talent Demand and Employee Attrition Risk	Maintaining human rights builds a positive corporate image, strengthens stakeholder relationships, and supports long-term sustainability.	We uphold fair labour practices, equal pay, and workplace rights, ensuring a safe and ethical work environment. Our grievance mechanisms and supplier assessments reinforce our commitment to human rights. ➡ For more details refer 132-137	  GRI 408-1; 409-1; 410-1; 411-1; 412-1; 412-2; 412-3
Talent and Skill Management Continuous learning and development drive workforce innovation and retention. Failure to invest in upskilling can lead to skill gaps, lower productivity, and competitive disadvantages.	Talent Demand and Employee Attrition Risk	Companies that prioritize continuous learning and development are better positioned to foster innovation, retain top talent, and maintain a competitive edge.	We invest in reskilling, upskilling, and leadership development, enabling our employees to stay ahead in a rapidly evolving industry. Our structured learning programs equip our workforce with future-ready skills. ➡ For more details refer 99-110	 GRI 404-1; 404-2; 404-3
People's Wellbeing and Safety A healthy and safe workplace enhances employee morale, reduces absenteeism, and ensures compliance. Poor workplace safety can result in legal liabilities, productivity loss, and reputational risks.	Talent Demand and Employee Attrition Risk	An engaged workforce boosts productivity and employee satisfaction. Employee wellbeing and safety are crucial to a business's success.	We prioritize employee safety and well-being by implementing an occupational health and safety (OHS) management system, ergonomic workplace designs, and mental health support programs. Multiple well-being programs focussing on Physical, Social, Financial and Physiological well-being are conducted. ➡ For more details refer 126-131	 GRI 403-1; 403-2; 403-3; 403-4; 403-5; 403-6; 403-7; 403-9; 403-10
Employee Retention Retaining top talent ensures business continuity, reduces hiring costs, and strengthens institutional knowledge. High attrition can impact productivity, increase recruitment expenses, and weaken Company culture.	Talent Demand and Employee Attrition Risk	Employee retention is a critical aspect of organizational success. Retaining top talent ensures business continuity, reduces hiring costs influencing productivity, Company culture, and financial performance.	We prioritize employee retention by fostering a supportive and growth-oriented work environment. Our approach includes competitive compensation, career development programs, leadership training, and employee well-being initiatives. By promoting a culture of continuous learning, inclusivity, and recognition, we ensure long-term engagement and retention of top talent. ➡ For more details refer 90-95	 GRI 401-1; 401-2; 404-2; 404-3

Material Topics	Linkage to ERM Key Risk Categories	Business Impact	Management Approach	UNSDG Impacted & GRI Linkage
Risk Management and Business Continuity Proactive risk management strengthens operational resilience and protects shareholder value. Poor risk management can lead to financial losses, regulatory scrutiny, and reputational damage.	Cyberattack and Hacking Risk Data Privacy Risk	External attacks, malware, compromised credentials, Business email compromise via phishing and other cyber security risks may result in data loss and loss of reputation.	We integrate ESG risks into our Enterprise Risk Management (ERM) framework to assess climate risks, regulatory challenges, and cybersecurity threats, ensuring business resilience and continuity. ➡ For more details refer 171-183	   GRI 418-1
Corporate Governance Strong governance fosters transparency, investor confidence, and regulatory compliance. Weak governance structures can lead to ethical breaches, financial mismanagement, and legal consequences.	Not a Key Risk	By adhering to principles of accountability, transparency, fairness, and responsibility, companies can build trust, enhance their reputation, and achieve long-term growth.	We uphold the highest standards of corporate governance, transparency, and ethical leadership. Our board oversight and governance framework ensure long-term value creation and regulatory compliance. ➡ For more details refer 154-158	 GRI 2-9; 2-10; 2-11; 2-14; 2-18; 2-19; 405-1
Ethics and Compliance Ethical business practices enhance credibility, customer trust, and regulatory adherence. Non-compliance can result in legal penalties, reputational loss, and operational setbacks.	Not a Key Risk	By integrating Human Rights principles into their operations, companies can build trust with stakeholders, mitigate risks, and enhance their reputation and financial performance.	We maintain a zero-tolerance policy for unethical behaviour, reinforcing our commitment to integrity, anti-corruption, and regulatory compliance. Our code of conduct guides responsible decision-making across all functions. ➡ For more details refer 159-164	 GRI 2-23; 2-24; 2-29;
Economic Performance Sustainable financial growth drives shareholder confidence, market leadership, and long-term stability. Poor financial management may lead to revenue losses, investor concerns, and business instability.	Foreign Exchange Risk Geo-Political and Macro-Economic Risk Credit Risk	Maintaining strong economic performance ensures sustainable growth, competitive advantage, higher share prices, and long-term market success.	We drive sustainable growth through financial prudence, responsible investments, and ESG-integrated business strategies. Our approach ensures long-term stakeholder value creation. ➡ For more details refer 04-05	   GRI 201-1; 201-2; 203-2; 207-3
Innovation Management Investing in technological advancements fosters competitive differentiation and business expansion. A lack of innovation can result in market stagnation, revenue decline, and reduced customer engagement.	Not a Key Risk	Innovation management is a critical driver of business success and growth.	We integrate cutting-edge technologies such as AI, automation, and digital transformation to enhance operational efficiency, sustainability, and customer experience. Our focus on continuous innovation strengthens our market leadership. ➡ For more details refer 199-202	  GRI 302- 4; 305-5; 418-1

Material Topics	Linkage to ERM Key Risk Categories	Business Impact	Management Approach	UNSDG Impacted & GRI Linkage
Client Value and Customer Satisfaction Delivering high-quality, innovative, and customer-centric solutions to strengthen client relationships and drive business growth. Ensuring exceptional customer experience enhances brand reputation and loyalty. However, failure to meet evolving customer expectations may result in loss of trust, competitive disadvantage, and revenue impact.	Not a Key Risk	The impact of client value and customer satisfaction extends beyond immediate financial gains, influencing long-term strategic positioning and market leadership.	We are committed to delivering high-quality, innovative solutions while maintaining ethical business practices and ensuring customer trust, data security, and regulatory compliance. ➡ For more details refer 199-202	    GRI 417-1; 417-2; 418-1
Stakeholder Relationship Effective engagement strengthens partnerships, trust, and business growth. Poor stakeholder communication may lead to conflicts, reduced investments, and reputational harm.	Not a Key Risk	Embracing a stakeholder-centric approach not only drives business success but also contributes to broader societal well-being, creating a positive and sustainable impact for all.	We engage with stakeholders through transparent communication, ESG disclosures, and sustainability-driven collaborations. Our SR & ESG Committee ensures that stakeholder concerns shape our business strategy. ➡ For more details refer 165-168	 GRI 2-29; 413-1
Cybersecurity and Data Privacy Robust cybersecurity measures protect business operations, customer trust, and regulatory compliance. Cyber threats can cause financial losses, data breaches, and reputational risks.	Cyberattack and Hacking Risk	Persistent Systems operates globally and hence needs to be compliant with the data privacy laws across countries where we operate. Unauthorised 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.	We protect digital assets and customer data through advanced cybersecurity frameworks, AI-driven threat detection, and compliance with global data protection regulations. ➡ For more details refer 193-198	 GRI 418-1
Supply Chain Management A resilient and ethical supply chain ensures business continuity, cost efficiency, and compliance. Supply chain disruptions can lead to financial losses, reputational risks, and operational inefficiencies.	Not a Key Risk	Supply Chain Management is a critical aspect of modern business operations, impacting cost efficiency, customer satisfaction, and overall competitiveness.	We promote responsible sourcing, ethical supplier practices, and ESG compliance across our supply chain. Regular supplier audits and engagement programs drive accountability and sustainability. ➡ For more details refer 138-141	  GRI 204-1 308-1; 308-2; 414-1: 414-2

Material Issues and Materiality Metrics for Enterprise Value Creation

Management of Material Issues

Through our annual materiality assessment, we identified the three most critical economic, environmental, and social issues that has the greatest impact on our business and long-term value creation. By assessing internal business risks and external societal and environmental factors, we ensured that these priority issues drove strategic decision-making, risk management, and sustainability initiatives. In FY 2024-25, we determined three key material issues that significantly influence external stakeholders:

1

Climate Action
(Emissions & Energy Management)

2

Talent and Skill Management

3

Cybersecurity and Data Privacy

Material Issue 1

Climate action (Emissions & Energy Management)

The development of emerging technologies and AI may result in increased global energy consumption, which could lead to higher carbon emissions.

Business Case

The increasing frequency and intensity of extreme weather events, such as heatwaves, cold waves, cyclones, floods, and disease outbreaks, pose significant risks to human safety and business continuity. These climate-related challenges underscore the importance of building operational resilience, safeguarding our workforce, and ensuring uninterrupted service delivery. Addressing these issues is critical to mitigating risks, maintaining operational stability, and fulfilling our commitment to sustainable business practices.

Business Impact
Risk

Business Strategies

We uphold environmental responsibility, demonstrated by our ISO 14001:2015-certified facilities across India and achieved Carbon Neutrality for Scope 1 and Scope 2 emissions. Our distributed operations, remote work capabilities, and agile delivery model enhance flexibility, while our resilient infrastructure is designed to withstand extreme weather events. 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 emissions 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.

Materiality Metrics:

Target/Metric	Target Year	Progress (FY 2024-25)
1. Maintain carbon neutrality across Scope 1 and Scope 2 emissions annually	FY 2025-26	Achieved carbon neutrality for two consecutive years FY 2023-24 and FY 2024-25 across Scope 1 & Scope 2 emissions
2. To source 100% of electricity from renewable energy for all owned facilities by FY 2025-26	FY 2025-26	100% Sourcing of renewable energy through combination of onsite Solar rooftops, windmills, Green Tariff and purchasing IREC's certificates for facilities with no operational controls <ul style="list-style-type: none">56.83% Renewable energy consumed across Global locations62.79 Renewable energy consumed within our owned facilities in India
3. Reduce absolute Scope 1 and 2, 3 emissions by 54.6% by FY 2023-24 and FY 2024-25 base year (as per SBTi approved targets)	FY 2033-34	53.4% of Scope 1, 2 & 3 emissions reduced from FY 2024 baseline
4. Achieve Net-zero greenhouse gas emissions across the value chain by FY 2049-50	FY 2049-50	SBTi has approved our near-term and net-zero emissions targets in December 2024

Target/Metric Linked to Executive Compensation:

ESG KPIs are included in the People KRAs for the COO, Head of ESG, and Head of Administration, linked to their performance bonuses, monetary benefits, and recognition Programs. The incentivized KPIs include:

- Achievement of climate action goals, such as carbon neutrality, net-zero commitment, energy reduction, and increased use of renewable and low-carbon energy.
- Emissions reduction and efficiency improvements through resource conservation including energy and water optimization to reduce emissions.

Linkage with SDGs:



Material Issue 2

Talent and Skill Management, Diversity and Inclusion

Business Case

The evolving post-pandemic talent landscape presents both opportunities and challenges. Market uncertainties and potential shifts could influence voluntary attrition rates. Despite a stabilizing demand, the limited talent pool for emerging technologies continues to impact employee retention. Additionally, the growing preference for hybrid work models adds complexity to workforce management. These dynamics necessitate a proactive and strategic approach to talent acquisition, development, and retention to sustain business growth and resilience.

Business Impact

Risk

Business Strategies

We cultivate a positive and productive work environment through a multi-faceted approach:

- Talent and skill management: Persistent University ensures continuous learning, upskilling and career growth through technical trainings and certifications.
- Wellbeing Focus: Regular employee feedback surveys and programs enhancements support holistic employee

wellbeing – physical, financial, social and mental health.

- Strong Employer Brand: Our sustained growth, global presence, and impactful initiatives reinforce our market position.
- Inclusive Workplace: We foster diversity, inclusivity, and a positive work culture to drive innovation and engagement.
- This comprehensive strategy empowers employees, strengthens our brand, and fosters a thriving workplace.

Materiality Metrics:

Target/Metric	Target Year	Progress (FY 2024-25)
Achieve learning coverage of 92% Year on Year (YoY)	Fy 2025-26	94.1 Learning Coverage 94 hours Average learning hours per Full-Time Employee (FTE)
Aim for 35% gender diversity by FY 2029-30	FY 2029-30	29.85% of Women in workforce 12.74% women in leadership positions

Target/Metric Linked to Executive Compensation:

We integrate these metrics into the Balanced scorecard, performance evaluation and compensation framework for key executives, including our COO, CPO, Head of ESG, Head of L&D, and Head of Talent Acquisition & Talent Management, Group, Delivery heads of Business Units. These KPIs directly influence annual performance bonuses, monetary incentives, and recognition programs, ensuring accountability for our ESG priorities.

The following KPIs are linked to executive compensation:

- Skill development programs - Measured by the implementation and reach of training initiatives, no. of certifications etc.
- Leadership development programs - Evaluated based on the effectiveness and participation levels, movement into next level of career.
- Employee training on Code of Conduct, Human Rights, Safe Workplace, Environmental Health and Safety - Tracked through participation rate, completion rate, programs effectiveness & impact.

- Promoting diversity through events that recognize different cultures, traditions, and perspectives. Ensuring digital and physical accessibility for all employees, including those with disabilities, Educating employees on unconscious biases and fostering an inclusive mindset.

These KPIs are assessed as part of the annual performance reviews, directly impacting incentive payouts such as variable pay and ESOP's.

Linkage with SDGs:



Material Issue 3

Cybersecurity and Data Privacy

Business Case

We recognize that cybersecurity threats such as external attacks, malware, compromised credentials, and phishing pose significant risks, including data breaches, financial losses, and reputational damage. We are committed to collecting and storing only the minimum amount of personal information necessary for the functioning of our business. This means we ensure that any data we process has the requisite legal basis and complies with applicable data privacy requirements. Safeguarding this information and preventing cyber threats remains our top priority. By

strengthening our cybersecurity and data privacy framework, we mitigate risks, ensure regulatory compliance, and maintain stakeholder trust. Prioritizing security measures allows us to enhance cyber resilience, protect confidential data, and ensure business continuity in an increasingly digital world.

Business Impact

Risk

Business Strategies

We are committed to safeguarding data privacy and information security through a robust ISMS, multi-layered governance, and third-party

certifications (ISO 27001, ISO 27017, ISO 27018, ISO 27701, and SOC 2 Type II). Our strategy includes investments in advanced security technologies such as Zero Trust architecture and endpoint protection, along with strict access controls to prevent unauthorized access. We reinforce data privacy and cybersecurity awareness through comprehensive employee training and implement data protection measures like DLP and encryption. With 24/7 threat monitoring via our Security Operations Centre (SOC) and regular security audits, we ensure continuous risk mitigation and the protection of our critical information assets.

Materiality Metrics:

Target/Metric	Target Year	Progress (FY 2024-25)
To be recognized as an industry leader in information security and cloud practices	FY 2025-26	External benchmarking Information security score <ul style="list-style-type: none">Risk Recon: A (9.6)BitSight: 790 (Advanced)Security Scorecard A (99) ISO 27001 and SOC2 Type II certifications
Use information governance to effectively manage data privacy and security-related risks: Achieve zero data breaches Year on Year (YoY)	FY 2025-26	Zero data breaches reported

Target/Metric Linked to Executive Compensation:

The COO, CIO, and CISO have their performance bonuses, monetary benefits, and recognition programs directly tied to ESG KPIs, ensuring accountability for cybersecurity and data privacy. These metrics are applied to executive compensation by evaluating their performance against the following incentivized targets:

- Enhanced cybersecurity measures and strengthened privacy controls - assessed through the successful implementation of security, privacy frameworks and risk mitigation strategies.
- Consistently achieving zero data breaches - measured by incident reports and security audit outcomes.

Compensation adjustments are made based on the achievement of these targets, reinforcing executive responsibility for maintaining robust cybersecurity and data privacy standards.

Linkage with SDGs:



Material Issues and Materiality Metrics for External Stakeholders

We have conducted a comprehensive materiality assessment to evaluate the positive and negative impacts of our operations, products, and value chain on external stakeholders, including the environment, society, and economy. This assessment enables us to identify and prioritize key areas where we can drive meaningful impact

Material Issue 1

Climate Action (Emissions & Energy Management)

Effective management of greenhouse gas emissions and energy consumption is critical for minimizing environmental impact and addressing climate change, which directly affects external stakeholders such as communities, customers, and investors. By reducing carbon emissions, enhancing energy efficiency, and transitioning to renewable energy, we contribute to global sustainability goals, improve air quality, and support energy security. These efforts align with stakeholder expectations for responsible environmental stewardship and help mitigate risks associated with regulatory changes and climate-related disruptions.

Material Issue	Climate Transition & Physical Risks
Cause of Impact	Operations
External stakeholder(s)/ impact area(s) evaluated	Environment & Society
Topic relevance to external stakeholders - Rationale for Identifying the Issue	Climate change is driving an increase in the frequency and intensity of extreme weather events such as heat waves, cold waves, tornadoes, tropical cyclones, and floods, along with rising cases of seasonal diseases, epidemics, and pandemics. These events pose significant risks to human safety and business operations, leading to potential disruptions in supply chains, infrastructure damage, and increased health-related challenges. Recognizing these risks is essential for building resilience, ensuring business continuity, and safeguarding the well-being of communities and stakeholders.
Type of impact	Negative
Output Metric	<ul style="list-style-type: none">Maintaining Carbon Neutrality across Scope 1 and Scope 2 emissions every year.Sourcing of 100% Renewable energy across owned locations by FY 2025-26.Reduce absolute Scope 1 and 2, 3 GHG emissions by 54.6% from an FY 2023-24 base year by 2034.Achieve net-zero greenhouse gas emissions across the value chain by 2050.% of Supply chain partners covered under ESG awareness programs.
Impact Valuation	<ul style="list-style-type: none">Achieved Carbon Neutrality for two consecutive years FY 2023-24 and FY 2024-25.Renewable energy increased from 39% to 56.83% globally.Achieved 5% reduction on energy conservation.53.4% of Scope 1, 2 & 3 emissions reduced from FY 2023-24 baseline.Supply chain partners accounting for 75% of Persistent Systems' expenditures were included in the ESG awareness programs, which assist them in contributing towards achieving our ESG goals.
Impact Metric	<ul style="list-style-type: none">Achieve carbon neutrality for Scope 1 and 2 emissions annually and net-zero emissions targets year-on-year according to the SBTi tool.Supply chain partners responsible for 75% of Persistent Systems' expenditures will be included in the ESG awareness programs.6,889.44 tCO₂ equivalent emissions avoided annually through renewable energy adoption and energy efficiency measures.

Material Issue 2

Cybersecurity and Data Privacy


At Persistent Systems, we prioritize cybersecurity and data privacy to safeguard sensitive information, personal data and ensure business continuity. In an increasingly digital world, we implement robust security and privacy measures, advanced threat detection & response, awareness programs, Data Loss Prevention programs, BCP & DR Plans, drills, and exercises to test our cyber resilience, and to protect against cyber threats and data breaches. We are certified on standards such as ISO 27001, ISO 22301, ISO 27701, ISO 27017 & ISO 27018. We undergo annual SOC2 Type 2 audits. Our proactive approach strengthens stakeholder trust and reinforces our commitment to secure and resilient IT operations.

Material Issue	Cyber Security & Data Privacy
Cause of Impact	Products/Services & operations
External stakeholder(s)/ impact area(s) evaluated	Consumers/end-users/Suppliers External employees (e.g. organizations in the supply chain, contractors)
Topic relevance to external stakeholders - Rationale for Identifying the Issue	Cyberattacks and hacking risks pose a threat to IT services, impacting businesses that rely on technology for key operations. A security breach could disrupt services, compromise sensitive data, and erode stakeholder trust. Ensuring robust cybersecurity measures is essential for protecting business operations, maintaining client confidence, and mitigating risks arising from cyber threats, employee errors, and other vulnerabilities
Type of impact	Negative
Output Metric	Zero data breach
Impact Valuation	Zero
Impact Metric	Maintain Zero Data Breach

Material Issue 3

Corporate Social Responsibility

At Persistent Systems, it is a core expression of our belief that technology should be a force for positive change. As a digital engineering Company, we leverage our expertise to drive meaningful impact in areas critical to sustainable development. We support education by enabling access to digital learning and STEM opportunities; we contribute to sustainable agriculture through data-driven practices and tech-enabled training; and we promote water conservation using smart monitoring and community engagement tools. These focus areas reflect our commitment to inclusive growth, align with national and global development goals, and reinforce our purpose of building a better world through innovation.

Material Issue	Corporate Social Responsibility
Cause of Impact	Persistent Systems leverages its CSR initiatives to address critical societal challenges by promoting quality education, advancing sustainable agricultural practices, and implementing water conservation solutions. These focus areas are chosen to drive long-term community development and environmental sustainability.
External stakeholder(s)/ impact area(s) evaluated	Local communities, farmers, students, educational institutions, rural development NGOs
Topic relevance to external stakeholders - Rationale for Identifying the Issue	Persistent Systems is committed to creating lasting value not only for its stakeholders but also for society at large. Our CSR efforts are deeply aligned with the UNSDGs, which provide a global blueprint for a more equitable, sustainable, and resilient future. We recognize that as a technology-driven organization, we are uniquely positioned to address some of the world’s most pressing challenges – such as quality education (SDG 4), clean water and sanitation (SDG 6) and reduced inequalities (SDG 10). The focus on sustainable, tech-enabled interventions that empower individuals, strengthen communities, and protect natural resources. This alignment with the SDGs allows us to contribute meaningfully to global development agendas while also reinforcing stakeholder trust, driving inclusive growth, and embedding purpose into our business strategy.
Type of impact	Positive
Output Metric	<ul style="list-style-type: none">• Contribution to SDGs• Number of lives touched
Impact Valuation	We undertake comprehensive social impact assessments to evaluate how our initiatives tangibly improve the quality of life in the communities we serve. These assessments measure changes in community cohesion, access to critical infrastructure and services, and the overall wellbeing – physical, mental, and social – of beneficiaries. Through these efforts, we aim to elevate the socio-economic condition of vulnerable households and support inclusive local economic development.
Impact Metric	<div>Our initiatives have impacted the community in the following ways:<ul style="list-style-type: none">• Number of lives touched - 52,751• No. of CSR projects in the area of Education, Health, Community Development, Preservation of Heritage and Wildlife - 56 projects</div> <div>For more details refer to CSR section page 142-149</div>

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Environment

Environmental responsibility at Persistent Systems goes beyond compliance – it is rooted in purpose. With climate change reshaping the global agenda, we are embedding sustainability into the core of our operations and decision-making. Our approach is defined by action: reducing emissions, advancing renewable energy, enhancing resource efficiency, and creating long-term value for our stakeholders and the planet.

This section outlines our environmental strategy, performance, and the tangible steps we are taking to build a low-carbon, climate-resilient future – one powered by clean energy, innovation, and accountability.



ENVIRONMENT

Fostering Environmental Responsibility

At Persistent Systems, environmental stewardship is at the core of our operations. We are deeply committed to sustainability, aligning our business strategies with climate resilience, energy efficiency, water conservation, and emissions reduction. By adapting clean technology solutions, we strive to reduce our environmental footprint while creating a lasting positive impact. Our dedication extends to achieving Science Based Targets initiative (SBTi) and making measurable progress toward our sustainability commitments. By integrating these initiatives into our operations, we aim to build a greener, more sustainable future for generations to come.



Environment Vision
Reduce GHG emissions using technology solutions

SDG Alignment

6
CLEAN WATER AND SANITATION

7
AFFORDABLE AND CLEAN ENERGY

11
SUSTAINABLE CITIES AND COMMUNITIES

12
RESPONSIBLE CONSUMPTION AND PRODUCTION

13
CLIMATE ACTION



ENVIRONMENT - KEY PERFORMANCE INDICATORS

Climate Action

Goals	FY 2024-25	FY 2023-24
Maintain carbon neutrality across Scope 1 and Scope 2 emissions annually	Carbon Neutrality achieved for Scope 1 and Scope 2 emissions as per ISO 14068-1:2023	Carbon Neutrality achieved for Scope 1 and Scope 2 emissions as per PAS 2060
To source 100% of electricity from renewable energy for all owned facilities by FY 2025-26	62.79% Renewable energy consumed within our owned facilities in India	44% Renewable energy consumed within our owned facilities in India
	56.83% Renewable energy consumed across Global locations	39% Renewable energy consumed across Global locations
	24.08% 2 windmills 4.2 MW Wind Power	27.47% 2 Windmills 4.2 MW Wind Power
	11.92% 2MW Solar Power	11.40% 2MW Solar Power
	20.82% Green Tariff	16% Self-generated Renewable Energy Certificates (RECs)
Achieve Net-Zero greenhouse gas emissions across the value chain by FY 2050	42.80% Renewable Energy Certificates (I-RECs) Purchased	45% Renewable Energy Certificates (I-RECs) Purchased
	Net-Zero Targets approved by Science Based Targets initiative (SBTi) in December 2024	Committed to set near and long-term Companywide emissions reductions in line with science-based net-zero with the SBTi

ENVIRONMENT

Climate Action (contd.)

Goals	FY 2024-25	FY 2023-24
Reduce absolute Scope 1 and 2, 3 emissions by 54.6% by FY 2034 from a FY 2024-25 base year (as per SBTi approved targets)	53.4% of Scope 1, 2 & 3 emissions reduced from FY 2024 baseline 35,795 trees planted 156,830 cumulative total trees	25,000 trees planted 121,035 cumulative total trees
Water Stewardship		
Goals		
Reduce 5% freshwater consumption and achieve 100% wastewater recycling in owned campuses Year on Year (YoY)	11.69% of water consumption reduced from FY 2023-24 baseline 35% of treated wastewater in owned campuses is used within our facilities 100% Wastewater recycling in owned campuses (India locations)	28.3% of treated wastewater in owned campuses is used within our facilities 100% 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% waste recycling	99% waste recycling

Note: The goals have been rearticulated as some of the previous goals have been achieved & addition of new goals to align with current and future scenarios and disclosures.

ENVIRONMENT

Carbon Neutrality

Persistent Systems is steadfast in its commitment to environmental stewardship, exemplified by our comprehensive decarbonization strategy aimed at achieving net-zero greenhouse gas (GHG) emissions across our value chain by 2050. This strategy encompasses both near-term and long-term initiatives, aligning with the Science-Based Targets initiative (SBTi) and the goal of limiting global temperature rise to 1.5°C.

Achieved carbon neutrality for Scope 1 and Scope 2 emissions for two consecutive years.

₹ 2.75 Mn
Green Investment

₹ 74.32 Mn
Capital Expenditure

Climate change preparedness is crucial as organizations face operational, supply chain, and financial risks due to extreme weather events. At Persistent Systems, we take a proactive approach to climate action and have achieved carbon neutrality for Scope 1 and Scope 2 emissions for the second consecutive year (FY 2023-24 and FY 2024-25), surpassing our original target of FY 2024-25 by a year. This milestone reflects our strong commitment to sustainability and environmental responsibility.



We maintain carbon neutrality each year by implementing climate-conscious policies, enhancing energy efficiency, investing in renewable energy, and fostering sustainable supply chains. In FY 2023-24, we also introduced the Green Tariff, further strengthening our renewable energy procurement strategy. By aligning with global and national sustainability standards, we continue to enhance resilience, reduce our carbon footprint, and drive long-term environmental stewardship.

Our Commitment

We are dedicated to achieving carbon neutrality for Scope 1 & Scope 2 emissions every year reinforcing our leadership in sustainability.

Measuring Our Carbon Footprint

We conduct comprehensive assessments across all operational facilities to accurately track Scope 1 and Scope 2 emissions, ensuring data-driven decision-making.

Reducing Our Emissions

To significantly lower our carbon footprint, we are implementing:

- Energy-efficient technologies for optimized resource consumption
- Investment in rooftop solar and wind energy and paying Green Tariff for clean energy
- Enhanced use of renewable energy sources
- Migrating data centres to cloud-based systems
- LEED-certified, energy-efficient buildings for sustainable infrastructure

Offsetting Residual Emissions

Carbon offsetting of residual emissions through:

- High-quality carbon credits to offset Scope 1 emissions
- International Renewable Energy Certificates (IRECs) to offset Scope 2 emissions

Net-Zero Commitment

Net-Zero Journey

At Persistent Systems, we are deeply committed to building a sustainable future. As a global digital engineering and services Company, we recognize the urgency of the climate crisis and our responsibility to lead with purpose. FY 2024–25 stands out as a transformative year in Persistent’s ESG journey, our greenhouse gas (GHG) emissions reduction targets have been officially validated by the Science Based Targets initiative (SBTi), affirming alignment with the SBTi Corporate Net-Zero Standard. Notably, our Scope 1 and 2 targets have been classified as consistent with a 1.5°C pathway, the highest level of ambition reflecting our deep commitment to science-based action and a sustainable future.

Our Net-Zero is grounded in science and action. We’ve launched this journey by defining clear, measurable goals that cut across our operations, energy use, infrastructure, business travel, and supply chain. Each initiative is tied to our broader purpose of creating long-term value for our clients, employees, and investors.

To ensure focus and alignment, we’ve developed a unified enterprise-wide roadmap that brings together our climate efforts under one strategic vision. This roadmap is continuously reviewed and adapted to reflect the latest in climate science, policy developments, and technological innovation. With every milestone, we move closer to building a resilient, low-carbon future, one that empowers growth while protecting the planet.

Net-Zero Roadmap

Persistent Systems Limited has committed to achieving net-zero by FY 2050 across its entire value chain.

To support this ambition, we have set near- and long-term science-based targets aligned with the SBTi Corporate Net-Zero Standard.

Looking ahead, our long-term goal is to cut absolute Scope 1, 2 and 3 emissions by 90% by FY 2050, ensuring a deep and lasting decarbonization across our operations and value chain.



For further information on Approved SBTi target

Net-Zero approved Targets

Overall Net-Zero target

FY 2050

Near-Term target

54.6%

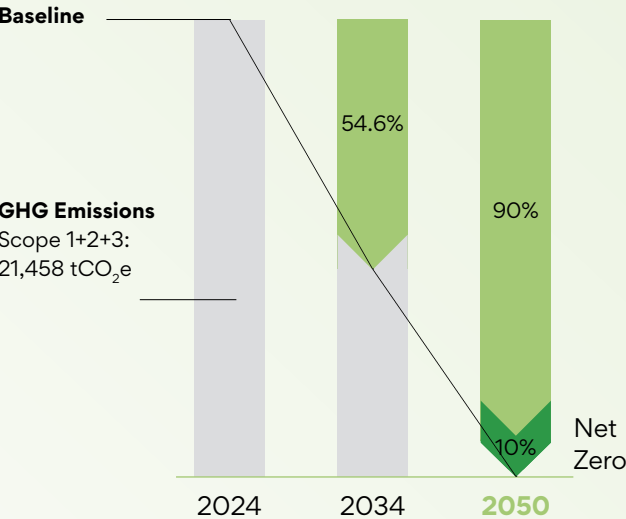
reduction of absolute Scope 1,2,3 GHG emissions by FY 2034 from a FY 2024 base year

Long-Term target

90%

reduction of absolute Scope 1,2,3 GHG emissions by FY 2050 from a FY 2024 base year

Net-Zero Roadmap



Process Efficiency and Fuel Transition

Adoption of low-energy technologies, Optimization of HVAC and lighting systems, Reduced business travel, Transition from fossil fuel-powered vehicles to electric vehicles, Sustainable procurement, lesser waste to landfill



Renewable Energy

RE procurement from windmill, solar rooftop, Green Tariff & IRECs



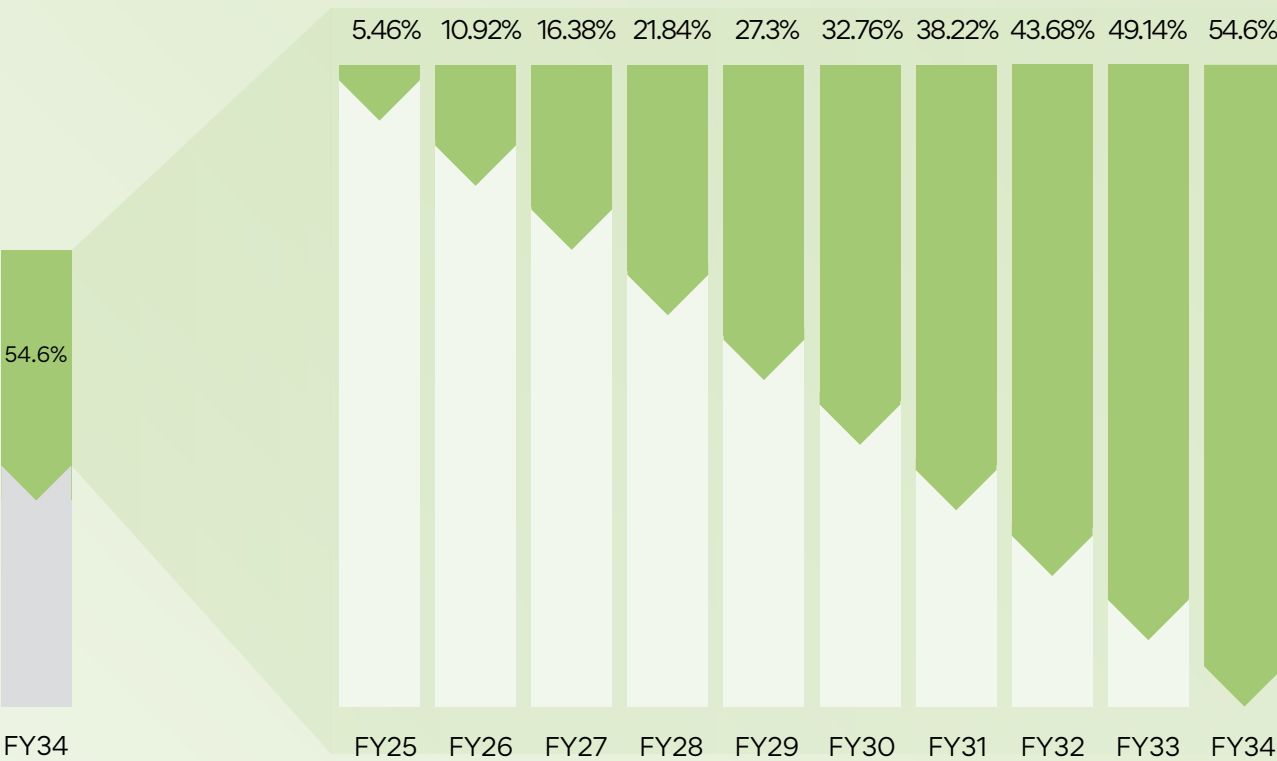
Carbon Offset

Carbon sequestration and carbon sink initiatives through afforestation, Procurement of carbon credits via verified offset projects



Emissions

Near-Term Emissions Reduction Roadmap



Scope 1, 2, 3 Absolute Emissions Reduction Year on Year (YoY)

Net-Zero Strategy

Our Net Zero strategy prioritizes direct reduction, investment in renewable energy, offset mechanisms, and climate governance. We aim to minimize Scope 1,2 & 3 emissions across the operations through direct reduction measures, such as improving process efficiency, transitioning away from high emissions fuel, and incorporating innovative technologies. Offsetting will be applied exclusively to emissions that are technically challenging to eliminate, with transparency and sustainable effectiveness ensured by adhering to global standards and encouraging collaborative offset projects among affiliates.

Scope 1 & 2 Emissions Reduction Plan

Short-Term

Reduction in consumption
Enhance process and energy efficiency

- Adopt high efficiency Heating, Ventilation, and Air Conditioning (HVAC) and Variable Refrigerant Volume systems
- Improve energy efficiency by conducting energy audits to fix energy leakages, replacement of LED bulbs, installation of motion sensors
- Monitoring of energy consumption through Internet of Things (IoT) and Building Management Systems (BMS)
- Switching fossil fuel powered cars to electric vehicles

Medium and Long-Term

Transition away from high emissions

- Replacement and addition of ACs with low Global Warming Potential
- Leasing LEED-IGBC certified facilities which provide renewable energy

Transition to 100% Renewable energy

- Increase Renewable energy adoption and resource management
- Continue to purchase of international Renewable energy certificates (IREC) to deficit demand
- Invest into carbon offset mechanisms for leftover emissions

Scope 3 Emissions Reduction Plan

Supplier Engagement
Levers

- Capacity building workshops for key suppliers
- SBTi target adoption
- Procurement from low carbon intensive suppliers

Action for emissions reduction

- Categorize the suppliers and start GHG accounting
- Collection of data related to ESG and carbon emissions
- Implement Green Procurement policy for all suppliers
- SBTi target setting for the top suppliers

Reduction plan for other categories

Levers

- Reduce business travel
- Switch to cleaner fuel
- Zero waste to landfill
- Use of public transport

Action for emissions reduction

- Encourage virtual meet, selection of low carbon flights, insetting through SAF
- Switching over to EV will automatically reduce Fuel & Energy emissions
- Adopt zero waste to landfill for all owned facilities and lease LEED-IGBC certified facilities
- Encourage employees to use EV, car/bike pool, public transport for daily commute

Emissions Management

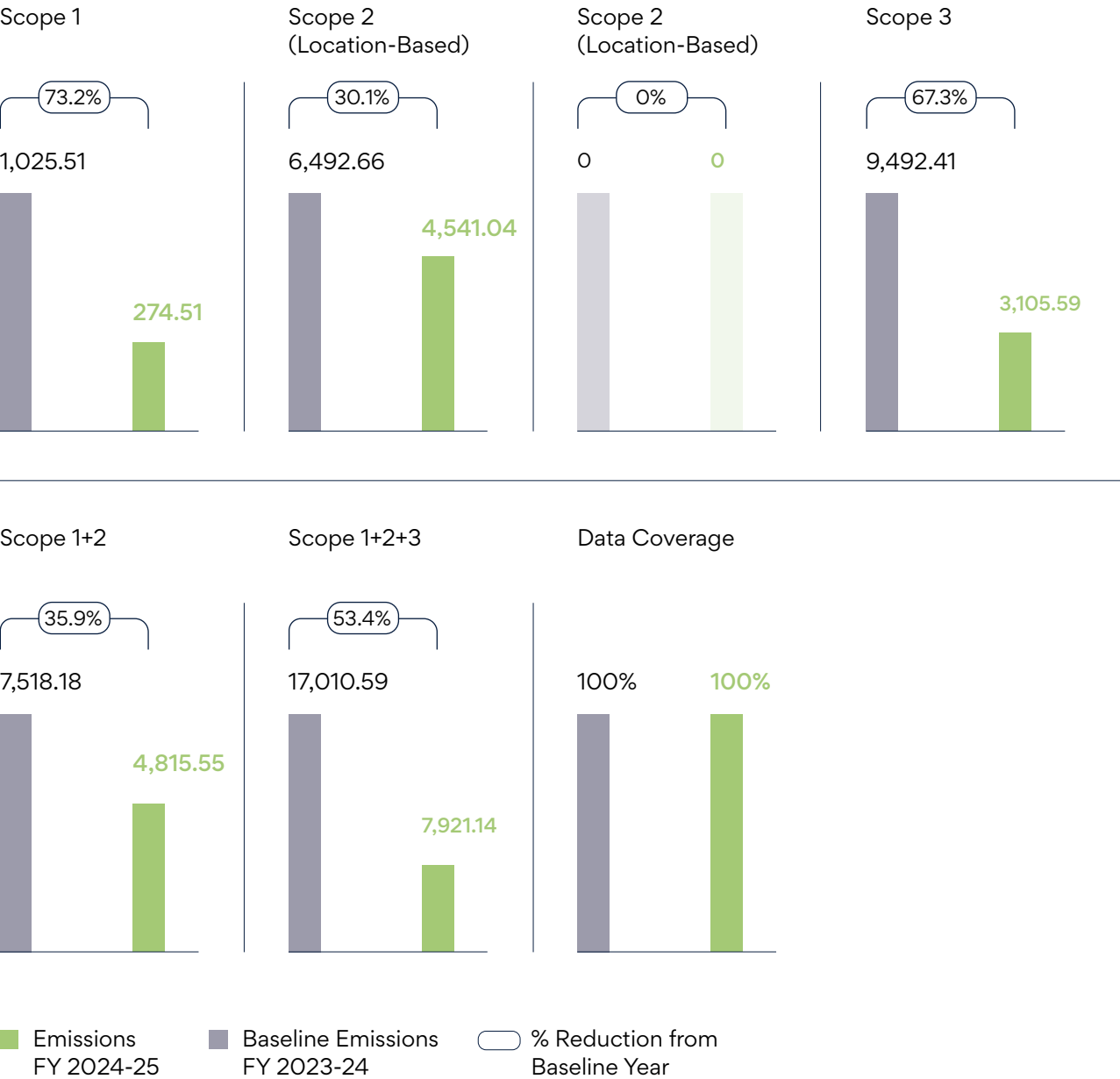
(GRI Disclosure 305-1, 305-2, 305-3, 305-4, 305-5)

As part of our journey toward net-zero by 2050, Persistent Systems is committed to reducing its carbon footprint and aligning with the Science Based Targets initiative (SBTi).

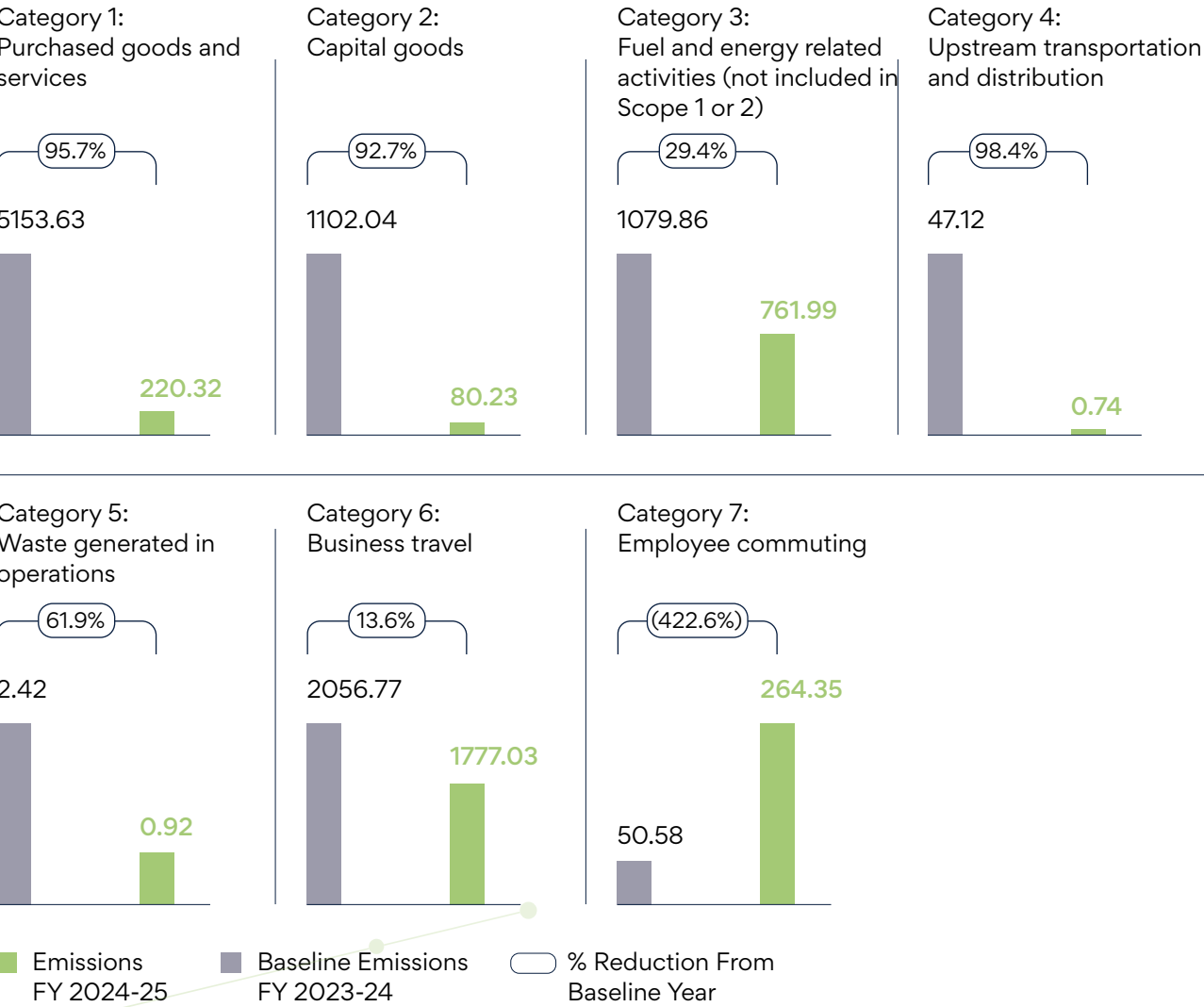
Emissions Breakdown (tCO₂e)

Persistent Systems has established a Company-wide emissions reduction target that encompasses Scope 1, Scope 2, and Scope 3 emissions, with both absolute and intensity-based goals. These targets are publicly available and validated by the Science Based Targets initiative, demonstrating our commitment to global climate action.

Emissions by Scope



Scope 3 Categories



Note:

- Scope 3 Categories 8 to 15 are not applicable.
- Scope 3 Category 7 emissions have increased due to the increase in employee commuting as they resume work at the office.

➞ For more details on the breakdown of the emissions refer
ESG Factsheet FY 2024-25 page 213

Scope 1

Scope 1 emissions arises from Company-owned vehicles, accidental discharge of refrigerant gases and diesel generators in India. Since we do not have operational control over leased facilities, an operational control approach was used for reporting. The major contributors include CO₂ and HFCs (R22, R32, R407A, and R407C), classified as greenhouse gases.

Scope 2

Scope 2 emissions are mainly from electricity usage at our facilities. To mitigate our carbon impact, Persistent has set a strategic goal to transition entirely to renewable energy. Currently, 56.83% of our global electricity consumption is sourced from rooftop solar and wind energy. Additionally, we are utilizing Renewable Energy Attribute Certificates (I-RECs) to ensure renewable energy usage across facilities where we lack operational control.

Scope 3

Scope 3 emissions encompass indirect emissions across our value chain. As part of our net-zero commitment, we are actively working on our decarbonization roadmap to reduce Scope 3 emissions over time.

Emissions Intensity FY 2024-25

(GRI Disclosure 305-4)

Scope 1 & 2

3.22 tCO₂e/\$ Mn

0.196 tCO₂e/FTE

➞ For more details, refer to the

ESG Factsheet FY 2024-25 page 213



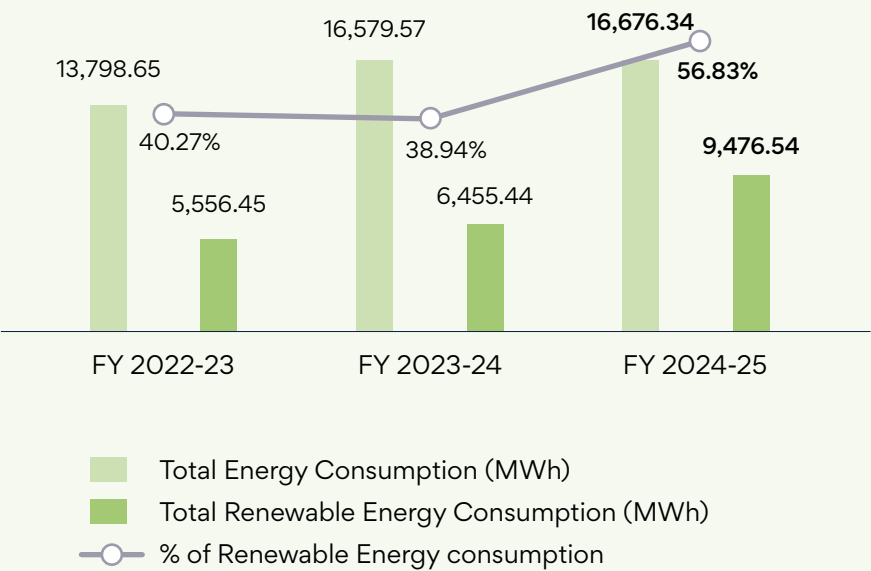
Energy Management

(GRI Disclosure 302-1, 302-2, 302-3, 302-4, 302-5)

We have enhanced our energy performance by integrating energy management programs into our business operations. This not only lowers our energy costs and greenhouse gas emissions but also supports our climate change mitigation goals. Effective implementation of these programs requires fostering a culture of continuous energy improvement across all levels of the organization, alongside strategic investments in technology solutions and renewable energy initiatives approved by top management.

Energy Consumption within organization

(GRI Disclosure 302-1, 302-2)



There is no Energy Consumption outside the organization.

Energy Intensity FY 2024-25

(GRI 302-3)

11.84 MWh/\$ Mn 0.68 MWh/FTE

Reduction in Energy Consumption and Energy Requirements of Products & Services

(GRI Disclosure 302-4, 302-5)

At Persistent Systems, we are committed to reducing our energy intensity as part of our sustainability efforts. By optimizing energy use through efficient infrastructure, renewable energy adoption, and digital solutions, we aim to minimize our environmental impact while supporting business growth.



For more details on Energy Management disclosures, refer to the

ESG Factsheet Page 215

Energy Management Programs



Targets - Established quantified energy reduction targets, including the Energy Performance Index (EPI), across all campuses to drive energy savings.



Energy Audits are conducted annually by Subject Matter Experts to identify areas of energy leakage and opportunities for improving energy performance.



Investments are made in energy-efficient technologies and renewable energy solutions to minimize energy consumption across all sites. This includes the deployment of automation and occupancy sensors in meeting rooms to optimize energy usage.



Identified opportunities are then translated into action through:

- **Accelerating Actions:** Energy & Carbon reduction initiatives are fast-tracked by expediting the transition to renewable energy, implementing energy-efficient technologies more rapidly, and enhancing waste reduction efforts.
- **Scaling Actions:** Successful initiatives are expanded across the organization by replicating proven strategies in different departments and locations.



Energy Performance progress is assessed through third-party ESG and ISO 14001 audits, while internal audit teams conduct regular evaluations to ensure continuous improvement in energy efficiency and reduction in energy consumption.



Energy Conservation Awareness Programs
Employees receive training on energy efficiency to encourage actions like turning off lights when not in use.



Energy Efficiency Initiatives

HVAC System Upgrades

- Replaced existing R-22-based ACs with energy-efficient inverter-based ACs using environment-friendly R-32 refrigerant, reducing electricity consumption.
- Upgraded ductable AC units to energy-efficient inverter-based models, further enhancing energy savings.
- Integrated a Controlled Ozone System with air conditioning to improve indoor air quality and reduce AHU power consumption.
- Implemented Cold Aisle Containment in the Data Centre, significantly lowering HVAC power usage.

Lighting Efficiency Enhancements

- Transitioned from CFLs to LED lighting across all indoor, outdoor, and common areas (parking, lobbies, restrooms, etc.).
- Installed smart lighting systems with sensors, timers, and occupancy/motion detectors for automated control and optimized energy usage.

Operational Efficiency Measures

- Incorporated energy-saving design elements, such as double-wall construction, low-e glass facades, double-glazed windows, natural lighting, ventilation, and underdeck insulation.
- Installed Automatic Power Factor Correction (APFC) units, ASVG, and AHF systems to maintain near-unity power factor and limit current harmonics below 5%.
- Upgraded to high-efficiency modular online UPS systems, reducing power losses and allowing future scalability.
- Implemented a 100% laptop policy, replacing desktops to reduce energy consumption and support remote work, optimizing office power usage.
- Optimized operational schedules for lifts, vending machines, ventilation systems, and water coolers, ensuring they are shut off during non-working hours.
- Installed Variable Frequency Drives (VFDs) in fresh air and Air Handling Unit (AHU) systems for better energy control.
- Enhanced Building Management System (BMS) monitoring for improved operational efficiency.
- Optimized air conditioning schedules, adjusting temperature settings based on occupancy, working hours, and seasonal conditions (e.g., winter, weekends, and night hours).
- Implemented AC discipline by eliminating cool air leakages from air-conditioned areas.
- Optimized data centre AC usage through strategic heat load removal, space optimization, improved airflow management, and wall insulation.

Responsible Data Centre Management at Persistent Systems

At Persistent Systems, we prioritize responsible data center management by leveraging cloud technology for optimal utilization, while maintaining a secure, modern infrastructure. Our approach enhances energy efficiency, cost control, and resource reliability, aligning with global best practices.

We integrate environmental considerations into strategic planning for our data center needs, ensuring long-term sustainability. Our data centers adhere to ISO 27001 standards, guaranteeing compliance, security, and efficiency. Through green data center initiatives, we incorporate renewable energy solutions to minimize our environmental footprint. Our strategic cloud migration efforts further enhance scalability, resilience, and operational sustainability.

We use cloud data centers to boost scalability and efficiency, ensuring robust data storage and computational capabilities with reduced physical infrastructure. These centres offer flexible access for global teams, simplify disaster recovery planning, and maintain business continuity.

We have an in-house data center at one of our owned locations in India. The data below represents 100% of the total Information Communication Technology (ICT) population.

1,518	45.01	2.07	100%
Total energy consumed in data centres – MWh	% of RE used in data centres	Average Power Usage Effectiveness (PUE)	Coverage (% of total ICT Population)

➡
For more details, refer to the
ESG Factsheet Page 216

Energy Conservation and Technology Integration

We are committed to reducing energy consumption through a multifaceted approach, including Green Building initiatives, HVAC retrofit projects, operational efficiency enhancements, and advanced lighting optimization. By continuously striving to meet our sustainability targets and commitments, we reinforce our proactive stance on energy efficiency and environmental responsibility.



“Bhageerath” & “Ramanujan” facilities from Pune are IGBC Platinum certified under the “Green Interiors” category

Green Building Initiatives

Persistent Systems is committed to energy efficiency and sustainable infrastructure, integrating green building principles in both new constructions and retrofitting existing structures.

Sustainable Design & Resource Optimization	Green Certifications & Sustainable Construction
<ul style="list-style-type: none">Eco-Certified Furniture: Upcoming projects will feature 100% BIFMA-certified furniture, from sofas to tables.Natural Resource Utilization:<ul style="list-style-type: none">62% of regularly occupied areas receive 300+ lux natural daylight, reducing artificial lighting dependence.Local procurement within a 500 km radius minimizes transportation-related carbon emissions.Indoor Air Quality Focus:<ul style="list-style-type: none">Use of low-VOC paints, CRI Green Label-certified carpets, and green plywood.Acoustic Optimization:<ul style="list-style-type: none">Acoustic ceiling materials, double-glass partitions, and CRI Green Label-certified partitions for superior sound control.	<ul style="list-style-type: none">Certified Green Buildings:<ul style="list-style-type: none">Bhageerath & Ramanujan: IGBC Platinum certified.Bhageerath: BEE 2-Star rated.Aryabhatta – Pingala: BEE 3-Star rated.Eco-Friendly Construction Methods:<ul style="list-style-type: none">Double-wall brickwork for improved thermal insulation and reduced AC load.Use of crushed sand and fly ash bricks instead of traditional river sand and clay bricks.
	Energy-Efficient Features
	<ul style="list-style-type: none">Double-glass units with low ‘E’ glass for improved insulation and enhanced energy efficiency.

Infrastructure Enhancements for Safety, Sustainability, and Compliance

Our organization is continuously upgrading its infrastructure to enhance security, sustainability, and regulatory compliance	Enhanced Security Upgrading to IP-based cameras and access control systems at facility entry gates and staircases for improved surveillance and safety.
	Environmental Compliance Implementing Retrofitted Emission Control Devices (RECD) for all DG sets as per CPCB pollution control norms.
	Power Infrastructure Replaced ageing DG sets with new 2x500 kVA DG sets at Bhageerath and 1x500 kVA DG set at Goa to meet CPCB standards.
	Energy Efficiency Switched from R-22-based Precision AC units to R-410A-based energy-efficient models at Pune facilities.
	Sewage Treatment Upgrade Upgraded fabricated STPs to RCC Tank STPs with MBBR technology at the Ar-Pg facility for improved wastewater management.

Renewable Energy Strategy

Persistent Systems is committed to transitioning to 100% renewable energy, reducing its carbon footprint, and supporting global climate action. By integrating on-site renewable energy generation, off-site wind power, and Renewable Energy Certificates (RECs), we are making significant strides toward sustainable energy consumption.

Key Renewable Energy Initiatives



On-Site Solar Power

- 2 MWp solar capacity installed across Pune, Goa, and Nagpur facilities
- Contributes to reduction of 1445.73 tCO₂e emissions from Scope 2 GHG emissions



Off-Site Wind Energy

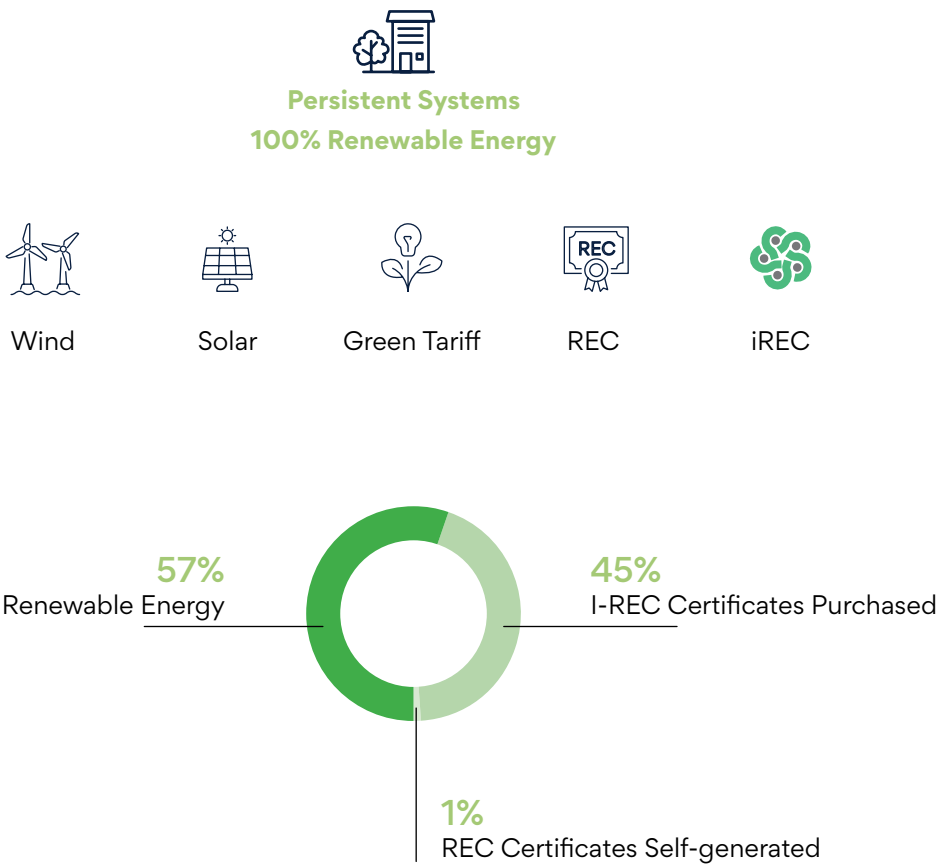
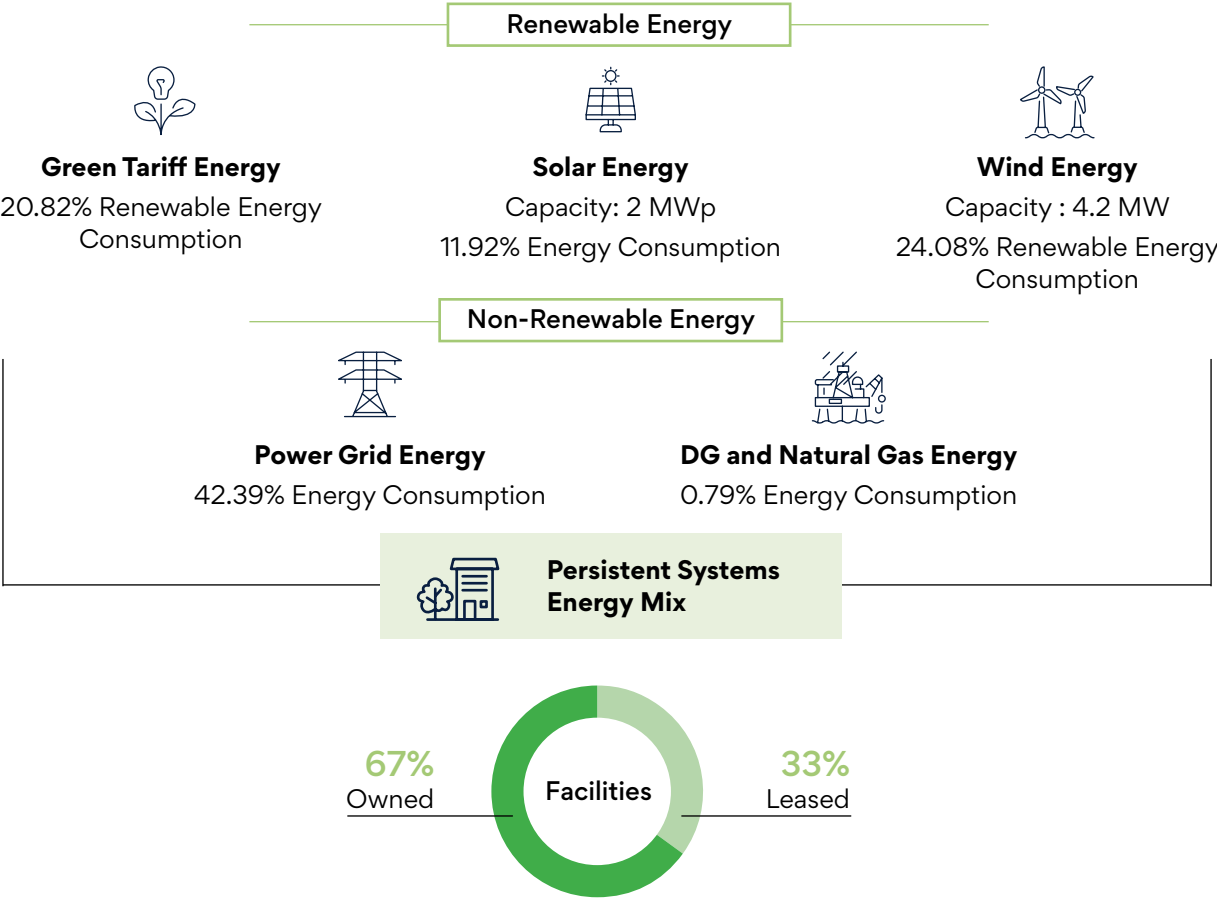
- 2 windmills with a combined capacity of 4.2 MW
- Contributes to reduction of 2919.99 tCO₂e emissions from Scope 2 GHG emissions
- 20.82% of renewable energy needs met through purchase of energy through Green Tariff



Renewable Energy Certificates (I-RECs)

- Persistent Systems ensures 100% renewable energy usage in non-operational control areas by leveraging IRECs
- 42.80% of electricity consumption covered through purchased I-REC certificates
- Renewable Energy Certificates (RECs) generated from excess wind power contributes to 158.67 tCO₂e of emission reduction

Transition to 100% Renewable Energy



Air Emissions Management

(GRI disclosure 305-7)

At Persistent Systems, we recognize the importance of mitigating SOx and NOx emissions to protect environmental and public health. By leveraging advanced technologies and sustainable energy solutions, we actively minimize air pollutants, ensuring a safe and healthy workplace.

Stack Emissions Type	UOM	Quantity
SOx	Kg	27.95
NOx	Kg	31.95
PM2.5	Kg	26.88
PM10	Kg	45.71

For more details, refer
ESG Factsheet page 215



Enhancing Workplace Wellness with Indoor Greenery

In today’s corporate landscape, sustainability is more than a choice – it’s a responsibility. Our organization embraces this by integrating over 15,000 indoor plants, transforming our offices into a lush, eco-friendly workspace that enhances employee well-being and productivity.

Bringing Nature Indoors

- Diverse Greenery:** A curated selection of low-maintenance plants like snake plants, pothos, peace lilies, and succulents create a refreshing environment.
- Employee Engagement:** Regular workshops educate employees on plant care and the benefits of biophilic workspaces.

Sustainability at the Core

- Water Conservation:** Smart irrigation and rainwater harvesting minimize water usage.
- Recycling & Composting:** Repurposing plant waste and recycling containers support a circular economy.
- Energy Efficiency:** Indoor plants naturally cool the office, reducing air conditioning needs.

Beyond the Workplace

- Community Engagement –** Partnering with schools and local organizations, we advocate for sustainable living and green initiatives beyond our offices.
- Educational Initiatives –** We conduct workshops and seminars on plant care, emphasizing the significance of greenery in workspaces.

Our Commitment to a Greener Future

With over 5,000 plants in each facility, we demonstrate that corporate success and sustainability go hand in hand. By cultivating a greener workplace, we inspire a future where businesses thrive in harmony with nature.

Key Benefits

Air Quality Improvement

Indoor plants enhance air quality, promoting a healthier work environment

Water Efficiency

Smart irrigation and rainwater harvesting ensure sustainable plant care

Recycling Practices

Employees recycle plant pots, and organic waste is repurposed as compost

Water Conservation

(GRI Disclosure 303-1, 303-2, 303-3, 303-4, 303-5)

Water is a fundamental resource for life and business operations, yet increasing scarcity demands responsible management. At Persistent Systems, we are committed to efficient water usage, conservation, and recycling, integrating sustainable water management practices across our facilities. By implementing advanced water-saving technologies and wastewater recycling initiatives, we aim to minimize consumption and contribute to long-term water security.

Our approach includes investments in water-efficient systems and community awareness initiatives, reinforcing our dedication to addressing water scarcity and promoting responsible water stewardship.

“Zero effluent discharge”
across Persistent Owned campuses

100%
Wastewater recycled in the owned campus

35%
of treated wastewater in owned campuses is re-used within our facilities

11.69%
Reduction in water consumption from the base year FY 2023-24

(GRI Disclosure 303-3, 303-4, 303-5)

87333.81 KI
Water Withdrawal

77533.82 KI
Water Consumed

9799.99 KI
Water Discharged

Water Intensity FY 2024-25

55.03 KI/\$ Mn

3.15 KI/FTE

Note: Data reported is specific to India locations since we do not have operational control outside India region

For more details, refer **ESG Factsheet page 216**

Water Efficiency Management Programs

(GRI 303-2)

At Persistent Systems, we are committed to responsible water stewardship through structured water efficiency management programs. Our approach focuses on conservation, reducing freshwater dependency, and optimizing wastewater reuse across our operations. Persistent Systems is committed to water stewardship by investing in smart water infrastructure across select campuses. This includes the installation of real-time monitoring systems and rainwater harvesting enhancements to reduce freshwater dependency over the next few years. Furthermore, Persistent Systems is dedicated to long-term water stewardship by continuing research and development efforts focused on improving water efficiency, monitoring, and conservation technologies.

Water Efficiency Program

Setting Water Targets

- Establishing clear water conservation and wastewater/effluent discharge goals under our water stewardship program for all owned locations.

Ensuring Water Quality Compliance

- Freshwater and treated wastewater are tested through third-party labs, with corrective actions taken when needed.

Enhancing Wastewater Recycling

- Reusing treated wastewater from sewage treatment plants (STPs) at owned and municipal facilities for gardening and flushing.

Conducting Water Audits

- Subject matter experts perform assessments/audits to identify leakages and inefficiencies for water efficiency improvements, enabling freshwater reduction through treated water reuse.

Monitoring & Performance Evaluation

- Conducting internal and third-party audits, including ISO 14001 and ESG assessments, to track progress in reducing water consumption and increasing treated water reuse.

Implementing Identified Opportunities

- Accelerating Actions:** Fast-tracking water conservation initiatives, such as touchless taps, groundwater recharge pits, and rainwater harvesting.
- Scaling Actions:** Expanding effective water-saving strategies across all departments and regions.

Promoting Employee Awareness

- Conducting Periodic water conservation training programs for all the employees to instil sustainable water management practices across our workforce.



Water Conservation Initiatives

At Persistent Systems, we prioritize responsible water management by implementing innovative water conservation initiatives to reduce wastage, enhance efficiency, and promote sustainability across our operations.



Addressing Water-Related Risks & Impacts

(GRI Disclosure 303-2)

Recognizing water as a finite resource, Persistent Systems aims to ensure responsible water withdrawal that does not harm natural sources. There is no discharge or runoff of water into water bodies from Persistent Systems-owned locations. Wastewater is treated at inhouse Sewage Treatment Plants (STPs) and Municipal STPs and is reused for irrigation and flushing, reducing freshwater needs. In leased locations, the builder/ property management recycles wastewater and ensures zero discharge from non-operational control facilities. The Chief Operating Officer (COO), Chief Risk Officer (CRO), along with the Heads of ESG and Facilities and Administration, monitors and manages water-related risks. They provide biannual updates to the Stakeholder Relationship & ESG Committee and engage with the board to ensure timely identification and mitigation of emerging issues.



Regions With Water Risk

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. Persistent Systems offices located in Pune, Nagpur, Hyderabad, Gurugram, Noida, Indore, Ahmedabad, Jaipur, Kochi, Bengaluru, Chennai.

Refer ESG Factsheet page 216 for detailed withdrawal and consumption of water at water stress locations.

Regions	Quantity in Kl
Water withdrawal	80077.48
Water consumption	70277.49
Water discharged	9799.99



Waste Management

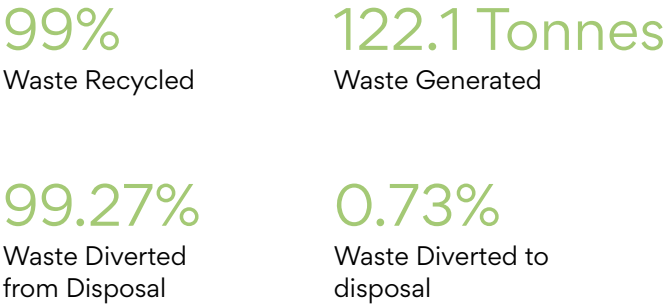
(GRI 306-1, 306-2, 306-3, 306-4, 306-5)

At Persistent Systems, we are deeply committed to environmental sustainability and responsible waste management. Our approach is guided by the 3R philosophy: Reduce, Reuse, and Recycle, ensuring minimal environmental impact while maximizing resource efficiency.

Our strategic approach to waste management focuses on minimizing waste generation, enhancing recycling efforts, and promoting circular economy practices. By proactively implementing waste reduction initiatives, we optimize processes to curb unnecessary output. Our 99% waste recycling rate highlights our commitment to repurposing materials and reintegrating them into production cycles, significantly reducing landfill waste. Additionally, by extending the lifespan of materials and products, we reduce dependence on fresh resources, reinforcing a more sustainable and responsible waste ecosystem.

3R
Philosophy

Reduce
Reuse
Recycle



Waste Intensity FY 2024-25

0.087 Tonnes/\$ Mn

0.005 Tonnes/FTE

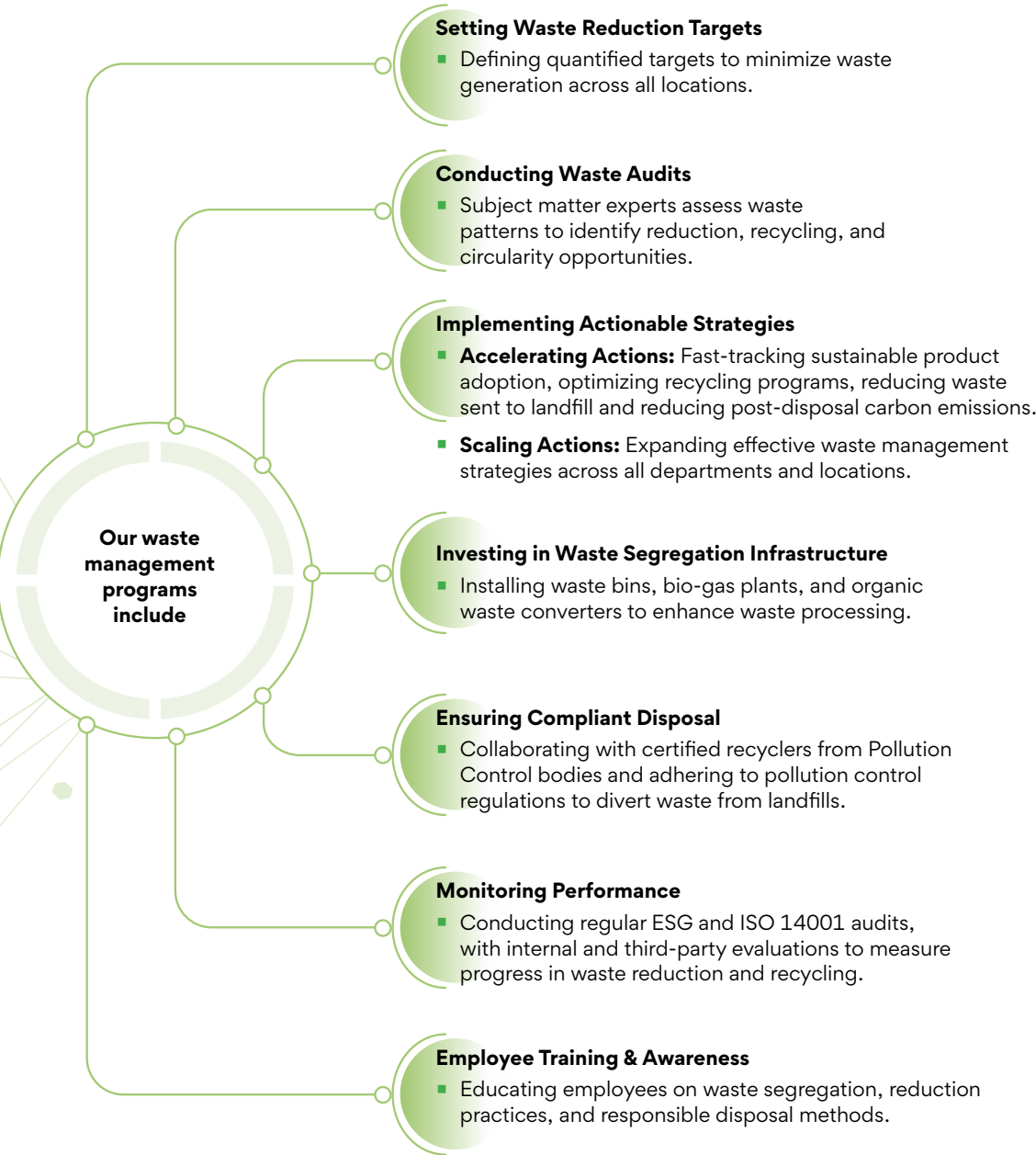
➞
For more details, refer
ESG Factsheet page 217



Waste Management Programs

(GRI Disclosure 306-2)

At Persistent Systems, we recognize the critical role of sustainable waste management and have implemented comprehensive initiatives to ensure responsible waste disposal. Our approach encompasses waste segregation, e-waste disposal, hazardous material management, and circular economy practices such as refurbishing end-of-life laptops and reducing plastic waste. We actively promote responsible consumption, paperless operations, and composting to minimize environmental impact. These targeted efforts contribute to a sustainable future by embedding waste-conscious practices across our operations.



Waste Disposal Practices

Waste disposal at Persistent Systems is carried out with a strong emphasis on environmental sustainability and hygiene. We ensure that all waste

generated is processed through approved recyclers, maximizing recycling and repurposing opportunities. Any waste that cannot be recycled is responsibly

disposed of in municipal landfills authorized by regulatory bodies ensuring compliance with environmental standards.

Waste Reduction Initiatives

At Persistent Systems, we are committed to **responsible waste reduction and disposal** through structured initiatives that promote sustainability, compliance, and employee awareness. Our approach focuses on **efficient waste handling, regulatory adherence, and resource optimization**, ensuring minimal environmental impact.

Waste Segregation & Responsible Disposal

- Implemented **designated disposal bins** for different types of waste:
 - Dry waste** (civil debris, furniture waste, paper, cardboard, plastic, glass, etc.) is segregated and sent for municipal collection.
 - Wet waste** (organic waste) is collected separately and handed over to municipal authorities.
- Responsible end-of-life management of hardware at all Persistent locations
 - E-waste & hazardous waste** is disposed of only through **authorized agencies approved by the State Pollution Control Board**. Employees are also encouraged to deposit personal e-waste at Company facilities for responsible disposal.
 - Initiated a **refurbishment program for end-of-life (EOL) laptops**, donating them to NGOs and educational institutions to promote reuse, create employment, and reduce e-waste.

Organic & Dry Waste Management

- Garden waste** is composted on-site to produce organic fertilizer.
- Dry garbage** is collected daily by “Swachh”, an NGO appointed by the Pune Municipal Corporation (PMC).
- “Zero Plate Wastage Week”** is observed twice a year, with regular awareness campaigns through emails and posters.

Sustainable Transportation & Green Mobility

- Installed **EV charging stations** for both two-wheelers and four-wheelers, with a **Centralized Monitoring System** to support electric vehicle adoption and reduce carbon footprints.
- Introduced **electric vehicles for employee commutes** from April 2024 to minimize environmental impact.

Plastic & Paper Reduction Initiatives

- Minimized the use of **plastic bags**, encouraging the shift to cloth or paper bags. **“No Plastic Days”** are organized to raise awareness.
- Enforced a **ban on single-use plastic items**, including plastic water bottles, spoons, plates, and crockery.
- Transitioned to an **almost paperless office**, using soft copies for all work except where legally mandated.
- Implemented **default two-sided printing** to reduce paper consumption.
- Partnered with a vendor for **shredding and recycling wastepaper**.

Awareness & Employee Engagement

- Enforced a strict **No Tobacco / No Smoking policy** across all Company premises.
- Launched **“Towards a Sustainable Tomorrow”**, an employee awareness campaign covering:
 - Energy monitoring and conservation at home.
 - Promotion of renewable energy in residential societies.
 - Composting, water conservation, and other sustainable practices.

Low-Carbon Products & Services

At Persistent Systems, sustainability is a key priority in our purchasing and office furnishing practices. We actively seek low-carbon technology products and have committed to using 100% Eco-Certified Furniture while adhering to LEED principles for sustainable

construction materials. These initiatives have significantly reduced our greenhouse gas (GHG) emissions and support our journey toward net-zero. Sustainability remains at the core of our decision-making.

Our continuous investment in Research and Development (R&D) focuses on enhancing

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.

We empower our customers to lower their carbon footprint through innovative solutions, including:



Sustainable Partnerships

We actively promote eco-friendly practices across our business operations, encouraging employees and vendors to adopt environmentally responsible approaches.

Our participation in trade and industry associations enables us to stay informed about emerging trends, contribute to policy discussions, and share insights on sustainability. Through collaboration and knowledge exchange, we strive to drive meaningful environmental impact within the business community.

Internal Carbon Pricing

By adopting an internal carbon price, Persistent Systems can strategically position itself as a leader in sustainability and innovation. Assigning a monetary value to greenhouse gas emissions not only fosters accountability but also enables the organization to integrate climate considerations into financial and operational decision-making.

Enhancing Strategic Decision-Making

As we strive to enhance our sustainability practices and address climate-related challenges, our key objectives for internal carbon pricing are:

1. Conduct a cost-benefit analysis to understand the financial implications and benefits of adopting a carbon price.
2. Optimize energy usage to reduce our carbon footprint and enhance energy efficiency.
3. Support projects and technologies that contribute to lower emissions.
4. Incorporate climate-related issues into our decision-making and risk assessment processes to align our strategies with environmental sustainability.
5. Identify opportunities to reduce emissions and innovate sustainably.
6. Integrate a carbon price framework into our broader business strategy.
7. Stay compliant with existing and upcoming environmental regulations.
8. Work with suppliers and partners to reduce emissions across our entire value chain.

9. Set and achieve climate-related policies and targets with clear measures.
10. Establish a carbon offset budget to compensate for unavoidable emissions.
11. Evaluate investments to ensure they are resilient to climate-related risks.

To determine our internal carbon price, we aim to cover Scope 1 and Scope 2 emissions. This approach will help us quantify the cost of our carbon emissions and make informed decisions about our sustainability practices.

We are currently undertaking a comprehensive analysis of our Scope 1 and Scope 2 emissions to quantify the cost of our carbon emissions and make informed decisions about our sustainability practices. This process will help us drive energy efficiency, align our strategies with our environmental sustainability goals, invest in low-carbon technologies, and navigate regulatory requirements more effectively. Our approach will enable us to make significant strides in reducing our carbon footprint and achieving our climate-related targets.

Driving Innovation and Efficiency

Persistent Systems can leverage the insights gained from internal carbon pricing to identify opportunities for energy efficiency and low-carbon investments. This proactive approach not only reduces operational costs but also encourages the development of cutting-edge solutions that align with sustainability goals, ultimately enhancing the Company's competitive edge.



Biodiversity

(GRI 304-1, 304-2, 304-4)

Biodiversity is a fundamental aspect of our ESG commitment, underscoring our dedication to preserving the diversity and availability of life on Earth. By prioritizing biodiversity, we strive to maintain ecological balance, enhance resilience to environmental changes and contribute to the overall well-being of the planet. This commitment not only reinforces

environmental sustainability but also aligns with our broader mission of responsible stewardship for all stakeholders.

Ecological Survey and Assessment

An ecological assessment was conducted across three campuses: AR-PG Campus, Bhageerath Campus, and

Hinjewadi Campus in Pune to evaluate the environmental impact and support sustainability initiatives. The study focused on understanding biodiversity, assessing ecological balance, and identifying conservation opportunities to enhance sustainable landscape management.

The key objectives of the study included

Conducting a seasonal assessment of major taxa, including birds, butterflies, and mammals, to understand biodiversity patterns.

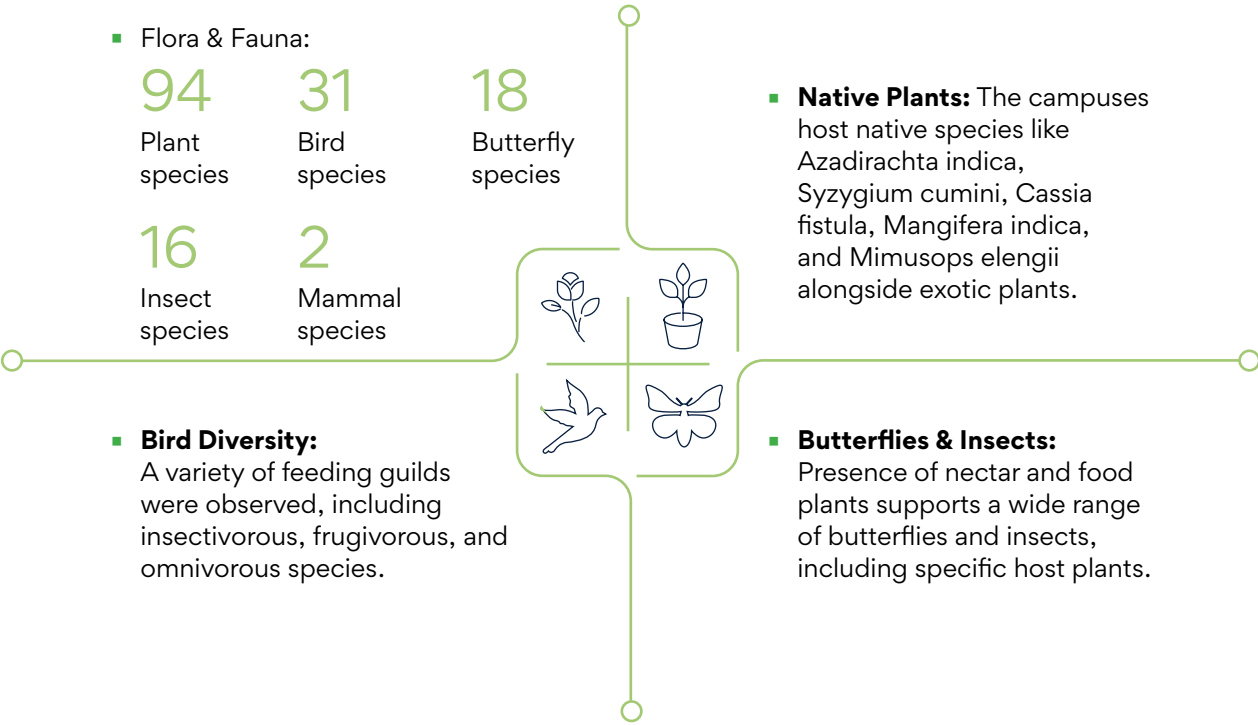
Profiling ecosystem balance provided by plantations and built structures, highlighting their ecological importance.

Identifying existing and potential disturbances that could impact local ecosystems and biodiversity.

Recognizing critical habitats, microhabitats, and key landscape elements to support effective and sustainable landscape management.

Highlights of Ecological Assessment

Despite being in urban areas, Persistent campuses support diverse urban biodiversity and offer various ecosystem services such as food provision, nesting sites, and microhabitats.



IUCN Red Listed Species on Campus

(GRI Disclosure 304-4)

Our campus is home to a rich diversity of flora and fauna, including several species recognized under the IUCN Red List and the Wildlife (Protection) Act. We ensure to nurture and protect these species.

Flora

- **Saraca asoca** (Seeta Ashok) – Vulnerable (VU)
- **Santalum album** (Chandan / Sandalwood) – Vulnerable (VU)

Fauna

- **Alexandrine Parakeet** (Psittacula eupatria) – Near Threatened (NT)

(GRI Disclosure 304-1)

As an IT Company, Persistent Systems has no direct impact on biodiversity. We ensure that our facilities are not located in or adjacent to protected areas and areas of high biodiversity value outside protected areas.

Environmental Policy

Persistent Systems is committed to a robust Environmental, Health, and Safety (EHS) policy, overseen by the Board of Directors, to enhance environmental performance and ensure compliance with relevant laws and regulations. With a strong focus on continuous improvement, we actively engage with internal and external stakeholders to raise awareness of environmental impacts while providing training to help mitigate ecological footprints.

Our comprehensive environmental policy, approved by the Board, encompasses

- Oversight and implementation of environmental management policies by the Board-level SRC and ESG committee.
- Clear roles and responsibilities for enforcing environmental policies.
- Compliance with all relevant environmental laws and regulations.
- A commitment to continuous improvement in environmental performance.
- Setting measurable targets and objectives to minimize environmental impact.
- Stakeholders Consultation to seek inputs for development or implementation of the environmental policy and Raising awareness among stakeholders about environmental responsibilities.
- Employee training to enhance understanding of environmental impacts.



➞ For further information refer
Environmental, Social and Governance (ESG) Policy

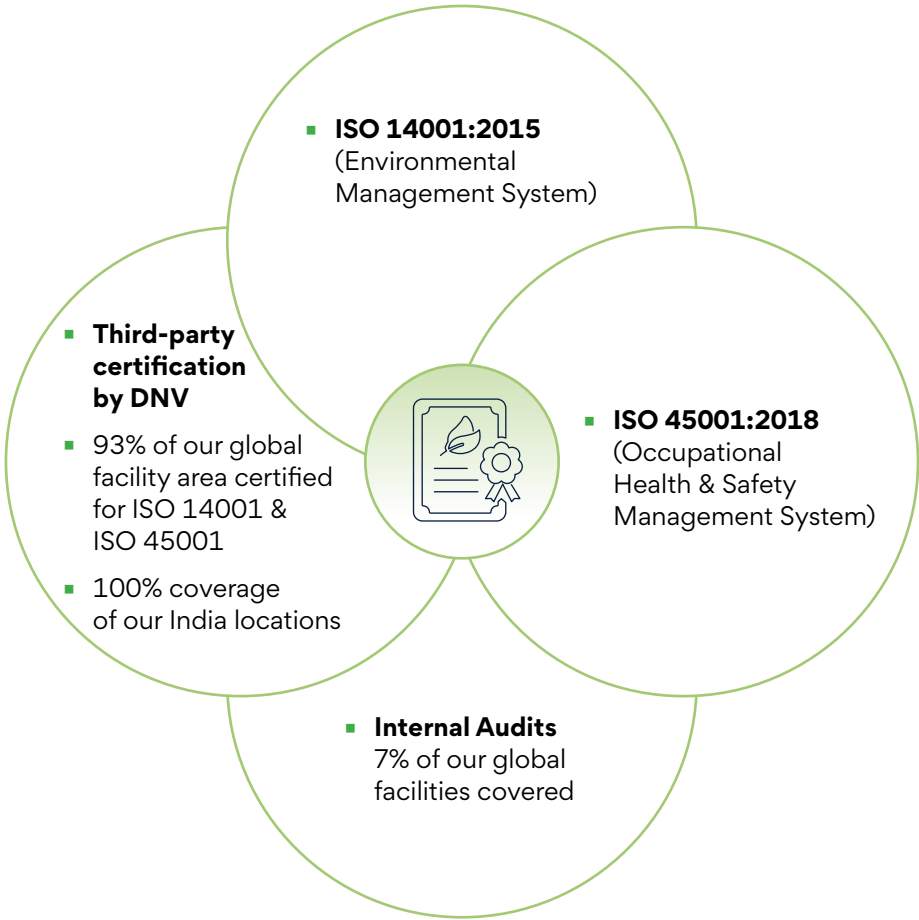
➞ For further information refer
Environmental, Health and Safety (EHS) Policy

Environmental Awareness training

Persistent Systems provides annual training for all employees on key environmental aspects, including energy conservation, emissions reduction, waste management, and water efficiency. These sessions enhance awareness and foster sustainable practices across the organization. Employee feedback is actively gathered to continuously improve the training process and maximize its impact.

Environmental Health and Safety (EHS) Management System & Certifications

The EHS management system applies to all Persistent Systems locations with significant material concerns, covering business operations, waste management, facilities, vendor partnerships, and contractors.



Additionally, Internal audits ensure compliance with legal and regulatory standards. Locations not audited by third parties are checked by our internal teams. 7% of these facilities are reviewed for compliance with Environmental Health and Safety Management Systems. By combining external and internal Environmental, Health and Safety audits, we ensure adherence to standard practices.

Environmental, Health, and Safety (EHS) awareness programs

-  'No Plastic Day' campaigns to promote sustainability.
-  Regular fire mock drills for enhanced emergency preparedness.
-  Fortnightly EHS mailers to keep staff informed and engaged.
-  Interactive programs via 'Life at Persistent', fostering a strong safety culture.
-  ISR activities such as Paper bag making, tree plantation

Environmental Compliance at Persistent Systems

(GRI Disclosure 2-27)

At Persistent Systems, we are committed to environmental conservation, minimizing our impact on climate change, and continuously enhancing our Environment, Health, and Safety (EHS) Management Systems. Sustainability is embedded in our operations, from software design and development to energy conservation, greenhouse gas reduction, and eco-friendly practices.

We prioritize eco-design principles, engaging customers and employees in sustainability initiatives like “Go Green” to foster environmental awareness and reduce occupational hazards. Our strict adherence to legal requirements extends to our suppliers and facility owners, ensuring compliance with EHS standards.

Zero

instances of environmental non-compliance or regulatory breaches in FY 2023-24

By promoting awareness, skill development, and sustainable practices, we cultivate a culture dedicated to a greener, safer future.

Green Procurement at Persistent Systems

At Persistent Systems, green procurement is a key pillar of our environmental sustainability initiatives. We are committed to sourcing products and services that minimize environmental impact across their lifecycle. This includes partnering with suppliers who follow eco-friendly practices

and prioritizing materials that are recyclable, energy-efficient, and sustainably sourced. By embedding green procurement principles into our operations, we strive to reduce waste, lower our carbon footprint, and contribute to the global shift toward a circular economy.

Our procurement team actively collaborates with vendors to integrate environmental considerations at every stage of the supply chain. Through this approach, we not only strengthen our sustainability efforts but also encourage our partners to embrace greener practices. Supplier performance is regularly assessed and monitored to ensure compliance with our Environmental, Health, and Safety (EHS) standards and sustainability objectives.

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○ Social

At Persistent Systems, people and communities are at the heart of our growth story. From nurturing diverse talent and fostering inclusion to enabling community-led change, our social commitments extend across our workforce and the world around us. We believe in creating meaningful opportunities – within and beyond our organisation – that drive equity, well-being, and empowerment.

This section outlines how we are shaping a workplace culture rooted in care, building stronger communities, and investing in initiatives that create long-term social impact and inclusive progress.



SOCIAL

Cultivating Social Well-being

At Persistent Systems, our people are the driving force behind innovation and lasting value. We are committed to fostering an inclusive workplace where diverse talent thrives, ensuring every employee feels valued, motivated, and empowered. Recognizing the link between engagement and customer satisfaction, we cultivate a sense of belonging and ownership. Beyond our organization, we actively contribute to local communities, embedding social responsibility in our core values. With an ambitious vision for positive change, we strive to create a fairer, more equitable world while empowering our stakeholders and driving meaningful impact.



Social Vision

Nurture diverse talent and foster local communities

SDG Alignment

1 NO POVERTY

2 ZERO HUNGER

3 GOOD HEALTH AND WELL-BEING

4 QUALITY EDUCATION

5 GENDER EQUALITY

8 DECENT WORK AND ECONOMIC GROWTH

10 REDUCED INEQUALITIES

SOCIAL - KEY PERFORMANCE INDICATORS

Inclusive Workforce		FY 2024-25	FY 2023-24
Goals	Aim for 35% gender diversity by FY 2030 *	29.85% Women in workforce	29.5% Women in workforce
	To include people of all genders, ethnicities, sexual preferences, religions and specially abled persons in our diverse workplaces	12.74% Women in leadership roles	12% Women in leadership roles
		51 specially abled people	45 specially abled people
		59 Nationalities	58 Nationalities
Employee Health and Safety		FY 2024-25	FY 2023-24
Goals	Maintain zero workplace accidents Year on Year (YoY)	Zero Accidents	Zero Accidents
	Ensure work-life harmony to achieve professional and personal goals	461 Events around fitness, health, women in tech and work-life balance	284 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	84,383 participants took part in Well-being initiatives

* The goals have been rearticulated as some of the previous goals have been achieved & addition of new goals to align with current and future scenarios and disclosures

Value Chain Sustainability

Goals

Value chain disclosure for partners constituting 2% or more of purchases and sales (up to a total of 75%) by FY 2026*

FY 2024-25

The value chain reporting process has been established

FY 2023-24

77%
of our supply chain partners who contribute to 75% of spending during FY 2023-24 were covered under the ESG awareness programs

Sustainable Livelihood

Goals

Touch 55,000 plus lives to deliver high-impact programs in Education, Health care, Community Development and Preservation of heritage and wildlife by FY 2026 *

FY 2024-25

52,451
Lives impacted through CSR programs

9,577
Volunteers participated in ISR activities

11,507
Hours of volunteering in ISR activities

FY 2023-24

29,927
Lives impacted through CSR programs

8,118
Volunteers participated in ISR activities

11,388
Hours of volunteering in ISR activities

* The goals have been rearticulated as some of the previous goals have been achieved & addition of new goals to align with current and future scenarios and disclosures

Attract and Nurture Talent

Goals

Achieve 92% learning coverage Year on Year (YoY)

FY 2024-25

94.2%
Learning coverage

FY 2023-24

90%
Learning coverage

- Nurture long-term employees to get them ready for senior management roles
- Ensure a healthy mix of internal and external talent

63%
positions for leadership roles fulfilled internally**

60%
positions for leadership roles fulfilled internally**

*The goals have been rearticulated as some of the previous goals have been achieved & addition of new goals to align with current and future scenarios and disclosures

** Persistent conducts focused leadership development programs, these programs are designed for individuals who have the potential and aspiration to move into leadership roles.

Talent Pool

24,594
Global Headcount

2,501
USA

21,212
India

881
ROW



Unlocking Our Talent Potential

At Persistent Systems, people are the heart of the organization. With a diverse team of talented individuals contributing their unique skills and perspectives, the Company is empowered to achieve its collective goals. Recognizing the importance of its workforce, Persistent Systems is committed to fostering an environment where employees feel valued, supported, and positioned for success. Through

initiatives that promote diversity and inclusion, as well as opportunities for growth and development, the Company prioritizes the well-being and productivity of its employees. To enhance workforce management, Persistent Systems utilizes advanced people analytics tools to provide real-time workforce insights to business and HR leadership.

These metrics enable informed decision-making in areas such as recruitment and hiring, strategic workforce planning, performance evaluation, skill gap identification, career development, and talent retention. By leveraging data-driven strategies, Persistent Systems ensures its workforce remains diverse, inclusive, and well-equipped to contribute to the Company's success in an ever-evolving business landscape.

Human Capital Management



Talent Acquisition & Retention

(GRI 401-1)

Persistent Systems builds high-performing teams by recruiting talent that aligns with its core organizational culture. The Company's recruitment process incorporates diverse strategies to ensure that new hires reflect its values and vision. By carefully selecting candidates who embody its culture, Persistent Systems establishes a strong foundation for teams that are well-equipped to drive success and achieve collective goals.

7,915
New Employee Hires

12.9%
Employee turnover rate

65%
of open positions filled by internal candidates (internal hires)

Human Capital Risk Assessment

The Human Capital Risk Assessment (HCRA) part at PSL is aligned to the overall established ERM Framework, which has been developed in line with global best practices. The risk assessment is performed across areas such as talent supply, compensation benchmarking, onboarding resources, employee engagement, learning and development

The risks are identified by regular internal and external analysis, inputs from leadership and data analysis. Each risk is managed by Risk Owners and Risk Managers. Mitigations and Controls are monitored regularly. ERM Framework defines scales to prioritize each risk basis the criticality. All enterprise risks are documented in digital risk registers.

Persistent Systems has a robust risk management governance process, the Chief Risk Officer (CRO) drives periodic reviews and risk assessments for effective risk management to promote risk culture. As a process, the CRO reports the risks to the Executive Leadership and Risk Management Committee (RMC) of the Board each quarter for their regular review and guidance.

Hiring Philosophy

Persistent follows a people-centric talent philosophy, emphasizing a supportive and inclusive environment throughout the hiring process – from sourcing to deployment. Persistent Systems is dedicated to promoting stable and inclusive employment practices throughout the organization. We prioritize regular employment to uphold fair labour standards, enhance employee

well-being, and ensure long-term workforce engagement. The Company prioritizes individuals' needs, aspirations, and well-being, understanding that retaining top talent requires more than just qualifications.

Hiring Strategy

At Persistent Systems, our talent strategy blends technology with a people-first approach to foster innovation, inclusivity, and agility. We prioritize understanding

candidates' motivations and values throughout the hiring process, ensuring a personalized and flexible experience. By leveraging automation, data-driven insights, and employee referrals, we streamline recruitment while continuously enhancing our approach. Our commitment to sourcing, securing, and retaining a skilled and diverse workforce helps address the demand for next-generation skills and strengthens our long-term success.

Key aspects of hiring strategy

People-Centric Approach	Skill Development	Technology-Driven Recruitment	Employee Referrals & Engagement	Diversity & Inclusion
Personalized communication and flexible hiring practices to align with candidates' values and aspirations.	Proactively addressing talent shortages by attracting and retaining top industry professionals.	Leveraging automation, digital tools, and data analytics to enhance efficiency and effectiveness.	Encouraging internal referrals and continuously improving processes through feedback.	Committed to building a workforce that reflects diverse backgrounds, perspectives, and expertise.

Recruitment Initiatives

Persistent Systems has implemented a range of initiatives and programs to enhance its hiring process and attract top talent. These efforts focus on fostering a diverse and skilled workforce, leveraging technology for efficient recruitment, and creating a seamless candidate experience.

programs such as Avenger, Falcon, Propellor, and Anchor in the Project Management and Technical tracks help employees advance to higher roles. For senior delivery employees, specific programs like JARVIS and Pinnacle are designed to build internal leadership capacity, with development programs in place to mentor and groom these employees for leadership roles.

universities play a crucial role in this strategy, allowing Persistent Systems to tap into a pool of fresh graduates and provide them with opportunities to grow within the Company.

Talent Pipeline Development Strategy

Persistent Systems talent pipeline development strategy is designed to ensure a steady flow of skilled professionals ready to take on critical roles within the organization. This strategy includes a variety of initiatives aimed at promoting internal mobility and career growth. Promotion-linked

In addition to these internal initiatives, Persistent Systems has a formal talent pipeline development strategy that includes internship, apprenticeship, and graduate recruitment programs. These programs are designed to attract and nurture young talent, providing them with the skills and experience needed to succeed in the industry. Partnerships with

By combining internal mobility initiatives with external talent development programs, Persistent Systems ensures that it has a robust pipeline of skilled professionals ready to meet the Company's future needs. This comprehensive approach not only helps in retaining top talent but also in fostering a culture of continuous learning and development. Through these efforts, Persistent Systems is able to maintain a competitive edge in the industry and ensure long-term success.

Talent Pipeline Development

At Persistent Systems, we prioritize a forward-thinking talent pipeline strategy to ensure a steady supply of skilled professionals, supporting both immediate and long-term business growth. By leveraging data-driven insights and industry trends, we proactively identify talent needs and cultivate a strong workforce that aligns with our evolving business objectives.



Forecasting Hiring Needs

Internal Insights:
Continuous analysis of internal mobility, skill gaps, and project requirements.

External Trends:
Monitoring industry shifts, competitor activity, and emerging skill demands to anticipate future hiring needs.



Building Talent Pools

Internal Development:
Upskilling employees through structured learning and career programs.

External Sourcing:
Engaging with academic institutions and industry networks to build a diverse talent pool.



Measuring Effectiveness

Key metrics include Time to Hire, Direct Hiring Ratio, and Talent Readiness for Business Needs.




Continuous Improvement

Persistent refines its hiring strategy based on feedback, market trends, and performance data, ensuring agility and alignment with growth objectives.


Graduate Traineeship & Apprenticeship Initiatives at Persistent Systems

At Persistent Systems, we believe in nurturing talent and fostering skill development by providing hands-on learning opportunities. Our structured programs empower fresh graduates with industry-relevant experience, ensuring they are job-ready.




Apprenticeship Program

A blend of classroom learning and practical training designed for fresh graduates to equip them with essential skills for employability.




BE Projects

We mentor over 400 final-year engineering students annually, guiding them through projects that enhance their knowledge and boost their career prospects.



Industrial Internship

A six-month internship program for postgraduate students, offering real-world exposure and industry insights.



Smart India Hackathon

As a key partner, Persistent Systems has played a pivotal role in organizing and mentoring students, enabling them to showcase their skills in problem-solving and innovation.

Training cycle of an Apprentice

Program	Levels	Duration	Description	Focus Area
Pre Onboarding	Foundational Concepts	40 hrs	To ensure all learners achieve the beginner/foundation level knowledge before they are onboarded, in order to ensure they possess the requisite foundational competencies and are adequately prepared to undertake their responsibilities.	Bridging academia and corporate work culture.
	Foundational Training	200 hrs	To uphold the quality and readiness of incoming talent, it is mandated that all learners attain the Beginner/Foundation level of knowledge prior to onboarding. This requirement places a strong emphasis on hands-on practical training to ensure that individuals not only understand theoretical concepts but are also proficient in applying them in real-world scenarios. By doing so, we aim to equip all new team members with the essential foundational competencies necessary to perform their roles effectively from day one.	
Post Onboarding	L&D Bootcamp	1 month	To deliver a world-class training experience to the learners that is strategically aligned with business goals and designed to ensure the shortest path to deployability. The training framework emphasizes practical, hands-on learning and exposes learners to real-world problem statements that extend beyond academic theory. This approach fosters readiness, relevance, and rapid integration into operational roles, ensuring that learners are equipped to contribute effectively from the outset.	Technical skills, power skills, project tools, and mindset training.
	BU Bootcamp	1 month	This phase focuses on equipping learners with niche, business-specific skills as identified by individual Business Units (BUs). This targeted upskilling ensures alignment with evolving organizational needs and accelerates the transition from training to impactful contribution. By tailoring learning paths to BU requirements, we aim to build a highly specialized and deployment-ready talent pool.	Domain-specific training to enhance project skills and acquisition of specialized advanced skills.

Succession Planning

At Persistent Systems, we recognize that strong leadership is key to sustaining business growth and continuity. Our succession planning framework is designed to develop a robust leadership pipeline, ensuring that skilled professionals are prepared to take on critical roles as the organization evolves.

Through a structured succession programs, we identify high-potential employees and equip them with the necessary skills and experiences to step into leadership positions. This involves a combination of leadership training, mentorship, and targeted development initiatives. A talent pool of future leaders is maintained, ensuring that we have capable individuals ready to transition into key roles. Where specialized expertise is required, our talent acquisition team also identifies and recruits top external candidates to complement internal leadership development.

To drive this initiative, we have a dedicated leadership development team working in close coordination with senior executives, business leaders, and HR partners, ensuring a strategic

and future-ready approach to succession planning.

Senior Management Succession Strategy

The Board of Directors, along with the Nomination and Remuneration Committee (NRC), actively oversees succession planning for key leadership positions, including the CEO, CFO, and other senior management roles. Regular evaluations are conducted to assess leadership potential, ensuring a seamless transition when needed.

A balanced approach is adopted to identify successors, considering both internal talent and external candidates. Internal candidates undergo a structured review process where leadership competencies, career progression, and business impact are assessed. External candidates, when required, are sourced through reputed recruitment channels.

To further strengthen our leadership pipeline, Persistent Systems integrates ongoing leadership assessments, executive talent reviews, and senior management engagement

sessions. These initiatives provide executives with deep insights into the organization’s talent pool, fostering informed decision-making when selecting future leaders.

By embedding a proactive and structured approach to succession planning, we ensure business resilience, leadership excellence, and continued organizational success.

Transition Assistance Programs

Persistent Systems not only supports employees throughout their careers but also assists them as they transition into retirement or face unforeseen circumstances such as termination and case to case basis we provide severance pay. The Company’s retirement age in India is 60 years. We host superannuation celebrations. 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, retraining or outplacement.

Talent Retention Practices



Career Growth, Internal Fulfillment & Job Rotations

We have enhanced our internal fulfillment framework to prioritize internal talent. Our iJobs platform enables employees to explore new roles across functions and locations, supported by formal job rotation programs. These initiatives improve internal deployment, workforce utilization, and employee satisfaction.



Empowered Internal Talent Marketplace

The iJobs platform, along with AI-powered matching tools and the FAS model, allows swift identification of internal talent. This approach reduces time-to-fill positions and boosts retention by offering a transparent career ecosystem.



Learning, Upskilling & Development

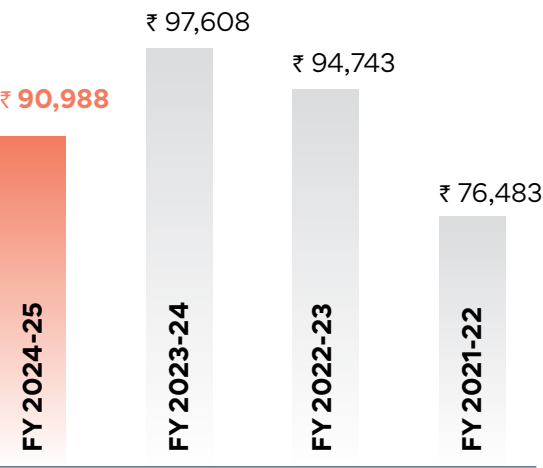
Our learning ecosystem includes upskilling programs, technical certifications, leadership development journeys, and access to digital learning platforms. Employees are encouraged to take charge of their development with tailored paths aligned with organizational needs, fostering a culture of continuous learning.



Managerial Capability Building

We invest in leadership development through programs on empathetic leadership, performance coaching, and career conversations. Managers are equipped to support growth, manage diverse teams, and reinforce a people-first culture.

Average hiring cost in INR/FTE



People Analytics and Strategic Workforce Planning

Persistent’s People Analytics function plays a crucial role in strategic workforce planning by leveraging data-driven insights to align talent with organizational goals. This approach enables the Company to anticipate future workforce needs, identify skill gaps, optimize resource allocation, and plan for succession.

By adopting a data-centric strategy, Persistent Systems ensures its workforce remains agile, resilient, and prepared to navigate evolving business landscapes. This empowers informed decision-making, fosters innovation, and drives sustainable growth – reinforcing the Company’s position as a leading technology solutions provider.

Employee Benefits and Support Systems

(GRI 401-2)

At Persistent Systems, we prioritize the well-being of our employees by offering a comprehensive benefits package that fosters health, work-life balance, and overall well-being. Our initiatives are designed to create a supportive and inclusive work environment, ensuring that every employee feels valued and empowered.

Key Benefits



Work-Life Balance

Hybrid work environment allowing employees to work- from-home at least three days a week, flexible work hours and part-time working options . Employees can choose their preferred working hours, and the employee and manager will mutually decide whether the employee will work during the forenoon or afternoon.



Dependent Care Leave

Paid Privileged leaves can be used for any reasons such as sick, dependent care, elderly care, personnel time off and others. Paid parental leave such as Maternity and paternity leaves for both primary and non-primary caregivers, sabbatical leave, extended maternity leave, Child Adoption Leave and Commissioning Leave.



Employee Engagement & Well-being

The “ My Life at Persistent” initiative provides programs enhancing physical, social, financial, and physiological well-being, focusing on mental health, stress management, sports, fitness, arts, social impact activities, and CSR. Employees can work four hours on CSR activities once per financial year.



Persistent Employees Benefit Trust (PEBT)

PEBT is a private trust within Persistent-India that offers interest-free loans up to INR 500,000 to regular employees for emergencies, such as major medical issues (for self or immediate family) or financial disasters like property loss due to natural calamities.



Compensation for Atypical Hours

While Persistent Systems does not follow a formal overtime policy, employees working on holidays or weekends for project-specific needs are compensated appropriately. We strive to prevent excessive working hours and support a healthy work-life balance.



Emotional & Personal Support

Paid compassionate leave beyond the standard allocation to support our associates during challenging times, paid dependent care leave, personal emergency leave, and an employee leave donation program to assist colleagues in need.



Health & Wellness

Comprehensive medical and accident insurance, access to an occupational health centre, paid annual health check-ups, sports and fitness arena across all facilities and an in-house gym, at select facilities to promote physical well-being.



Variable Performance based Pay

A large part of our employees’ total compensation includes a variable component, which is tied to both Company and individual performance metrics. To ensure transparency, we have established a variable payout policy that clearly outlines the criteria for these payouts.



Family Support

Childcare or daycare facilities, lactation rooms, and a dedicated mothers’ lounge to support working parents



Voluntary Leave Donation

Persistent Systems values teamwork. For health emergencies, regular employees in India can receive Privilege Leave (PL) donations from colleagues, as often as needed.

Our benefits comply with local regulations, promoting employee care through inclusivity, flexibility, and long-term growth. The above list showcases the benefits we offer and differs from country to country.



Refer ESG Fact-sheet

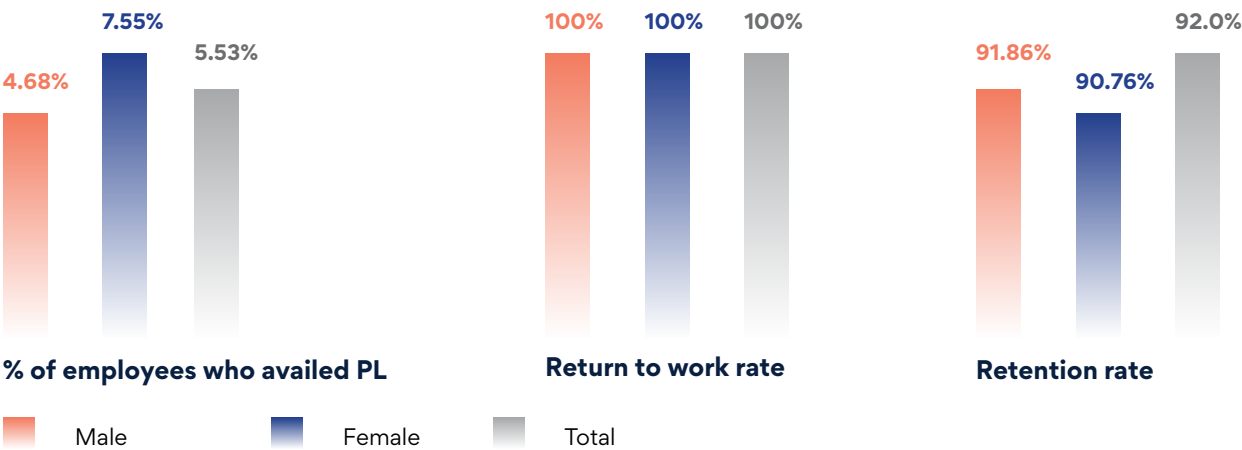
Page No. 223 for Employee Benefits

Parental Leave

(GRI 401-3)

Persistent Systems recognizes the importance of family and offers paid parental leave with 100% coverage, in compliance with country-specific statutory requirements. The Company’s inclusive approach supports both maternity and paternity leave, acknowledging the shared responsibility of caregiving. Paid parental leave such as Maternity and paternity leaves for both primary and non-primary caregivers, sabbatical leave, extended maternity leave, Child Adoption Leave and Commissioning Leave are provided. Beyond statutory parental leave, employees can take additional time off, ensuring they receive the flexibility and support needed during this crucial life transition. By prioritizing employee well-being and family support, Persistent fosters a positive work-life balance and a culture of care and understanding.

Return to work and Retention rates of permanent employees that took Parental Leave (PL).



The above data is for India Location.



Refer ESG Fact-sheet

Page No. 226 for Parental leave details

Retirement Benefits

Persistent Systems is committed to the long-term financial well-being of its employees by providing a comprehensive range of retirement benefits. These include the Provident Fund (PF), Gratuity, Superannuation, and participation in the National Pension Scheme (NPS), all designed to help employees build a secure financial future post-retirement. The Provident Fund and Gratuity schemes ensure stable savings, while Employees’ State Insurance offers essential healthcare benefits. Contributions to Superannuation and the National Pension Scheme provide additional financial security and peace of mind.



For more details, refer to the

ESG Factsheet page 223

Minimum Notice Periods Regarding Operational Changes & Employment

GRI 402-1

We update associates on operational changes, including policies and processes, through internal communications (mailers, newsletters, etc.) within 4 to 12 weeks. The minimum notice period for employees is determined by their employment contract and outlined in the country-specific employee manual. We ensure a minimum notice period before any unforeseen termination or layoffs. We did not have any significant layoffs during the reporting year.

Long-Term Incentives for Employees

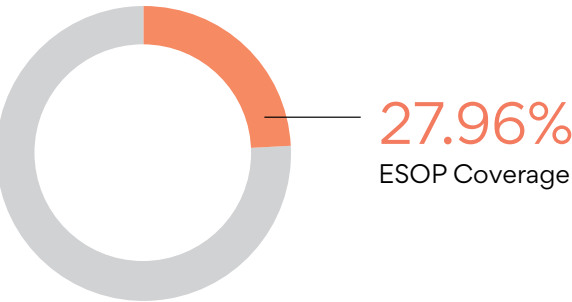
Persistent Systems has introduced the Mega ESOP Plan, offering Employee Stock Ownership Plan (ESOP) benefits to all regular employees across all grades. In the year FY 2021-22, we had provided ESOP to all regular employees from grade 3.x under Mega ESOP plan for associates who have completed 6 months in the organization. This was

done as a one-time activity. The Employee Stock Ownership Plan (ESOP) in FY 2021-22 covered 80% of team members, enabling them to participate in the Company's success.

ESOP's in FY 2024-25 covers 27.96% of employees. As per ESOP schemes, the vesting happens between 1-5 years from the date of the grant. This

initiative is designed to foster a culture of ownership and enhance employee engagement.

In addition, ESOPs or Restricted Stock Units (RSUs) are granted selectively to executives and employees in leadership roles based on individual contributions and alignment with organizational objectives. This approach ensures that long-term incentives are strategically distributed to drive both employee commitment and business success. Individuals responsible for sustainability initiatives have KPIs included in their performance goals. These KPIs are linked to performance ratings, which determine eligibility for ESOPs, salary increments, bonuses, incentives, and promotions.



Human Capital Development

(GRI Disclosure 404-1, 404-2)

As Persistent Systems continues to grow and evolve, the Company recognizes the importance of continuous upskilling to navigate an increasingly dynamic and complex business landscape. The Learning & Development (L&D) team is dedicated to fostering innovative and engaging learning experiences that equip employees with the skills needed to excel in cross-functional, multidisciplinary teams.

All training programs at Persistent Systems emphasize hands-on learning, incorporating real-time problem-solving scenarios and action-learning projects. These programs span across key competency areas, including Technical Skills, Domain Expertise, Power Skills, Leadership Development, and Project Management, ensuring a highly skilled workforce capable of thriving in challenging environment.

94 hours
Average learning hours per Full-Time Employee (FTE)

94.1%
Learning coverage across the workforce

₹ 11,027
Average training investment per FTE

23,139
Employees trained globally

Individual Learning Plan



Role Based Learning



Manager Recommendation



Individual Aspiration



Organizational Recommendation

Persistent University

Persistent University serves as a strategic hub for rapidly developing talent across the organization, fostering a culture of continuous learning and skill enhancement. Our focus is on aligning employee upskilling with organizational goals, project demands, and individual aspirations, ensuring we remain competitive in today's fast-paced environment.

As our workforce grows, we proactively address challenges related to scalability, adaptability, and evolving

business needs. Our Learning and Development team is dedicated to ensuring the right talent is prepared for key roles while also future-proofing our workforce through targeted upskilling and cross-skilling programs designed in collaboration with business leaders.

To deliver an exceptional learning experience, we incorporate best-in-class methodologies, hands-on training, and real-time problem-solving exercises across critical domains, including Technical, Domain, Leadership, Power Skills, and Project Management. This

approach fosters a vibrant learning ecosystem that drives employee excellence and innovation.

Persistent University also enables large-scale reskilling through a dynamic hybrid model that blends instructor-led sessions with online resources, fostering collaboration and hands-on learning.

Key Highlights

184+

Digital Tech Courses

60%

Formal Training

40%

Hands-on Learning

170 +

Persistent Digital Engineering- Technical skill clusters

350 +

Technical & Power Skill Courses

Persistent Univeristy Offerings

At Persistent Systems, we provide a diverse and holistic learning ecosystem designed to empower employees with the skills, knowledge, and resources needed for career growth and success.

Technology & Certifications

Comprehensive digital engineering training programs tailored to various roles, levels, and technologies. focused on designing, developing, and delivering technical training programs tailored to meet business needs. Interventions are in the form of instructor-led, blended, collaborative learning, bootcamps and/or self-paced e-learning along with assignments, virtual labs, practice tests and robust assessments. Reinforcement for continuous learning and support for internal and external certifications. Course offerings include courses for core technical skills as well as multi-level (foundation to proficient) courses for GenAI and SASVA. All full-time employees and contractors are eligible to participate in these learning programs.

Experiential Learning Portfolio

Hands-on and informal learning experiences through initiatives like Experiential Programs, Meetups, and Friday Learning Clubs.

1. Career-related

Through various activity-based learning programs such as Career View, The Brand I, SWOT, This Day Next Year, etc., we help employees

- 1. Be better aware about their own careers
- 2. Plan the careers with a long-term perspective
- 3. Define clear career-relevant goals and actions in a systematic manner
- 4. Aspire to build a personal brand as a professional

2. Team Success

With an objective to help employees bond and network with their own team members and drive relevant focus areas as a team, we design and organize Experiential Programs for Team Success.

These are gamified, theme-based and action-oriented learning Programs for teams, where employees get to participate with their team members, get to know each other, understand each other's perspectives, and learn from those.

3. Employee Resource groups

Sessions with Prerana (Women's ERG) to help the women understand and imbibe ENRICH (Empower, network, reach for your goals, invest in yourself, create/ change, harmony) framework of Prerana. Sessions with Pehchaan community to create awareness about the LGBTQ community, understand their challenges. Sessions with Able community to foster inclusive initiatives for Specially abled people.

Assessment Centre

A robust platform featuring in-house tools and a question bank covering 100+ skills to assess and enhance employee capabilities.

Strategic Partnerships

Collaborations with external vendors, universities, and digital content providers to keep employees updated while awaiting internal placements.

Skilling Led Fulfillment (SLF)

Initiative aims to quickly allocate employees on the bench to billable roles. L&D team collaborated with Delivery, Resource Management and Talent Acquisition teams to evaluate benched employees' skills and map them to open positions. Purpose is better utilization of bench employees, quicker deployment to billable assignments and filling open positions to save on lateral hiring costs.

The Persistent Digital Engineering Academy (PDEA)

Implemented to align employee upskilling with organizational goals. Leadership ensured skill clusters matched business needs, while the platform streamlined skill tracking and certification. Tailored learning paths for 170+ skills addressed diverse needs, with certifications linked to assessments to incentivize participation. Engagement was fostered through orientations, workshops, and success stories, while continuous feedback and real-time data tracking facilitated ongoing improvement, establishing PDEA as a sustainable framework for workforce readiness and organizational growth.

Power Skills

Training programs focused on essential soft skills and behavioral competencies for professional and personal development.

Sales Enablement Program

Our organization offers a diverse range of sales training programs designed to enhance the skills and knowledge of our team. Firstly, we have a well-structured induction programs for new sales employees. In the last financial year, we launched the 'genNx't programs specifically for MBA hires, ensuring their smooth assimilation into the Company. Additionally, we initiated a learning programs for non-sales employees transitioning to sales or growth consulting roles. This programs provided a comprehensive understanding of the sales life-cycle and the various touchpoints with other functions. Each delivery unit actively shares their solutions and offerings with their respective sales teams. Furthermore, the Marketing team organizes G&A calls to update salespeople on the latest offerings. On a need basis, Udemy log-ins are provided to sales personnel to facilitate continuous learning and development.

DEIB (Diversity, Equity, Inclusion & Belonging) Training

Sessions covering key topics such as unconscious bias and inclusive workplace practices to foster a diverse and equitable work environment.

Cultural Learning

The importance of cross-cultural understanding in the corporate business world cannot be overstated. It fosters better teamwork, enhances communication, and leads to the creation of more effective global strategies. By appreciating and respecting cultural differences, businesses can avoid misunderstandings, reduce the risk of conflicts, and create a more inclusive and harmonious work environment. This cultural awareness also enhances customer relations and market reach, paving the way for successful international ventures.

Mentorships

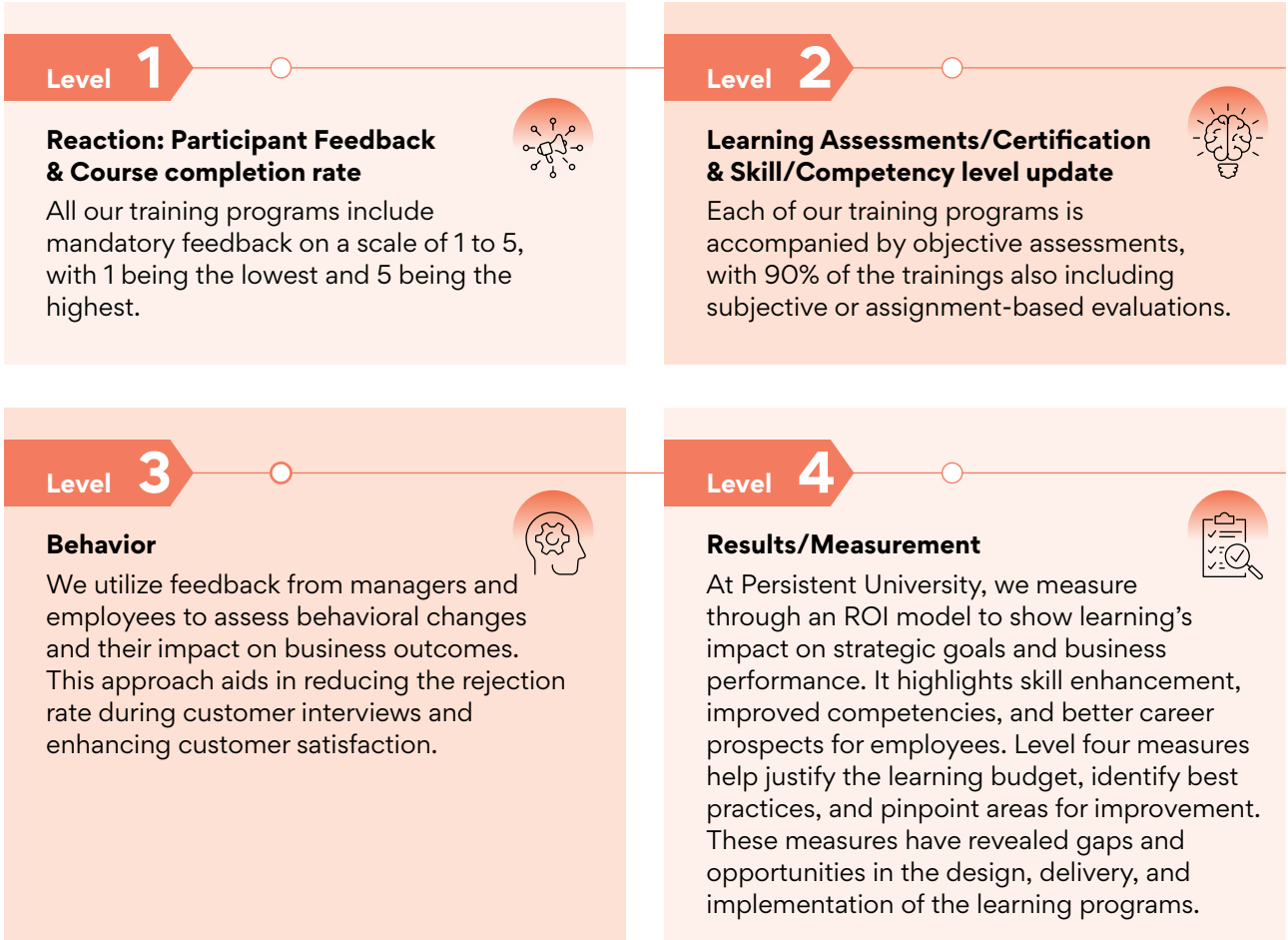
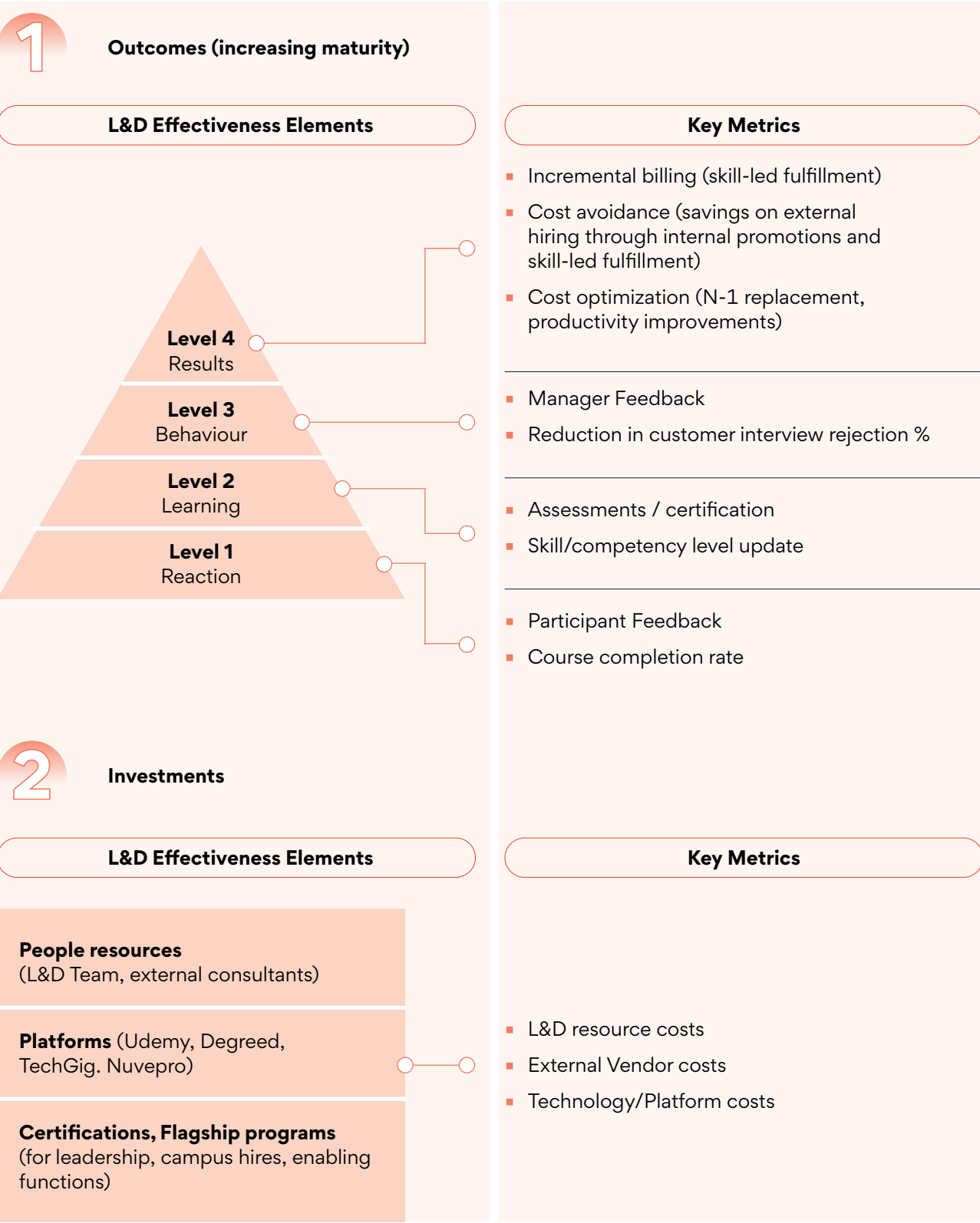
Meetups are 1-hour sessions delivered by experts, specialists and leaders on various technical and non-technical topics. Meetups provide an opportunity for employees to network and connect with colleagues with similar areas of interest spread across the globe. Meetups provide platform to the employees to learn from experts, ask questions, share their own perspectives about the subject.

Training Evaluation

Training evaluation model is designed to measure the extent to which training program participants have improved their knowledge and skills because of the training. Each of our training program is followed by objective assessments and subjective/assignment-based assessments.

L&D Effective Framework

Ensuring ROI from investments by measuring and tracking outcomes



Tangible/Intangible outcomes are - impact of our continuous learning and certification programs on our CSAT parameters on team competencies, winning additional training as a service opportunities as a value added service, being able to maintain higher tier partnership levels due to higher order and specialization certifications, enhanced employees credibility due to internal and external certifications leading to increased customer acceptance while deployment, able to retain good talent and attract good talent, etc.



Learning and Development

At Persistent Systems, we recognize the importance of continuous upskilling to navigate the evolving business landscape. **Persistent University** serves as a strategic hub dedicated to talent development, ensuring employees are equipped with the skills needed to thrive in complex, cross-functional environments. Our hands-on training programs emphasize real-time problem-solving, scenario-based learning, and development in **Technical, Domain, Power Skills, Leadership, and Project Management**.






Our approach fosters a culture of **lifelong learning**, aligning professional growth with organizational objectives and individual aspirations. We offer structured programs at all levels to support career advancement:

Entry-Level Programs	Mid-Level Programs	Senior-Level Programs	Leadership-Level Program
<ul style="list-style-type: none">■ Graduate Recruitment Program (GEMS): Graduate Engineers with Multidimensional Skills - Technical training for freshers■ Nebula: Training for Under graduate freshers	<ul style="list-style-type: none">■ Tech Readiness Program: Preparing professionals for leadership roles in tech■ Foundation PM Program: Project management foundation	<ul style="list-style-type: none">■ Architect Development Program■ Advanced Project Management Program■ Aspire: Women leadership development initiative	<ul style="list-style-type: none">■ Pinnacle: Business leadership program grooming future executives■ Jarvis: Delivery leadership program
Coverage	Full-Time employees including Part-time employees		



Flagship Learning and Development Programs

(GRI Disclosure 404-2)

Program Name	Persistent Digital Engineering Academy (PDEA)	SASVA 2.0
 Program Overview	A structured program to enhance employees' technical skills and career progression through specialized training and certifications.	An AI-driven platform that streamlines product development from ideation to post-deployment, improving innovation and efficiency.
 Key Benefits	<ul style="list-style-type: none">■ Enhances employees' confidence and credibility in their technical domain.■ Keeps them updated with industry trends.■ Empowers them to deliver high-quality solutions to clients.■ Facilitates career growth and internal mobility.■ Reduces reliance on external hires, optimizing costs.	<ul style="list-style-type: none">■ Boosts productivity and efficiency through AI-powered automation.■ Streamlines workflows for developers, product managers, and customer support teams.■ Enhances AI-assisted coding, bug fixing, and security.■ Provides real-time insights to improve customer experience.
 Business Impact	<ul style="list-style-type: none">■ Increased internal fulfillment, reducing hiring costs.■ Lower customer interview rejection rates, enhancing client confidence.■ Strengthened employee credibility and career growth.	<ul style="list-style-type: none">■ Enables data-driven decision-making and smarter workload distribution.■ Reduces manual effort through AI-driven automation.■ Accelerates time-to-market, maximizing revenue potential.
 Quantitative Impact	<ul style="list-style-type: none">■ FY 2023-24: 2,000+ employees trained and certified, leading to 4% internal fulfillment.■ 6,000+ employees certified leading to 11% internal fulfillment and significant cost savings.	<ul style="list-style-type: none">■ Helps businesses boost Annual Recurring Revenue (ARR) and Net Revenue Retention (NRR).■ Improves software engineering speed and efficiency.
 Employee Participation	98% of the eligible workforce enrolled and ~60% are certified.	1,199 certified count of employees.

Employee Skill Development Programs

(GRI Disclosure 404-2)

Program Name	Description	Focus Area
Tech Readiness Program 2.0	Equips technical leads with the skills needed for architectural roles, with a focus on digital transformation and DevOps.	<ul style="list-style-type: none">Architectural design principles & non-functional requirementsMulti-skill development across technology domainsDevOps best practices & automationRole-specific learning and certifications
Architect Development Program	Designed to develop skilled architects with a strong consulting mindset. Focuses on core architecture competencies, digital technologies, and cloud modernization.	<ul style="list-style-type: none">Core architecture competencies (Digital Tech, Cloud, Modernization)Business acumen, proposal & risk managementThought leadership, coaching, and mentorship skills
Foundation PM Program	Helps new project managers gain a fundamental understanding of project management practices.	<ul style="list-style-type: none">Scope management from program vision to user storiesPlanning (estimation, prioritization, dependency management)Risk articulation and managementTools: JIRA, Azure DevOpsPersistent-specific processes & toolsPower skills (communication, leadership)
Advanced PM Program	Supports Project Managers transitioning to Program Managers, overseeing large-scale deals and complex projects.	<ul style="list-style-type: none">Leadership & stakeholder influenceTools, processes, and best practices for managing programsContract, proposal, and risk managementEnsuring benefit realization and project coherenceMaintaining a strategic perspective while delivering program goals

Coverage - Full-Time employees including Part-time employees

Program Name	Description	Focus Area
JARVIS – Delivery Leadership Program	Develops current and aspiring Delivery Partners to enhance their leadership and business management skills.	<ul style="list-style-type: none">Customer focus & business acumenChange management & adaptabilityCoaching & talent developmentCross-functional collaboration & communication
PINNACLE – Business Leadership Program	Aims to prepare high-potential Delivery Heads and DH(-1) to become strategic business leaders.	<ul style="list-style-type: none">Financial acumen and budget managementStrategic thinking and digitalizationCustomer-centric approach to leadershipAdvanced delivery leadership strategies
ASPIRE – Women Leadership Development Program	A structured 4-month program to empower high-potential women leaders at mid-senior levels.	<ul style="list-style-type: none">Overcoming internal barriers & maximizing potentialEstablishing a strong personal brandExpanding professional networks & mentorship opportunitiesNavigating complex business challengesBuilding leadership confidence to drive business impact

Coverage - Full-Time employees including Part-time employees

Degree Programs and Certifications

Program Name	Description	Focus Area
Hyperscaler Certification Programs	Specialized certification programs for various cloud and technology platforms, ensuring skill enhancement across all levels.	<ul style="list-style-type: none">AWS: Premier Consulting Partner (1,950+ AWS certifications)Azure: Microsoft partnership (6,600+ Microsoft certifications)GCP: Google Cloud Partner (2,000+ certifications)IBM: 1,050+ badgesSalesforce: 10,500+ certificationsAI/ML/GenAI: 3,928+external certifications, investment in AI/ML capabilitiesOthers: Databricks, Snowflake, ServiceNow, ITIL, etc.
Degree Programs/ Higher Education Initiatives	Persistent Systems values our employees' knowledge and skills as our greatest asset. To stay current in a rapidly changing world, Full-time employees will have the chance to pursue tertiary education and postgraduate qualifications. We offer sponsorship for Master's programs at renowned universities/colleges for career advancement. Additionally, we provide educational assistance and financial support for university, college, vocational courses, and certifications. Financial assistance or fee reimbursement is available within limits upon successful completion of exams each year.	<ul style="list-style-type: none">India: M.Tech in Cyber Security & Data Science (COEP Tech University and BITS Pilani)Global: MS in Analytics, MS in Computer Science (ML), MS in Cyber Security (Georgia Tech)Encourages research, innovation, and intellectual property developmentSupports application of acquired knowledge in real-world client projects
External Training and Certification	This policy ensures that full-time employees receive reimbursement for pursuing external training, vocational courses and certification. It aims to provide equal learning opportunities, enabling individuals to choose suitable career paths and access the certification process for professional development. The organisation offers 100% reimbursement for certification costs.	<ul style="list-style-type: none">Domain-specific external certifications, ISO certifications, role specific certification, masterclass and others are supported to enhance professional development and align with industry standards
Partnership with Universities	We partner with educational institutions and universities to develop joint programs for training our employees. We host workshops to enhance domain knowledge and organize coding competitions.	<p>The focus areas of these partnerships are:</p> <ul style="list-style-type: none">Enhancing management skills through workshopsImproving domain knowledge with sessionsProviding strategic guidance to develop a consultative mindset

Coverage - Full-Time employees including Part-time employees

Learning and development partners

We are the “Ecosystem Orchestrator of Choice” for our clients



22,100+ TOTAL CERTIFICATIONS

All certification numbers are as per partner portals
*IBM badges

Mandatory Compliance Training



Code of Conduct

Persistent Systems conducts annual training on the Code of Conduct for all permanent employees and contractors to ensure understanding of ethical standards. The training includes topics such as anti-corruption, conflict of interest, and data privacy, fostering a culture of integrity. This rigorous training ensures that employees are well-versed in the principles and practices necessary to maintain a high standard of behavior and compliance.

Safe Workplace Policies

We are committed to providing and maintaining a work environment that is free of all forms of harassment. This course focuses on explaining elements that hamper safety in workplaces and strategies to bolster psychological safety and civility.

Annual InfoSec Compliance Acceptable Use Policy and Privacy Notice

Privacy Notice and Acceptable Use Policy

Modern Slavery and Human Trafficking

Persistent Systems will continue to review and enhance as appropriate our efforts to prevent human trafficking and other misconduct within Persistent Systems or by any of its other Stakeholders.

Human Rights

Our Human Rights training aims to educate employees about the freedom of association, the right to collective bargaining, data privacy and protection. It empowers employees by focusing on inclusion, equal remuneration, benefits, career and personal development opportunities, and community engagement. Additionally, it extends our commitment throughout the supply chain.

Environmental, Health & Safety

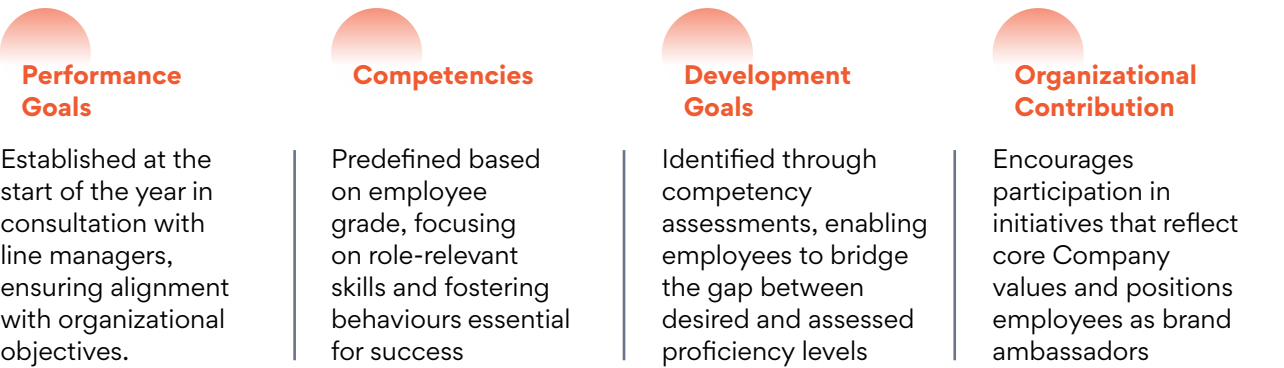
The Company's Environmental, Health & Safety training aims to educate our employees to Prevent occupational hazards through effective control measures, health and safety programs, and regular risk assessments. Foster safety culture with training on fire drills, ergonomics, and hazard identification. Promote healthy lifestyles, comply with international OHS standards, and continuously improve the OHS management system with stakeholder involvement.

Performance Management

Our talent management framework fosters purpose-driven performance by ensuring consistency and clarity in goal setting. This structured approach enables teams to collaborate effectively and work towards common objectives. We also promote a culture of continuous feedback, creating meaningful discussion platforms that support employees' career growth.

Comprehensive Multi-Dimensional Employee Feedback Mechanism

Employee performance is assessed using multiple inputs beyond managerial targets. Our feedback system evaluates employees based on their contribution to organizational values and objectives. Employee feedback is categorized into four key aspects:



Employees receive 360 degree continuous feedback not only from formal performance assessments by managers but also from clients, peers, and direct reports throughout the year. Business and Function leaders are evaluated using holistic metrics that focus on team-based outcomes such as gender diversity, ESAT, and Delivery Excellence. Additionally, we encourage and reward high-performing teams through Rewards & Recognitions on a quarterly and annual basis.



Employee Participation in Performance Reviews

(GRI 404-3)

At Persistent Systems, we nurture a culture of high performance and ensure that the performance system robustly supports the achievement of organizational strategic business objectives.

Goal-Oriented Performance Management

Management by objectives is conducted throughout the year.

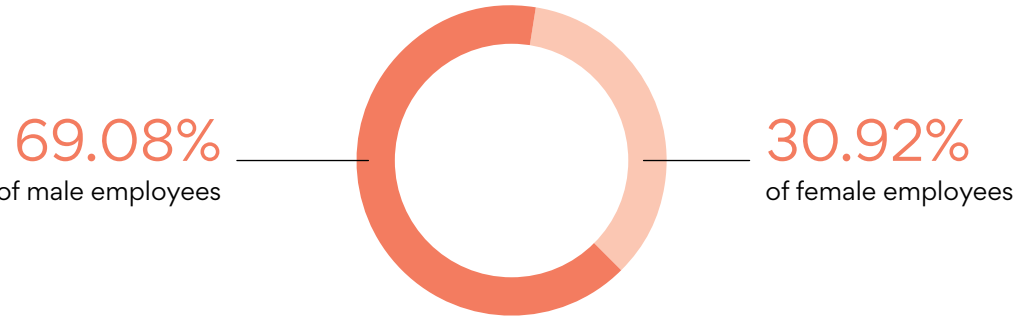
- Regular performance assessments include quarterly goal evaluations, half-yearly reviews, and annual competency assessments.
- Our Quarterly Performance Review follows a structured approach, where employees collaborate with their managers to define measurable goals and track progress annually.



Continuous Feedback through Agile Conversations

- Employees benefit from ongoing feedback throughout the year via Agile conversations, promoting real-time performance discussions and growth opportunities.

% of Eligible Employees receiving regular performance and career development reviews



Employee Satisfaction & Engagement

We have a strong commitment to fostering employee engagement through continuous listening and proactive action. Our leadership prioritizes meaningful connections with our global workforce, leveraging the world-class engagement platform PEAKON to enhance communication and feedback mechanisms.

By utilizing real-time, anonymous feedback and data-driven insights, we proactively address concerns, identify trends, and make informed decisions that contribute to a thriving workplace

culture. Regular quarterly and monthly surveys empower managers to monitor team sentiment, while leadership leverages individual scorecards to pinpoint areas for improvement and implement corrective action plans.

Anonymous feedback channels further facilitate open conversations, ensuring that employee concerns are addressed efficiently. This continuous feedback loop drives organizational improvement and strengthens employee engagement.

Our Employee Satisfaction (ESAT) Score evaluates key aspects such as Job Satisfaction, Purpose, Happiness, Motivation, Organizational Fit, Reward and Recognition, Accomplishment, Workload, Inclusion, Belongingness, Freedom of opinions, management support, growth, career development, peer relationships, and Stress, with insights gathered from surveys conducted every two months. The insights and feedback gathered from employee engagement surveys are systematically acted upon to bring about meaningful improvements over time.

Key Highlights

8.1/10
Employee Satisfaction Score (eNPS 0.2 above industry benchmark)

79%
Survey Participation (respondents)

8.3/10
Target eNPS Score



Rewards & Recognition

At our organization, we believe in celebrating achievements – both big and small. Our Kudos Initiative fosters a culture of gratitude, encouraging team members to express appreciation through personalized emails, cards, and bands. To make recognition more engaging, we have introduced experiential and gamified team sessions, creating an interactive appreciation experience.

Our Quarterly Recognition & Rewards (R&R) program highlights ongoing accomplishments, with line managers empowered to allocate budgets to incentivize their teams. The pinnacle of our recognition efforts is the Annual Awards, where a rigorous jury-led selection process honors top performer. These awards reinforce our values-driven culture, featuring a Culture Award category dedicated to employees who exemplify our core values.



Recognition Programs

Kudos

- Encouraging appreciation & personal connections
- Fostering a culture of celebration

Quarterly Awards

- Continuous recognition for contributions
- Acknowledgment of project milestones

Annual Unit Awards

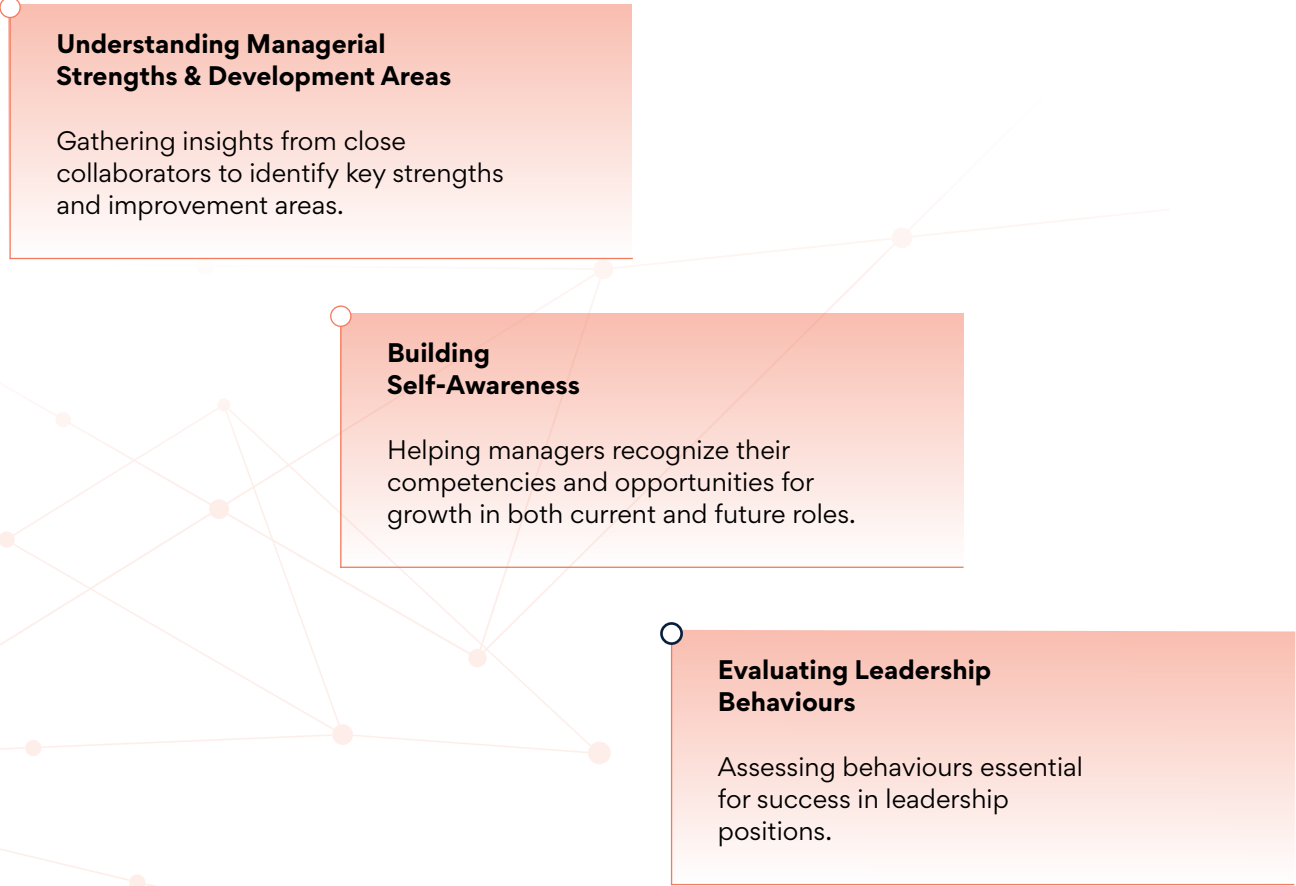
- Recognition for consistent performance & contributions
- Excellence in Unitevel

Annual Leadership Awards

- Most Valuable Partners
- Chairman & CEO Awards
- Enterprise-wide Excellence

Strengthening Leadership Capabilities

To strengthen leadership capabilities across Persistent Systems, we launched a targeted intervention program for managers. This initiative focused on assessing and enhancing leadership effectiveness through an annual survey, designed around three key areas:



This program provided valuable insights through a detailed evaluation of managerial competencies. By comparing self-assessments with peer feedback, we identified areas of alignment and potential gaps. These insights helped in:

1

Leveraging key strengths to drive better business outcomes.

2

Identifying focus areas for professional development.

3

Designing personalized development plans to enhance both individual and collective leadership effectiveness across the organization.

Enhancing Employee Well-Being and Engagement

At Persistent Systems, we take a holistic approach to employee well-being, focusing on multiple aspects of health and engagement through various initiatives under “My Life at Persistent”

A 360-degree wellness strategy covering physical, emotional, social, and financial well-being.

Platforms for community building, enabling employees to connect with like-minded individuals and explore interests beyond work.

Access to expert insights on essential life aspects, including health, relationships, finances, and mindfulness.

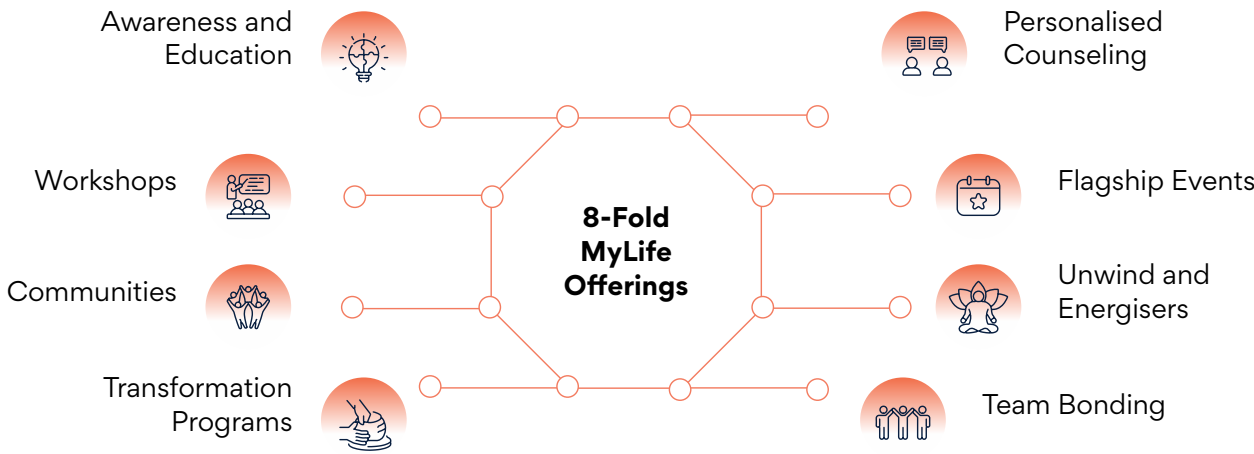
Engaging events and programs to celebrate achievements, foster connections, and enhance workplace enjoyment.

461

Events around fitness, health, women in tech and work-life balance

98,116

participants took part in Well-being initiatives



Physical Well-being

At Persistent Systems, we recognize that physical well-being is fundamental to a happy and fulfilling life. Our initiatives and programs are designed to promote overall health and wellness among employees.

140

Events organized

28,560

Participants engaged

Health Awareness & Education

- Expert-led Health Talks
- Step Challenges for individuals and teams

Annual Health Check-ups

- Company-sponsored health screenings for employees
- Discounted rates for family members

Wellness Workshops

- Ergonomics & Cubicle Fitness Sessions to promote workplace health
- Fitness Training programs
- Yoga, Indoor Sports, and Trekking Trails for holistic fitness

Sports & Fitness Initiatives

- Sports Fest:** Encouraging participation and team spirit through cricket and football tournaments
- Persistent Run:** A flagship event fostering wellness and teamwork, featuring 3k, 5k, and 10k runs across global locations

10,031

Participants took part in the Persistent Run



Emotional Well-being

As a vital part of MyLife, our emotional well-being initiatives focus on fostering mental health and resilience in the workplace. These efforts include expert-led webinars, personalized one-on-one counselling, and wellness sessions.

40 Events conducted
7,174 Participants engaged



Social Well-being

At Persistent Systems, we prioritize social well-being by fostering meaningful connections among employees through engaging programs, events, and competitions.

270 Events organized
57,358 Participants engaged

Unwind Sessions

Designed to help employees refresh, reenergize, and rejuvenate

53,111 participants

Bring Your Kids to Office

A cherished tradition that blends work and family, reinforcing family-friendly values.

1,485 participants

PULSE

Persistent Ultra Large Social Event: A grand stage for employees to showcase their artistic and cultural talents, aligning with leadership values.

16,949 participants

Art Fest

A global platform for employees and their families to display creative skills, including painting, sketches, photography, and digital art.

2,800 participants

Persistent Communities

Employees connect and enhance team dynamics through shared interests like cycling, yoga, and running.

5,973 members

Milestone Celebrations

Recognizing employees' contributions with celebrations for 5, 10, 15, and 25 years of service.

Financial Well-being

At MyLife, we host bi-monthly financial wellness sessions designed to equip employees with effective financial management strategies, helping them reduce stress and work towards long-term financial stability. By fostering financial literacy, these sessions contribute to a more engaged, productive, and financially secure workforce.

11 Events conducted
5,024 Participants benefited

Topics covered under the Initiative “make your money work”



Diversity, Equity, Inclusion, and Belonging (DEIB)

At Persistent Systems, we recognize diversity and inclusion as essential drivers of innovation and a thriving workplace culture. Our commitment is to cultivate an environment where every individual feels empowered, respected, and valued, regardless of their background.

As an Equal Opportunity Employer, we champion Diversity, Equity, Inclusion, and Belonging (DEIB) by embracing diverse perspectives, fostering

fairness, and promoting equal opportunities for all. Through awareness initiatives and inclusive policies, we ensure that every individual has the opportunity to grow and succeed.

Our DEIB philosophy is built on the 4 Es: Enable, Empower, Engage, and Employ, reflecting our holistic approach to creating an inclusive workplace where everyone can contribute their best.

We are dedicated to fostering greater gender diversity across all levels of our organization, creating an inclusive and equitable workplace. We continuously strive to enhance board diversity, ensuring a broad range of perspectives while complying with the regulatory requirements of the Companies Act.

29.85%
Gender Diversity

51
specially abled people

12.74%
Women in leadership

22%
Board Diversity

59
Nationalities

Workforce diversity policy and management oversight

At Persistent Systems, workforce diversity is regarded as a cornerstone for innovation and global competitiveness. The organization actively promotes inclusivity by fostering an environment where individuals from varying backgrounds, cultures, and perspectives collaborate seamlessly. Programs are designed to ensure equitable opportunities for all employees, with a focus on representation across gender, ethnicity, and other dimensions of diversity.

Management oversight is crucial for maintaining these diversity initiatives. The Stakeholder Relationship Committee (SRC) and ESG committee of the board monitors the implementation of diversity policies, employee

training on diversity policies, programs and initiatives aimed at creating an inclusive workplace, and D&I performance against established goals. The Chief Operating Officer (COO) and the Head of ESG provide updates on diversity and inclusion goals, planned initiatives, key policy changes, and strategic focus areas. They also inform the Board about the impacts of significant issues on stakeholder interests.

Awareness and communication on Diversity and Inclusion are key to reinforcing inclusivity. Every employee, manager and leader is expected to play an active part in creating and fostering a diverse and inclusive workplace. Our learning platform offers a range of training programs to support

diversity initiatives and empower our diverse workforce.

The Diversity and Inclusion policy and its stakeholders are governed by the Stakeholders Relationship Committee (SRC) and ESG Committee of the Board. The People & Org Development consult the above Committee for proposed changes if any in its periodical review.

A dedicated leadership team monitors the implementation of diversity programs, ensuring alignment with the Company's values and strategic objectives. Regular audits and reporting mechanisms are in place to assess progress and identify areas for improvement.

Policy Implementation



[DEI Policy](#)



[Board Diversity Policy](#)

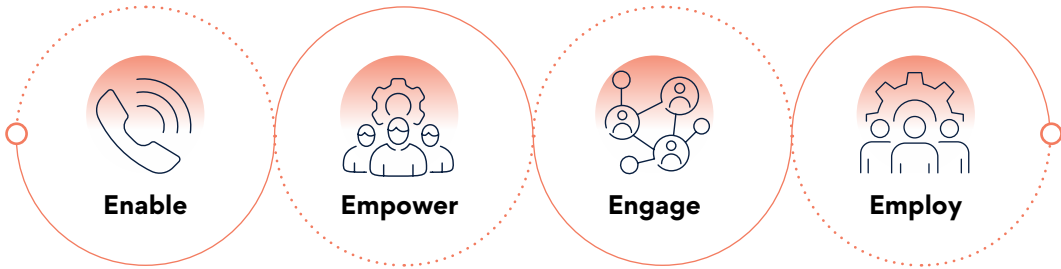


[Equal Employment Opportunity Policy](#)



[Human Rights Policy](#)

DEIB Framework



Enable

At Persistent Systems, we are committed to continuously reviewing and enhancing our policies to address the evolving needs of our employees, fostering a culture of diversity and inclusion at every level.

Accessibility

Accessibility is a fundamental aspect of our infrastructure at Persistent Systems. 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.

Empower

At Persistent Systems, we are committed to building a conscious, inclusive, and empathetic workforce. Our People 360 dashboard provides business and HR leaders with real-time insights into Diversity, Equity, and Inclusion (DEI), enabling strategic, data-driven decisions that align with our corporate vision. This proactive approach helps us continuously foster a more equitable and diverse workplace.

We drive inclusion through a variety of initiatives, including:



Through these efforts and Persistent University’s robust learning modules, we empower employees to unlock their full potential and contribute meaningfully in an inclusive and dynamic environment.

Empowering Women

Persistent is committed to fostering diversity and supporting women in building long-term careers.

APSIRE	A leadership program designed to increase women’s representation in senior roles through structured learning experiences.
Persistent Women Returnship Program (PWRP)	Focused on upskilling women returning from career breaks through technical and non-technical training.
Kiran Girl Scholarship Program	Supporting 50+ underprivileged female students annually with financial aid and technical mentoring to complete their engineering education.
Sheroes	A leadership program for junior to mid level women aspiring to be emerging leaders to step confidently into their role as the architect of their professional journeys.
Remarkable Me	This program across all levels helps tackles barriers head-on, offering interactive discussions and exercises to help participants recognize and vocalize their accomplishments, boosting self-confidence along the way.

Engage

At Persistent Systems, we foster a culture of innovation and inclusivity, leveraging interactive experiences and gamification to drive awareness and engagement in diversity and inclusion initiatives.

Diversity & Inclusion Awareness – DIVOPOLY

An interactive virtual board game designed to promote awareness about diversity, equity, inclusion, and belonging in an engaging and enjoyable way. By integrating innovative learning methods like DIVOPOLY, we create an inclusive workplace where every employee can actively participate, learn, and grow.

Customized training for job functions

- Hiring managers** – training on unconscious bias in recruitment
- Sales teams** – inclusive communication or understanding diverse customer needs
- Executives** – leading inclusively, setting inclusive goals
- HR staff** – ensuring non-discriminatory practices in policy and process
- Customer service** – handling diverse client needs respectfully

Focus Areas



Employee Resource Groups (ERG)

At Persistent, our Employee Resource Groups (ERGs) foster collaboration, synergy, and a sense of belonging among employees, teams, and locations. These groups also extend their impact to customers and the broader community.


Prerana (Inspiration)
Community for Women

Pehchaan (Identity)
Community for LGBTQIA+


ABLE (Alliance for Belonging, Learning, and Empowerment)
Community for People with Disabilities

Prerana (Inspiration)


Prerana, our dedicated women’s community, empowers and equips women with the resources and knowledge needed to make informed choices and achieve new career milestones. Our location-based chapters host quarterly events, guided by the ENRICH model, addressing diverse interests and career aspirations.




Empower
Providing access to resources and support for career growth.




Network
Creating opportunities for meaningful connections and collaboration.




Reach
Encouraging career advancement and personal development.



Invest
Fostering mentorship and continuous learning.



Change
Driving positive transformation within and beyond the organization.



Harmony
Promoting a healthy work-life balance.

Pehchaan (Identity)

Pehchaan, meaning "identity", is an ERG dedicated to creating an inclusive and supportive space for the LGBTQIA+ community within Persistent Systems. This group is committed to recognizing, celebrating, and affirming diverse identities regardless of sexual orientation, gender identity, or expression.



Safe Spaces
Pehchaan provides a welcoming and supportive environment for LGBTQIA+ employees and allies.



Education & Awareness
Through awareness campaigns, training sessions, and community-building activities, the group actively works to dismantle biases, foster empathy, and promote inclusivity.




Advocacy & Support
Pehchaan serves as a platform for members to share experiences, seek guidance, and collaborate on initiatives that drive meaningful change within the organization and beyond.

ABLE (Alliance for Belonging, Learning, and Empowerment)


ABLE is our Employee Resource Group (ERG) dedicated to fostering an open, inclusive, and supportive community for individuals with physical and neurodiverse disabilities. The group focuses on raising awareness about different disabilities – both visible and invisible – and their impact on individuals, promoting a more empathetic and inclusive workplace.

Industry Collaboration

We actively collaborate with industry leaders and organizations to drive meaningful change in workplace inclusivity:



Commitment to Safe & Inclusive Workplaces: In partnership with the National Commission for Women (NCW), we hosted a workshop on ‘POSH: Awareness & Good Compliance.’ This initiative reinforced our dedication to fostering a safe, inclusive workplace while aligning with our Environmental, Social, and Governance (ESG) objectives.



Client Engagement & Knowledge Sharing: We organize fireside chats featuring women in leadership roles, providing strong role models for aspiring professionals. These sessions also serve as a platform for customers to share their experiences, fostering inspiration and meaningful connections.

Internal Collaboration

Our location-based chapters host events – both local and global – celebrating diversity and inclusion. We also invite external speakers to share insights on key focus areas, further enriching our inclusive culture.

Employ

Our hiring practices are designed to ensure fairness, eliminate discrimination, and promote equal opportunities for individuals from diverse backgrounds.



Diversity Hiring: We actively bring in diverse talent through targeted recruitment campaigns and partnerships with diversity – focused hiring vendors.



Returnship Program: Our structured returnship initiative empowers women re-entering the workforce after a career break. With a self-paced learning plan, mentorship, and skill-building opportunities, the program helps participants confidently transition back into professional roles while staying aligned with industry trends.

Occupational Health & Safety (OHS)

(GRI 403-1)

At Persistent Systems, we are committed to fostering a culture of safety awareness and proactive risk management. Our approach to Occupational Health & Safety (OHS) is built on a robust Environmental Health & Management System, reinforced by EHS policies, safety programs, and regular training sessions. We ensure a safe and ergonomic work environment, prioritizing the well-being of our employees.

Performance Highlights

(GRI 403-9, 403-10)

Target
Maintain zero workplace accidents Year on Year (YoY)

Zero
Accidents reported

Zero
Lost-time injury cases


Zero
Fatalities across all employee categories


Zero
Health and Safety Non-compliances Incidents / impacts


Occupational Health and Safety (OHS) Policy


Our commitment to occupational health and safety is stated in ESG policy approved by the Board of Directors and includes the following elements:

**Consultation and Participation**
Engaging with workers and, where applicable, their representatives to ensure their voices are heard in safety matters.

**Performance Targets**
Establishing quantitative goals to enhance OHS performance metrics.

**Scope & Coverage**
The policy applies to all Company operations, employees, contractors, and individuals under the Company's supervision.

**Continuous Improvement**
Ongoing enhancements in the OHS management system, evaluating progress in reducing/preventing health issues/risks against targets.

**Regulatory Compliance**
Adhering to international OHS standards, voluntary programs, and collective agreements.

**Strategic Action Plans**
Setting up prioritization frameworks and action plans to address health and safety concerns effectively.

This policy reflects our dedication to creating a safe, healthy, and compliant workplace for all.

[Refer OHS Policy](#)

[Refer ESG Policy](#)

Environmental Health and Management System

Our Environmental Health and Management System is aligned with globally recognized standards, adhering to ISO 14001:2015 (Environmental Management Systems) and ISO 45001:2018 (Occupational Health & Safety Management). These standards establish essential frameworks for a robust health and safety management system, encompassing all our offices in India – representing 93% of our global facility area – while ensuring compliance with legal health and safety regulations worldwide.

To uphold these standards, we conduct annual internal and external audits through an independent verification body. Our Environmental and Occupational Health &

Safety (EHS) management system applies to all aspects of operations, including full-time employees, contractual workforce, support staff, and key suppliers.

Employee health and safety are overseen by EHS core teams and Safety Committees at each Persistent Systems location. These committees review policies quarterly, providing oversight and recommendations to enhance occupational health and safety programs.

Certifications

ISO 14001:2015
Environmental Management System

ISO 45001:2018
Occupational Health & Safety Management System

93% of our global facility area is certified under an Environmental Health & Safety Management system

100% of the facilities in India are certified to **ISO 14001** and **ISO 45001** management systems

Emergency Preparedness and Response

A key component of OHS programs is the integration of actions to prepare for and respond to emergency situations. This includes developing and implementing emergency response plans, conducting regular drills, and ensuring that all employees are trained in emergency procedures. Preparedness is essential to minimize the impact of emergencies, protect lives, and maintain operations. The emergency response plan includes detailed emergency evaluation plans and outlines the roles and responsibilities of the emergency response team, an incident and evacuation controller, a communication officer, and the fire marshal's team to prepare for and respond to emergency situations.



OHS Programs

(GRI 403-2, GRI 403-7, GRI 403-9, GRI 403-10)

OHS Risk and Hazard Assessments

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.

Prioritization and Integration of Action Plans

Post-assessment, it is crucial to prioritize the identified risks and integrate action plans with quantified targets. This involves setting clear, measurable goals to address each risk, ensuring that resources are allocated efficiently to mitigate the most significant hazards first. By doing so, we systematically reduce the likelihood of injuries and health issues, fostering a safer work environment.

Our strategy integrates actionable plans with measurable targets to mitigate these risks effectively. We also implement strategies for emergency preparedness and response. Progress in minimizing and preventing health risks is regularly assessed through internal inspections, while independent external audits verify compliance with global safety standards, including ISO 45001:2018.

Persistent Systems ensures that all applicable health and safety procedures are implemented in alignment with local regulatory requirements. In international locations, these procedures are managed in collaboration with our facilities management partners, who are responsible for ensuring that relevant health and safety information is made available to employees in the respective local languages, as mandated by local laws and standards.

Risk Assessment and Hazard identification process

- Proactively manage risks at the facility and functional levels.
- Identify, evaluate, and prioritize potential risks.
- Establish measurable targets to mitigate risks effectively.
- Conduct regular management reviews to assess progress on OHS objectives.
- Implement emergency preparedness and response strategies.
- Perform internal audits and safety inspections to detect hazards.
- Encourage employees to report unsafe conditions.
- Enable incident reporting via ticketing systems, email, phone, or direct contact with the OHS team.
- Provide resources and risk mitigation strategies for remote workers.

Stakeholder Engagement and Risk Mitigation

We take a comprehensive approach to managing and mitigating environmental, health, and safety (EHS) risks, focusing on two key aspects:

Internal Inspections

Conducting internal inspections is a proactive approach to maintaining workplace safety. These inspections involve regular checks of equipment, facilities, and processes to ensure compliance with safety standards. Internal audits help identify potential hazards before they result in accidents, allowing for timely corrective actions. External audits verify our process of conducting inspections, outcome or findings of inspections and action taken towards closure of findings.

Stakeholder Consultation

At Persistent Systems, we foster an inclusive approach by encouraging active participation from employees in Occupational Health and Safety (OHS) committee meetings at all facilities. These committees consist of both Company representatives and employees, ensuring a collaborative decision-making process. Employee feedback is escalated to top management for review and action.

Additionally, work-related OHS requirements are clearly outlined in contractual agreements, with suppliers making safety a fundamental part of every procurement decision.



OHS Training & Development Programs

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.

Key Safety-Focused Training and Programs



EHS Training

We offer annual training sessions on environmental conservation, climate action, and workplace safety. These sessions include first aid, fire safety, office safety, emergency preparedness and incident reporting to raise awareness and reduce operational health & safety incidents.




Employee Wellness

Our holistic well-being programs focus on enhancing social, emotional, and physical health, promoting a balanced and healthy workforce.



Counselling Programs

Our in-house counsellor facilitates bi-weekly sessions covering various topics to strengthen communication and workplace relationships. Continuous evaluation through audits and management reviews ensures ongoing program effectiveness and continuous improvement.



Mental Health Risk Assessment

Promoting mental health awareness by hosting workshops, awareness talks we help employees & managers recognize the signs of mental health problems and encourage them to seek help when needed. Appropriate measures are taken to prevent mental health risks by managing workload and/or availability.



Occupational Health Services

(GRI 403-3 & 403-6)

At Persistent Systems, employee well-being is a top priority. We provide a range of occupational health services to ensure our workforce remains healthy, safe, and productive. Our offerings include:



Incident Reporting

A proactive incident management system is implemented to maintain a safety culture. Employees are instructed to report any safety-related issues, including workplace hazards, illnesses, and injuries. 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.

Every year, we track and document health and safety incidents, ensuring transparency and accountability. Notably, for the past three years, we have had zero reportable incidents, maintaining full compliance with all EHS and OHS regulations.

As part of our ISO 45001 certification, our incident rate is independently verified by third-party agencies.

Absentee Rate

1.58%
of total days scheduled covering 100% of employees.

SOCIAL

Human Rights

At Persistent Systems, respect for human rights is embedded in our culture and reinforced through our commitment to global standards, including the United Nations Global Compact (UNGC), United Nations Guiding Principles on Business and Human Rights (UNGPs), and the International Labor Organization’s (ILO) Declaration of Fundamental Principles and Rights at Work. We uphold dignity, equality, and fairness, ensuring human rights are safeguarded across all aspects of our operations.

Our commitment spans the entire employee lifecycle from talent sourcing and hiring to onboarding, career development, and transition creating a workplace that is diverse, inclusive, and free from discrimination. Beyond our workforce, we expect our suppliers, vendors, and business partners to adhere to these principles, promoting responsible sourcing and ethical business practices.

Through robust policies and proactive initiatives, we work to protect and advance human rights across our

global operations. Our Risk Management & HR Compliance team integrates human rights considerations into risk management processes, reinforcing our commitment to ethical conduct. Additionally, internal awareness campaigns educate employees on their rights and responsibilities, fostering a culture of accountability, inclusivity, and compliance.

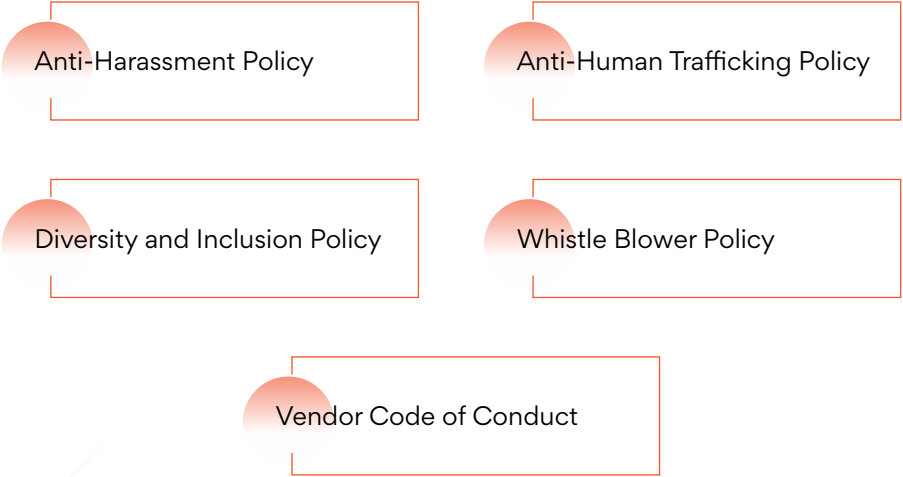
Zero instances of human rights violations were reported in FY 2024-25.

Human Rights Code & Policies

(GRI 2-23 and 2-24)

To uphold fairness, integrity, and respect for human dignity across our organization and supply chain, we have established comprehensive policies and codes of conduct. These frameworks form the foundation of our commitment to ethical business practices, fostering a culture of accountability, inclusivity, and social responsibility.

Aligned with global best practices, our policies ensure transparency, compliance, and ethical governance, reinforcing our dedication to a sustainable and responsible enterprise. The following key policies define our approach to human rights and business ethics:



Human Rights Due Diligence

At Persistent Systems, we are committed to respecting and upholding human rights across our operations, value chain, and business relationships. Our Company-wide Human Rights Due Diligence (HRDD) process proactively identifies, assesses, and mitigates risks and potential human rights impacts in alignment with international standards, including the United Nations Guiding Principles on Business and Human Rights (UNGPs) and the ILO Core Conventions.

1. Company-Wide Due Diligence Process

We conduct systematic human rights risk assessments at multiple levels to ensure compliance and accountability:

- **Own Operations** – Evaluating risks across all Persistent locations to safeguard employee rights.
- **Value Chain & Business Activities** – Assessing risks linked to suppliers, contractors, and business partners.
- **New Business Relations** – Conducting human rights screening for mergers, acquisitions, and joint ventures.
- **Periodic Risk Reviews** – Continuously monitoring and updating our risk mapping for emerging human rights issues.

2. Key Human Rights Issues Addressed

Our due diligence framework focuses on mitigating actual and potential human rights risks, including:

- **Forced labour and modern slavery** – Ensuring ethical labour practices across our supply chain.
- **Human trafficking prevention** – Implementing stringent policies against trafficking risks.
- **Child labour elimination** – Enforcing zero-tolerance policies through supplier assessments.
- **Freedom of association & collective bargaining** – Upholding workers’ rights to organize and negotiate.
- **Equal remuneration and anti-discrimination** – Promoting fair pay and an inclusive workplace.
- **Safe workplace conditions** – Maintaining a safe workplace and ensuring safe working conditions in compliance with global health and safety regulations.
- **Discrimination:** Ensuring a Discrimination-Free Workplace

3. Protecting Vulnerable Groups

Persistent Systems ensures fair and ethical treatment of at-risk groups by implementing specific policies and safeguards for:

- **Own employees** – Ensuring equitable treatment and access to grievance mechanisms.
- **Women** – Advancing gender equality and workplace inclusivity.
- **Children** – Preventing child labour in our operations and supply chain.
- **Third-party employees** – Extending protections to contract workers and vendors.
- **Local communities** – Engaging responsibly to prevent adverse social impacts.

4. Strengthening Compliance & Awareness

To reinforce our human rights commitments, we:

- 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.
- Conduct supplier due diligence and audits to monitor compliance.
- Implement training programs to educate employees and business partners.
- Maintain grievance mechanisms for reporting violations confidentially.
- Ensure continuous monitoring and remediation of identified risks

➡ Refer to the detailed **Human Rights Due Diligence Process**

Zero Tolerance Approach towards Human Rights Issues
“Freedom from discrimination is not just a choice; it’s a human right.”

Non-Discrimination

(GRI 406-1)

At Persistent Systems, we are committed to fostering a workplace that upholds the principles of equality, fairness, and respect. We strictly prohibit any form of discrimination based on gender, age, race, ethnicity, disability, religion, sexual orientation, or any other protected characteristic, including political opinion and social origin. Our Diversity and Inclusion Policy, along with our Anti-Harassment Policy, ensures a safe, inclusive, and supportive environment for all employees. Additionally, our Whistleblower Policy provides a secure mechanism for reporting any discriminatory practices, reinforcing our commitment to equal opportunities and a bias-free workplace.

Zero
number of incidents of discrimination during the reporting period

Prevention of Sexual Harassment

Our workplaces across different geographies are governed by robust safety policies that align with local regulatory requirements. For instance, the Prevention of Sexual Harassment (POSH) Act in India, the Ontario Human Rights Code, the Australian Human Rights Commission Act, and the German Criminal Code set clear legal frameworks to ensure a safe and respectful work environment. Beyond compliance, we uphold a strong organizational commitment to maintaining harassment-free workplaces, reinforcing our zero-tolerance approach to any form of misconduct, including sexual harassment.

Human Trafficking, Modern Slavery Child Labor and Forced or Compulsory Labor

(GRI 408-1 & 409-1)

At Persistent Systems, we maintain a strict zero-tolerance policy against child labour, forced labour, and all forms of modern slavery across our operations and supply chain. Guided by the Commonwealth Modern Slavery Act (2018), the UN Declaration of Human Rights, and International Labour Organization (ILO) conventions, we uphold the highest ethical standards in labour practices. Our Anti-Human Trafficking Policy and Vendor Code of Conduct mandate strict adherence to local and international labour laws, ensuring our partners and suppliers comply with ethical sourcing and fair labour standards. Through rigorous supplier due diligence, risk assessments, and regular audits, we proactively mitigate risks of forced or child labour. Additionally, we reinforce responsible labour practices through continuous awareness programs and compliance training for employees and business partners.

Zero
operations or suppliers identified with significant risk of incidents of child labour, young labour, modern slavery, forced or compulsory labour.

Rights of Indigenous Peoples

(GRI 411-1)

Respect for indigenous rights and cultural heritage is embedded in our corporate responsibility framework. We are committed to ethical business practices that safeguard the rights, traditions, and lands of indigenous communities. Our projects and partnerships align with the United Nations Guiding Principles on Business and Human Rights, ensuring that our operations do not negatively impact indigenous populations. We actively engage with local communities to foster inclusion, collaboration, and sustainable development, ensuring that our initiatives contribute to their well-being without compromising their cultural integrity.

Zero
Incidents of violations involving the rights of indigenous people were found across the value chain.

Upholding Human Rights

Fair Compensation & Work-Life Balance

Our fair compensation framework aligns with global labour standards and collective bargaining agreements, ensuring equal pay for equal work, competitive remuneration, and compliance with industry regulations. We provide comprehensive benefits, including hybrid work, parental leave, sabbaticals, and CSR-related time off, fostering a supportive work environment.

Freedom of Association and Collective Bargaining

Persistent Systems 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.

Employee Representation

Persistent Systems does not have formal engagement mechanisms with worker representatives regarding working conditions and in certain regions where we operate the local regulations do not seek information around union participation. We regularly engage with employees through various forums such as town halls, all-hands meetings, business unit connections, employee engagement surveys, Employee Resource Groups (ERG's) and committees. We have several committees at the workplace to collaborate with members of the committee on working conditions. Employees can raise their concerns in these forums and through employee engagement surveys. The insights from these inputs are thoroughly examined to identify actionable items to address the concerns raised.

During FY 2024-25, none (ZERO) of our employees were represented by an independent trade union or covered by Collective Bargaining Agreements (CBAs).

Labor Practices Commitments & Programs

At Persistent Systems, we are committed to upholding fair and ethical labor practices across all our own operations covering employees, contractors, partners and supply chain. Our approach is guided by internationally recognized labor standards and reinforced through comprehensive internal policies, codes of conduct, and a strong governance framework. We strive to create a safe, respectful, and inclusive workplace that prioritizes employee well-being, promotes equal opportunities, and ensures transparency in all employment practices.

■ **Living Wages:** Persistent Systems ensures that all employees are paid above the statutory minimum wage in accordance with the applicable labor laws of each country we operate in. Living wage benchmarking - Living wage assessments are conducted regularly to cover basic expenses such as food, housing, and clothing while ensuring competitiveness and social responsibility. This process compares wages with living wage standards in operational regions to ensure compensation meets or exceeds the cost of living. Additionally, an analysis of

saving potential is performed to confirm that salaries allow for a certain level of saving after accounting for the standard cost of living.

- **Working Hours and Overtime:** While Persistent Systems does not follow a formal overtime policy, employees working on holidays or weekends for project-specific needs are compensated appropriately. We monitor excessive working hours and support a healthy work-life balance.
- **Work Hour Regulations:** We comply with all local labor regulations concerning maximum working hours and actively promote practices that enable balance and well-being.
- **Equal Remuneration:** As an equal opportunity employer, Persistent is committed to ensuring equal pay for equal work, regardless of gender. We conduct regular industry benchmarking and adjust compensation structures to ensure fairness and equity.

Gender Pay Indicators

We ensure competitive compensation for all employees, both permanent and non-permanent, while actively working towards achieving gender pay parity within our organization. Our commitment extends to providing equal opportunities for individuals of all genders and upholding the principle of equal pay for equal work. We routinely track parity in pay across grades, years of experience, tenure, and locations.

Gender Pay Gap review

Our Gender Pay Gap review is conducted continuously with monthly updates to the data. This data is available at the organization level, across business units, and grade levels. Gender parity is evaluated during all promotion cycles. In our recent assessment for this financial year, no significant gaps were identified. In the past, several initiatives have been implemented based on our Gender Gap review. We remain committed to pay equity and will continue to implement initiatives proactively should any material disparities be identified in future assessments

Remuneration of Women to Men

(GRI 405-2)

Employee Categories	Male		Female	
	Number	Median remuneration salary/wages on respective category	Number	Median remuneration salary/wages on 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

Remuneration of Women to Men - Mean

Mean Female Salary FY 2024-25 (in INR)	2,810,318.64
Mean Male Salary FY 2024-25	2,951,421.30

- **Paid Annual Leave:** Persistent Systems offers paid annual leave in accordance with statutory requirements. Employees are expected to take the designated leaves to ensure time off from work and can carry forward unused leave as allowed by the applicable laws in their region.
- We provide training or reskilling to mitigate negative effects of industrial or climate transition changes.



Training & Awareness on Human Rights

Human rights principles are integrated into our Code of Conduct (CoC) training programs, ensuring awareness and compliance across all levels of our organization. From new hires to security personnel, every employee, including contract workers, undergoes training on human rights policies and procedures. To uphold a culture of integrity, we mandate annual CoC training and declarations for all employees. This ongoing commitment reinforces ethical standards and fosters a respectful workplace. Additionally, Persistent University provides continuous learning programs, equipping employees with future-ready skills and strengthening ethical corporate citizenship.

97% of our employees were trained in human rights policies and codes, reinforcing our dedication to accountability and compliance.

Employees who are not covered under Code of Conduct and Human rights training are employees on long leave, inactive status or new joiners.

Security Personnel Training on Human Rights

GRI (410-1)

At Persistent Systems, we ensure that our security personnel are well-trained in human rights principles to foster a safe, respectful, and compliant workplace. Our training programs emphasize the ethical treatment of employees, contractors, and visitors while aligning with international human rights standards. Security teams are educated on conflict resolution, non-discriminatory practices, and the appropriate use of force, ensuring that all interactions are conducted with professionalism and respect for human dignity.

Human Rights Assessment

100% own the operations assessed on Human Rights

100% of own operation locations in are certified on ISO 14001:2015 and ISO 45001:2018

Persistent Systems upholds human rights across its global operations through rigorous assessments and compliance frameworks. In India, all operations have been evaluated by the Persistent Internal Audit Team and are 100% certified under ISO 14001:2015 and ISO 45001:2018, ensuring adherence to environmental, health, and safety standards. At our overseas locations, we maintain compliance through structured processes aligned with legal requirements. Our vendor partners operating at India locations also undergo assessments to ensure adherence to local statutory regulations and legal mandates.

Human Rights Mitigation & Remediation
Persistent Systems has strong measures in place to mitigate and remediate human rights risks across 100% of its operations and value chain. We employ structured processes to proactively identify, evaluate, and address potential risks through site-specific mitigation plans and corrective actions.

➡ For more details
Human Rights Due Diligence Process

Grievance Redressal Mechanism on Human Rights

Persistent Systems ensures that all complaints, both internal and external, are addressed in accordance with our policy guidelines and mandated norms. We are committed to taking necessary remediation actions while maintaining a zero-tolerance stance against any form of human rights violations or abuse, as outlined in our Ethics Policy. Our grievance redressal mechanism provides a secure and confidential platform for employees, contractors, vendors, service providers, trainees, and interns to report concerns. Policies such as the Whistleblower Policy, Anti-Harassment Policy, and Anti-Human Trafficking Policy establish clear frameworks for reporting and resolution, reinforcing our commitment to fairness, accountability, and workplace integrity.

All workplace-related concerns can be addressed to ahc@persistent.com

Sustainable Supply Chain Management

At Persistent Systems, our supply chain management approach is built on transparency, resilience, and ethical business practices. As a leading IT services Company, we collaborate with a diverse network of vendors, technology partners, and service providers to ensure seamless operations and service delivery. We prioritize responsible sourcing, compliance with global labour and environmental standards, and risk mitigation strategies to uphold supply chain integrity. By leveraging digital solutions and robust governance frameworks, we continuously enhance efficiency, sustainability, and accountability across our supply chain ecosystem.



Vendor Code of Conduct

Persistent Systems is dedicated to maintaining the highest standards of integrity and fairness in all its operations. A key component of this commitment is our Vendor Code of Conduct and this code ensures that our partners adhere to below principles while conducting business with or on behalf of Persistent Systems. By enforcing these standards, we aim to foster responsible business practices and uphold our corporate values throughout our supply chain.

Persistent Systems' Vendor Code of Conduct emphasizes the following ESG (Environmental, Social, and Governance) principles to ensure responsible and ethical business practices across its supply chain.

For more details, refer to our

Vendor Code of Conduct

Environmental Principles

- Compliance with global environmental standards.
- Prioritization of sustainability and responsible sourcing.

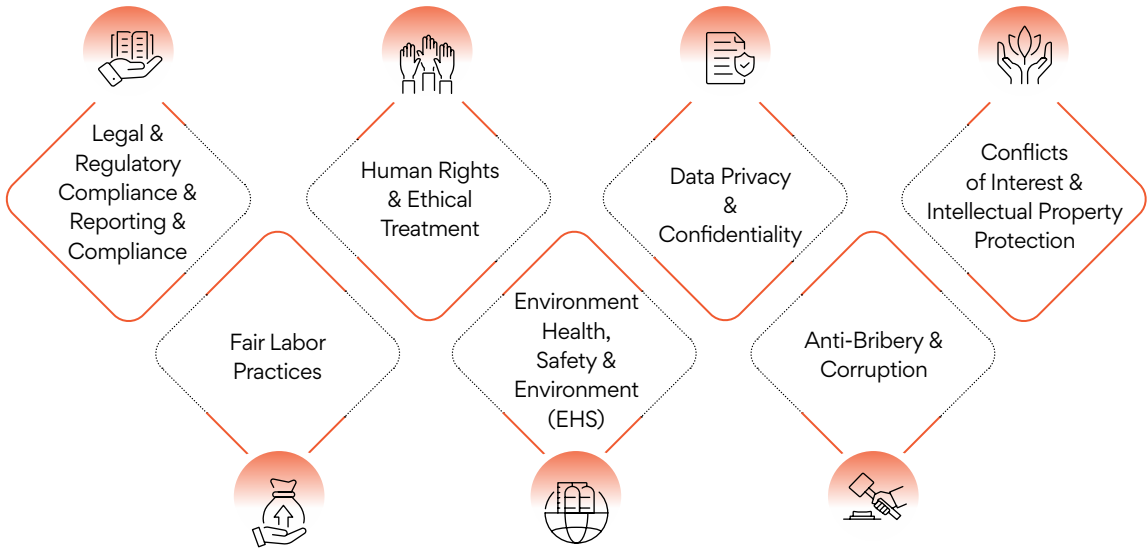
Social Principles

- Adherence to human rights practices.
- Provision of acceptable living conditions.
- Fair labour practices and safe working conditions.
- Prohibition of forced labour.
- Respect for employee rights.
- Alignment with UN Global Compact principles.

Governance Principles

- Strong corporate governance.
- Anti-corruption measures.
- Fair business standards.
- Ensuring all suppliers comply with the Vendor Code of Conduct.
- These principles ensure that Persistent Systems' supply chain is transparent, resilient, and ethical, promoting responsible business practices and upholding corporate values.

Fundamentals of our Vendor Code of Conduct



Measures in place to mitigate non-compliance

Persistent Systems 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 Systems immediately. All suppliers are required to have anti-corruption policies and programs to verify compliance. 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.

Failure to read or acknowledge the Code does not exempt vendors from compliance with its provisions or applicable laws and regulations. Vendors are required to report any suspected violations, including instances of retaliation, harassment, or discrimination related to reporting. Persistent Systems maintains confidentiality in such cases and strictly prohibits retaliation against individuals who report violations in good faith. All reported concerns are assessed fairly, and appropriate resolutions are provided. Persistent Systems reserves the right to take necessary action, including providing

training or discontinuing vendor relationships in cases of non-compliance.

Vendors may raise queries or report improper activities via email or mail, with or without disclosing their identity. Additionally, they are encouraged to meet with Persistent Systems officials within 10 business days to discuss any violations or unresolved complaints.

Human Rights Practices and due diligence in Our Supply Chain

We are committed to upholding human rights across our entire supply chain. Our policies require suppliers to adhere to fair labour practices, provide safe working conditions, and respect employee rights. Aligned with UN Global Compact principles, our Vendor Code of Conduct promotes ethical business practices, prohibits forced labour, and enforces strong corporate governance, including anti-corruption and fair business

standards. We ensure that all suppliers acknowledge and comply with this code, striving for 100% acceptance as we engage with new partners. The human rights due diligence process identifies and assesses potential risks and impacts related to respecting human rights in our value chain or business activities. We evaluate 100% of our suppliers, including contractors, for potential human rights issues and take mitigation actions where necessary. Vendors must self-monitor,

comply with the Code, maintain accurate documentation, audit their activities, and share reports with Persistent upon request.

100% of our suppliers working on our premises were assessed on human rights in FY 2024-25 and ZERO risks were identified

Sustainable Procurement Practices

(GRI 204-1)

At Persistent Systems, 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. 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.

49.74% Percentage of input material (by value) sourced locally from India
1.86% Percentage of input material (by value) sourced from MSME

Supplier Screening and Human Rights Assessment

(GRI 308-1, 308-2, 414-1 and 414-2)

Vendors at our India locations comply with site-specific health and safety protocols and the working conditions outlined in our EHS management system. They undergo regular assessments to ensure alignment with our standards. All India locations are ISO 14001:2015 and ISO 45001:2018 certified, covering 93% of our global facility area. Third-party assessments verify compliance with these standards.

At our overseas locations, structured processes are in place to ensure compliance with legal requirements. Additionally, our EHS team conducts regular audits

of high-risk vendors, including housekeeping, security, food services, transport, and drinking water suppliers. Any findings from these audits are documented and tracked to closure.

100% of suppliers working on our premises were screened & assessed for environmental, social impacts and Human Rights.

Zero Instances of breaches affecting the rights of indigenous people were identified throughout the value chain

Zero Significant adverse environmental and social impacts were identified across the value chain and no significant changes to our supply chain operations during the year.

Supplier Engagement & Training

Supply chain partners accounting for 75% of spending by business value were included in the ESG awareness programs.

Topics/principles covered



Corporate Social Responsibility (CSR) – Service to Society

Persistent Systems, a UNGC signatory, integrates sustainability into its CSR initiatives. The Company enhances healthcare access, promotes digital literacy, fosters socio-economic well-being, and supports environmental conservation. These efforts align with UNGC principles and SDGs, reinforcing Persistent System’s commitment to responsible and inclusive growth.

CSR Linkage to	
UNSDGs	UNGC
Health 	Principle 1 Businesses should support and respect the protection of internationally proclaimed human rights.
Education 	Principles 1 & 6 Ensuring equal opportunity, inclusive learning, and promoting non-discrimination in education and employment.
Community Development 	Principles 1, 2, 4 & 5 Supporting human rights, labour standards, fair working conditions, and sustainable infrastructure development.
Wildlife Conservation & Cultural Heritage Preservation 	Principles 7, 8 & 9 Encouraging environmental responsibility, promoting sustainable practices, and supporting biodiversity conservation.

Persistent Systems is deeply committed to corporate social responsibility (CSR), integrating it as a core pillar of our organizational ethos. Our structured, Board-led approach ensures that CSR is not just an obligation but a strategic commitment to creating meaningful, lasting impact. Through proactive collaboration with diverse stakeholders, we amplify our reach, while our employees drive grassroots-level engagement, making CSR an intrinsic part of our corporate culture. We believe that true social responsibility extends beyond financial contributions it requires active participation, innovation, and a long-term vision to empower communities.

Guided by our CSR vision to provide sustainable solutions for local communities we have built a strong foundation for meaningful change. Since the establishment of the Persistent Foundation in 2008-09, this public charitable trust has been at the forefront of our efforts, driving strategic partnerships and impactful initiatives that enhance education, improve healthcare access, and uplift underserved communities.

The Persistent Foundation was officially launched in the United States during the current financial year

Corporate Social Responsibility (CSR) Committee

Our Board-led Corporate Social Responsibility (CSR) Committee plays a crucial role in driving impactful and sustainable change, ensuring that each initiative is rigorously evaluated to meet the highest standards of transparency, accountability, and measurable impact. By aligning our efforts with global sustainability goals and industry best practices, we contribute to social equity, environmental stewardship, and economic empowerment. Our approach guarantees that CSR investments are purposeful, scalable, and responsive to the changing needs of society, while continuous stakeholder engagement helps amplify our positive influence and foster a culture of responsible business and inclusive growth. Sonali Deshpande, the Chairperson of Persistent Foundation, presents the impact report, future projects aligned with CSR policy, and seeks budgetary approval from the CSR Committee.

CSR Committee Composition

Name of the Director	Category	CSR Attendance April 22, 2024
Ms. Avani Davda	Chairperson and Independent Director	C
Dr. Anand Deshpande	Chairman and Managing Director	Y
Arvind Goel	Independent Director	Y

C – Attended as Chairperson, Y - Attended as Committee Member



For more details CSR Committee refer to

Committees of the Board of Directors

We go beyond compliance, striving to integrate social responsibility into the fabric of our business, creating a ripple effect of positive change that extends far beyond our immediate operations. As a responsible corporate entity, we align our CSR initiatives with the Companies Act, 2013, Section 135, dedicating over 2% of our average net profits to community development. During FY 2024-25, 100% of the CSR fund was utilized in adherence to MCA compliance.

	FY 2024-25	FY 2024-23	FY 2023-22	FY 2022-21
CSR investments (Million INR)	217.78	175.45	117.60	115.78



OUR VISION

To provide sustainable solutions for local communities around Healthcare, Education, and Community Development to empower long-lasting impact.



OUR MISSION

To encourage individuals and groups through the contribution of time and resources to build a better society for humanity.

CSR Implementation Process and Impact Assessment

(GRI 413-1)

Persistent Foundation does not provide donations; all CSR funds are allocated exclusively to well-defined projects. This ensures transparency, accountability, and measurable impact in line with our ESG commitments.

Impact assessment is a key requirement under Ministry of Corporate Affairs (MCA) regulations for CSR projects with budgets over INR 1 crore and is conducted after a one-year gap to evaluate long-term outcomes. The process begins with analyzing existing data, stakeholder mapping, and sampling, followed by designing tools for primary data collection, including field visits, direct interactions with beneficiaries, and surveys and interviews. Secondary data analysis supports the findings.

Organizational leadership ensures alignment and accountability. A detailed report is prepared, outlining the impact, key observations, challenges, and actionable recommendations. This process not only meets regulatory requirements but also helps



For more details refer to

Persistent Foundation

improve future project planning and effectiveness. The Company regularly monitors the progress, scope of its community investments and discloses evaluation systems for its community investment.

CSR Impact FY 2024-25

52,751
Lives Touched

56
Projects

65
Implementation partners

4
Thrust areas

9
Location across India



For more details on CSR Policy refer to

CSR Policy

Operations with significant actual and potential negative impacts on local communities

(GRI 413-2)

As an IT services organization, Persistent Systems has no operations with significant or potential negative impacts on society or local communities. On the contrary, the Company integrates social responsibility into its core values, actively fostering community empowerment and sustainable development to drive positive change.

Our Approach to CSR - Strengthening Our Commitment to Social Responsibility

Our CSR Policy underscores the importance of driving meaningful change by focusing on critical areas that address societal needs. Through the Persistent Foundation, we continue to create a lasting impact across four key focus areas:



Education



Health



Community Development



Preservation of Heritage and Wildlife

Health

Impacting lives through healthcare support for children and elderly to foster healthier, happier communities

Key Highlights

Number of Initiatives: 11

Beneficiaries Unique: 6,748

Total Beneficiaries: 6,749

Implementation Partners: 17

At Persistent Systems, we are committed to fostering healthier and happier communities by providing essential healthcare support to vulnerable groups, particularly children and the elderly. By strengthening healthcare accessibility, we aim to make a lasting impact on the well-being of those who need it the most.

Our initiatives focus on curative healthcare services, ensuring better medical outcomes in partnership with hospitals and NGOs working in the sector. With a dedicated emphasis on paediatric and geriatric care, we work towards improving medical access, and enabling specialized treatments. In Health, we have a flagship project – Comprehensive care and support for patients with Facial Cleft and Palate. This includes supporting a patient with pre and post care services which includes, counselling, dental treatment, support for nutrition etc. The surgery not only treats the deformities but helps in restoring confidence and quality of life through timely medical interventions. By investing in healthcare solutions, we strive to create an ecosystem of well-being, ensuring that every individual regardless of age or circumstance has access to the care they deserve.

Education

Nurturing and empowering young minds through quality education and infrastructure enhancement for a brighter future.

Key Highlights

- Number of Initiatives: 25
- Beneficiaries Unique: 21,579
- Total Beneficiaries: 29,136
- Implementation Partners: 31

At Persistent Systems, we are committed to enhancing educational infrastructure and ensuring quality learning opportunities. Beyond academic support, we foster an inclusive environment that empowers students.

Through the Persistent Foundation, we aid secondary grade students and youth, focusing on overall development. We offer language, mathematics, and science classes, along with mobile science labs to improve scholastic performance. Our WASH (Water, Sanitation, and Hygiene) and life skills programs promote health and hygiene awareness, equipping students with essential knowledge to navigate real-life situations. These initiatives align with the Swachh Bharat Mission (Clean India Mission) by fostering better sanitation practices, improving access to clean water, and encouraging responsible waste management in schools and communities. Additionally,

sanitation and clean water projects under our CSR efforts contribute to building hygienic infrastructure, ensuring safe drinking water, and promoting sustainable sanitation solutions. Our sports programs further support holistic development by enhancing physical well-being and instilling a competitive spirit, fostering discipline, teamwork, and resilience among students.

For youth, we focus on skill development to achieve financial independence. Our flagship project is a scholarship and mentoring program for 50 female engineering students annually, supporting them for four years.

We also support students with disabilities, promoting equal opportunities and inclusive education. By investing in education, we aim to build a skilled workforce, driving sustainable growth and long-term impact.



Community Development

Sustainable initiatives of water conservation, green energy, and livelihood support for a better world.

Key Highlights

- Number of Initiatives: 15
- Beneficiaries Unique: 11,170
- Total Beneficiaries: 13,866
- Implementation Partners: 12

As part of our community development initiative, we continue to focus on Water, Green Energy, Environment and Livelihood. Through a comprehensive three-pronged approach, we aim to create self-reliant communities equipped for long-term growth.

Our water intervention focuses on drinking water access and water for cultivation, aligning with the National Mission on Sustainable Agriculture (NMSA) and the National Initiative on Climate Resilient Agriculture (NICRA). By promoting efficient irrigation techniques such as sprinklers and drip irrigation, we enhance water-use efficiency, support climate-resilient farming, and contribute to sustainable groundwater management. Additionally, our efforts in water literacy programs empower communities with knowledge on water conservation, sustainable agricultural practices, and climate adaptation.

Our green energy initiatives support rooftop solar projects, reducing energy expenses while delivering significant environmental benefits. Aligned with the Smart Power for Environmentally-sound Economic Development (SPEED) program, our efforts promote renewable energy adoption, enhance energy access in underserved areas, and contribute to sustainable economic development. By integrating solar solutions, we help reduce carbon footprints, support energy security, and drive climate resilience.

At the household level, we advocate for biogas plants in villages, providing cost savings and environmental impacts by replacing LPG with biogas and promoting organic manure from biogas slurry. Our livelihood projects offer additional income sources for farmers and youth, including fishery programs and driver training initiatives.



Preservation of Heritage and Wildlife

Key Highlights

- Number of Initiatives: 05
- Beneficiaries Unique: 3000
- Total Beneficiaries: 3000
- Partnerships Established: 05

At Persistent Systems, we protect cultural heritage, biodiversity, and wildlife for a harmonious coexistence between nature and communities. Understanding the link between ecosystems and human civilization, we aim to preserve endangered species and indigenous traditions.

We focus on reducing human-animal conflicts, promoting sustainable conservation, and supporting wildlife protection. By empowering local and indigenous communities, we sustain traditional knowledge systems that aid environmental stewardship. Our responsible initiatives minimize ecological impact and ensure a sustainable future for cultural and biological diversity.

Employee Volunteering

Key Highlights

- Volunteers participated in ISR activities: 9,577
- Hours of volunteering in ISR activities: 11,507

At Persistent Systems, we promote Individual Social Responsibility (ISR), encouraging employees to support causes they care about. Our purpose-driven engagement goes beyond traditional volunteering.

Through ISR, employees make a difference via community service, fundraising, or mentorship. We also partner with clients to create impactful volunteer opportunities, enhancing our reach and fostering sustainable change.

By integrating social responsibility into our corporate culture, we inspire individuals to drive positive change in our communities.

Engagement with Clients

Key Highlights

- Number of events: 31
- Activities: Tree plantation, School kit assembly, Gullak painting

Collaborating with Persistent Systems clients to foster impact through hands-on community initiatives, strengthening partnerships while making a difference.

Refer CSR Annual Report for more details

Corporate Social Responsibility



Governance

Strong governance is the backbone of trust. At Persistent Systems, our approach is built on ethics, accountability, and responsible leadership – backed by clear policies and Board-level oversight. We are committed to transparent disclosures, risk-aware decision-making, and integrating ESG across enterprise governance frameworks.

This section highlights how we are evolving our governance architecture to support long-term value creation, ensure stakeholder confidence, and embed sustainability into the way we operate.



GOVERNANCE

Raising the Bar: Building a Bridge to a Sustainable and Ethical Future

At Persistent Systems, we are committed to upholding the highest standards of corporate governance, recognizing its critical role in driving long-term value for our stakeholders. Strong governance is not merely a regulatory requirement but a strategic pillar that fosters transparency, accountability, and sustainable growth. As we firmly believe, Good Governance is an Essential Ingredient of Good Business.



Governance Vision

Create Value for stakeholders by integrating ESG with our business

SDG Alignment



GOVERNANCE – KEY PERFORMANCE INDICATORS

Ethical Conduct

Goals	FY 2024-25	FY 2023-24
<ul style="list-style-type: none">100% Training in Code of ConductZero tolerance for unethical and non-compliant behaviour	97%*	99%
<small>*Our goal is to achieve 100% Code of Conduct training coverage. We are implementing several system-level checks to ensure a higher completion rate.</small>		

Risk & Compliance

Goals	FY 2024-25	FY 2023-24
To be recognized as industry leader in information security and cloud practices	External benchmarking for Information security score A (9.8) Risk Recon	External benchmarking for Information security score A (9.8) Risk Recon
	790 (Advanced) Bitsight	790 (Advanced) Bitsight
	A (99) Security Scorecard	A (99) Security Scorecard
	ISO 27001 & SOC2 Type II Certifications	ISO 27001 & SOC2 Type II Certifications
Use information governance to effectively manage data privacy and security-related risks	Zero data breaches reported	Zero data breaches reported

Human Rights

Goals	FY 2024-25	FY 2023-24
Protect Human rights of all employees across all locations Practice “One Persistent, One Family”	Ethical practices, policies, systems, and procedures audited	Ethical practices, policies, systems, and procedures audited by a third party

GOVERNANCE

Corporate Governance

At Persistent Systems, we uphold integrity, fairness, equity, and transparency through a strong corporate governance framework. With well-defined policies, effective governance practices, and a dedicated leadership team, Board, and committees, we foster a values-driven culture. This approach strengthens stakeholder trust, supports long-term value creation, and ensures we adapt to a dynamic environment while maintaining high ethical standards.

The shares of Persistent Systems are listed on of the National Stock Exchange of India Limited (NSE) and BSE Limited, and are regulated by the SEBI (Listing Obligations and Disclosure Requirements), 2015. We strive to incorporate best practices from both national and international standards.

Governance structure – Overview of the Board

GRI 2-9(a), 2-11

At Persistent Systems, we have established a single/one-tier board structure that clearly defines roles and responsibilities, ensuring effective oversight and decision-making. As the highest governing body of Persistent Systems, our Board of Directors provides strategic leadership, supported by specialized Committees that strengthen governance practices.

Our governance framework promotes collaboration between the top management and the executive management, functional, and market leaders, facilitating proactive risk management, operational monitoring, and informed decision-making with all stakeholders in mind. We maintain a well-balanced Board composition, with at least 50% comprising Non-Executive Independent Directors, in compliance with Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015. This structure reinforces independence of the Board, accountability, and governance excellence.

The Chair of Persistent System’s Board also serves as the Managing Director and Executive Director, ensuring strong alignment between governance and management while overseeing business operations. To prevent and mitigate conflicts of interest, the Board operates with a majority (78%) of Non-Executive Independent Directors, and key decisions undergo review by independent Board committees, reinforcing transparency and accountability.

Transparency remains central to our governance practices. Our Directors actively engage with shareholders through Annual General Meetings, fostering open and constructive dialogue. Further, the Management connects frequently with the shareholders through email channels, letters and calls. A structured Board appointment process ensures the selection of highly qualified individuals, while Board performance evaluations drive continuous improvement. Through this robust governance framework, we uphold our commitment to sustainability, ESG principles, and long-term value creation.



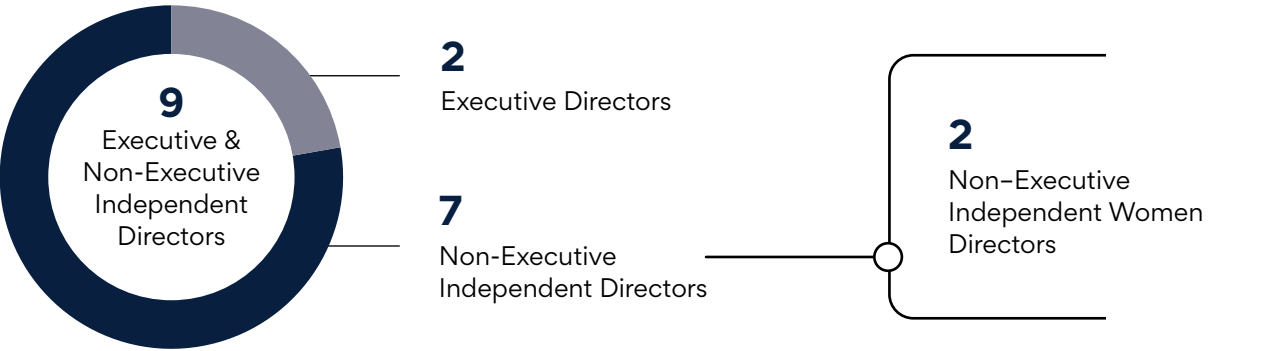
Board Composition

GRI 2-9c

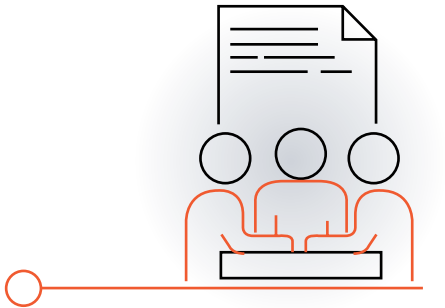
At Persistent Systems, we recognize that a diverse Board of Directors is essential for driving informed decision-making, fostering innovation, and ensuring long-term business success. We are committed to building a Board that reflects a broad range of perspectives, including global experience, cultural and geographical backgrounds, age, ethnicity, gender, sexual orientation, and expertise. The Board has also adopted a [Board Diversity Policy](#) to reinforce the guidelines while selecting suitable members to join the Board.

As of March 31, 2025, our Board includes 2 women independent directors in compliance with SEBI LODR, reinforcing strong independent oversight and governance. Additionally, we have maintained a clear distinction between the roles of Chairman and CEO in terms of involvement in day-to-day matters over the years, ensuring balanced leadership and effective decision-making. Our continued focus on diversity strengthens our ability to navigate complexities, adapt to evolving business landscapes, and deliver sustainable value to our stakeholders.

Board Type: One-Tier



Board Diversity



Committees of the Board

GRI 2-9b

To uphold strong corporate governance and regulatory compliance, we have established Board committees in line with the Companies Act, 2013. Each committee operates under a well-defined charter that outlines its roles and responsibilities,

ensuring effective oversight and informed decision-making. These committees play a vital role in guiding Persistent System’s decision-making processes and upholding the highest standards of corporate governance.

As of March 31, 2025, Persistent Systems has 7 (Seven) Committees of the Board of Directors viz.



Read more Persistent Annual Report
Corporate Governance Section

Roles and Responsibilities of the Board - Governance Oversight for Sustainable Growth

GRI 2-12

At Persistent Systems, our highest governance body, supported by senior executives, plays a pivotal role in shaping Persistent System’s strategic direction, ensuring alignment with our purpose, values, and mission. The Board actively develops, approves, and updates key strategies, policies, and goals related to sustainable development, reinforcing our commitment to responsible growth based on the recommendations from various Board Committees.

The Board also oversees due diligence processes to assess and manage Persistent System’s economic, environmental, and social impacts. This includes engaging with stakeholders to incorporate their perspectives and ensuring that key insights inform decision-making. Additionally, the Board regularly reviews the effectiveness of these governance mechanisms to drive continuous improvement.

Read more on
Board’s and Board Committees’ roles and responsibilities

Board Expertise

GRI 2-17

The Board has defined key skills and competencies crucial for Persistent System’s effective functioning, which are prioritized in the director selection process. The following competencies align with Persistent System’s vision and governance framework, ensuring a well-balanced and high-performing Board. The Board has also adopted a [Policy for appointment of a new director](#)



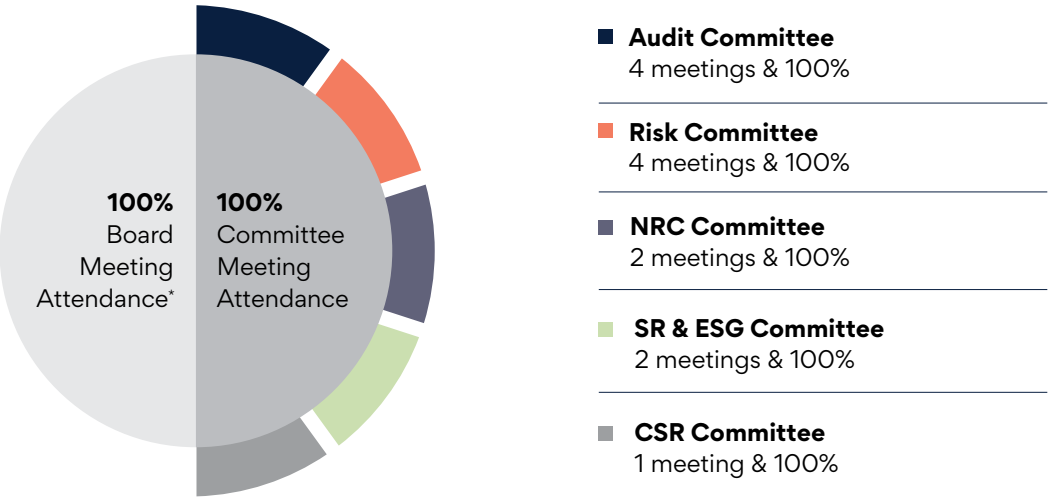
We have a comprehensive Familiarization Program for Independent Directors and other Board members, covering their roles, responsibilities, industry insights, and our business model. Regular updates on organizational structure and operations are also provided.

For details on Expertise and Key Focus Areas of Individual Board Members refer to

Read more on
Familiarization Program at Persistent Systems for Directors

Corporate Governance section of Annual Report page 166

Board and Committee Attendance



* Minimum of attendance for all members required as per SEBI mandates is 33%

Committee Composition

<div><div>Audit Committee</div><div><div><div><div></div><div></div><div></div></div></div><div>Chairman: Praveen Kadle (Non-Executive Independent Director)</div></div></div>	<div><div>Risk Committee</div><div><div><div><div></div><div></div><div></div></div><div></div><div></div></div></div><div>Chairman: Praveen Kadle (Non-Executive Independent Director)</div></div>
<div><div>NRC Committee</div><div><div><div><div></div><div></div><div></div></div></div><div>Chairman: Dr. Ambuj Goyal (Non-Executive Independent Director)</div></div></div>	<div><div>SR & ESG Committee</div><div><div><div><div></div><div></div><div></div></div><div></div></div></div><div>Chairman: Arvind Goel (Non-Executive Independent Director)</div></div>
<div><div>CSR Committee</div><div><div><div><div></div><div></div><div></div></div><div></div></div></div><div>Chairperson: Avani Davda (Non-Executive Independent Director)</div></div>	<div><div><div><div></div><div>Executive Director</div></div><div><div></div><div>Non-Executive Independent Directors</div></div><div><div></div><div>Executive member*</div></div></div><div>* Chief Information Officer of Persistent Systems is also a Member of the Committee, who does not hold Board position.</div></div>

 For more details

Committees of the Board of Directors

Evaluation of Board, Committees, and Directors’ Performance

GRI 2-18

We conduct an annual performance evaluation of our Board, the Chairman, Board Committees, and individual Directors, including Independent Directors, to uphold strong governance standards. This evaluation is conducted by an external independent management consultant specializing in Board evaluations.

Our evaluation process gathers insights from all Directors and senior management focusing on key criteria such as Board composition and structure, effectiveness of Board processes, access to information, qualitative feedback, and the Board’s future direction. The evaluation was conducted in March 2025, and the findings were presented to the Nomination and Remuneration Committee and the Board of Directors in April 2025.


Nomination and Remuneration of the Board - Selection and compensation framework

GRI 2-10, 2-19, 2-20 & 2-21

Our governance framework ensures a structured and transparent approach to Board nominations and remuneration, aligning with global best practices. The Nomination and Remuneration Committee (NRC) is responsible for identifying and recommending potential candidates for Board positions, evaluating their qualifications, experience, and diversity to ensure effective governance. The NRC also oversees executive appointments and succession planning for senior management, ensuring leadership continuity. Additionally, it determines and reviews Persistent’s remuneration policies, including executive compensation and equity-based incentive plans, to foster long-term value creation.

 For more details on Board performance evaluation.

Directors’ Report and Corporate Governance Report

 For more details on Board Compensation in

Annual Report Page 100

Ethics at Persistent Systems – Integrity in Action for Responsible Business

At Persistent Systems, our business is built on integrity, trust, and accountability. Our strong Code of Conduct and corporate governance policies reinforce the highest ethical standards and ensure strict regulatory compliance. These principles apply to all stakeholders, including directors, employees (permanent, temporary, and probationary), consultants, contractors, vendors, trainees, apprentices, and interns.

Every individual is responsible for upholding our ethical culture by adhering to the Code of Conduct and completing mandatory compliance training annually. We maintain a strict ‘Zero-Tolerance’ approach against unethical behaviour, with disciplinary actions, including termination, for any violations.

Regulatory Compliance and Ethical Adherence

GRI 2-27 and 206-1

We have consistently maintained a strong compliance track record, proactively monitoring our practices to identify areas for improvement. Our commitment extends to fair wages, working hours, employee welfare, and human rights. We remained fully compliant with social and economic laws and regulations during the reporting period, with no instances of non-compliance. Additionally, we were not imposed with fines or settlements in the reporting year, nor have we been subject to any investigations related to anti-trust, anti-competitive, or monopoly practices.

Conflicts of Interest

GRI 2-15

Persistent Group is committed to maintaining the highest standards of integrity and transparency. To prevent conflicts of interest, our directors and employees are required to avoid any business, relationship, or activity that may compromise Persistent’s interests. Our policies and governance framework ensure strict adherence to these principles, reinforcing ethical decision-making across all levels of the organization.

 For more details refer to

Code of Conduct for Directors and Employees of Persistent Group

Compliance Tracking and Monitoring

GRI 2-16

At Persistent Systems, we ensure critical concerns reach the highest governance body through multiple channels, including periodic board meetings, committee reviews, and direct reporting mechanisms, to escalate significant issues related to business risks, ethics, compliance, cybersecurity, and other stakeholder concerns. Our whistleblower mechanism enables anonymous reporting, while regular risk assessments and audits reinforce accountability and swift action. In addition, we have implemented a robust web-based compliance tool to track and monitor statutory requirements globally. This tool enables us to ensure adherence to all applicable regulations by recording and reporting compliance status on time. A detailed compliance report generated from the tool is presented to the Board and Audit Committee during each quarterly meeting.

In FY 2024-25, there were no non-compliances, critical concerns, no penalties, or strictures from stock exchanges, SEBI, or any other statutory authority related to capital markets.

Board Oversight of Ethics Issues

The Ethics Committee, led by a Senior Officer (Head - Internal Audit) appointed by the Board, oversees the implementation and enforcement of the ethics policies and procedures. This committee handles various complaints related to insider trading, whistle-blower cases, sexual harassment, bribery, and anti-corruption. In addition, the committee reports any breaches or non-compliance to the Board, including conflicts of interest, monopoly practices, anti-trust violations, bribery, or corruption involving directors, key management personnel, and employees.

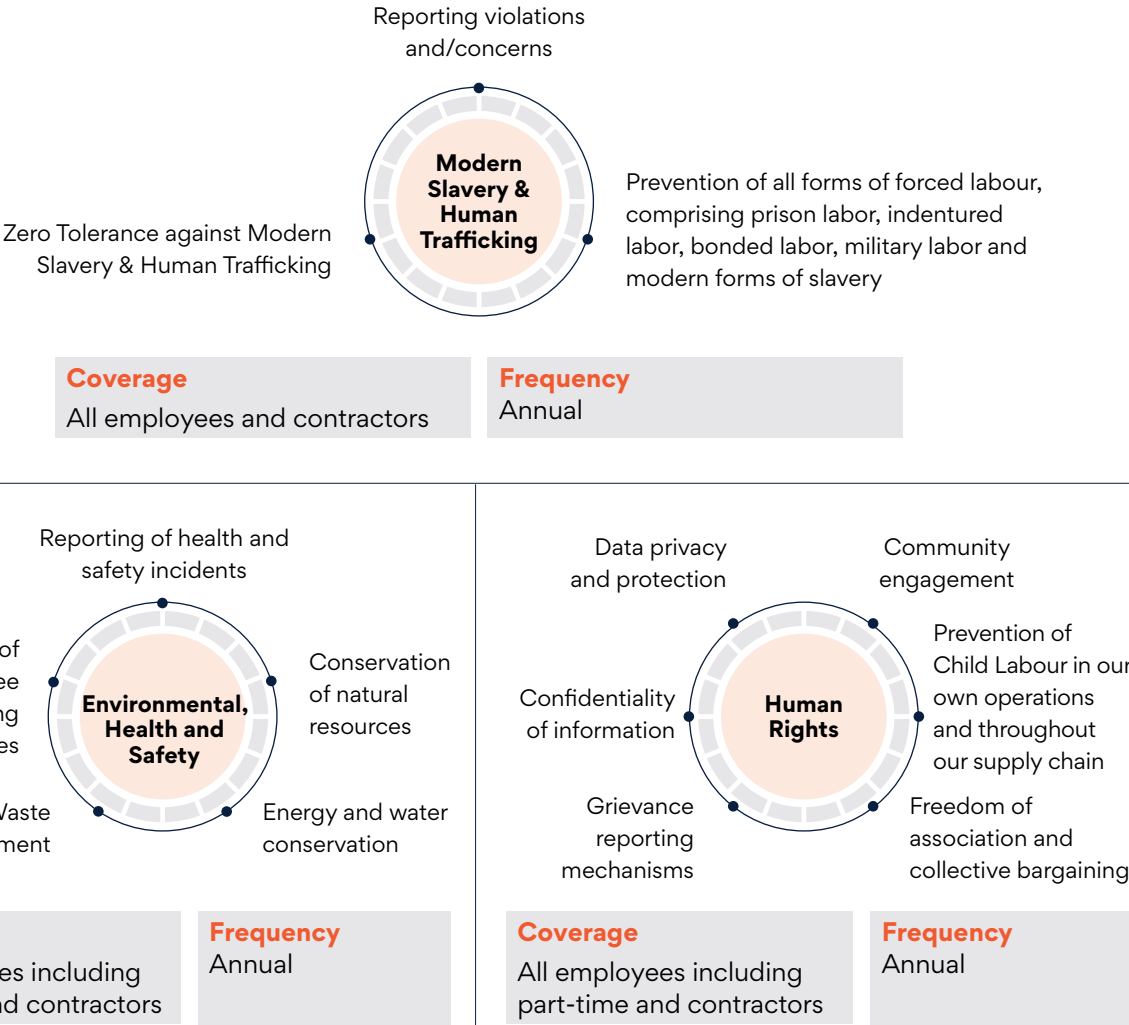
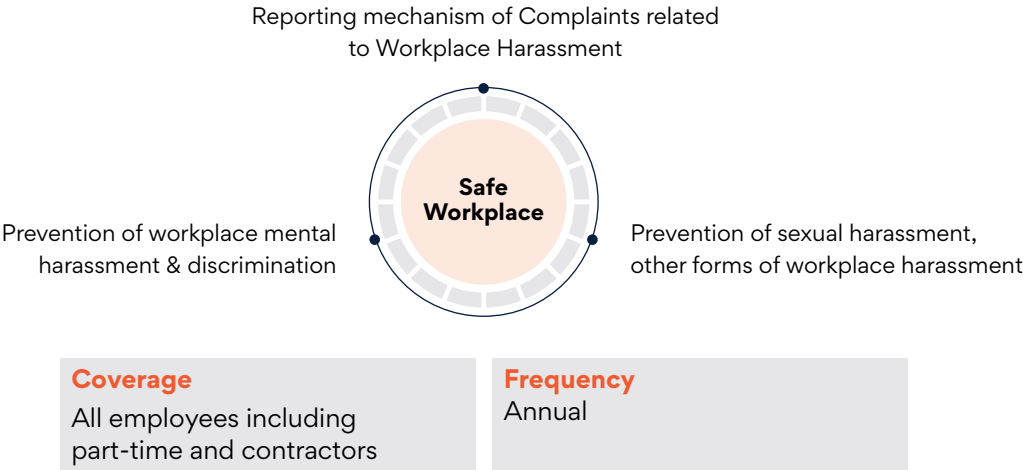
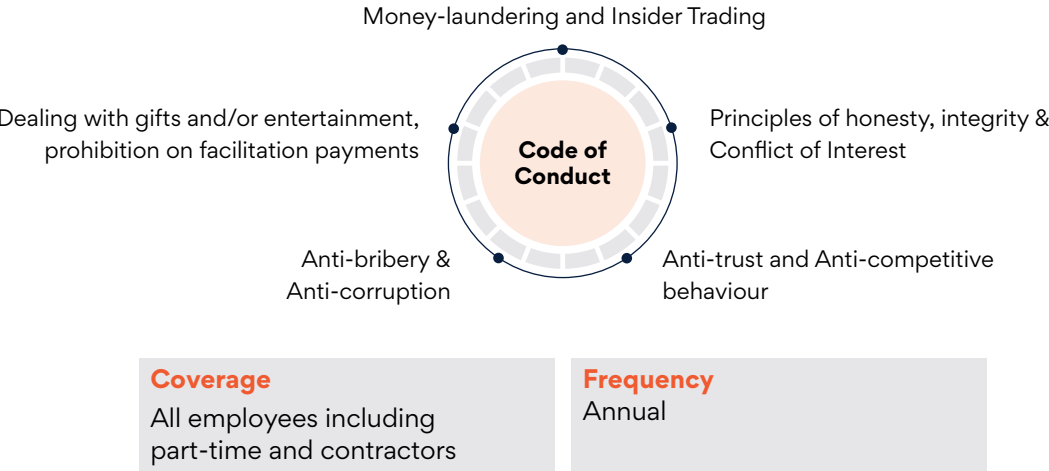
Evaluation of Ethical Practices (Internal & External Audit)

To uphold the highest standards of integrity, our ethics policies are reviewed and approved by key Board committees, including the Stakeholder Relationship and ESG Committee, Risk Management Committee, Audit Committee, and CSR Committee. Robust internal monitoring mechanisms and periodic assessments help identify and address ethical concerns proactively.

Additionally, third-party audits are conducted to evaluate our ethics policies, systems, and procedures. The findings from these audits are reported to the respective committees, reinforcing our commitment to transparency, accountability, and continuous improvement in ethical business conduct.

Ethics and Code of Conduct Trainings

Persistent Group remained steadfast in upholding the highest standards of business conduct, integrity, and ethics across its global operations. As part of our compliance and awareness training program, all permanent employees, including contractors, part-time employees and Directors, are required to complete the Annual online training module covering the following topics and provide formal acknowledgement:



Commitment to Anti-Bribery & Anti-Corruption

GRI 205-1, 205-2 and 205-3

At Persistent Group, we uphold the highest ethical standards and enforce a zero-tolerance approach to corruption, fraud, and unethical business practices. Our operations are guided by principles of honesty, integrity, and accountability across all global locations, strictly prohibiting:

- Bribery & Kickbacks – No direct or indirect financial or non-financial inducements.
- Facilitation Payments – No unofficial payments to expedite processes.
- Political & Social Contributions – No unauthorized financial or in-kind support.
- Money Laundering & Corruption – Strict prohibition with rigorous monitoring.
- Gifts, travel, hospitality, and reimbursement of expenses – Gifts given or received, if they exceed the token gifts, prior written approval necessary.
- Charitable Contributions and Sponsorship – Persistent Systems may extend sponsorship only for a legitimate purpose to a bona fide recipient and in compliance with the applicable laws.

Our anti-corruption and anti-bribery policies endorsed by Board of Directors apply to all stakeholders, including employees, directors, vendors, and business partners, ensuring ethical business conduct at every level. These policies and procedures undergo regular third-party audits to maintain compliance. 100% of relevant stakeholders, including the Board of Directors and business partners, received training and communication on anti-corruption and anti-bribery policies and reporting of breaches during FY 2024-25.



For more details, refer

Anti-Corruption and Anti-Bribery Policy

Risk Assessment & Compliance Monitoring related to Corruption

We have identified two high-risk processes most vulnerable to bribery and corruption. To mitigate these risks, we conduct an annual fraud risk assessment, including corruption risk, for these areas. Additionally, medium- and low-risk areas undergo assessments every three years through operational internal audit reviews, ensuring comprehensive risk monitoring and compliance. This structured approach ensures 100% bribery and corruption-related risk assessment coverage across all operations, reinforcing our commitment to ethical business conduct and proactive risk management. There were no reported cases of money-laundering or corruption during the reporting period.

Grievance Mechanism

GRI 2-25 and 2-26

As we continue to expand on a global scale, we recognize the importance of providing a structured and transparent mechanism for addressing concerns and grievances. Our Grievance Resolution Framework applies to all stakeholders, including permanent and contract employees, retainers, consultants, trainees, and interns, customers, communities, supplier & partners, investors & shareholders and any other interested parties. This framework ensures clear operating guidelines, defines roles and responsibilities, and facilitates a fair and timely resolution process while maintaining confidentiality and proper record-keeping. We uphold a strict non-retaliation policy, ensuring protection for complainants throughout the process. Any breaches result in appropriate disciplinary action, with reporting to the Board and statutory disclosures as per the defined governance process.

Whistleblower Policy

GRI 2-25 and 2-26

Our Whistleblower Policy enables employees and stakeholders including external / third-parties to confidentially report any fraudulent activities, unethical behaviour, or suspected violations of Persistent System’s Code of Conduct and Ethics Policy.

The Board of Directors has appointed the Chairman of the Audit Committee as the Whistleblower Administrator. All stakeholders, including permanent and contract employees, retainers, consultants, trainees, and interns, customers, communities and NGOs, supplier & partners, investors & shareholders and any other interested parties can directly report concerns to the Whistleblower Administrator, ensuring accountability and prompt action. The policy includes robust safeguards to protect whistleblowers from retaliation, and it also allows direct access to the Chairman of the Audit Committee to reinforce an open and secure reporting mechanism. The Whistleblower mechanism on our website details various options for complainants to lodge their grievances related to Anti-Corruption & Anti-Bribery, Fraud, Conflict of Interest, Harassment, Money Laundering, Insider Trading, Health and Safety, unsafe act, unsafe conditions, office accident etc. This is a completely confidential mechanism. Our internal grievance mechanism also boasts of a completely confidential reporting process for our employees.



For more details, refer

Whistle Blower Policy



Whistleblower
Administrator



Chairman of Audit
Committee

Confidential Reporting & Handling of Complaints

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 Whistle Blower 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. Complaints, including anonymous submissions, can be raised through the following mediums:

<p>Online Reporting</p> <p>Email: whistleblower@persistent.com</p> <p>Raise Online complaints</p> <p>click here</p>	<p>Offline Reporting</p> <p>Mailing Address: Ms. Anuja Ramdasi Head – Internal Audit Persistent Systems, Pingala 9a, Aryabhata-Pingala, 12, Kashibai Khilare Path, Marg, Erandwane, Pune, Maharashtra 411004</p>	<p>Toll-Free 24/7 Helpline Numbers</p> <p>India: 18002100165 USA: 18336058476</p> <p>Toll-Free reporting channel is operated by third party and the complaints can be recorded in local languages.</p>
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Refer to

Reporting of Breaches in ESG Factsheet page 229

Disciplinary Action

Disciplinary action will be at the discretion of the Ethics Committee and will be decided on a case-to-case basis. Appropriate disciplinary action up to and including termination from the services and/or appropriate legal action will be taken against:

1. Persons who act in contravention of the provisions of the policy.
2. Persons who engage in concealment/ destruction of evidence.
3. Persons making repeated frivolous complaints.
4. Persons engaged in repeated offenses based on the seriousness of the issue.
5. Breach of confidentiality.



Policy Advocacy, Policy Influence, and Political Contributions



Industry Engagement and Policy Advocacy

At Persistent Systems, we actively participate in industry and trade associations to stay informed about regulatory developments, contribute to policy discussions, and advocate for sustainable business practices. Our engagements enable us to align with global sustainability frameworks such as the Paris Agreement while fostering collaboration on industry-wide challenges.



Commitment to Climate-Aligned Advocacy

Persistent Systems recognizes the role of corporate advocacy in shaping sustainable policies. Our public policy engagement strategy is guided by executive-level accountability to ensure that our lobbying activities and trade association memberships align with the Paris Agreement and broader climate commitments.



Alignment with the Paris Agreement

We are committed to ensuring that all policy advocacy efforts align with international climate goals. Persistent Systems has set near-term and long-term Company-wide emissions reduction targets in line with the Science Based Targets initiative (SBTi). Our strategy focuses on limiting global temperature rise to below 2°C, reinforcing our commitment to sustainable business practices. Additionally, as a proud member of the United Nations Global Compact (UNGC), we continue to strengthen our corporate responsibility in climate action.



Governance Framework for Public Policy Engagement

GRI 415

- Persistent Systems has a structured governance framework overseeing lobbying activities and trade association memberships to ensure alignment with our ESG commitments.
- Accountability extends up to the executive level, ensuring policy engagements reflect our sustainability and climate goals.



Review and Monitoring of Policy Engagements

- Persistent Systems has a defined process to assess whether our public policy engagements and lobbying activities align with the Paris Agreement and our ESG commitments.
- This applies to both direct lobbying activities and trade association engagements, ensuring consistency with our climate strategy.
- If discrepancies arise, we engage with associations to drive alignment or reconsider participation in cases of continued misalignment.



Transparency and Public Disclosure

GRI 2-4

- Persistent Systems publicly discloses climate policy positions and trade association activities to ensure transparency in advocacy efforts.
- We are committed to enhanced climate-related lobbying disclosures, ensuring stakeholders have visibility into how our engagements contribute to a net-zero future.
- Our policy engagement framework applies to all jurisdictions where we operate.



For more details, refer to our Governance Framework for **Public Policy Engagement**



Political Contributions and Lobbying Expenditures

GRI 415-1

- Persistent Systems does not engage in direct or indirect political contributions, lobbying expenditures, or funding for political campaigns or candidates.
- Our support for trade associations and tax-exempt groups is aligned with our ESG principles. We do not contribute to organizations whose activities conflict with our sustainability commitments. During the reporting period, we contributed INR 2.92 Mn to trade associations or tax-exempt groups that support responsible business practices and policy advocacy.



For more details refer

ESG Factsheet Page 212

ESG Governance



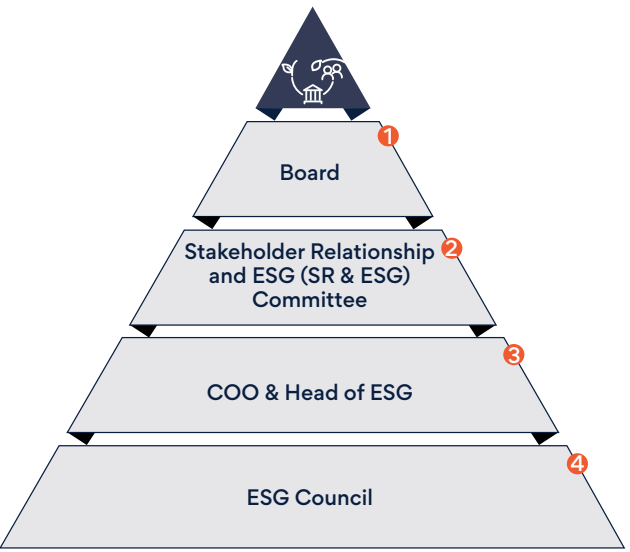
Environmental, Social, and Governance (ESG) are crucial in today's corporate landscape as it ensures that companies operate responsibly and sustainably. Effective ESG helps build trust and transparency with stakeholders, including customers, employees, investors, society, and the environment. By embedding sustainability principles into business practices and supply chains, Persistent Systems demonstrates its commitment to protecting the environment, promoting ecosystem health, and upholding strong social and governance standards.

ESG involves setting clear goals, implementing well-structured processes, and maintaining continuous oversight to monitor and enhance key ESG metrics. This approach not only mitigates risks but also drives long-term value creation for all stakeholders.

Board Oversight and Management Responsibility of ESG

GRI 2-13, 2-14, 2-22

Level of Oversight



- 1 **Board Oversight**
Our Board of Directors drives our long-term sustainability strategy, approves ESG initiatives, oversees related risks, and ensures alignment with business goals.
- 2 **ESG Committee Oversight**
The Stakeholder Relationship and ESG Committee plays a key role in driving sustainability initiatives, implementing our ESG vision, and advancing our commitments.
- 3 **Executive Oversight**
The Chief Operating Officer (COO) and the Head of ESG, who reports to the COO, present updates on ESG goals, planned initiatives, key policy changes, and strategic focus areas. They also keep the Board informed about the impacts of material ESG issues on stakeholder interests.
- 4 **ESG Council Oversight**
The ESG council includes representatives from various functions, such as Human Resources, Corporate Secretarial, Investor Relations, Enterprise Risk Management, Administration & Infrastructure Projects, Internal Audit, Procurement, Finance & Taxation, Talent Management, Learning & Development, Delivery Excellence, CSR, and IT. They work on ESG KPIs, process standardizations, and SOPs to achieve overall ESG goals.

To further strengthen our vision and focus on ESG, the Board of Directors has constituted the Stakeholders Relationship and Environmental Social Governance (SR and ESG) Committee to discuss ESG strategy and road map to achieve ESG goals. The Committee meets twice a year, with two meetings held in April and October of every year to discuss ESG Goals, Climate-related risks and opportunities and stakeholder issues. The SR and ESG Committee, as mandated by the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements), 2015, looks after the interests of our investors, shareholders, and any other stakeholders and plays a crucial role in the Organization’s commitment to sustainable practices and responsible business operations.

The Stakeholders Relationship and ESG Committee is chaired by an Independent Director and the members of the Committee include Executive and Independent Directors. They have comprehensive expertise in ESG, Sustainability, Diversity and Inclusion, Climate Issues, as well as Risk and Compliance.

➞
For more details, refer to
SR & ESG Committee of Annual Report

Roles and Responsibilities of the SR & ESG Committee

Composition of the Stakeholders Relationship and ESG Committee of the Board of Directors as of March 31, 2025

Name of the Director	Designation	Stakeholders Relationship and ESG Committee Meeting Attendance	
		April 2025	October 2024
Arvind Goel	Chairperson of the Committee and Independent Director	C	C
Dr. Anand Deshpande	Chairman and Managing Director	Y	Y
Sunil Sapre*	Executive Director and Chief Financial Officer	Y	Y
Avani Davda	Independent Director	Y	Y

* Ceased to be a member of the Committee pursuant to his retirement w.e.f. January 1, 2025
C – Attended as Chairperson, Y - Attended as Committee Member

This committee is responsible, for overseeing the Environment, Social and Governance (ESG) initiatives at Persistent Systems, including but not limited to:

- Setting the tone and reinforcing the culture within Persistent Systems regarding sustainability, promoting open discussion and integrating ESG strategy and its alignment with Persistent System’s strategy and goals.
- Endorse the ESG vision and goals set out on an ongoing basis.
- Reviewing and monitoring ESG framework, the progress against the stated vision and goals, disclosures, and reporting.

- Providing guidance and monitoring key environmental, social and governance issues such as climate-related risks (current and emerging) and opportunities, resource efficiency and circularity, responsible sourcing and value chain sustainability, labour practices and human rights, good governance practices and social responsibility.
- Looking into material issues and areas of interest that are of importance to stakeholders.
- Ensuring transparency and reporting on approach to ESG matters to employees, customers, suppliers, investors, communities, and other stakeholders.

Leadership commitment and accountability

As the top leaders of Persistent Systems, the Chief Operating Officer (COO) in consultation with the Chief Executive Officer (CEO) has the ultimate duty to oversee the ESG policy implementation by showing the following:

- Setting targets and objectives to reduce environmental and social impacts.
- Assigning clear roles and responsibility for putting the ESG policy into action and carrying out ESG initiatives by making the Executive Management, CXOs and departmental heads accountable to achieve Climate action goals and other ESG goals.
- Allocating enough resources for the investment by setting up efficient governance processes of planning and review and by guiding the whole organization to align with our stated vision and goals.
- Promoting innovation, thought leadership and investment that support sustainable development to address social and environmental issues.
- Partnering with customers to help them reduce their environmental footprint towards meeting their sustainability goals by using Persistent Systems capabilities.
- Collaborating with our suppliers to lower the carbon emissions of the products and services we buy, respect human rights and labour standards, and continue to consider environmental and social aspects in our buying practices.
- Including critical environmental and social issues into our core business strategy. The key elements of this are the inclusion of these risks into our Enterprise Risk Management (ERM) strategy.
- Using low emissions technologies and keep monitoring & improving our environmental and social performance.
- Ensuring compliance with ESG laws and regulations and adopting voluntary standards.
- Educating internal and external stakeholders to understand the impacts of their work activities on the environment.
- Developing programs to offer opportunities for our people to volunteer in environmental and social activities.
- Committing to implement & continuously improve the EHS performance.
- Raising internal and external stakeholders’ awareness of EHS policy and environmental impacts.
- The ESG Head works closely with CEO, COO, Board of Directors, executive leadership and departments heads and plays a pivotal role in driving sustainability initiatives and integrating ESG principles into organization strategy, operations, and culture. ESG Head creates and communicates the ESG vision, goals and priorities that are consistent with Company’s values and business strategy. ESG head leads the development and execution of policies and action plans that deal with environmental stewardship, social responsibility and corporate governance.



- The Chief Administrative Officer (CAO) is accountable for creating workplaces that are secure, healthy, efficient, accessible and inclusive and ensures compliance with relevant environmental laws and regulations. CAO ensures responsible use of natural resources by obtaining energy from renewable sources, follow water and waste management practices, green procurement, sustainable, eco-friendly, energy-efficient and locally sourced to ensure waste circularity and continuous improvement of environmental performance of new and existing facilities through implementation of environmental, health and safety management system (ISO 14001 and ISO 45001).
- The Chief People Officer (CPO) has the role of creating a culture of belongingness that values Sustainability, Diversity & Inclusion, commitment to respecting and upholding Human Rights, social responsibility, and employee awareness on environmental and social responsibility.
- The Chief Risk Officer (CRO) identifies and assesses ESG risks that may impact organization's operations, reputation, and long-term sustainability. CRO ensures climate risks and social risks are integrated into overall ERM framework.
- The Cyber Risk Management framework is owned by a dedicated CISO office comprising appropriate Governance, Risk Management and Compliance (GRC) functions, technical expertise, and capabilities postured to secure Persistent System's information assets. Cyber Risks are reported to the Risk Committee of the Board and discussed at Board level with the active participation of C-Suite and business leaders

Compensation linked to ESG

To ensure accountability and embed sustainability into business operations, ESG Key Performance Indicators (KPIs) are integrated into individual performance bonuses, monetary incentives, and recognition programs. These KPIs align with the organization's ESG strategy, ensuring that leadership actively contributes to carbon neutrality, diversity & inclusion, responsible sourcing, risk management, and governance excellence.

The following outlines ESG-linked performance metrics for key leadership roles:

Chief Operating Officer (COO)

- Achieving key ESG goals, such as carbon neutrality, net-zero commitments, and diversity & inclusion targets.
- Driving Company performance in leading sustainability/ESG indices.
- Strengthening corporate governance for enhanced ESG oversight.

- Enhancing Company performance in sustainability/ESG indices.

Head – Administration

- Strengthening Environmental, Health & Safety (EHS) awareness through employee and supplier training.
- Increasing the share of renewable and low-carbon energy to drive energy efficiency.
- Reducing emissions and improving resource efficiency in energy and water consumption.
- Advancing waste circularity through reduce, reuse, and recycle initiatives.

Head – Environmental, Social, and Governance (ESG)

- Leading stakeholder engagement and identification of material ESG issues.
- Ensuring progress on carbon neutrality, net-zero commitments, and diversity & inclusion targets.
- Promoting gender diversity and an inclusive workplace.
- Driving value chain engagement, including responsible sourcing with customers and suppliers.
- Implementing employee awareness campaigns and training programs on climate-related and human rights issues.

- Ensuring compliance with Environmental, Health, and Safety Management Systems (ISO 14001 & ISO 45001).

Head – Enterprise Risk Management (ERM)

- Reviewing risk exposure and conducting risk management audits.
- Promoting a strong risk culture through:
 - Risk education for Non-Executive directors.
 - Training employees on risk management principles.
 - Incorporating risk considerations into new service development.

Risk Management Strengthening Resilience, Enabling Growth

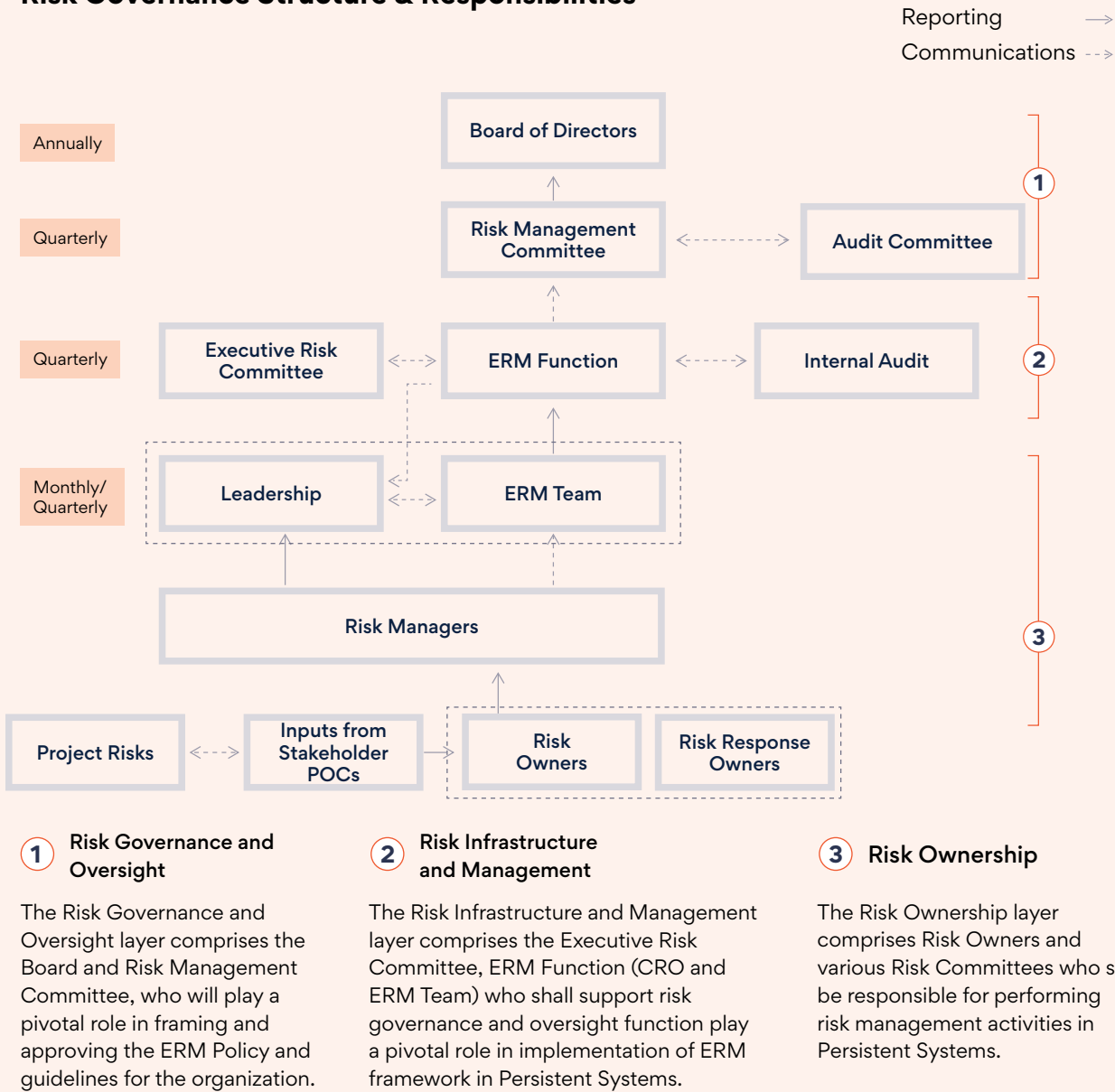
At Persistent Systems, we are committed to embedding a robust risk management culture that enhances organizational resilience and sustainable growth. Our Enterprise Risk Management (ERM) framework proactively identifies, assesses, and mitigates risks across economic, geopolitical, technological, and ESG landscapes. Guided by the Risk Management Committee (RMC) of the Board, we continuously refine our risk approach to ensure alignment with our long-term business objectives.

Approach to Risk Management

Our structured Risk Management framework integrates policies, processes, governance mechanisms, and awareness initiatives to strengthen risk oversight across the organization.

The ERM function collaborates with business units and leadership to facilitate risk identification, assessment, and mitigation, ensuring alignment with strategic priorities. Through this approach, we enable informed decision-making, minimize uncertainties, and drive business continuity in an evolving risk landscape.

Risk Governance Structure & Responsibilities



Risk Management Committee (RMC)

The dedicated Risk Management Committee (RMC) plays a crucial role in safeguarding the long-term stability and success of Persistent Systems. Persistent Systems has a risk governance framework with Board-level risk oversight. As a dedicated Risk management committee at the Board-level, oversees industry-specific risks and strengthens Persistent System’s risk management framework, ensuring proactive identification and mitigation of risks.

Chaired by an Independent Director, the RMC includes Non-Executive Independent Directors with risk management expertise, reinforcing objective oversight

Regular risk management education is provided to Non-Executive Directors

The risk management function operates independently of business lines, ensuring an unbiased and structured approach to risk assessment and mitigation

Composition of the Risk Management Committee of the Board of Directors as of March 31, 2025

Name of the Director	Designation	RMC attendance
Mr. Praveen Kadle	Chairman of the Committee and Independent Director	04
Mr. Arvind Goel	Independent Director	04
Prof. Ajit Ranade	Independent Director	04
Mr. Sandeep Kalra	Chief Executive Officer and Executive Director	04
Mr. Debashis Singh	Chief Information Officer	04

The Committee has been established with the authority and responsibilities, including but not limited to formulating a detailed risk management policy that includes:

- A framework for identifying internal and external risks specifically faced by the listed entity, including financial, operational, sectoral, sustainability (particularly ESG-related risks), information, cybersecurity risks, or any other risks as determined by the Committee.
- Measures for risk mitigation, including systems and processes for internal control of identified risks.

- A business continuity plan.
- Ensuring appropriate methodologies, processes, and systems are in place to monitor and evaluate risks associated with the business of Persistent Systems.
- Monitoring and overseeing the implementation of the risk management policy, including evaluating the adequacy of risk management systems.
- Periodically reviewing the risk management policy, at least once every two years, considering changing industry dynamics and evolving complexity.
- Keeping the Board of Directors informed about the nature and content of its discussions, recommendations, and actions to be taken.
- Reviewing the appointment, removal, and terms of remuneration of the Chief Risk Officer (if any) under the purview of the Risk Management Committee.
- Seeking information from employees, obtaining outside legal or professional advice, and securing the attendance of relevant external experts when necessary.



For more details, refer to Page 170 of **Risk Management Committee**

Enterprise Risk Management (ERM) Function



Persistent System’s Enterprise Risk Management (ERM) framework aligns with ISO Standard 31000:2018 Risk Management – Guidelines, COSO: ERM - Integrating Strategy and Performance (2017), and relevant regulatory requirements in India. Our ERM framework takes a comprehensive approach to managing the full spectrum of risks faced by Persistent Systems, with a focus on those critical to its strategic success. It provides structured guidance for identifying, assessing, measuring, monitoring, and addressing risks across the enterprise, ensuring alignment with strategic objectives and risk appetite. The ERM function regularly reports risks to executive leadership and the Risk Management Committee (RMC) of the Board for ongoing oversight.

Our Enterprise Risk Management (ERM) function is designed to enhance a proactive risk management culture across the organization. It collaborates closely with various organizational units and their leadership to facilitate the risk management process. The philosophy of Risk Management at Persistent Systems is highlighted in the below objective:

- Promote an effective risk management system that supports Persistent’s growth strategy, business objectives, and ensures resilience to the business dynamics.
- Improve institutional decision-making by giving senior management and Board of Directors timely and accurate information that helps them better comprehend the risks and possibilities at the enterprise level, and then propose mitigation plans to achieve the desired objectives.
- Enhance Persistent System’s capacity to achieve its legal, regulatory, and policy compliance obligations.
- Strengthen the business’s capacity to recognise its most important resources and put strategies in place to protect and strengthen them.
- Establish a process to identify and assess risks that may impact the business continuity of Persistent and define response and recovery plans for such risks.
- Proactively identify potential opportunities and risks to prepare for future breakthroughs and obstacles.

- Strengthen the organization’s capacity to comprehend and control risk exposures and establish a culture of responsible risk-taking.
- Integrate opportunity and risk assessment analysis into Persistent System’s periodic planning procedures (for example, strategic planning, annual budget cycle, etc.).



Enterprise Risk Management (ERM) Process Flow

- Identifying plausible uncertainties or risks that may impact the successful achievement of functional, organizational, and business objectives or threaten business continuity.
 - Categorizing risks into financial, operational, reputational, regulatory, extended enterprise, strategic, sustainability, and technology for assessment.
 - Analysing and assessing the potential impact, likelihood, and velocity of existing and newly identified risks.
 - Determining the readiness to manage identified risks.
 - Evaluating the results of the risk analysis against established risk criteria.
- Prioritizing risks based on criticality to decide on the appropriate risk management strategy.
 - Formulating risk response strategies to evade, prevent, or eliminate root causes of risks and risk events, especially for key risks.
 - Integrating mitigation plans devised by risk owners into day-to-day activities and monitoring them closely.
 - Monitoring and reviewing risks on a periodic basis for continuous risk assessment.
 - Re-evaluating the risk environment and updating mitigation plans if necessary.
 - Reporting relevant risk information to the Risk Management Committee of the Board in a timely manner for risk-informed decision-making.

Risk Management Processes

Risk Review



- Risks are analysed based on impact, likelihood, and velocity to assess potential consequences.
- Assessed risks are prioritized using predefined criteria to guide management strategies.
- A key component of this process is defining Persistent System’s Risk Appetite and Tolerance, ensuring alignment with strategic objectives.
- Defined process for Risk Appetite and Tolerance identification along with Key Risk Indicators (KRIs).

Defining Risk Appetite Statements

- The first step in determining the risk appetite and tolerance is to articulate it through Risk Appetite Statements.
- Risk Appetite Statements shall be defined taking into consideration the strategies, acceptable level of risk that Persistent Systems is willing to assume to achieve its strategy, and Persistent System’s internal and external context.
- Risk appetite statements shall incorporate tolerance limits, which, if breached, would necessitate immediate escalation and management action.
- Risk Appetite statements have been defined across various operations for PSL. These statements are to be reviewed annually and approved by the Board.

Implementing and Operationalizing Risk Appetite Statements

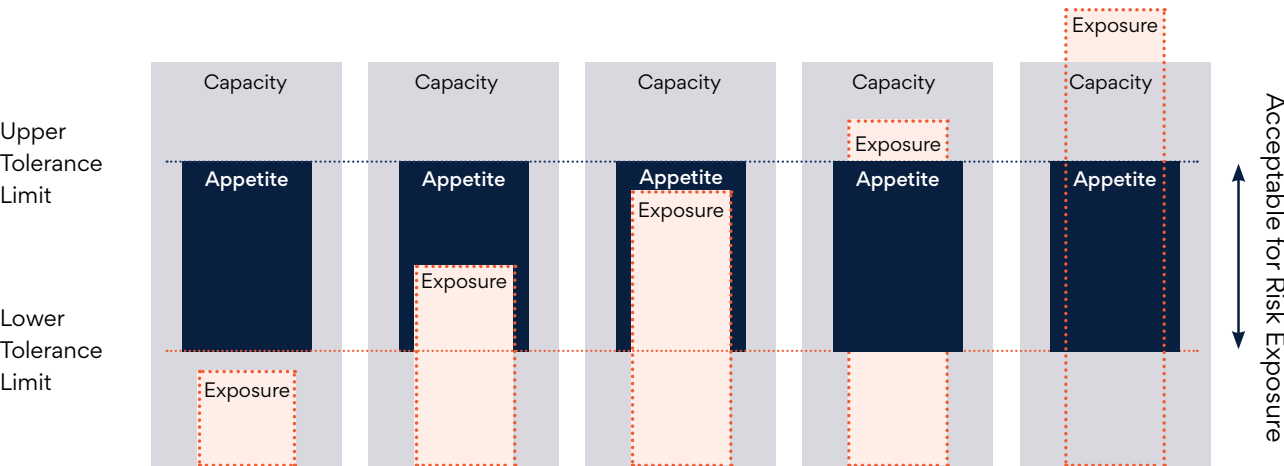
Risk Appetite Statements are driven by the risk philosophy defined by the Board and Management. These may be qualitative or quantitative in nature and allow Business Units and Corporate Functions to measure risks while making business and operational decisions. Once risk appetite is defined and implemented, it is essential to continuously monitor Persistent’s actual risk exposure to ensure alignment with risk tolerance levels.

Risk Exposure

- The Board of Directors shall evaluate the risk exposure of Persistent Systems on a quarterly basis, including exposure towards strategic and emerging risks and associated response plans.
 - The risk exposure of Persistent Systems shall be measured by assessing enterprise risks using the Risk Assessment Scales defined as per the Risk Appetites adopted by the Board.
 - For each risk exposure scenario (as illustrated below), corrective action shall be required depending on where the risk exposure lies, i.e., whether to increase or decrease the amount of risk Persistent Systems is exposed to. Alternatively, Persistent Systems may need to re-assess its risk appetite to achieve its business strategy.
- To maintain compliance and ensure **risk exposure remains within acceptable limits**, Persistent Systems conducts regular audits to assess the effectiveness of risk management strategies.



Risk Exposure Scenarios



Strategy under threat	Desired range	Escalation	Strategy under threat	Company under threat
Risk exposure is less than the lower tolerance limit. Corrective action needed to evaluate opportunity to take additional risks to achieve strategy	Risk profile is between the upper and lower tolerance limit. This is the optimal range	Risk profile is near the upper tolerance limit. Escalation may be considered for corrective action and explore additional risk controls to avoid breach	Risk profile exceeds the upper tolerance limit. Immediate corrective action must be taken to limit risk exposure	Risk profile exceeds risk capacity. Company must enact response and recovery plans to prevent an impending crisis

Risk Management Process Audits

To ensure a robust risk management framework, Persistent complies with multiple ISO standards, including Information Security, Quality, Business Continuity, Privacy, Environment, Health & Safety, and ESG.



- We conduct both internal audits of risk management processes and external independent third-party audits on an annual basis.
- These audits evaluate risk identification, impact, and mitigation strategies across key focus areas including Cyber Security, Data Privacy, Sustainability, Environmental & Climate Risks, and Health & Safety.



For more details.

[Refer to certifications](#)

Risk Culture

Risk management is a shared responsibility across the organization, ensuring a structured, consistent, and effective approach. Our ERM framework integrates policies, processes, governance mechanisms, and awareness programs to embed a strong risk-aware culture.

To strengthen risk capabilities across all levels, our ERM framework focus on:

- Regular training for Non-Executive Independent Directors and the Board.
- Company-wide education programs to enhance risk awareness.
- Integration of risk criteria into service development and Business models.
- Incorporation of risk metrics into leadership scorecards & KRAs, with a direct link to financial incentives.



Risk Managers and Risk Owners

Risk Governance Framework

Persistent Systems has established three pillars of risk management responsibilities in its Governance structure as Risk Oversight, Risk Infrastructure and Management, and Risk Ownership, that cascades the scope of activities to senior management and all employees, across the subsidiaries of Persistent Systems.

Persistent Systems has a risk governance framework with details outlined below:

1

Operational and Functional Risk Ownership (first line):

Organizational Units and Functional Units have identified Risk Managers and Risk Owners, they are responsible for identifying, managing and mitigating risks through support provided by key support teams such as Contract Management, Information Security, Project Risk Management and ERM Team. Regular governance & cadence is setup for effective risk management.

2

Risk Management and Compliance Oversight (second line):

A dedicated ERM Team exists as a second line of defence to strengthen and embed proactive risk management culture across the organization. This team works closely with the various organizational units and their leadership to facilitate the risk management process. As a process, the Chief Risk Officer (CRO) reports the risks to the Executive Leadership and Risk Management Committee (RMC) of the Board each quarter for their regular review.

3

Independent Audit Unit (third line):

An internal audit function that provides independent assurance on the effectiveness of risk management and compliance processes.

Key risks & emerging risks with Business Impact and Mitigation Approach

Cyber-attack and Hacking Risk

Type	Risk Category	Magnitude	Likelihood
Risk	Technology & Cyber / Extended Enterprise	High	Possible
Business Impact	External attacks, malware, compromised credentials, Business email compromise via. phishing and other cyber security risks may result in data loss and loss of reputation.		
Mitigation Approach	<div><div>Risk</div><div><ul style="list-style-type: none">• Robust Information Security Management System (ISMS) centred 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 assets• Multi-layered governance process with Executive and Board oversight• Certifications such as ISO 27001, ISO 27017, ISO 27018, ISO 27701, and SOC 2 Type II attestations to demonstrate our commitment to cybersecurity• Continued investment and deployment of state-of-the-art technologies such as Zero Trust architecture, Advanced endpoint protection solution, Dark / Deep web monitoring, etc. to secure corporate infra, data & applications</div><div><ul style="list-style-type: none">• Access controls including Multi Factor Authentication for secure access to enterprise applications/network, special handling of privileged administrator accounts, rigorous access management & monitoring of all cloud deployments• Mandatory training and adequate awareness measures across employee life cycle ensure a strong human firewall• Implementation of enhanced Data Leakage prevention platform to protect critical data• Encryption of data, data back-up and recovery mechanisms for ensuring business continuity aligned to ISO 22301:2019• Established threat intelligence, security monitoring and incident response processes to detect and respond to cybersecurity threats and incidents coordinated through a 24x7 Security Operations Centre• Internal and external audits and red teaming to validate effectiveness of controls</div></div>		
Financial Implication	<div><div>Negative</div><div><ul style="list-style-type: none">• May cause operational disruptions, impacting business continuity.• Could result in legal fines and penalties due to regulatory non-compliance.• May negatively affect brand reputation and customer relationships.</div></div>		

Data Privacy

Type	Risk Category		Magnitude	Likelihood
Risk	Regulatory / Reputational		High	Possible
Business Impact	<ul style="list-style-type: none">Persistent operates globally and hence needs to be compliant with the data privacy laws across countries where we operateUnauthorised 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 Persistent System's reputation			
Mitigation Approach	<div><div>Risk</div><div><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 contracts</div><div><ul style="list-style-type: none">Technical 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 are subjected to risk assessment and 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 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</div></div>			
Financial Implication	<div><div>Negative</div><div><ul style="list-style-type: none">Risk of operational disruptions, affecting business processes.Potential legal fines and penalties for non-compliance.Adverse effects on brand reputation and customer trust.</div></div>			

Foreign Exchange Risks

Type	Risk Category		Magnitude	Likelihood
Risk	Financial		Low	Possible
Business Impact	Persistent Systems operates in the global environment and has maximum business from US geography hence Currency fluctuations is a major risk.			
Mitigation Approach	<div><div>Risk</div><div><ul style="list-style-type: none">Net foreign exchange earnings are hedged on a 12-month rolling basis, covering 45% to 70% of net open positions.Guidance from the Board members is obtained every quarter regarding hedging quantum.</div><div><ul style="list-style-type: none">Close monitoring of exchange rate movement is done.</div></div>			
Financial Implication	<div><div>Negative</div><div><ul style="list-style-type: none">Fluctuations in currency exchange rates may directly affect Persistent System's profitability.</div></div>			

Geo-Political and Macro-Economic Risk

Type	Risk Category		Magnitude	Likelihood
Risk	Strategic / Sectoral		Medium	Possible
Business Impact	Changing Geo-political landscape in multiple regions - Change in Govt. & their policies (US, Europe, UK); Extended war scenarios in Middle East and Ukraine / Russia, Macroeconomic headwinds due to potential tariffs changes, energy price increase and customer discretionary spends, leading to potential impact on growth opportunities			
Mitigation Approach	<div><div>Risk</div><div><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 Board</div><div><ul style="list-style-type: none">Geo-Diversification for growth planned via Europe and other geographiesEnhanced focus on customer connects and relationshipsPersistent Systems is ISO 22301 certified and regular BCP testing is performed</div></div>			
Financial Implication	<div><div>Negative</div><div><ul style="list-style-type: none">Potential shifts in customer outlook may lead to reduced demand for Persistent System's services.Increased operational costs due to geopolitical or macroeconomic uncertainties.</div></div>			

Talent demand and employee attrition

Type	Risk Category		Magnitude	Likelihood
Risk	Talent / Operational		Medium	Possible
Business Impact	<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 offers.Employee preferences — Hybrid working seems to be employee's preference			
Mitigation Approach	<div><div>Risk</div><div><ul style="list-style-type: none">Employee Development and Growth — 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 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 employee on various aspects of their work to understand their engagement and expectations. Input thus received is processed to make necessary improvements in processes and policies</div><div><ul style="list-style-type: none">Employee Experience — We will continue to focus on elevating employee experience through 'Do It Yourself' approach through simplified processes and tools. This will help to enhance employee engagement awa employee productivity.Persistent brand — Our consistent growth over last several quarters, scale of operations and geographical presence has been helping us continue to position Persistent Systems as a leading brand in the industry. We continue to invest in branding initiativesInclusive Workplace — Persistent Systems provides a diverse and inclusive workplace which promotes creativity, diversity, inclusivity, and enhanced work culture</div></div>			
Financial Implication	<div><div>Negative</div><div><ul style="list-style-type: none">Increased attrition, particularly in niche digital skills, may disrupt ongoing delivery operations and impact project execution.Potential revenue loss due to resource gaps and increased hiring/training costs.</div></div>			

Credit Risk			
Type	Risk Category		Likelihood
Risk	Financial		Possible
Business Impact	Delay in collection of customer dues as a result of the global economic situation		
Mitigation Approach	<div>Risk<ul style="list-style-type: none">Persistent Systems 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 assessment<div>Persistent Systems has adopted expected credit loss model, based on profile of the customer and aging pattern, to assess the impairment loss or gain on trade receivables</div></div>		
Financial Implication	<div>Negative<ul style="list-style-type: none">Delayed or non-collection of dues may disrupt cash flow and increase financial strain.Potential rise in operational costs due to outstanding receivables.</div>		

Sustainability Risks – Climate change			
Type	Risk Category		Likelihood
Risk & Opportunity	Sustainability – ESG / Operational		Unlikely
Business Impact	<div><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</div>		
Mitigation Approach	<div><div><div>Risk<ul style="list-style-type: none">Persistent System’s facilities across India are ISO 14001:2015 certified by external third parties.Persistent Systems has distributed operations, enabled remote working, focused on agile delivery, and periodically tested business continuity plans.Delivery centres are designed to withstand extreme weather eventsEmployee awareness around conservation of resources is built to strengthen business resilience and align resources with Persistent Systems.The CISO of Persistent Systems 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 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 impact.Recognizing the growing importance of ESG goals, we’re actively exploring ways to integrate them even deeper into our future offerings.</div><div>Our climate action goals include:<ul style="list-style-type: none">Maintain Carbon Neutrality for Scope 1 and Scope 2 emissions every year</div></div><div><div><ul style="list-style-type: none">Sourcing of 100% Renewable energy across owned locations by FY 2025-26Achieve net-zero greenhouse gas emissions across the value chain by FY 2049-50</div><div>The progress on above goals is shared biannually with the SRC and ESG committee of the Board for review and guidance.</div><div>The 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 efforts.</div><div>Persistent is committed to driving renewable energy adoption, optimizing energy use, and working with communities to address climate change.</div><div>Publishing the ESG and BRSR annual report fulfils regulatory reporting requirements and transparently communicates our progress on ESG goals to our stakeholders</div><div>Crisis Management framework development in FY 2025-26 which includes Early Warning Systems for efficient monitoring and communications</div></div><div>Opportunities<ul style="list-style-type: none">Proactive Climate risk assessment ensures we are equipped to deal with adversities.Focus on using technology that supports low carbon emissions and reduce carbon footprint.</div></div>		
Financial Implication	<div>Negative<ul style="list-style-type: none">Climate change, resulting in extreme weather events, poses sustainability risks by threatening human safety and disrupting business operations.</div> <div>Positive<ul style="list-style-type: none">Growing corporate focus on carbon footprint reduction presents new business opportunities for Persistent Systems to offer technology-driven sustainability solutions.Persistent System’s proactive environmental initiatives enhance brand reputation, making it a preferred partner for organizations with aligned sustainability goals.</div>		

Water Scarcity Risk			
Type	Risk Category		Likelihood
Risk & Opportunity	Sustainability – ESG / Operational		Possible
Business Impact	<div><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.</div>		
Mitigation Approach	<div><div><div>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 consumption.Conservation and efficiency measures are enforced through operational control and all owned facilities are equipped with rainwater harvesting systems to recharge groundwater.Groundwater sources are considered a last resort.Frequent awareness sessions on sustainable water management are conducted.</div><div>We 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.</div></div><div>Opportunity:<ul style="list-style-type: none">Proactive ESG measures and CSR initiatives taken by Persistent Systems 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.</div></div>		
Financial Implication	<div>Negative<ul style="list-style-type: none">Water scarcity and associated constraints could disrupt business operations and affect long-term sustainability</div> <div>Positive:<ul style="list-style-type: none">CSR initiatives will enhance brand visibility within society, making Persistent Systems an attractive employer for younger talent.These initiatives contribute to the upliftment of society by supporting broader social causes.</div>		

Global Regulatory Risks (Emerging Risk)			
Type	Risk Category		Likelihood
Risk & Opportunity	Regulatory / Reputational		Possible
Business Impact	<div><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 Persistent operates globally, may have an impactPersistent Systems operates globally in major markets and industries. There is an inherent risk of non-compliance with the ever-evolving legal landscape resulting into frequent legal updates and changes in regulatory requirements/ disclosures (including regulations related to ESG, ethical, and hygiene practices) that are applicable to our business</div>		
Mitigation Approach	<div><div><div>Risk<ul style="list-style-type: none">Persistent uses a professional Compliance Manager Tool to report and monitor the regulatory compliances applicable to Persistent SystemsPersistent 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 Persistent in their quarterly meetingsPersistent Systems has also appointed local consultants in various geographies to advise and help Persistent Systems to ensure the compliances in respective geographies</div><div>Persistent Systems has a dedicated ESG function for the oversight of any ESG related regulatory compliance changes. Company has been certified in- ISO 14001:2015 Environmental Management System and ISO 45001:2018 Occupational Health and Safety Management System</div></div><div>Opportunities<ul style="list-style-type: none">Provide services to customers to enable them to meet their ESG-related requirements</div></div>		
Financial Implication	<div>Negative<ul style="list-style-type: none">Non-compliance with global regulations may lead to penalties, legal repercussions, and reputational damage.</div> <div>Positive<ul style="list-style-type: none">Evolving ESG regulatory requirements and disclosure standards create new business opportunities for Persistent to offer technology-driven solutions that help customers achieve their sustainability goals.</div>		

Energy Demand Risk (Emerging Risk)			
Type	Risk Category		Likelihood
Risk & Opportunity	Sustainability – ESG		Possible
Business Impact	<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.		
Mitigation Approach	<div><div>Our climate action goals include</div><div><ul style="list-style-type: none">Maintain Carbon Neutrality for Scope 1 and Scope 2 emissions every year<ul style="list-style-type: none">Sourcing of 100% Renewable energy across owned locations by FY 2025-26Achieve net-zero greenhouse gas emissions across the value chain by FY 2049-50Persistent Systems 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 emissions reductions.All owned campuses are equipped with rooftop solar generation and connected to 2 windmills via open access, additionally Persistent Systems purchases renewable energy through Green Tariff's from DISCOM's.</div><div><ul style="list-style-type: none">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</div><div>Opportunity</div><div><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 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.</div></div>		
Financial Implication	<div><div>Negative</div><ul style="list-style-type: none">Increased energy consumption may challenge the achievement of emissions reduction targets.<div>Positive:</div><ul style="list-style-type: none">Assisting customers in cloud migration strategies can unlock new business opportunities for Persistent Systems.</div>		

GenAI Risk (Emerging Risk)			
Type	Risk Category		Likelihood
Risk & Opportunity	Strategy / Technology		Likely
Business Impact	PSL recognize 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		
Mitigation Approach	<div><div><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 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 applications</div><div><ul style="list-style-type: none">Raise 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 FY 2025-26 to manage associated risks and entire lifecycle of AI.</div><div>Opportunity:</div><div><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</div></div>		
Financial Implication	<div><div>Negative:</div><ul style="list-style-type: none">PSL recognize 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<div>Positive:</div><ul style="list-style-type: none">PSL leveraging AI for Tech – launch of integrated end-to-end solutions for ideation to post deployment. AI for Business is also explored with multiple customers for new opportunities</div>		

Emerging Risks

Risk 1: Global Regulatory Risks (Emerging Risk)

Type: Risk & Opportunity

Risk Category: Geopolitical

Magnitude: High

Likelihood: Possible

Financial Implication: Both (Positive & Negative)

Description	Global regulatory risks refer to the uncertainties arising from evolving international laws, compliance requirements, and policy changes that impact businesses. In the IT sector, these risks include stringent data protection laws, cybersecurity mandates, AI governance frameworks, and cross-border regulatory conflicts. Rapid shifts in global regulations require organizations to adapt their risk management strategies to ensure compliance while maintaining operational resilience and business continuity.
Impact	<div><div>Regulatory Compliance Risks:</div>Non-compliance with existing or newly introduced statutory regulations, such as immigration, payroll, social security, taxation, employment laws, and data privacy, across global operations may lead to legal penalties, reputational damage, and financial implications.</div> <div><div>Evolving Legal Landscape:</div>As a globally operating Company, Persistent Systems faces inherent risks due to frequent legal updates and changing regulatory requirements, including ESG, ethical standards, and workplace hygiene practices, which necessitate continuous monitoring and adaptation.</div> <div><div>Business Impact:</div>Failure to comply with regulatory changes can result in fines, operational disruptions, increased compliance costs, and potential restrictions on market access, impacting Persistent's growth and sustainability.</div>
Mitigation	<div><div>Risk</div><ul style="list-style-type: none">A Compliance Manager Tool is used to track and oversee all applicable regulatory requirements.The tool is regularly updated to incorporate amendments to existing regulations and newly introduced legislations, ensuring ongoing compliance.A structured assessment process verifies the accuracy of reported compliance status.Compliance reports are presented at regular intervals to the Audit Committee and Board of Directors for review and governance.Local consultants across various geographies provide advisory support to ensure adherence to country-specific regulations.A dedicated ESG function oversees compliance with evolving ESG-related regulatory requirements.<div>Opportunity:</div><ul style="list-style-type: none">To provide sustainability as a service offering to customers</div>

Risk 2: Energy Demand Risk (Emerging Risk)

Type: Risk & Opportunity

Risk Category: : Environmental

Magnitude: Medium

Likelihood: Possible

Description	Energy Demand Risk in the IT sector arises from the increasing power consumption required to support expanding data centre infrastructure, cloud services, and AI-driven operations. Rapid technological advancements and the growing demand for high-performance computing contribute to rising energy needs, making companies more susceptible to fluctuations in energy availability, regulatory changes, and cost volatility. Additionally, evolving global energy policies, carbon reduction commitments, and stricter efficiency regulations present challenges in managing energy demand while ensuring compliance with sustainability standards.
Impact	<p>Increased Energy Consumption: The adoption of emerging technologies, including AI and advanced computing, may lead to higher energy usage, impacting operational costs and sustainability goals.</p> <p>Carbon Emissions Challenges: Rising energy demand could contribute to increased carbon emissions, necessitating enhanced carbon management strategies to align with sustainability commitments.</p> <p>Regulatory & Compliance Risks: Strengthening global climate regulations may impose stricter emissions reduction targets, requiring PSL to invest in energy-efficient infrastructure and renewable energy solutions.</p> <p>Client & Market Expectations: Growing emphasis on sustainable IT solutions may drive the need for PSL to innovate in low-carbon technologies, influencing product development and service offerings</p>
Mitigation	<p>Risk</p> <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 yearSourcing of 100% Renewable energy across owned locations by FY 2022-26Achieve net-zero greenhouse gas emissions across the value chain by FY 2049-50Persistent Systems 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 emissions reductions.All owned campuses are equipped with rooftop solar generation and connected to 2 windmills via open access, additionally Persistent 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 <p>Opportunities</p> <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 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.

Emerging Risks

Risk 1: GenAI Risk (Emerging Risk)

Type: Risk & Opportunity

Risk Category: Technological

Magnitude: High

Likelihood: Possible

Financial Implication: Both (Positive & Negative)

Description	The integration of Generative AI (GenAI) in the IT sector presents risks related to data privacy, cybersecurity threats, intellectual property rights, and algorithmic bias. The reliance on large datasets increases exposure to regulatory non-compliance, while AI-generated content raises concerns about misinformation and ethical accountability. Additionally, the high computational power required for GenAI leads to increased energy consumption and carbon footprint, impacting sustainability goals. As global regulations around AI governance evolve, IT companies must implement robust risk management frameworks to ensure compliance, security, and responsible AI deployment.
Impact	PSL recognize 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.
Mitigation	<p>Risk</p> <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 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 FY 2025-26 to manage associated risks and entire lifecycle of AI. <p>Opportunity:</p> <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

Risk Management Certification

Cyber Risk Management Certifications



Standards we adhere to



Climate Strategy and Governance – Task Force on Climate-related Financial Disclosures (TCFD)

At Persistent Systems, we are aligning our climate strategy and governance framework with IFRS S2 Climate-related Disclosures, building on the foundation set by the Task Force on Climate-related Financial Disclosures (TCFD). By integrating IFRS S2 requirements, we aim to enhance climate resilience, strengthen risk management, and ensure transparent reporting of climate-related financial risks and opportunities. This alignment reinforces our commitment to sustainability, regulatory compliance, and long-term value creation.

Governance

Board Oversight on Climate-related risks and opportunities

The Board of Directors at Persistent Systems provides oversight and strategic direction for managing climate-related risks and opportunities. Our climate strategy and governance framework are driven by the Stakeholder Relationship and the ESG Committee, ensuring continued progress toward our ESG goals. These committees oversee climate-related risks and opportunities at the Board level, with performance on key ESG metrics reported at least annually. In the reporting year, two meetings were held to review ESG progress.

Management’s Role in Assessing and Managing Climate-Related Risks and Opportunities

To steer our sustainability agenda, the ESG Committee is supported by the CEO, COO, CFO, CPO, CAO, CRO, Legal and Compliance team, Sustainability Council, and Business Leaders. This governance structure enables an integrated approach to enterprise risk and ESG governance, aligning our climate and sustainability strategy with business objectives. Additionally, our leadership’s performance is assessed on ESG and climate-related parameters, ensuring accountability and alignment with evolving disclosure requirements.



For more details refer to

ESG Governance page 165

Strategy

Climate-Related Risks, Opportunities, Impacts, and Mitigation Strategies Across Short, Medium, and Long-Term

GRI 201-2

Risk management process is Integrated into the multi-disciplinary enterprise risk management process and the frequency of assessment conducted every year covering existing and new operations including Value chain partners (Upstream and Downstream).

Transition Risks

The fast-paced evolution of technology brings both opportunities and challenges for the Information Technology (IT) sector. While innovation drives growth, adapting to these transitions poses potential risks. Transition risks in IT stem from disruptions caused by emerging technologies, shifting customer expectations, and evolving regulatory requirements.

Transition Risk Type

Climate-related issue

Timeframe

Potential Impacts to business

Mitigation/ Opportunities

Policy and Legal Current and Emerging regulation

- Evolving Climate Regulations:** Increasing compliance requirements on emissions, energy efficiency, and sustainability disclosures.
- Carbon Pricing and Taxation:** Rising costs due to carbon taxes and GHG pricing mechanisms.
- Stricter Environmental Compliance:** Regulatory mandates on energy use, waste management, and emissions reduction.
- Reputation Risks:** Stakeholder expectations on climate action impacting brand value and market position.

Long-Term

- Increased operating costs (e.g., compliance expenses, insurance premiums)
 - Asset impairment and early retirement of existing assets
 - Fines and penalties due to non-compliance with environmental regulations
 - Risks associated with failure to meet regulatory disclosure requirements
- Ensuring compliance with all applicable environmental laws and regulations across operational regions (Refer to the Environmental Compliance section for details).
 - Proactively minimizing environmental impact and mitigating climate-related risks.
 - Continuously improving Environment, Health, and Safety (EHS) Management Systems to enhance compliance and operational resilience.

Transition Risk Type

Climate-related issue

Timeframe

Potential Impacts to business

Mitigation/ Opportunities

Market / Reputation risks

- Reputation Risks:** Stakeholder expectations on Company’s ESG performance and climate action impacting brand value and market position.
- Short-mid term
- Inability to achieve climate action and UNSDG commitments, resulting in reputational risks.
 - Weak sustainability performance impacting customer trust, investor confidence, and talent attraction.
- Commitment to climate action with defined short-, medium-, and long-term goals.
 - Implementation of a Decarbonization Roadmap to achieve climate targets.
 - Alignment with client sustainability expectations by integrating ESG into business strategy.
 - Strong focus on Diversity & Inclusion (D&I) and Corporate Social Responsibility (CSR) to attract and retain talent.
 - Transparent ESG reporting through sustainability reports to enhance stakeholder trust.



Transition Risk Type

Technology Risk

Climate-related
issue

Transitioning to Low-Emissions Technology: High investment requirements for adopting low-emissions technologies and infrastructure.

Timeframe

Shot-mid Term

Potential Impacts
to business

Financial implications of adopting and implementing new practices and processes

Mitigation/
Opportunities

As part of our commitment to reducing emissions, we have implemented various initiatives and mitigation measures focused on energy efficiency and renewable energy adoption.

Key Initiatives:

- Use of Lower-Emissions Energy Sources: Investment in renewable energy programs and adoption of energy efficiency measures.
- Deployment of More Efficient Equipment: Replacement of outdated assets with advanced, energy-efficient technological devices.

Key Benefits:

- Reduced Operational Costs: Lower energy consumption leads to cost savings.
- Lower GHG Emissions: Contributes to our sustainability goals.
- Enhanced Asset Value: Adoption of sustainable infrastructure, such as LEED-certified buildings.
- Improved Employee Well-being: Better indoor air quality and safer work environments.

*Timeline - Short-mid Term: less than 5 Years
Long-Term - 5 to 10 Years



For further details,

Refer to our Energy Management section on Page 61

Physical Risk

Despite being digitally-driven, IT companies are vulnerable to physical risks, including natural disasters, infrastructure failures, and supply chain disruptions that can impact operations. Additionally, climate change-related events and physical security threats pose significant challenges. Mitigating these risks requires a robust business continuity strategy. Our physical risk assessment process ensures comprehensive evaluation across both existing and new operations.

Physical Risk Type

Acute

Climate-related
issue

- Intensified extreme weather events (cyclones, floods) pose risks to property and assets.
- Climate change-induced extreme weather can contribute to the spread of vector-borne diseases, increasing the risk of epidemics or pandemics.
- Water scarcity and stress present an immediate risk, potentially disrupting business operations.

Timeframe

Shot-mid Term

Potential Impacts
to business

- Physical damage to building infrastructure and other assets due to climate change impacts.
- Disruptions to city infrastructure, including transportation, power, and water supply, affecting business continuity

Mitigation/
Opportunities

- Implementation of comprehensive Business Continuity Plans to enhance resilience.
- Hybrid work model enabling remote operations to ensure uninterrupted business continuity.
- Robust employee healthcare programs, including health insurance benefits.
- Strong energy and water stewardship initiatives to mitigate water-related risks.

Physical Risk Type

Chronic

Climate-related
issue

- Rising sea levels pose a risk to infrastructure and operational continuity.
- Increasing mean temperatures impact energy demand, workforce productivity, and infrastructure resilience.

Timeframe

Long-Term

Potential Impacts
to business

- Some large office campuses are vulnerable to sea-level rise, posing business continuity risks.
- Chronic water scarcity, driven by global warming, may disrupt operations, particularly in India.
- Higher operating costs due to inadequate water supply.
- Increased capital expenditure for facility repairs and climate adaptation.
- Rising insurance premiums and potential difficulty in securing asset coverage

Mitigation/
Opportunities

- Robust Business Continuity Plans to enhance operational resilience.
- Hybrid work model enabling remote operations for uninterrupted business continuity.
- Regular asset maintenance and infrastructure upgrades to mitigate climate-related risks.

*Timeline - Short-mid Term: less than 5 Years
Long-Term - 5 to 10 Years



Climate-related Scenario Analysis
Exploring Pathways Well Below 1.5 Degree Celsius

Climate-related scenario analysis is a vital tool for understanding and preparing for the potential impacts of climate change. This process involves examining a range of possible future climate conditions and their consequences for various sectors, allowing stakeholders to make informed decisions and develop robust strategies.

We have conducted qualitative climate-related scenario analysis for scenarios well below 1.5 degrees Celsius, aligning with the goals set by the Paris Agreement to mitigate global warming.

- Identify key risks and opportunities associated with different climate futures.
- Develop strategies to mitigate and adapt to climate impacts.
- Enhance resilience and sustainability in the face of uncertainty.
- Align with regulatory and policy frameworks aimed at reducing greenhouse gas emissions.

Financial Risks and Opportunities Arising from Climate Change

Financial Risks of Climate Change

Persistent Systems is certified for ISO 22301:2019 and has a well-defined Business Continuity Management System in place. This includes business continuity and disaster recovery plans that are charted to ensure minimum impact to business and operation in case of emergency or disaster as well as regular testing including calls, tree tests, data restoration tests, DR drills, etc. which ensure high level of readiness for handling Business Continuity impact related events.

Persistent governance risk and compliance services have a structured BCP/DRP framework and methodology, which will assist the enterprise in overcoming all the challenges by analysing business impact, defining the recovery strategy, and documenting plans for our BCP/DRP. We can also test the BCP/DRP to ensure it is current and meets the RTO/RPO requirements. For more details, refer to Business Continuity and Disaster Recovery on Page 196.

The identified climate-related risks do not have any potential to cause a substantive change in business operations, revenue or expenditure.

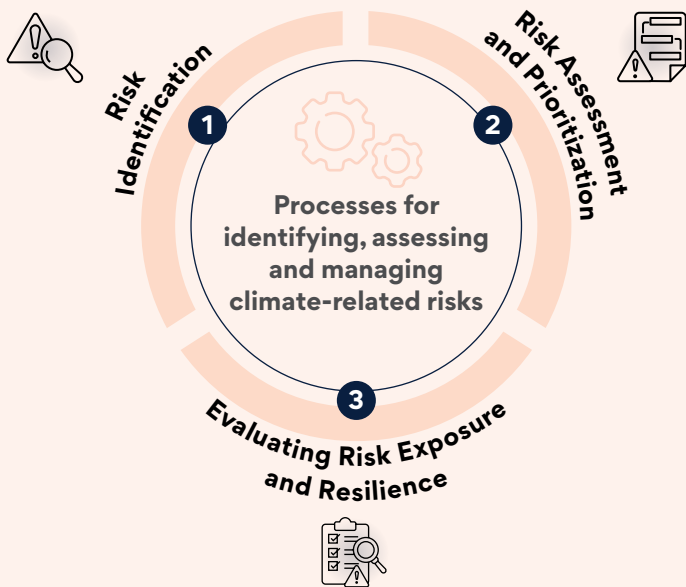
Our comprehensive Business Continuity plans in place helps to increase our resilience and flexibility to adopt remote working options when required. Rest assured that we are well-prepared for any situation that may arise.

Financial Opportunities Arising from Climate Change

Combating climate change isn't just about managing risks; it presents significant opportunities. Resource efficiency, cost savings, adoption of clean energy, and building a resilient supply chain are just some areas where we see a path forward.



Risk Management - Climate-Related Risks





- Risk Identification**


At Persistent Systems, we proactively identify climate-related risks by engaging with key stakeholders, including customers, employees, shareholders, suppliers, and community partners. Our risk identification framework integrates insights from evolving global trends, ensuring a comprehensive approach to climate-related risks such as technological disruptions, physical risks, transition risks, and regulatory changes. This structured engagement enables us to anticipate challenges and position ourselves for long-term resilience.
- Risk Assessment and Prioritization**

We leverage climate scenario analysis to evaluate identified risks, assessing their magnitude, likelihood, and financial consequences over short-, medium-, and long-term horizons. Prioritizing risks that require immediate action ensures their integration into our strategic decision-making process. By embedding climate-related risks into our Enterprise Risk Management (ERM) framework, we strengthen governance, enhance resilience, and align with the TCFD framework.
- Evaluating Risk Exposure and Resilience**


At Persistent Systems, we employ quantitative assessments to evaluate the impact of financial, environmental, social, and governance-related risks. These assessments help us identify vulnerabilities, anticipate potential disruptions, and implement proactive mitigation strategies. Scenario analysis, in line with TCFD recommendations, deepens our understanding of climate risks and informs the development of effective response measures. Additionally, various business functions leverage these analytical approaches to drive data-informed decision-making. We have identified key ESG risks and opportunities for which sensitivity analysis and stress testing are systematically conducted.

Identified ESG Risks	Business Impact
 Sustainability Risk - Climate Change	At Persistent Systems, we recognize that climate change presents significant risks to our business, including operational disruptions due to extreme weather events, supply chain vulnerabilities, and increasing regulatory pressures. Rising temperatures and unpredictable weather patterns could impact our infrastructure, workforce productivity, and overall business continuity. To address these risks, we integrate climate considerations into our risk management and sustainability strategies.


 Water Scarcity Risk	Water scarcity poses challenges such as higher operational costs, limited resource availability, and increased regulatory constraints. A lack of adequate water supply could also impact our supply chain. To mitigate this, we focus on water-efficient technologies, conservation initiatives, and responsible water management practices.
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 Energy Demand Risk	As a technology-driven Company, we depend on a stable and sustainable energy supply to power our data centres and office facilities. Rising energy demand, increasing costs, and grid reliability issues could affect our operational efficiency and sustainability goals. To manage this risk, we prioritize energy efficiency, adopt renewable energy solutions, and optimize power consumption across our facilities.
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Identified ESG Risks	Business Impact
 ESG - Customer / Stakeholder Demand Risk	Our customers and stakeholders are placing greater emphasis on ESG performance in their business decisions. Failing to meet these expectations could impact our reputation, reduce business opportunities, and affect investor confidence. We are committed to integrating ESG principles into our operations, enhancing transparency in reporting, and aligning with global sustainability frameworks to maintain trust and competitiveness.

 ESG - Regulatory Compliance Risk	Evolving ESG regulations impose stricter compliance requirements, and non-compliance could lead to legal repercussions, financial penalties, and operational disruptions. We proactively monitor regulatory changes, align with international ESG standards, and strengthen our governance frameworks to ensure compliance with sustainability-related policies and mitigate regulatory risks.
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Identified ESG Opportunities	Business Impact
 Global Regulatory Landscape	As global regulations on data privacy, ESG disclosures, and cybersecurity continue to evolve, we see an opportunity to expand our services and support customers in navigating complex compliance requirements. By providing services that enable our customers to meet their ESG-related requirements, we position ourselves as a trusted partner in regulatory compliance. Strengthening our governance framework and aligning with international standards allows us to enhance our market presence, drive innovation in ESG solutions, and create long-term value for our business and clients.

 GenAI Advancement	The rapid evolution of Generative AI (GenAI) presents a significant opportunity to drive innovation and business transformation. Through AI for Tech, we have launched SASVA 2.0, a fully integrated end-to-end solution that supports businesses from ideation to post-deployment operations, enhancing customer experiences and productivity. Additionally, AI for Business enables us to engage with multiple customers, unlocking new GenAI-driven opportunities across industries. By leveraging our expertise in AI, we can expand our market reach, offer cutting-edge solutions, and establish ourselves as a leader in AI-powered business transformation.
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 Climate Action	Proactive climate risk assessment presents an opportunity to strengthen our resilience and adaptability to environmental challenges. By integrating climate considerations into our strategy, we ensure preparedness for potential adversities. Additionally, our focus on using technology that supports low carbon emissions and reduces our carbon footprint positions us as a leader in sustainable innovation. This commitment not only enhances operational efficiency but also aligns with global sustainability goals, creating value for our business and stakeholders.
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Risk Mitigation and Management

We take a proactive approach to mitigating climate risks by aligning our operations with evolving regulations and global climate commitments. Our mitigation strategy is built on

 Regulatory Compliance & Governance	 Energy Efficiency & Emissions Reduction	 Investment in Renewable Energy & Low-Carbon Technologies
Continuous monitoring of policy developments and integrating regulatory requirements into our operations.	Implementing sustainable practices, optimizing resource consumption, and reducing greenhouse gas emissions.	Accelerating the adoption of clean energy solutions and deploying cutting-edge innovations for long-term sustainability.
 Resilience & Adaptation	 Comprehensive Climate Risk Assessments	
Strengthening infrastructure, improving supply chain sustainability, and ensuring business continuity through robust risk management frameworks.	Evaluating risks across our operations, upstream activities, and supply chain to identify vulnerabilities and enhance resilience.	

Beyond mitigating risks, we recognize that climate change presents significant opportunities for innovation and competitive differentiation. Our strategic response focuses on:

 Decarbonization Initiatives	 Sustainable Product & Service Innovation	 Technology & Digital Transformation	 Customer & Market Alignment
Developing a structured roadmap to achieve net-zero emissions and aligning with global climate action goals.	Designing low-carbon solutions that help our clients transition to sustainable business models.	Leveraging AI, IoT, and data analytics to drive sustainable efficiencies and optimize operations.	Meeting growing investor and client expectations for sustainability leadership and ESG transparency.

By integrating climate considerations into our core business strategy, we ensure long-term resilience, enhance stakeholder confidence, and position ourselves as a leader in the transition to a low-carbon economy.

Integration of Climate-Related Risks into Enterprise Risk Management (ERM) Process

As our operations expand and ESG risks become more complex, we recognize the critical need to integrate climate-related risks into our broader risk management framework. Our Enterprise Risk Management (ERM) process systematically identifies, assesses, and mitigates these risks, ensuring resilience and long-term sustainability. Through our assessment, we incorporated the following list of five key identified ESG risks into our ERM framework:



Climate risk assessments are conducted periodically and incorporated into our multi-disciplinary ERM framework, which includes a structured annual evaluation covering both existing and new operations, as well as value chain partners across upstream and downstream activities. The ESG function collaborates closely with the ERM team to assess and manage climate risks separately from other business risks, ensuring a focused approach to sustainability challenges.

To ensure strategic oversight, Executive management and the Board receive quarterly updates on climate-related risks, mitigation strategies, and progress. By embedding climate risks into our enterprise-wide risk governance, we enhance our ability to anticipate regulatory changes, strengthen operational resilience, and align our business strategy with global sustainability goals.

Metrics and targets

We have strategically aligned our climate action objectives with globally recognized climate scenarios, including those aimed at limiting global warming to 1.5°C. Our medium- and long-term emissions reduction targets are validated by the Science Based

Targets initiative (SBTi), ensuring alignment with defined climate pathways.

Our absolute emissions reduction targets encompass Scope 1, Scope 2, and Scope 3 emissions, ensuring a holistic approach to decarbonization across our entire value chain.

Target and Metrics

	FY 2025-26	FY 2033-34	FY 2049-50
Maintaining Carbon Neutrality across Scope 1 and Scope 2 emissions every year	Sourcing of 100% Renewable energy across owned locations	Reduce absolute Scope 1 and 2, 3 GHG emissions by 54.6% from a FY 2023-24 base year	Achieve net-zero greenhouse gas emissions across the value chain

We have a well-defined roadmap to achieve our Climate action goals, incorporating diverse strategies and targeted actions.

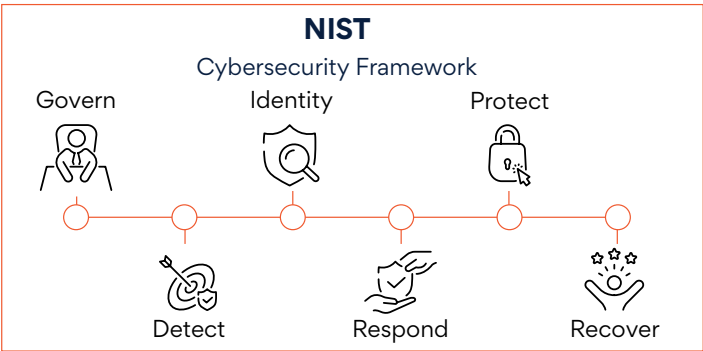
For further details, refer to [Net-Zero Commitment section](#)

Commitment to Secure and Ethical Digital Operations

At Persistent Systems, we recognize that information security and data privacy are fundamental to maintaining customer trust, regulatory compliance, and business resilience. By integrating best-in-class cybersecurity measures, privacy-by-design principles, and adherence to global regulations, we continue to strengthen our commitment to secure, transparent, and responsible digital operations.

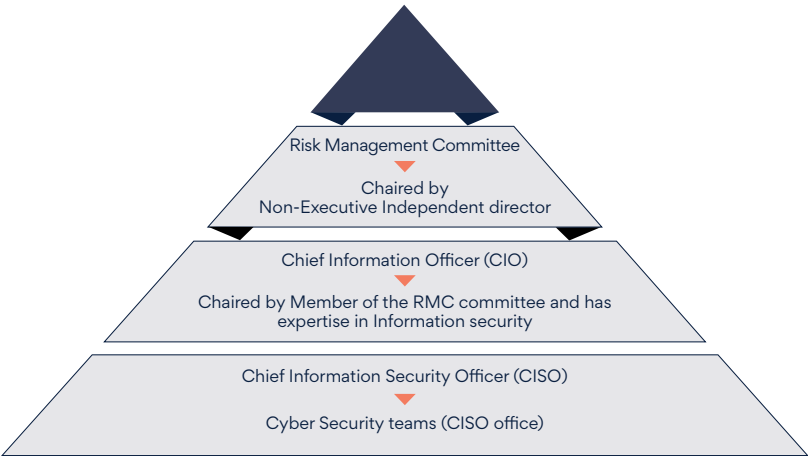
Information Security

At Persistent Systems, information security is a core pillar of our business operations. We ensure the confidentiality, integrity, and availability of data across our global ecosystem. Our security framework is built on proactive risk management, continuous monitoring, and regulatory compliance, enabling us to safeguard client information, intellectual property, and internal systems from evolving cyber threats.



Governance and Security Leadership

The Board of Directors and the Risk Management Committee (RMC) oversee cybersecurity governance, ensuring regular risk assessments, incident management, and mitigation strategies. The RMC is chaired by Non-Executive Independent Director of the Risk Management Committee. Cybersecurity at Persistent Systems is led by the Chief Information Security Officer (CISO) who collaborates with specialized teams responsible for risk management, security operations, and compliance.



CISO Office

The CISO office is responsible for:

- Implementing robust security controls to detect, prevent, and mitigate threats.
- Continuously monitoring control effectiveness through internal assessments, external audits, and focused reviews.
- Enhancing security measures by adopting advanced technologies and refining processes.
- Escalating critical information security, cybersecurity, and technology risks as needed.

- Management provides formal cybersecurity reports to the Board on a quarterly basis, ensuring ongoing oversight.

Persistent System's Information Security Management System (ISMS) & BCMS (Business Continuity Management System) is globally certified and adheres to industry leading standards, including:

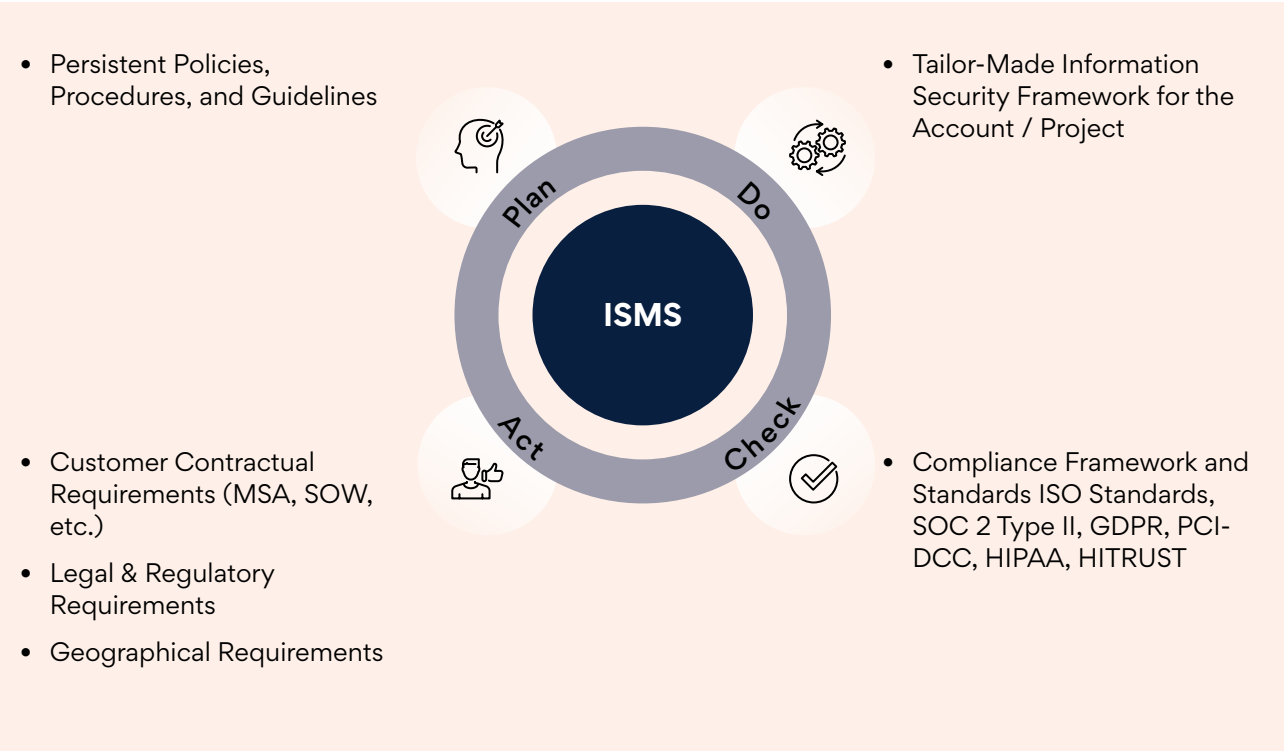
- ISO 27001 Information Security Management
- ISO 22301

Business Continuity

- ISO 27701 Privacy Information Management
- ISO 27017 & ISO 27018 Cloud Security and Privacy
- NIST CSF - Cybersecurity Framework

All our delivery centers are certified to ISO 27001. These certifications and attestation ensure that our security policies and controls are aligned with international best practices and strengthening resilience against cyber threats.

Cybersecurity Resilience and Risk Management Approach



A Zero Trust Security Model is at the core of Persistent System’s cybersecurity framework, ensuring continuous authentication, least-privilege access, and strong endpoint security across all digital assets. Our Security Operations Centre (SOC) provides 24/7 monitoring, threat detection, and incident response capabilities, leveraging advanced technologies to mitigate risks in real time.

To reinforce cyber resilience, we have implemented:

- **Standardized Endpoint Controls:** All Persistent Systems Managed endpoints globally adhere to the same set of controls, ensuring consistent monitoring and management regardless of location.
- **Centralized Onboarding and Offboarding Processes:** Our onboarding and offboarding procedures are centrally managed through a common ERP system, guaranteeing uniformity and efficiency across the organization.
- **Global Standardization of Physical and Environmental Controls:** All locations worldwide adhere to the same standards of physical and environmental controls, as necessary.
- **Multi-Factor Authentication (MFA) and Robust Password Policies:** All corporate applications and identities are protected by MFA and employ ultra-complex, lengthy passwords to bolster security. Privileged access management is deployed for secure management of privileged identities and access.
- **Implementation of Data Loss Prevention (DLP) Technologies:** DLP technologies are in place to detect and prevent the unauthorized leakage of confidential data from both physical and logical boundaries.
- **Unified Incident Management Processes:** Incident management processes and playbooks are centrally managed and cover a wide range of incidents, including cyber, physical, and environmental impacts. Centralized monitoring ensures prompt response to any security incidents.
- **Deployment of Zero Trust Architecture:** Corporate applications are only accessible through a Zero Trust framework, and access to non-persistent endpoints is controlled through browser isolation to minimize operational impacts.
- **Centralized Change Management:** Infrastructure change management is guided by a centralized change advisory board, with predefined change windows and thorough verification of rollout plans. Emergency changes are subject to review

by an emergency CAB before authorization and implementation.

- **Proactive Threat Intelligence:** Proactive threat intelligence through dark/deep web research and vulnerability assessments, ensuring protection against emerging cyber threats.
- **Business Continuity and Disaster Recovery:** Business Continuity and Disaster Recovery (BC&DR) protocols to minimize operational disruptions in case of cyber incidents.

Incident Management and Continuous Improvement

Persistent Systems follows a structured Incident Response Framework, with a dedicated Security Incident Response Team (SIRT) that ensures rapid response and containment of security breaches. Our cybersecurity strategy is aligned with NIST guidelines, integrating detection, response, recovery, and post-incident analysis to continuously refine our security posture.

Regular third-party penetration testing, SOC 2 Type II audits, and internal risk assessments further validate our commitment to maintaining the highest security standards. By embedding cybersecurity risk management into our Enterprise Risk Management (ERM) framework, we ensure that security threats are proactively identified and mitigated at every level of the organization.

For three consecutive years, there have been no information security breaches, including those involving third parties. No clients, customers, or employees were impacted. Similarly, during FY 2024-25, there were no reported information security breaches, and no individuals were affected.

Security Awareness and Employee Training

Recognizing that human awareness is a key defence against cyber threats, Persistent Systems have implemented the “Ctrl-Alt-Defend” initiative, fostering a security-first culture among employees, contractors, and partners. All employees and third-party users are required to undergo annual mandatory training on security policies and procedures, which includes regular updates. New joiners must complete the training upon onboarding, while all employees undergo annual

training with a qualifying quiz. The training is delivered through an automated SaaS platform. The training program includes:

- Coverage of information security best practices, acceptable use, password management, physical security, clear screen and desk policies, secure web browsing, social engineering tactics, phishing prevention, incident reporting, secure software development, safe digital practices, OWASP Top 10 threats, etc.
- Mandatory acknowledgment and adherence to the Acceptable Use Policy and continued confirmation of Privacy Consent.
- Simulated phishing exercises to reinforce security awareness and response readiness.

By embedding security awareness into employee performance evaluations, we ensure accountability and continuous engagement in strengthening our cyber defences. All employees and contractors with access to Persistent Systems and/or Customer information assets must mandatorily complete the Information Security training and awareness course annually.



For more details refer to

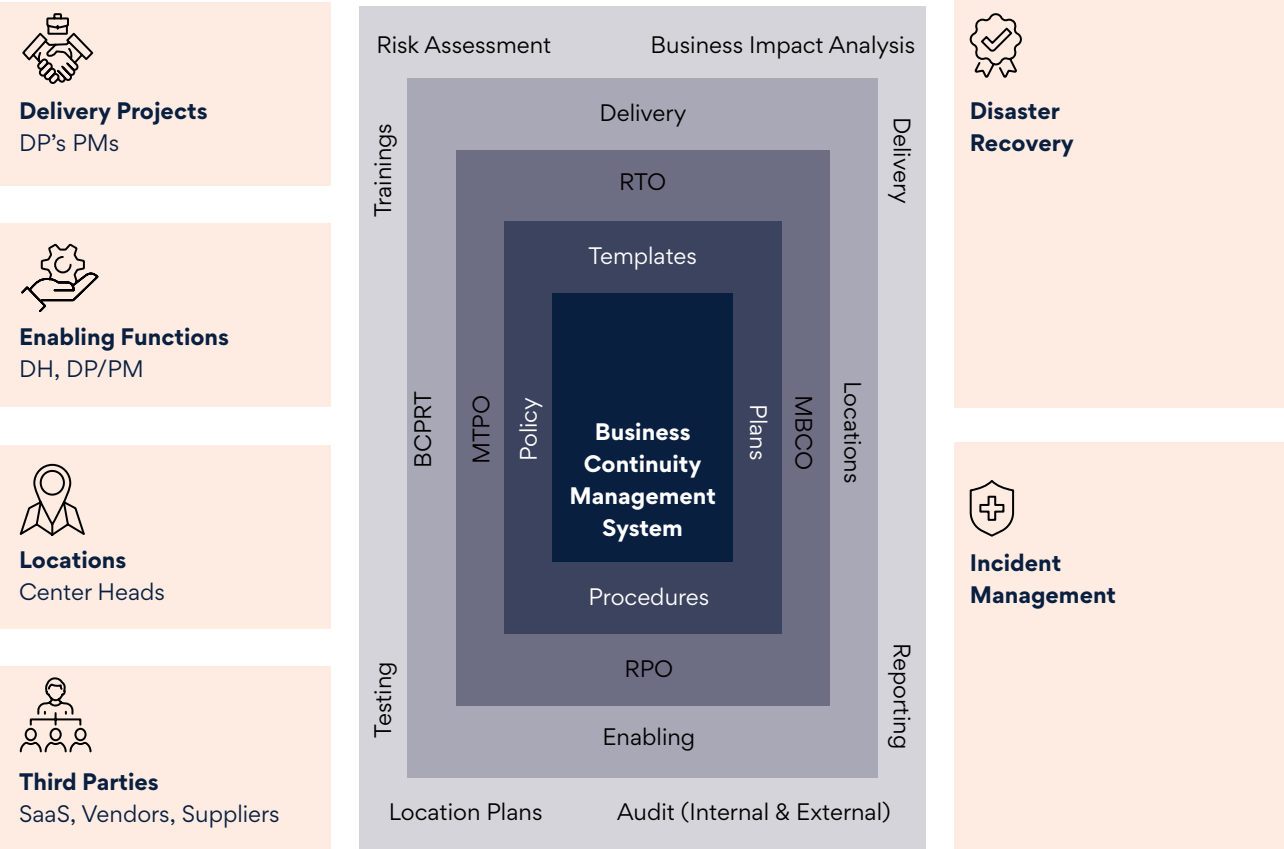
Information Security at Persistent



Business Continuity Management System (BCMS)

Our Global Business Continuity Management System (BCMS) provides a structured framework for establishing, implementing, monitoring, and continuously improving business continuity measures across our organization and subsidiaries. This ensures seamless operations, employee and asset protection, and compliance with client expectations and regulatory requirements.

Our Business Continuity Plan (BCP) aligns with the ISO 22301:2019 standard, reinforcing the resilience and security of our systems and processes. This commitment is further strengthened by our annual SOC 2 Type 2 certification and adherence to industry best practices.



Business Continuity and Disaster Recovery Testing

We conduct regular drills and validation exercises, including Call Tree Testing, Tabletop Testing, and Data Recovery Testing, to ensure preparedness and compliance with ISO 22301. These assessments safeguard network availability and communication services while strengthening incident response capabilities.

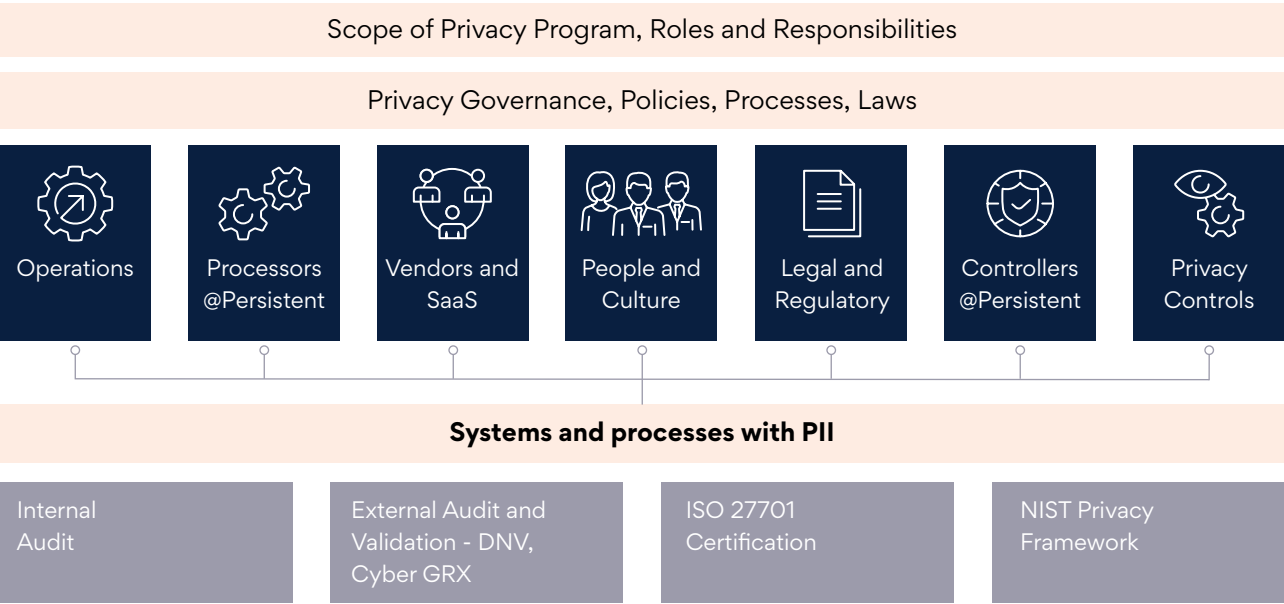
Business continuity and incident response procedures undergo annual testing or are reassessed following major infrastructure changes. A structured testing calendar covers organizational and location-specific, and delivery-unit levels, ensuring alignment with ISO 22301

standard. Additionally, annual third party-led red teaming exercises enhance our cyber resilience and preparedness, further reinforcing our business continuity strategy.

Data Privacy

In an era where data privacy is a critical concern, Persistent Systems is committed to maintaining the highest levels of data protection, regulatory compliance, and ethical data governance. Our approach to data privacy is designed to safeguard personal data of our customers (including prospective customers), current and past employees, vendor partners, visitors and website users, while ensuring transparency and accountability in data processing activities.

Privacy Program @ Persistent



Data Protection Framework

We employ Data Privacy principles, ensuring that data protection measures including customer security are integrated at every stage of data collection, processing, and storage covering 100% of our operations. Persistent System's Privacy Information Management System (PIMS) is aligned with global privacy regulations and international standards, including but not limited to:



Data Handling and Compliance

To uphold regulatory compliance and ethical data management, we implement:

- Data Classification & Access Controls: Ensuring that sensitive data is categorized based on risk and accessible only to authorized personnel.
- Cross-Border Data Transfer Safeguards: Complying with regional privacy laws and implementing contractual agreements such as Standard Contractual Clauses (SCCs) where required.
- Data Retention & Disposal Policies: Ensuring that personal data is stored only for the necessary duration and securely disposed of when no longer needed.

Our privacy policies and practices undergo regular audits to ensure compliance with evolving global regulations.

Transparency and User Rights

Persistent Systems upholds transparency by providing clear privacy notices that inform users about the purpose, scope, and legal basis of data processing. We have established processes to support individuals with their data subject rights, including, but not limited to and as applicable under local privacy laws:

- Right to Access & Rectification: Users can request copies of their data and correct inaccuracies.
- Right to Erasure (Right to be Forgotten): Users can request the deletion of their personal data under applicable laws.
- Right to Data Portability: Users can receive their data in a structured format for transferability.
- Right to Object & Restriction of Processing: Users can object to data processing under specific conditions.

Requests related to data access, rectification, or deletion are handled through our dedicated Data Privacy Office, ensuring timely and compliant resolution.



Privacy Incident Management and Breach Response

Persistent Systems has established a Privacy Incident Response Plan, ensuring that any suspected or confirmed data breach is identified, contained, reported, and remediated in accordance with legal requirements. Our Data Protection Officer (DPO) works in coordination with the security and legal teams to address privacy risks and notify stakeholders promptly via established process for such notifications, where required by law. Through regular data protection

impact assessments (DPIAs) and data privacy audits, we continuously enhance our ability to anticipate and mitigate privacy risks.

Use of Customer Data: As a software development Company, our operations and use of any personally identifiable information (PII) are strictly governed by customer mandates and agreements, ensuring that personal data is not rented or sold. Any sharing with third parties is strictly as per the agreement to fulfill transactions or services.

Zero

Number of data breaches and monetary losses during FY 2024-25

Zero

Percentage Involving Personally Identifiable Information (PII)

Zero

Number of Users Affected

Zero

Substantiated complaints regarding breaches of customer privacy were reported by external parties or regulatory authorities

Zero

Number of data breaches related data privacy

No user information

was utilized for secondary purposes

No legal proceedings

related to user privacy, and

No associated monetary losses

were incurred

No direct law enforcement requests

were received for user information

None of the products or services

developed by Persistent Systems are subject to government-mandated monitoring, blocking, content filtering, or censorship



Employee and Third-Party Privacy Training

We extend our privacy awareness initiatives to employees, vendors, and partners with access to our IT assets, ensuring that data protection responsibilities are clearly understood and implemented across the organization. Annual privacy training awareness trainings, reinforces adherence to privacy regulations and ethical data handling.

All employees and contractors with access to Persistent and/or customer information assets must mandatorily go through the Data Privacy and Data Protection Awareness course on an annual basis. Learn more about our commitment to information security and data privacy with reference to the following links:

Information Security | Persistent Systems

Cyber Resilience | Persistent Systems

Privacy and Data Protection | Persistent Systems

Responsible AI | Persistent Systems

Business Continuity | Persistent Systems

Certifications | Persistent Systems

Customer Centricity

At Persistent Systems, we prioritize long-term client relationships by embedding customer satisfaction at the core of our operations. Our structured approach includes continuous engagement, systematic feedback collection, and a robust grievance redressal mechanism. Regular satisfaction surveys and proactive service enhancements ensure the consistent delivery of high-quality solutions tailored to evolving client needs.

In an era of rapid digital transformation, we empower our clients with resilient, future-ready

solutions that enhance operational efficiency, drive innovation, and sustain long-term success. Our commitment to customer excellence spans industries enhancing patient experiences in healthcare, leveraging AI-driven insights for personalized engagement, and developing customer-focused digital platforms for financial institutions. Through trust, collaboration, and a relentless pursuit of excellence, we help our clients navigate challenges, seize new opportunities, and achieve sustainable growth in an evolving marketplace.

End-to-End Customer Value Creation Ecosystem

Our dedicated focus on Customer Success focuses on following 6 Tenets

Engineering Assessment led transformations

- working with account teams to drive transformations to demonstrate improvements to clients through outcome metrics

New Service offerings & practices Build up -

solutions, service offerings, people skills, trainings across QE, SRE, GenAI towards customer problems

Engineering Toolkit & Enterprise Tools -

standard pipelines, estimation frameworks, Playbooks, engineering processes, enterprise support on tooling

Skill Upliftment led transformation -

new roles skills definition, build up trainings, upskilling led transformations, transformation POD buildup - in collaboration with training teams

Security Posture -

driving enterprise-wide security posture assessment led adherence and improvements

Data driven improvements -

focusing on Engineering and DORA Metrics adoption to drive improvements across through correlations and identifying areas for improvement

Quality Management System (QMS)

Persistent System's recent achievement of CMMI Level 5 Dev V3.0 certification and ISO 9001:2015 re-certification is a significant milestone that highlights the Company's dedication to quality, process maturity, and customer satisfaction. The certification process involves rigorous audits and assessments to ensure that the Company's QMS is effective and continuously improving. By achieving these certifications, Persistent Systems reaffirms its commitment to maintaining high standards of quality across all its operations.

As Persistent Systems continues to innovate and refine its processes, it is well-positioned to meet the evolving needs of its clients and maintain its leadership in the IT services and software development industry. The focus on continuous improvement ingrained in both CMMI Level 5 and ISO 9001 ensures that Persistent Systems remains adaptive and responsive to changing market demands and technological advancements.




For more details refer to

QMS Certifications

Customer-Centric Digital Strategy

In today’s fast-evolving digital landscape, businesses strive to create seamless and engaging customer experiences. While technology serves as the foundation, a well-defined strategy and vision are essential to adapt to changing customer expectations and dynamic market conditions. A robust digital strategy integrates cutting-edge technologies and innovative frameworks to unlock new business opportunities and enhance customer value.

At Persistent Systems, we empower clients with a comprehensive digital strategy that merges industry-leading design frameworks, deep sector expertise, and advanced technology capabilities. By aligning business and technology architectures, we help organizations drive meaningful transformation, elevate customer experiences, and achieve sustained growth.



For more details refer to our

Digital Strategy & Design



Service Information and Labelling Compliance

GRI 417-1, 417-2, 417-3

Persistent Systems ensures compliance with its procedures for service information and labelling by incorporating relevant disclosures on data security, privacy, and responsible AI practices, aligning with industry standards and regulatory requirements, with 100% of its service offerings assessed for adherence to these guidelines. During the reporting year, there were no instances of non-compliance related to Persistent’s service information, labelling, or marketing communications.

Compliance on Health, Safety, and Service Impact

GRI 416-1 & 416-2

No incidents of non-compliance concerning the health and safety impacts of Persistent’s services have been reported.

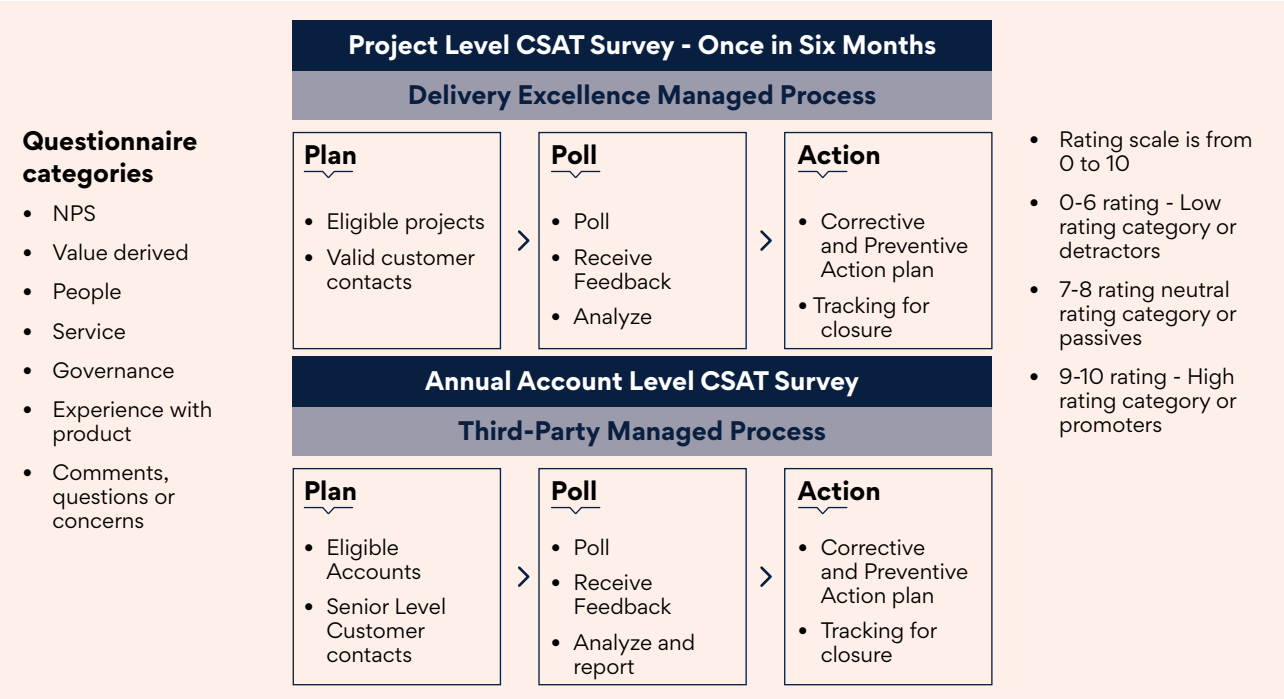


Online Strategies & Customers Online

Our Company does not offer online services and primarily operates on a B2B (Business-to-Business) model, rather than a B2C (Business-to-Consumer) approach. Additionally, we do not rely on external distribution networks, as we are not engaged in managing or utilizing such networks as part of our operations.

Customer Resolution Dashboard

Customer Satisfaction (CSAT) Survey



Persistent Systems has been focused on customer satisfaction through a number of delivery excellence initiatives on delivery governance and value adds. This includes streamlining overall client governance including WSRs, MBRs, QBRs, etc., industrializing continuous improvement and value-added efforts as well as a dedicated focus on proactive risk management.

Customer escalation can be defined as any of below:

- Any negative feedback from the customer which is serious to an extent that perception about overall abilities of that team (or PSL overall) can be at stake.
- Any negative feedback from the customer which can cause a risk to the existence of that project or of the engagement, hence posing a revenue risk.
- Any negative feedback from the customer which can cause a risk to the future business prospects with the customer.

- Any instance where customer may be seeking attention or intervention of senior management to expedite and resolve it satisfactorily.
- Any negative feedback from the customer which indicates notable impact on the customer’s business perceived to be caused by PSL teams.
- Escalation involves any issue raised by the customer at the level of CDO, P&L Head, Business Leaders, or above.

Zero

Substantiated complaints concerning breaches of customer privacy, losses of customer data, or identified incidents of leaks, thefts were reported during FY 2024-25

GRI 418-1

Customer Satisfaction

At Persistent Systems, we prioritize continuous improvement by actively seeking customer feedback. To achieve this, the organization conducts project customer satisfaction surveys at key project milestones. We conduct structured satisfaction surveys at both the engagement and relationship levels. Engagement-level surveys are conducted every six months, gathering project-specific feedback from customer contacts directly involved in project activities. These surveys help us assess key performance areas such as value delivery, engagement effectiveness, client satisfaction, team performance, service quality, adherence to commitments, and overall experience.

In addition, our annual relationship-level survey (annual CSAT) evaluates the broader partnership with the customer organization, focusing on strategic business aspects and overall satisfaction. This survey typically involves CXOs, senior leaders, and mid-management, providing valuable insights that help us strengthen long-term collaboration and continuously refine our services to meet evolving customer expectations.

59 Net Promoter Score (NPS) at the organization level for all projects during FY 2024-25 customer satisfaction surveys

81% Industry leading response rate which is mostly at **Top 10** quartile performance

Project Level Customer Satisfaction (PSAT) NPS: **83** with **85%** response rate

Tax Strategy and Governance

Tax compliance is a fundamental pillar of Persistent System’s commitment to upholding regulatory excellence across all jurisdictions. We prioritize complete adherence to statutory filing requirements and ensure timely tax payments, thereby fostering trust and promoting transparency in every region where we operate.

Our approach to Tax

GRI 207-1

Our tax policy defines Persistent System’s approach to managing its tax responsibilities and the associated risks. It is guided by our core value of Responsibility toward the communities we serve and our commitment to adhering to the laws of the countries in which we operate. We are dedicated to ensuring that taxes are paid in full, on time, and within the appropriate jurisdictions, fully complying with all statutory obligations. Furthermore, we maintain transparency and accuracy in our disclosures to tax authorities. To support this, external tax advisory services are consulted as needed to assist Persistent Systems in adhering to local tax regulations across various jurisdictions.

Global compliance is monitored through Persistent System’s compliance tracker system, which includes an inbuilt early warning mechanism. The system generates summary reports and a dashboard that are made available to the Head of Tax and reviewed regularly. Each quarter, the corporate tax team updates the tracker with the compliances completed during that period, and the Corporate Secretarial team shares this update with the Board for confirmation.

Our primary objectives

- To be compliant with the taxation laws and regulations of various countries and tax jurisdictions in which the Group operates.
- To maintain integrity, transparency, and timelines in tax compliance and reporting.
- To partner with the business and provide them timely updates on the latest changes in tax laws and regulations impacting business decisions.
- To provide appropriate tax advice and its implications on business decisions.
- To support a long-term business strategy that avoids tax risks and tax inefficiencies in the implementation of business decisions.
- To abide by the evolving Global Transfer Pricing principles; not use tax structures with the intent of tax avoidance and artificially transfer value to low tax jurisdictions.
- A commitment not to use tax structures without commercial substance.
- A commitment not to use secrecy jurisdictions or so-called “tax havens” for tax avoidance.



For more details refer

Corporate Tax Policy

Tax Governance

GRI 207-2

The Global Head of Tax, in collaboration with the Chief Financial Officer (CFO), oversees the development and execution of the tax policy and strategy, alongside the governance framework that manages tax risks. The internal tax team handles the day-to-day management of tax risks. This team consists primarily of qualified professionals who ensure tax compliance across all jurisdictions where Persistent Systems operates and contribute to the formulation of the Group’s tax policy.

The execution of the tax policy and the management of tax-related risks are communicated promptly to both the Audit Committee and the Board of Directors. At the operational level, the Group has established a robust global regulatory framework, with clearly defined process owners for various tax compliance requirements in each country. These processes are regularly reviewed and assessed by Persistent’s Internal Audit team.

Stakeholder Engagement and Management of Concerns Related to Tax

GRI 207-3

Organizations’ tax practices are of significant interest to various stakeholders. The approach an organization takes to engage with stakeholders can influence its reputation and position of trust, especially in how it collaborates with tax authorities in the development of tax systems, legislation, and administration. Stakeholder engagement enables the organization to understand evolving expectations related to tax, gain insight into potential future regulatory changes, and better manage its risks and impacts.

We engage with tax authorities globally with honesty, integrity, and respect, fostering a spirit of cooperative compliance. As a Company, we are committed to prompt disclosure and transparency in all tax matters with the respective tax authorities. Periodically, we undergo tax audits by regulatory bodies in the countries where we operate. During such audits, we make every effort to be transparent, providing relevant facts and documentation, and aim to resolve any disputes constructively and promptly.

Control and Risk Management for Tax Tax Reporting Country by Country

GRI 207-2

Persistent System’s approach to tax risk management, governance, and controls is designed to ensure that Persistent Systems effectively identifies, assesses, manages, and mitigates operational, financial reporting, and compliance risks in all jurisdictions where we operate. For issues involving significant uncertainty or complexity in business transactions, external professional advice is sought.

The Tax function plays a leading role in identifying, managing, and monitoring tax risks across our operations through regular reviews. Internal controls and escalation procedures are implemented to identify, quantify, and manage key risks. Our functional team continuously tracks various tax risks, advises business teams on tax-related matters, coordinates with external consultants, manages tax filings, and engages with tax authorities.

As part of our commitment to transparency and regulatory compliance, Persistent Systems reports comprehensive tax information across all jurisdictions where our entities are tax-resident. This includes details from our audited consolidated financial statements and publicly filed financial information. We provide clear data on the primary activities, financial performance, tax obligations, and employee counts for each jurisdiction in which we operate. Our tax reporting ensures alignment with global standards and is aimed at fostering trust and accountability with all stakeholders.

- The Group prepares quarterly financial statements for all subsidiaries, along with key business, financial, and tax information for each tax jurisdiction.



For more details about financial statements refer to [Company’s website](#)

- Each year, Persistent Systems Inc. discloses its consolidated financial statements in the [Annual Report FY 2024-25](#)



For more details refer [Financial Statements of Subsidiaries](#)

Persistent Codes and Policies

Environment



ESG Policy

The ESG policy outlines our Company-wide approach to integrating Environmental, Social, and Governance (ESG) considerations into our business operations.



For more details refer to [Environmental, Social and Governance Policy](#)

Environment



EHS Policy

Through our Environment, Health & Safety Policy, we proactively mitigate environmental impacts, uphold occupational health and safety standards, and continuously enhance our EHS management systems.



For more details refer to [Environment, Health & Safety Policy](#)

Social



Board Diversity Policy

Board Diversity policy underscores our commitment to an inclusive and diverse Board, ensuring a broad range of perspectives that drive effective decision-making and sustainable business growth.



For more details refer to [Board Diversity Policy](#)

Social



Remuneration Policy

Remuneration policy establishes a structured and fair approach to remuneration for Directors, Key Managerial Personnel, Senior Management, and employees, aligning compensation with performance and strategic business objectives.



For more details refer to [Remuneration Policy](#)

Social



Human Rights Policy

At Persistent Systems, we recognize human rights as a fundamental value and are committed to upholding them across our operations and value chain, fostering a culture of respect, fairness, and inclusion.



For more details refer to

Human Rights Policy

Social



Diversity and Inclusion Policy

At Persistent Systems, we are dedicated to fostering an inclusive and diverse workplace where every individual is valued and empowered. Through our Diversity and Inclusion Policy, we cultivate a culture that embraces differences, promotes equal opportunities, and extends our commitment to diversity beyond the organization to the communities we engage with.



For more details refer to

Diversity and Inclusion Policy

Social



Anti-Human Trafficking Policy

At Persistent Systems, we are deeply committed to upholding human rights and ethical employment practices. Persistent is strictly against all forms of forced labour, comprising prison labor, indentured labor, bonded labor, military labor, and modern forms of slavery. Persistent strictly does not follow or adapt to any form of human trafficking and are against any such activities with zero tolerance against any such identified activities. This commitment extends to our employees, subcontractors, consultants, suppliers and business partners, ensuring that our operations and supply chain remain free from exploitation. Through proactive monitoring and compliance measures, we reinforce our dedication to ethical and responsible business practices.



For more details refer to

Anti-Human Trafficking Policy

Social



Social Media Policy

At Persistent, we recognize the power of social media in shaping professional and personal interactions. Our Social Media Policy provides clear guidelines for employees and associated individuals, ensuring responsible and respectful online engagement. This policy educates users on appropriate conduct, balancing personal expression with professional integrity while safeguarding Persistent's reputation and confidentiality.



For more details refer to

Social Media Policy

Social



Equal Employment Opportunity Policy

Equal Employment Opportunity as a concept, philosophy, principle, and practice is an integral aspect of the organization. Persistent is committed to equal employment opportunity for all persons regardless of their age, race, national origin, ethnicity, cultural and geographical background, gender, sexual orientation, religion, marital status, disability, any medical conditions, or any other personal or physical aspect as per the law of the land such as Rights of Persons with Disabilities or Transgender Person's Act.



For more details refer to

Equal Employment Opportunity Policy

Social



Anti-Harassment Policy

We are dedicated to maintaining a workplace that upholds respect, dignity, and fairness for all. Persistent has a zero-tolerance approach to harassment of any kind, ensuring a safe, inclusive, and professional environment free from discrimination based on gender, race, religion, nationality, age, sexual orientation, or any other protected characteristic. Our commitment to a harassment-free workplace reinforces our core values of integrity, equality, and mutual respect.



For more details refer to

Anti-Harassment Policy

Social



Corporate Social Responsibility (CSR) Policy

At Persistent, our CSR vision is to create meaningful and sustainable change by empowering communities through initiatives in healthcare, education, community development, culture, and wildlife preservation. Rooted in our core values of empowerment, sustainability, and collaboration, we are committed to fostering long-term positive impact and social progress.



For more details refer to

Corporate Social Responsibility (CSR) Policy

Social



Vendor Code of Conduct


We expect all vendors and business partners to uphold our ethical standards, ensuring responsible business practices while engaging with Persistent and conducting operations on our behalf.



For more details refer to

Vendor Code of Conduct

Governance



Ethics Policy


Persistent is committed to the highest standards of integrity, ethical business conduct, and corporate responsibility. This policy outlines our guiding principles and provides a framework to ensure ethical decision-making at all levels.

➞

For more details refer to

Ethics Policy

Governance



Whistle Blower Policy

Our Whistle Blower Policy enables employees and stakeholders to report suspected unethical practices or misconduct confidentially and without fear of retaliation, reinforcing our commitment to transparency and accountability.

➞

For more details refer to

Whistle Blower Policy

Governance



Anti-Corruption Policy & Anti-Bribery


Persistent upholds a ‘Zero Tolerance’ stance against corruption, bribery, and unethical financial transactions, including kickbacks, facilitation payments, and political contributions. This policy is independently audited to ensure compliance.

➞

For more details refer to

Anti-Corruption Policy & Anti-Bribery

Governance



Fraud Risk Management Policy

As part of our corporate governance framework, this policy outlines proactive measures to prevent, detect, and address fraud risks, ensuring integrity and compliance across Persistent and its subsidiaries.

➞

For more details refer to

Fraud Risk Management Policy

Governance



Code of Conduct for Directors and Employees


Built on the pillars of corporate governance, responsible citizenship, and personal integrity, this Code defines the expected standards of behaviour for all Persistent employees and directors.

➞

For more details refer to

Code of Conduct for Directors and Employees

Governance



Code of Conduct for Prevention of Insider Trading


This policy ensures compliance with securities regulations, preventing insider trading and safeguarding the integrity of Persistent’s financial practices by setting clear guidelines for directors and designated persons.

➞

For more details refer to

Code of Conduct for Prevention of Insider Trading

Governance



Privacy Policy


Persistent is committed to respecting user privacy and personal choices. This policy outlines our approach to data protection, ensuring compliance with global privacy regulations across all our digital platforms and entities.

➞

For more details refer to

Privacy Policy

Governance



Responsible AI Policy


Responsible AI Policy establishes guidelines for the ethical use, development, and deployment of AI technologies at Persistent, balancing innovation with risk mitigation to ensure responsible AI integration in internal and client-facing applications.

➞

For more details refer to

Responsible AI Policy

Governance



Tax Policy

Guided by our core value of responsibility, our Tax Policy ensures compliance with the legal and regulatory frameworks of the countries we operate in while maintaining transparency and ethical tax practices.

➞

For more details refer to

Tax Policy

Governance



Policy for Related Party Transactions (RPT)


To maintain transparency and fairness, this policy regulates transactions between Persistent and its related parties, ensuring compliance with corporate governance and regulatory requirements.

➞

For more details refer to

Policy for Related Party Transactions (RPT)

Governance



Policy for Determination of Materiality of Event / Information

Policy for Determination of Materiality of Event / Information provides a framework for identifying and disclosing material events or information, ensuring timely and accurate communication to stakeholders in compliance with regulatory obligations.



For more details refer to

Policy for Determination of Materiality of Event / Information

Governance



Dividend Distribution Policy

Dividend Distribution Policy defines the guiding principles for dividend distribution, ensuring a balanced approach that aligns with Persistent's financial health, shareholder interests, and long-term sustainability.



For more details refer to

Dividend Distribution Policy

Governance



Code of Fair Disclosure

Code of Fair disclosure practices and procedures to ensure fair disclosure of unpublished price-sensitive information, promoting transparency and compliance with securities regulations.



For more details refer to

Code of Fair Disclosure

Governance



Lobbying Policy

At Persistent, our approach to lobbying is rooted in transparency, ethics, and integrity. We aim to advocate for policies that support our commitment to sustainability, ethical business practices, and the global climate goals of the Paris Agreement.



For more details refer to

Lobbying Policy

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210 ESG Report 2024-25

ESG Report 2024-25 211

ESG Factsheet

FY 2024-25

Economics

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

Direct Economic Value Generated (A)	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25
Revenue (through core business segments)	57,107.46	83,505.92	98,215.87	119,387.17
Other Income (through other sources)	1,439.55	706.17	1,280.20	1,381.54
Total	58,547.01	84,212.09	99,496.07	120,768.71

Economic Value Distributed (B)	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25
Operating cost	6,502.81	11,090.91	13,274.89	15,421.74
Personnel expenses (wages + benefits)	42,567.28	60,121.66	71,102.40	86,228.82
Interest charges	118.35	473.4	467.27	671.29
Taxes and royalties (given to various Govt. wherever business units are located) – Taxes expenses	2,338.93	3,197.59	3,541.15	4,221.47
Taxes and royalties (given to various Govt. wherever business units are located) – Dividend tax paid	-	-	-	-
Dividends (payments to capital providers)	1,987.05	2,980.58	4,153.95	4,657.50
Donations (political parties / politicians)	-	-	-	-
CSR investments	115.78	117.6	175.45	223.78
Total	53,630.20	77,981.74	92,715.11	111,424.60
Economic Value Added (A-B)	4,916.81	6,230.35	6,780.96	9,344.11

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

Contributions & Other Spending	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25
Lobbying, interest representation or similar Donations (political parties / politicians) and lobbying activities	-	-	-	-
Local, regional or national political campaigns / organizations / candidates				
Trade associations or tax-exempt groups	2.55	2.48	2.53	2.82
Total contributions and other spending	2.55	2.48	2.53	2.82

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

Environment

Emission

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

Greenhouse Gas Emissions (Scope 1, 2 & 3)						Target	
	Unit	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25	FY 2024-25	FY 2025-26
Direct Greenhouse Gas Emissions (Scope 1)							
Total direct GHG emissions	tCO ₂ e	950.10	314.08	1,025.51	274.51	969.52	913.52
Data coverage	%	93%	93%	93%	100%		
Indirect Greenhouse Gas Emissions (Scope 2)							
Location-based	tCO ₂ e	6,597.50	8,047.60	6,492.66	4,541.04	6,138.16	5,783.66
Market-based	tCO ₂ e	3,221.70	5,890.23	0	0	0	0
Data coverage	%	93%	93%	100%	100%		
Total Scope 1 & 2 – Market-based	tCO ₂ e	7,547.60	6,204.31	1,025.51	274.51		
Indirect Greenhouse Gas Emissions (Scope 3)							
Total Scope 3 emissions	tCO ₂ e	661.20	4,337.34	9,492.41	3,105.59	13,178.34	12,417.24

- Scope 1:** Our Scope 1 emissions cover global locations; however, we do not have operational control in the rest of the world locations apart from India. Our Scope 1 emissions have reduced with retrofit of end of life HVAC equipment
- Scope 2:** Emissions, related to our electricity consumption, has decreased from FY 2023-24 but implementation of various energy saving measures as employees have resumed work and new offices have opened during the reporting period. From FY 2025-26 all our owned locations in India consumes 100% energy sourced through renewable sources . In FY 2024-25 4,541.04 tCO₂e Scope 2 emissions has become Zero emissions with purchase of IREC and use of REC.

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

Greenhouse Gas Emissions (Scope 1, 2 & 3) – tCO ₂ e				Target	
Scope	FY 2024-25	Boundary	Emissions calculation and inclusion	FY 2024-25	FY 2025-26
Scope 1(1)	274.51	Global	DEFRA – 2024	969.52	913.52
Scope 2 – Location-based(2)	4,541.04	Global	India – CEA USA – EPA ROW – IEA	6,138.16	5,783.66
Scope 2 – Market-based(2)	0.00	Global	India – CEA USA – EPA ROW – IEA		
Scope 3 – Category(3)					
Purchased goods and services	220.32	Global	Vendor-specific		
Capital goods	80.23	Global	Vendor-specific		
Fuel and energy related activities (not included in Scope 1 or 2)	761.99	WTT – India T&D losses – Global	DEFRA – 2024		
Upstream transportation and distribution	0.74		Vendor-specific		
Waste generated in operations	0.92	Global	DEFRA – 2024		
Business travel	1,777.03	Global	DEFRA – 2024		
Employee commuting	264.35	India	DEFRA – 2024		
Total Scope 3 emissions	3,105.59			13,178.34	12,417.24
Total Scope 1, 2 & 3 Emission –	7921.14			20,286.02	19,114.44

- Scope 2: (Market-based) emissions include India and other significant overseas locations. With purchase of IREC and use of REC our Scope 2 emissions has become Zero.

SBTi Approved Near-Term and Long-Term target

SBTi Target	Target Year	Reduction %	SBTi Target Description
Near-Term target Scope 1 & 2	FY 2033-34	54.6%	Persistent Systems Limited commits to reduce absolute Scope 1 and 2 GHG emissions 54.6% by FY 2033-34 from a FY 2023-24 base year.
Near-Term target Scope 3	FY 2033-34	54.6%	Persistent Systems Limited also commits to reduce absolute Scope 3 GHG emissions 54.6% within the same timeframe
Long-Term target – Scope 1, 2	FY 2049-50	90%	Persistent Systems Limited commits to reduce absolute Scope 1 and 2 GHG emissions 90% by FY 2049-50 from a FY 2023-24 base year.
Long-Term target – Scope 3	FY 2049-50	90%	Persistent Systems Limited also commits to reduce absolute Scope 3 GHG emissions 90% within the same timeframe
Net-Zero Target	FY 2049-50	Net Zero	Persistent Systems Limited commits to reach net-zero greenhouse gas emissions across the value chain by FY 2049-50.

Near-Term GHG emission reduction target – Scope 1 & 2

Year	Scope 1	Scope 2	Scope 1 & 2	Reduction Y-o-Y
FY 2023-24	1025.51	6492.66	7518.2	-
FY 2024-25	969.52	6138.16	7107.7	5.46%
FY 2025-26	913.53	5783.66	6697.2	5.78%
FY 2026-27	857.54	5429.16	6286.7	6.13%
FY 2027-28	801.54	5074.67	5876.2	6.53%
FY 2028-29	745.55	4720.17	5465.7	6.99%
FY 2029-30	689.56	4365.67	5055.2	7.51%
FY 2030-31	633.56	4011.17	4644.7	8.12%
FY 2031-32	577.57	3656.67	4234.2	8.84%
FY 2032-33	521.58	3302.17	3823.7	9.69%
FY 2033-34	465.58	2947.67	3413.3	10.74%

Near-Term GHG emission reduction target – Scope 3

Year	Scope 3	Reduction Y-o-Y
FY 2023-24	13939.43	-
FY 2024-25	13178.34	5.46%
FY 2025-26	12417.24	5.78%
FY 2026-27	11656.15	6.13%
FY 2027-28	10895.06	6.53%
FY 2028-29	10133.97	6.99%
FY 2029-30	9372.87	7.51%
FY 2030-31	8611.78	8.12%
FY 2031-32	7850.69	8.84%
FY 2032-33	7089.59	9.69%
FY 2033-34	6328.5	10.74%

Emissions of Ozone-Depleting Substances (305-6)

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

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

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

Other than GHG Emissions (305-7)

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

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

* For FY 2024-25 calculation Methodology of ODS has been corrected,

** SOx NoX unit of Measurement has been corrected

Energy Consumption (302-1, 302-2)

Energy Consumption by Source

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

- Renewable energy target – to source 100% renewable energy across owned locations and 5% increase of total renewable energy

Energy target

Energy Source	Unit	Increase/Decrease	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29
Renewable energy	%	Increase	5%	5%	5%	5%
Non-Renewable energy	%	Decrease	5%	5%	5%	5%

Energy Consumption by Source

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

On-premises Data Centre Energy Consumption

Total Energy Consumption	Unit	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25	Target FY 2025-26
Average PUE	-	1.77	1.71	1.76	1.87	2.07	1.70
Total energy used	MWh	1,409.30	1,454.17	1,395.17	1,378.56	1,518.47	1,366.62
Percentage of renewable energy (of total energy)	%	84	81	83	100	100	100

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

Water Consumption

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

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

Reduction of Water Consumption Target

	Unit	FY 2024-25	FY 2025-26	FY 2026-27
Water consumption target	Cubic meters	83,408.1	79,237.7	75,275.81

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

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

During FY 2024-25, our offices located in following cities of India fall under water stress zones. These zones have been identified as per the Aqueduct report. Please refer to our water conservation efforts mentioned in the FY 2024-25 ESG Report.

Persistent Systems offices located in Pune, Nagpur, Ahmedabad, Jaipur, Gurugram, Kochi, Noida, Hyderabad, Indore, Bengaluru

Waste Generated During Operations

Waste Generation (306-3)

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

Waste Disposal (306-4, 306-5)

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

Waste Disposal Target

Total Energy Consumption	Unit	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29
Waste disposed through Recycle	%	90%	90%	90%	90%
Waste disposed through other measures	%	5%	5%	5%	5%

- Data reported is for global location.
- Consumption has decreased through our operational efforts to minimize Waste generated in operations

Intensity

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

Social

Workforce Breakdown (GRI 2-7)

Workforce Breakdown by Employee Category

By Employee Category	FY 2021-22			FY 2022-23			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Junior	10,655	5,342	15,997	13,015	6,523	19,538	13,210	6,347	19,557
Middle	1,841	399	2,240	2,436	490	2,926	3,127	642	3,769
Senior	340	22	362	396	29	425	486	38	524
Total	12,836	5,763	18,599	15,847	7,042	22,889	16,823	7,027	23,850

By Employee Category	FY 2024-25		
	Male	Female	Total
Junior	13,262	6,550	19,812
Middle	3,514	753	4,267
Senior	477	38	515
Total	17,253	7,341	24,594

- Junior: Freshers, intern, trainee, Contractor
- Middle: First level Managers, Middle management
- Senior: Leadership team, Decision maker, Delivery head

Workforce Breakdown by Employment Type

By Employee Category	FY 2021-22			FY 2022-23			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Regular/FTE	11,548	5,112	16,660	14,830	6,600	21,430	15,426	6,524	21,950
Contract	1,288	651	1,939	1,017	442	1,459	1,397	503	1,900
Total	12,836	5,763	18,599	15,847	7,042	22,889	16,823	7,027	23,850

By Employee Category	FY 2024-25		
	Male	Female	Total
Regular/FTE	15,482	6,723	22,205
Contract	1,771	618	2,389
Total	17,253	7,341	24,594

Workforce Breakdown by Country

By Employee Country	FY 2021-22			FY 2022-23			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
India	10,957	5,137	16,094	13,831	6,375	20,206	14,421	6,286	20,707
USA	1,233	403	1,636	1,295	409	1,704	1,739	524	2,263
ROW	646	223	869	721	258	979	663	217	880
Total	12,836	5,763	18,599	15,847	7,042	22,889	16,823	7,027	23,850

By Employee Country	FY 2024-25		
	Male	Female	Total
India	14,660	6,552	21,212
USA	1,918	583	2,501
ROW	675	206	881
Total	17,253	7,341	24,594

Workforce Breakdown by Age

By Age	FY 2021-22			FY 2022-23			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Under 30 years old	4,641	2,793	7,434	6,957	3,947	10,904	6,151	3,431	9,582
30-50 years old	7,744	2,894	10,638	8,425	3,012	11,437	10,137	3,511	13,648
Over 50 years old	451	76	527	465	83	548	535	85	620
Total	12,836	5,763	18,599	15,847	7,042	22,889	16,823	7,027	23,850

By Age	FY 2024-25		
	Male	Female	Total
Under 30 years old	4,694	2,708	7,402
30-50 years old	11,925	4,515	16,440
Over 50 years old	634	118	752
Total	17,253	7,341	24,594

Average Tenure of Workforce by Gender - Years

By Tenure	FY 2021-22			FY 2022-23			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
By Tenure	2.36	2.49	2.4	2.55	2.74	2.61	2.88	3.22	2.98

By Tenure	FY 2024-25		
	Male	Female	Total
By Tenure	3.17	3.5	3.27

Workforce Breakdown – US Workforce (2-7)

Share in total workforce (as % of total workforce)

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

Share in all Management Positions – US Workforce

By Employee Category	Overall Employees	USA Employees	% of USA Management workforce
Junior	19,812	1,713	8.65%
Middle	4,267	550	12.89%
Senior	515	238	46.21%
Grand Total	24,594	2,501	10.17%

Workforce Breakdown: Gender – % of Total Workforce

Diversity Indicator	Percentage				Target
	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26
Total women workforce	31.40%	30.80%	29.50%	29.85%	30.00%
Manager positions, including junior, middle and top management	26.50%	26.40%	26.10%	26.30%	26.80%
First level of management – Junior management	30.20%	30.50%	30.50%	30.90%	31.40%
Leadership team - Two levels away from the CEO	6.10%	6.90%	7.30%	7.41%	7.80%
Management positions in revenue-generating functions	25.80%	25.70%	25.00%	25.53%	25.80%
Women in STEM-related positions	30.30%	30.10%	28.40%	29.57%	30.10%
Target: Achieve 35% women in workforce by FY 2028	31.40%	30.80%	29.50%	29.85%	30.00%

Trend of Employee Wellbeing, Employee Satisfaction Score

Core Focus	Unit	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25	Target FY 2026
	% of employees with top level of engagement, satisfaction, wellbeing, or employee Net Promoter Score (eNPS)	84%	-	85.9%	8.2 / 10 (0.2 above industry benchmark)	8.1/10 (0.2 above industry benchmark)	8.5 / 10
Data coverage	% of employees who responded to the survey	79.8%	-	74.8%	72%	79%	

- FY 2020-21 was a gap year and Persistent Systems conducted internal pulse survey during this timeframe.
- Till FY 2021-22, Persistent was following percentage completion approach later moved 10-point scale.
- eNPS target FY 2025-26: 8.5 / 10

Workforce Breakdown: Gender – % of Total Workforce

Management	Male	Female	Total Count	%
Junior	10,411	5,469	15,880	98.36%
Middle	3,130	685	3,815	97.42%
Senior	268	26	294	84.48%
Total employee (%)	13,809	6,180	19,989	97.95%

New Hires (401-1)

Average Hiring Cost

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

New Hires by Management Category

By Employee Category	FY 2021-22			FY 2022-23			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Junior	7,589	3,392	10,981	8,341	3,680	12,021	4,751	1,758	6,509
Middle	775	145	920	895	136	1,031	853	137	990
Senior	103	3	106	123	7	130	130	9	139
Total	8,467	3,540	12,007	9,359	3,823	13,182	5,734	1,904	7,638

By Employee Category

	FY 2024-25		
	Male	Female	Total
Junior	4,770	2,039	6,809
Middle	832	149	981
Senior	113	12	125
Total	5,715	2,200	7,915

New Hires by Region

By Region	FY 2021-22			FY 2022-23			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
India	7,050	3,019	10,069	7,920	3,327	11,247	4,300	1,434	5,734
USA	1,025	412	1,437	1,020	381	1,401	1,138	380	1,518
Rest of the world	392	109	501	419	115	534	296	90	386
Total	8,467	3,540	12,007	9,359	3,823	13,182	5,734	1,904	7,638

By Region

	FY 2024-25		
	Male	Female	Total
India	4,203	1,744	5,947
USA	1,189	385	1,574
Rest of the world	323	71	394
Total	5,715	2,200	7,915

New hires by Age

By Age	FY 2021-22			FY 2022-23			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Under 30 years old	4,934	2,426	7,360	5,553	2,733	8,286	2,062	952	3,014
30-50 years old	3,346	1,092	4,438	3,603	1,055	4,658	3,482	923	4,405
Over 50 years old	187	22	209	203	35	238	190	29	219
Total	8,467	3,540	12,007	9,359	3,823	13,182	5,734	1,904	7,638

By Age

	FY 2024-25		
	Male	Female	Total
Under 30 years old	1,735	985	2,720
30-50 years old	3,722	1,164	4,886
Over 50 years old	258	51	309
Total	5,715	2,200	7,915

Turnover Rate (GRI 401-1)

Employee Turnover Rate by Category

By Employee Category	FY 2021-22			FY 2022-23			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Junior	29.56%	25.87%	28.30%	21.10%	19.40%	20.50%	12.50%	11.80%	12.20%
Middle	17.03%	16.37%	16.92%	15.50%	16.20%	15.60%	8.00%	7.90%	8.00%
Senior	10.87%	13.33%	11.04%	18.10%	7.80%	17.40%	9.80%	9.00%	9.70%
Total	26.92%	25.08%	26.35%	20.10%	19.10%	19.80%	11.60%	11.40%	11.50%

By Employee Category	FY 2024-25		
	Male	Female	Total
Junior	13.90%	12.20%	13.30%
Middle	11.00%	10.50%	10.90%
Senior	14.30%	26.30%	15.20%
Total	13.30%	12.10%	12.90%

Employee Turnover by Employment Type

By Employee Type	FY 2021-22			FY 2022-23			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Full Time Employees	26.92%	25.08%	26.35%	20.10%	19.10%	19.80%	11.60%	11.40%	11.50%
Total	26.92%	25.08%	26.35%	20.10%	19.10%	19.80%	11.60%	11.40%	11.50%

By Employee Type	FY 2023-24		
	Male	Female	Total
Full Time Employees	13.30%	12.10%	12.90%
Total	13.30%	12.10%	12.90%

Employee Turnover by Region

By Region	FY 2021-22			FY 2022-23			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
India	27.72%	25.23%	26.92%	19.60%	19.00%	19.40%	11.30%	11.00%	11.20%
USA	16.89%	26.67%	18.78%	20.60%	18.80%	20.30%	12.20%	8.80%	11.40%
ROW	25.72%	20.75%	24.39%	29.00%	21.60%	27.00%	16.60%	26.80%	19.10%
Total	26.92%	25.08%	26.35%	20.10%	19.10%	19.80%	11.60%	11.40%	11.50%

By Region	FY 2024-25		
	Male	Female	Total
India	13.20%	11.80%	12.70%
USA	12.80%	14.70%	13.20%
ROW	17.30%	17.60%	17.40%
Total	13.30%	12.10%	12.90%

Employee Turnover by Region

By Age	FY 2021-22			FY 2022-23			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Under 30 years old	35.86%	28.90%	33.12%	22.10%	20.30%	21.40%	14.20%	12.80%	13.70%
30-50 years old	24.44%	23.22%	24.10%	18.90%	17.80%	18.60%	10.00%	10.00%	10.00%
Over 50 years old	12.72%	8.19%	12.00%	15.20%	15.30%	15.20%	9.10%	12.90%	9.60%
Total	26.92%	25.08%	26.35%	20.10%	19.10%	19.80%	11.60%	11.40%	11.50%

By Age	FY 2024-25		
	Male	Female	Total
Under 30 years old	18.30%	16.30%	17.60%
30-50 years old	11.40%	9.60%	10.90%
Over 50 years old	10.50%	12.30%	10.80%
Total	13.30%	12.10%	12.90%

Remuneration of Women to Men (GRI 405-2)

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

Coverage: 100% of FTE's

Employee Benefits (GRI 401-2)

By Employee Category	India		USA		ROW	
	Regular/ FTE	Temporary	Regular/ FTE	Temporary	Regular/ FTE	Temporary
Health – Medical insurance	Yes (including parents)	No	Yes	No	Yes	No
Group term life insurance	Yes	No	Yes	No	Yes	No
Critical illness insurance	Yes	No	No	No	Yes (country specific)	No
Personal accident insurance	Yes	No	Yes	No	Yes (country specific)	No
Dental & vision cover	Yes	No	Yes	No	Yes	No
Disability & income protection	Yes	No	Yes	No	Yes (country specific)	No
Add on coverages (Top Up + Critical Illness + OPD + Pet insurance + Super Top up + Life / Disability etc.	Yes	Yes (specific add-ons only)	Yes (specific add-ons only)	No	Yes (specific to country & add-ons)	No

By Employee Category	India		USA		ROW	
	Regular/ FTE	Temporary	Regular/ FTE	Temporary	Regular/ FTE	Temporary
Health & wellbeing	Yes	Yes	Yes	Yes	Yes	Yes
Long service award	Yes	No	Yes	No	Yes	No
Project party	Yes	Yes (for trainee & intern / s only)	Yes	No	Yes	No
Emergency care fund	Yes	No	No	No	Yes (country specific)	No
Retiral benefits (PF + Gratuity + Pension etc.)	Yes	Yes – PF applicable for trainee and intern / s)	Yes	No	Yes	No
Flexible working hours	Yes	Yes	Yes	Yes – For Most of the contractors	Yes	Yes – For Most of the contractors
Reward & recognition	Yes	Yes	Yes	Yes	Yes	Yes
Transfer or relocation	Yes	No	Yes	No	Yes	No
Annual paid leave	Yes	No	Yes	No	Yes	No
Sabbatical	Yes	No	Yes	No	Yes	No
Life event leaves (Maternity, Paternity, Child Adoption)	Yes	No	Yes	No	Yes	No
Meal vouchers / Canteen Facility / Office Pantry	Yes	Yes	Yes	Yes	Yes (country specific)	Yes
Loans and advances (House, car, salary advance)	Yes	No	Yes	No	Yes (country specific)	No
Stock Ownership	Yes (on discretionary basis)	No	Yes (on discretionary basis)	No	Yes (on discretionary basis)	No
Healthy Mind Healthy Body (Wellness Program)	Yes	Yes	Yes	Yes	Yes	Yes
Special Needs Leave	No	No	Yes	No	Yes (Country Specific)	No

Training

Training Cost per FTE

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

Training Cost including FTE and Contractors

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

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

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

Category	Employee Count		Total Learning Hours		Average Hours		Total Average Hours
	Male	Female	Male	Female	Male	Female	
Junior	12,317	6,212	1,218,620.13	679,665.77	98.94	109.43	102.45
Middle	3,397	730	115,276.91	25,730.51	33.93	35.24	34.17
Senior	477	36	3,575.69	325.43	8.00	9.04	8.08
	16,161	6,978	1,337,472.73	705,721.71	82.76	101.15	88.30

Average Training Hours by Employee Category - FTE and Contractors

Category	Employee Count		Total Learning Hours		Average Hours		Total Average Hours
	Male	Female	Male	Female	Male	Female	
Regular/FTE	14,927	6,548	1,328,243.28	699,433.63	88.98	106.63	94.42
Contractor	1,234	430	9,229.45	6,288.08	7.48	14.62	9.33
	16,161	6,978	1,337,472.73	705,721.71	82.76	101.15	88.30

Human Capital Return on Investment in INR

	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25
1 Total revenue	35,656,080,000	41,878,880,000	57,107,460,000	83,505,920,000	98,215,870,000	119,387,170,000
2 Total operating expenses	32,458,430,000	36,862,170,000	49,304,220,000	71,507,020,000	85,020,010,000	102,545,630,000
3 Total employee-related expenses (salaries + benefits)	21,556,400,000	25,157,990,000	34,593,100,000	49,695,650,000	59,609,700,000	68,737,170,000
Resulting HC ROI (a - (b-c)) / C	1.15	1.20	1.23	1.24	1.22	1.25

Maternity and Paternity Leave (GRI 401-3)

Particulars	Count	Return to Work Rate	Retention Rate
Maternity Leave	554	100%	90.76%
Paternity Leave	807	100%	91.86%

Maternity and Paternity Leave (GRI 401-3)

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

Please note that all the above leave types are applicable to primary and non-primary care givers .pertain to India geography (The majority of employees are in this region). For the rest of the countries, we adhere to their respective local laws regarding Parental leaves.

Absenteeism Rate

Absentees Rate	UOM	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25	Target
%	% of total days scheduled	0.22%	2.00%	3.10%	1.98%	1.58%	1.7%
Data coverage	% of employee	100%	100%	100%	100%	100%	

Governance

Customer Satisfaction Measurement

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

Lobbying and Trade Associations (GRI 2-28)

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

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

Climate-Related Management Incentives

ESG KPI’s are linked to Individual Performance bonus, monetary benefits and recognition

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

Financial Risks of Climate Change (GRI 201-2)

Risks driven by changes in regulation

Brief description of the most significant risk and methods used to manage this risk	With adoption of new emerging technologies, The level of energy consumption may increase leading to increase in carbon emissions and thus impacting sustainability goals of the organization. Mitigation plan Our Climate action goals: <ul style="list-style-type: none">Achieve Carbon Neutrality for Scope 1 and Scope 2 emissions by 2025.To source 100% energy from Renewable energy sources by 2025.30% reduction of Scope 3 emissions by 2028.Strategy to ensure carbon neutrality status by adopting innovation and regulatory changes to reduce emission and increase Renewable energy consumption.Persistent has committed to set near- and long-term Company-wide emission reductions in line with science-based net-zero with the SBTi.Decarbonization Roadmap with strategies in line with SBTi guidelines enabling to achieve reduction in emissions.All owned campuses are enabled with roof top solar generation and 2 windmills connected through open access.
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Risks driven by changes in regulation

	<ul style="list-style-type: none">Technology Assessment including potential benefits and energy consumption implications.Continuous improvement to monitor and evaluate the environmental performance of new technology, identify areas for improvement and implement corrective measures as a continuous process.Green procurement policy enabling buyers to evaluate the suppliers based on emissions from purchase of goods and services.
Estimated financial implications of the risk before taking action	Risk Impact Score is “Medium”, thus financial implication is approx. INR 40.69 Crore
Average estimated timeframe (in number of years) for financial implications of this risk	5 years
Estimated costs of these actions	INR 89,990,000

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

Brief description of the most significant risk and methods used to manage this risk	<p>Reducing ground water level, Rain cycle impacts leading to water crisis globally</p> <p>Mitigation plan</p> <ul style="list-style-type: none">Water Resource analysis performed for all global location and classified accordingly into categories as per ‘Aqueduct Water Risk Atlas’.Vulnerability Identification and location level mitigation plans implemented to monitor water consumption.Conservation and efficiency measures through operational control and continuous awareness sessions with employees to ensure efficiency in water consumption. All our owned facilities are equipped with Rainwater recharging facility enabling to recharge groundwater.We consider groundwater sources of locations as the last resort.We also conduct frequent awareness sessions on sustainable water management.We are engaged with CSR activities like Integrated watershed development program, open well for drinking to create awareness and community development. <p>Opportunity:</p> <ul style="list-style-type: none">Proactive ESG measures and CSR initiatives taken by Persistent strengthens its brand, thus making it attractive to organizations seeking an IT Services partner with a shared vision. Additionally, it also helps attract and retain younger talent.
Estimated financial implications of the risk before taking action	Risk Impact Score is “Medium”, thus financial implication is approx. INR 40.69 Crore
Average estimated timeframe (in number of years) for financial implications of this risk	5 years
Estimated costs of these actions	INR 89,990,000

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

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

Human Right Assessment – FY 2024-25 (GRI 406-1, 408-1, 409-1)

% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
Child labor	Our India operations have been assessed by Persistent Internal Audit Team and are also 100% ISO 14001:2015 and ISO 45001:2018 certified.
Forced / Involuntary labor	At our overseas locations, we have implemented processes aligned with legal requirements and ensure compliance across our global operations.
Sexual harassment	
Discrimination at the workplace	
Wages	Refer to ISO 45001:2018 Certificates
Others – please specify	

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

S. No.	Reporting areas of breach	Number of breaches FY 2024-25
1	Corruption of Bribery	Zero
2	Discrimination or Harassment	Zero
3	Customer Privacy Data	Zero
4	Conflicts of Interest	Zero
5	Money Laundering or Insider Trading	Zero

Annexure

Global Presence

As on June 6, 2025

Persistent Systems Limited
Registered Office

‘Bhageerath’, 402 Senapati Bapat Road, Pune 411 016, India
Tel: +91-20-6746-2084

Pune

Aryabhata-Pingala

9A/12, Kashibai Khilare Marg
Erandawana, Pune, Maharashtra
411 004 Tel: +91-20-6703-3000
Fax: +91-20-6703-4001

Rigveda-Yajurveda-Samaveda-Atharvaveda

Plot No. 39, Phase I, Rajiv Gandhi Information Technology Park
Hinjawadi, Pune, Maharashtra
411 057 Tel: +91-20-6798-0000
Fax: +91-20-6798-0009

Ramanujan

B9 The Loft Commercial Building
Blue Ridge Township, S. No. 119 (part) to 125+154 (part) to 160+160/2 to 171+173 Plot No. 1, Sector R-1, Hinjawadi Pune, Maharashtra 411 057

Arrka Infosec Private Limited

Pune

Registered Office: ‘Bhageerath’, Vetal Chowk, 402E Senapati Bapat Road, Gokhale Nagar, Pune Haveli, Maharashtra, India, 411 016
Tel: +91-20-6746-2084

Persistent India Foundation
CSR Foundation - Section 8 Company

Pune

Registered Office:
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Tel: +91-20-6746-2084

Mediaagility India Private Limited
Gurugram

Registered Office: 18th Floor, Tower – C, DLF Building No. 05 DLF Cyber City, Gurugram 122 002, Haryana

Ahmedabad

D-02, The First Commercial Complex
B/S Keshavbaug Party Plot, B/H ITC Hotel Vastrapur, Ahmedabad, Gujarat 380 015

Bengaluru

5th Floor, Block 9 Primal Projects Pvt. Ltd. SEZ (PRITECH PARK) Survey Nos. 51 to 64/4 & 66/1 Belandur Village, Varthur Hobli Bengaluru East Taluk Bengaluru Urban - 560 103
Tel: +91-80-6135-9301

12th Floor, Crescent 1 Prestige Shantiniketan Business Precinct Whitefield Main Road, Mahadevapura Bengaluru, Karnataka 560 067

6th Floor, The Cube-Karle Town Centre 100 Ft. Nada Prabhu, Kempe Gowda Main Road Next to Nagavara, Bengaluru, Karnataka 560 045

Chennai

1st Floor, No. 282/1A, Arihant Verge Kandanchavadi Old Mahabalipuram Road (OMR) Rajiv Gandhi Salai, Chennai 600 096

Goa

Bhaskar-Charak

L-44, Unit 1, Software Technology Park Verna Industrial Estate, Verna Salcete Goa 403 722
Tel: +91-0832-67 53333

Gurugram

18th Floor, Tower C, DLF Bldg. 5, DLF Cyber City, Gurugram Haryana 122 002

Hyderabad

11th and 12th Floor, WaveRock Building Survey No. 115 (part) TSIIC IT/ITES SEZ Nanakramguda Village, Serilingampalli Mandal Hyderabad 500 008
Tel: +91-40-6722-9555

Knowledge City, 6th Floor, Unit 1&2, Parcel-4, Plot No. 2 Survey No. 83/1, Raidurg Village Serilingampalli Mandal Rangareddy District Hyderabad, Telangana 500 082

Indore

4th, 5th and 6th Floor, Brilliant Centre 17 Race Course Road, Indore Madhya Pradesh 452 003

Jaipur

5th Floor, Plot No. 3, Fort Anandam, Indira Place Malviya Nagar, Jaipur, Rajasthan 302 017

Kochi

9th Floor, Level 10, Nippon Q 1 Near Don Bosco Cultural Centre, NH 66 Bypass Vennala PO, Ernakulam, Kerala 682 028

Kolkata

7th Floor, Godrej Genesis, Block EP & GP Sector - V, Salt Lake City Bidhannagar, Kolkata 700 091

Mumbai

12th Floor, Tower C, Times Square Andheri-Kurla Road Opposite Mittal Industrial Estate Marol, Andheri East, Mumbai Maharashtra 400 059

Nagpur

Gargi-Maitreyi

Plot No. 8 and 9, IT Park, MIDC Parsodi Nagpur 440 022
Tel: +91-0712-6692-960
Fax: +91-0712-6692-111

2nd and 3rd Floor, Infotech Tower, IT Park M.I.D.C, Parsodi, Nagpur 440 022
Tel: +91-0712-6732321

Ground Floor, B Wing, North Block CFB Building, MIHAN SEZ, Nagpur-411 108

Noida

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Persistent Systems Australia Pty Ltd

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Persistent Systems Costa Rica Limitada Registered Office

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Nantes

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Persistent Systems Germany GmbH

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Lyoner Straße 14, 60528 Frankfurt am Main Germany

Branch Office

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Persistent Systems Malaysia Sdn. Bhd.

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Jalan Sultan Ismail 50250 Kuala Lumpur,
Wilayah Persekutuan

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Mexico

Persistent Systems Mexico S.A. de C.V.

Development Centre Lopez Mateos Sur 1450, Piso 2 - Plaza LasVillas Tlajomulco, Jalisco, 45640

Digitalagility S de RL de CV

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Poland

Persistent Systems Poland Spółka ZOO

Warsaw, ul. Towarowa 28, 00-839 Warsaw, Poland
Chilliflex ul. Wadowicka 7, 30-347, Krakow, Poland

Romania

Persistent Systems S.R.L.

Registered Office

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Media Agility UK

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USA

Persistent Systems Inc.

Persistent Telecom Solutions Inc. Registered Office

2055 Laurelwood Road, Suite. 210 Santa Clara, CA 95054, USA Tel: +1 408 216 7010
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Persistent Systems Inc.

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Persistent Systems Limited

North Carolina

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SDG Material Topics

UNSDG	Section	Material Topics
SDG 1 No Poverty		
End poverty in all its forms everywhere	Corporate Social Responsibilities (CSR)	Social Responsibility
SDG 2 Zero Hunger		
End hunger, achieve food security and improved nutrition and promote sustainable agriculture	Corporate Social Responsibilities (CSR)	Social Responsibility
SDG 3 Good Health and Well-being		
Ensure healthy lives and promote well-being for all at all ages	Corporate Social Responsibilities (CSR); Human Capital Development	Social Responsibility; People Wellbeing and Safety
SDG 4 Quality Education		
Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	Corporate Social Responsibilities (CSR); Human Capital Development	Social Responsibility; Talent and Skill Management
SDG 5 Gender Equality		
Achieve gender equality and empower all women and girls	Human Capital Development	Social Responsibility; Diversity and Inclusion
SDG 6 Clean Water and Sanitation		
Ensure availability and sustainable management of water and sanitation for all	Water Conservation	Water & Waste Management, Biodiversity
SDG 7 Clean and Affordable Energy		
Ensure access to affordable, reliable, sustainable and modern energy for all	Climate Strategy; Energy Management; Emission Management	
SDG 8 Decent Work and Economic Growth		
Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	Human Capital Development; Human Rights; Occupational Health & Safety; Corporate Social Responsibilities (CSR)	Employee Engagement; Employee Retention
SDG 9 Industry Innovation and Infrastructure		
Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	Corporate Social Responsibilities (CSR)	Cybersecurity and Data Privacy; Risk Management and Business Continuity; Innovation Management; Client Value and Customer Satisfaction
SDG 10 Reduce Inequalities		
Reduce inequality within and among countries	Diversity, Equity, Inclusion, and Belonging (DEIB) at Persistent; Human Rights	Employee Engagement

UNSDG	Section	Material Topics
SDG 11 Sustainable cities and communities		
Make cities and human settlements inclusive, safe, resilient and sustainable	Corporate Social Responsibilities (CSR)	Social Responsibility
SDG 12 Responsible Production and Consumption		
Ensure sustainable consumption and production pattern	Supply Chain Mangement	Environment Compliance; Supply Chain Management
SDG 13 Climate Action		
Take urgent action to combat climate change and its impacts	Climate Strategy; Charting Our Climate Future: The Road to Net Zero	Climate Action: Emission Management, Energy Management
SDG 14 Life Below Water		
Ensure sustainable consumption and production patterns	Water Conservation	Water & Waste Management, Biodiversity
SDG 15 Life on Land		
Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.	Biodiversity	Water & Waste Management, Biodiversity
SDG 16 Peace, Justice and Strong Institutions		
Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	Corporate Governance; Diversity, Equity, Inclusion, and Belonging (DEIB) at Persistent	Protection of Human Rights; Corporate Governance; Ethics and Compliance
SDG 17 Partnerships for the Goals		
Strengthen the means of implementation and revitalise the global partnership for sustainable development	Corporate Governance; Corporate Social Responsibilities (CSR)	Stakeholder Relationship

Note: UNGC & GRI linkage to each material topic is provided in Materiality Section of the report.

ESG Material Topics and KPIs

ESG Category	Material Topics	Scope of Material Topic	Reason for Material Topic	GRI Topic and Indicator
Environmental	Climate action (Emission & Energy Management)	1. Implementation of renewable energy sources, such as solar panels and wind turbines, in Company operations	Persistent Systems recognizes the urgent need to address climate change and understands the potential impacts it can have on the environment and society.	210-2; 302-1; 305-1; 305-2
		2. Reduction of greenhouse gas emissions through energy efficiency measures and the use of cleaner technologies	By prioritizing climate action, the Company aims to contribute to global efforts to mitigate greenhouse gas emissions and build a more sustainable future.	
		3. Integration of climate change considerations into business strategies and decision-making processes		
		4. Collaboration with stakeholders to address climate-related risks and opportunities		
Environmental	Energy, and Emission Management	1. Monitoring and optimizing energy consumption in facilities and operations.	Persistent Systems acknowledges the importance of responsible energy management and aims to minimize its environmental footprint. By actively managing energy use and emissions, the Company can reduce its contribution to climate change while also potentially realizing cost savings and improving operational efficiency	302-1; 302-4; 305-1; 305-2
		2. Investing in energy-efficient technologies and practices to reduce carbon footprint.		
		3. Tracking and reporting emissions to identify areas for improvement.		
		4. Exploring and implementing renewable energy solutions to reduce reliance on fossil fuels.		
Environmental	Water Management	1. Conserving water through efficient use and responsible practices	Persistent Systems recognizes the significance of water as a valuable resource and aims to manage it responsibly. By prioritizing water management, the Company can contribute to water conservation, protect local ecosystems, and ensure the availability of clean water for communities and future generation	303-1; 303-2; 303-4; 303-5; 413-1
		2. Implementing water-saving technologies and systems in facilities		
		3. Monitoring and reducing water consumption in operations		
		4. Engaging with local communities to support water conservation efforts		

ESG Category	Material Topics	Scope of Material Topic	Reason for Material Topic	GRI Topic and Indicator
Environmental	Waste Management	1. Implementing waste reduction and recycling programs within Company operations	Persistent Systems is committed to minimizing waste generation and promoting sustainable waste management practices.	306-1; 306-2; 306-3; 306-5
		2. Proper segregation and disposal of waste materials	By implementing effective waste reduction, recycling, and disposal measures, the Company can reduce its environmental impact and contribute to the circular economy by promoting resource conservation and minimizing landfill waste.	
		3. Exploring opportunities for waste valorization and resource recovery		
		4. Promoting awareness and education among employees and stakeholders on waste management practices		
Social	Empowering Our People	1. Providing opportunities for professional development and growth	Persistent Systems recognizes the value of its employees as the driving force behind its success. By empowering its people, the Company aims to create a motivated and skilled workforce, foster innovation, and enhance employee satisfaction and retention	401-2; 403-5; 404-2; 404-1
		2. Promoting a culture of innovation and creativity		
		3. Encouraging employee engagement and involvement in decision-making processes		
		4. Supporting work-life balance and fostering a positive work environment		
Social	Diversity and Inclusion	1. Promoting a diverse and inclusive workplace culture	Persistent Systems believes in the power of diversity and inclusion to drive innovation, creativity, and organizational success. By prioritizing diversity and inclusion, the Company aims to create a workplace that embraces different perspectives, experiences, and backgrounds, leading to better problem-solving, enhanced employee morale, and a more inclusive corporate culture	405-1; 406-1; 404-2; 404-3
		2. Ensuring equal opportunities for all employees, regardless of their background or characteristics		
		3. Implementing policies and practices to prevent discrimination and promote fairness		
		4. Encouraging diversity in leadership positions and decision-making processes		

ESG Category	Material Topics	Scope of Material Topic	Reason for Material Topic	GRI Topic and Indicator
Social	Social Responsibility	1. Engaging in philanthropic activities and community outreach programs	Persistent Systems recognizes its role in society and aims to be a responsible corporate citizen. By prioritizing social responsibility, the Company seeks to make a positive impact on communities, support social causes, and contribute to sustainable development.	203-1; 303-1; 413-1
		2. Supporting social causes and initiatives that align with the Company's values		
		3. Upholding ethical business practices and corporate governance standards		
		4. Contributing to the well-being and development of the communities where the Company operates		
Social	Employee Health, Safety, and Well-being	1. Employee Health, Safety, and Well-being	Persistent Systems values the health, safety, and wellbeing of its employees. By prioritizing employee health and safety, the Company aims to create a conducive work environment, enhance employee satisfaction and productivity, and demonstrates its commitment to the well-being of its workforce.	203-1; 303-1; 413-1
		2. Providing resources and programs to promote physical and mental wellbeing.		
		3. Implementing safety protocols and training to prevent workplace accidents and injuries.		
		4. Fostering a supportive and inclusive culture that prioritizes employee well-being.		
Social	Employee Health, Safety, and Well-being	1. Ensuring a safe and healthy work environment for employees	Persistent Systems values the health, safety, and wellbeing of its employees. By prioritizing employee health and safety, the Company aims to create a conducive work environment, enhance employee satisfaction and productivity, and demonstrates its commitment to the well-being of its workforce.	403-1; 403-2; 403-3; 403-4; 403-5; 403-6; 403-7; 403-8
		2. Providing resources and programs to promote physical and mental wellbeing.		
		3. Implementing safety protocols and training to prevent workplace accidents and injuries.		
		4. Fostering a supportive and inclusive culture that prioritizes employee well-being.		

ESG Category	Material Topics	Scope of Material Topic	Reason for Material Topic	GRI Topic and Indicator
Governance	Supply Chain Management	1. Assessing and managing the environmental and social impacts of the supply chain	Persistent Systems recognizes the importance of responsible supply chain management. By prioritizing supply chain sustainability, the Company aims to minimize environmental and social risks, promote ethical business practices, and create a resilient and sustainable supply chain	405-1; 407-1; 408-1; 409-1
		2. Promoting responsible sourcing and supplier diversity		
		3. Collaborating with suppliers to improve sustainability practices.		
		4. Ensuring transparency and ethical practices throughout the supply chain		
Governance	Corporate Governance and Ethic	1. Establishing and maintaining robust corporate governance structures and processes	Persistent Systems values strong corporate governance and ethical conduct as a foundation for sustainable business practices. By prioritizing corporate governance and ethics, the Company aims to build trust with stakeholders, maintain long-term relationships, and mitigate risks associated with unethical behavior.	2-9; 2-10; 2-11; 2-14; 2-18; 2-19; 2-23; 2-24; 2-29; 405-1
		2. Adhering to ethical business practices and principles		
		3. Ensuring transparency and accountability in decision-making		
		4. Promoting a culture of integrity and compliance with legal and regulatory requirements		
Governance	Economic Performance	1. Driving sustainable and profitable growth	Persistent Systems recognizes the importance of economic performance as a fundamental aspect of business sustainability. By focusing on sustainable growth and financial stewardship, the Company aims to generate long-term value, support its stakeholders, and ensure its ability to invest in innovation and responsible business practices.	201-1; 201-2; 203-2; 207-1; 207-2 207-3
		2. Creating value for shareholders and stakeholders		
		3. Managing financial resources effectively and responsibly		
		4. Monitoring and reporting financial performance and key performance indicators		

ESG Category	Material Topics	Scope of Material Topic	Reason for Material Topic	GRI Topic and Indicator
Governance	Data Privacy and Security	1. Implementing robust data protection and security measures	Persistent Systems acknowledges the importance of data privacy and security in the digital age. By prioritizing data privacy and security, the Company aims to protect the confidentiality, integrity, and availability of data, maintain customer trust, and comply with relevant data protection regulations	418-1
		2. Complying with applicable data privacy laws and regulations		
		3. Safeguarding customer and employee data against unauthorized access or breaches		
		4. Ensuring transparency and accountability in data handling and processing practices		
Governance	Customer Stewardship	1. Providing high-quality products and services that meet customer needs.	Persistent Systems values its relationship with customers and strives to be a responsible steward of their interests. By prioritizing customer stewardship, the Company aims to enhance customer satisfaction, build long-term relationships, and deliver value through ethical and customer-centric business practices.	418-1

UNGC Principles Material Topics

Category	Principles	Statement	Page No.
Human Rights	Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights	Human Rights Section
	Principle 2	Make sure that they are not complicit in human rights abuses	Human Rights Section
Labor	Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	Freedom of Association
Collective Bargaining	Principle 4	The elimination of all forms of forced and compulsory labour	Human Rights Section: Human Trafficking, Modern Slavery Child Labor and Forced or Compulsory Labor
	Principle 5	The effective abolition of child labour	Human Rights Section: Human Trafficking, Modern Slavery Child Labor and Forced or Compulsory Labor
	Principle 6	The elimination of discrimination in respect of employment and occupation	Human Rights Section: Non-Discrimination
Environment	Principle 7	Businesses should support a precautionary approach to environmental challenges	Environmental Section
	Principle 8	Undertake initiatives to promote greater environmental responsibility	Environmental Section
	Principle 9	Encourage the development and diffusion of environmentally friendly technologies	Environmental Section
Anti-Corruption	Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery	Governance - Commitment to Anti-Bribery & Anti-Corruption

GRI Index

Disclosure	Reference (ESG Report/BRSR/ Annual Report)	Reference (with Link & Page number)	Omission (Yes/No)	Reason for Omission
GRI 2: General Disclosure 2021 :				
1. The organization and its reporting practices				
2-1 Organizational details	About Persistent, Report Profile, Annual Report	Page 04-05, Annual Report FY 2024-25 Page 98		
2-2 Entities included in the organization's sustainability reporting	Sustainability Reporting Boundaries, Report Profile and Annual Report	Page 10, Annual Report FY 2024-25 Page 2		
2-3 Reporting period, frequency and contact point	Sustainability Reporting Boundaries, Report Profile and Annual Report	Page 10, Annual Report FY 2024-25 Page 2		
2-4 Restatements of information	Restatement of Information, Report Profile and Annual Report	Page 11, Annual Report FY 2024-25 Page 2		
2-5 External assurance	External Assurance	Page 11		
2. Activities and workers				
2-6 Activities, value chain and other business relationships	About Persistent - Service offerings, Annual Report and Persistent Website	Annual Report FY 2024-25 Page 210		
2-7 Employees	ESG Factsheet	Page 218		
2-8 Workers who are not employees			Yes	We categorize the entire workforce under “Employees” and none as “workers.”
3. Governance				
2-9 Governance structure and composition	Governance structure, Corporate Governance Section	Page 154-157 Annual Report FY 2024-25 Page 166		
2-10 Nomination and selection of the highest governance body	Nomination and Remuneration of the Board, Corporate Governance Section	Page 158 Annual Report FY 2024-25 Page 166		
2-11 Chair of the highest governance body	Governance structure – Overview of the Board, Corporate Governance Section	Page 154-157, Annual Report FY 2024-25 Page 166		
2-12 Role of the highest governance body in overseeing the management of impacts	Roles and Responsibilities of the Board, Corporate Governance Section	Page 155 Annual Report FY 2024-25 Page 166		

Disclosure	Reference (ESG Report/BRSR/ Annual Report)	Reference (with Link & Page number)	Omission (Yes/No)	Reason for Omission
2-13 Delegation of responsibility for managing impacts	Board Oversight and Management Responsibility of ESG, Corporate Governance report	Page 165 Annual Report FY 2024-25 Page 166		
2-14 Role of the highest governance body in sustainability reporting	Board Oversight and Management Responsibility of ESG, Corporate Governance report	Page 165, Annual Report FY 2024-25 Page 166		
2-15 Conflicts of interest	Conflicts of Interest	Page 159		
2-16 Communication of critical concerns	Compliance Tracking and Monitoring, Corporate Governance Report	Page 159, Annual Report FY 2024-25 Page 166		
2-17 Collective knowledge of the highest governance body	Board Competencies	Annual Report FY 2024-25 Page 102		
2-18 Evaluation of the performance of the highest governance body	Evaluation of Board, Committees, and Directors’ Performance, BRSR: Principle 1 – Essential Indicator 1	Page 158, Annual Report FY 2024-25 Page 210		
2-19 Remuneration policies	Nomination and Remuneration of the Board, Corporate Governance Report FY2025	Page 158, Annual Report FY 2024-25 Page 166		
2-20 Process to determine remuneration	Nomination and Remuneration of the Board, Corporate Governance Report FY2025	Page 158 Annual Report FY 2024-25 Page 166		
2-21 Annual total compensation ratio	Nomination and Remuneration of the Board, BRSR Report FY2025: Principle 5 – Essential Indicator 3	Page 158 Annual Report FY 2024-25 Page 210		
4. Strategy, policies and practices				
2-22 Statement on sustainable development strategy	Leadership Message, Corporate Governance Report : SRC and ESG Committee	Page 12-17, 19 Annual Report FY 2024-25 Page 166		
2-23 Policy commitments	Persistent Codes and Policies, Corporate Governance Handbook: Our Policies & Codes, BRSR: Section B Question 1	Page 199-205 Annual Report FY 2024-25 Page 210		
2-24 Embedding policy commitments	Persistent Codes and Policies, Corporate Governance Handbook: Our Policies & Codes, BRSR: Section B Question 1	Page 199-205 Annual Report FY 2024-25 Page 210		
2-25 Processes to remediate negative impacts	Grievance Mechanism	Page 162		
2-26 Mechanisms for seeking advice and raising concerns	Grievance Mechanism	Page 162		

Disclosure	Reference (ESG Report/BRSR/ Annual Report)	Reference (with Link & Page number)	Omission (Yes/No)	Reason for Omission
2-27 Compliance with laws and regulations	Regulatory Compliance and Ethical Adherence, Compliance Tool for tracking the applicable compliances	Page 159 Annual Report FY 2024-25 Page 166		
2-28 Membership associations	ESG Factsheet, BRSR: Principle 7 - Essential indicator 1	Page 226 Annual Report FY 2024-25 Page 210		
5. Stakeholder engagement				
2-29 Approach to stakeholder engagement	Approach to Stakeholder Engagement	Page 22		
2-30 Collective bargaining agreements	Freedom of Association and Collective Bargaining, BRSR: Principle 3 – Essential Indicator 7	Page 135 Annual Report FY 2024-25 Page 210		
GRI 3: Material Topics 2021				
3-1 Process to determine material topics	Double Materiality Assessment	Page 28-32		
3-2 List of material topics	Double Materiality Assessment	Page 28-32		
*GRI 201: Economic Performance 2016				
201-1 Direct economic value generated and distributed	ESG Factsheet - Direct and Indirect Economic Value Generated	Page 206, 212		
201-2 Financial implications and other risks and opportunities due to climate change	ESG Factsheet - Financial Risks of Climate Change	Page 228		
201-3 Defined benefit plan obligations and other retirement plans	Transition Assistance Programs, ESG Factsheet - Employee Benefits	Page 88, 217		
201-4 Financial assistance received from government			Yes	Persistent Systems did not receive any financial assistance from the government during the reporting period.
GRI 202: Market Presence 2016				
3-3 Management of material topics	Client Value and customer satisfaction	Yes		
202-1 Ratios of standard entry level wage by gender compared to local minimum wage	BRSR: Principle 6 – Leadership Indicator 3.b	Annual Report FY 2024-25 Page 210		
202-2 Proportion of senior management hired from the local community			Yes	Not a material topic for Persistent

* GRI Disclosure is Material topic to Persistent Systems

Disclosure	Reference (ESG Report/BRSR/ Annual Report)	Reference (with Link & Page number)	Omission (Yes/No)	Reason for Omission
* GRI 203: Indirect Economic Impacts 2016				
3-3 Management of material topics	Economic Performance	Yes		
203-1 Infrastructure investments and services supported	Corporate Social Responsibility	Page 142-149		
203-2 Significant indirect economic impacts	Corporate Social Responsibility	Page 142-149		
* GRI 204: Procurement Practices 2016				
3-3 Management of material topics	Supply Chain Management	Yes		
204-1 Proportion of spending on local suppliers	Sustainable Procurement Practices, BRSR FY 2024-25 – Principle 8 Ess inc 4	Page 140 Annual Report FY 2024-25 Page 210		
* GRI 205: Anti-Corruption 2016				
3-3 Management of material topics	Ethics and Compliance	Yes		
205-1 Operations assessed for risks related to corruption	Commitment to Anti-Bribery & Anti-Corruption	Page 162		
205-2 Communication and training about anti-corruption policies and procedures	Commitment to Anti-Bribery & Anti-Corruption, BRSR: Principle 1 – Essential Indicator 1	Page 162 Annual Report FY 2024-25 Page 210		
205-3 Confirmed incidents of corruption and actions taken	Commitment to Anti-Bribery & Anti-Corruption, BRSR: Principle 1, Essential Indicator 4 & 5	Page 162 Annual Report FY 2024-25 Page 210		
GRI 206: Anti-Corruption Behavior 2016				
3-3 Management of material topics	Ethics and Compliance	Yes		
206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Regulatory Compliance and Ethical Adherence, BRSR: Principle 7, Essential Indicator 2	Page 159 Annual Report FY 2024-25 Page 210		
*GRI 207: Tax 2019				
3-3 Management of material topics	Corporate Governance	Yes		
207-1 Approach to tax	Our approach to Tax	Page 203		
207-2 Tax governance, control, and risk management	Tax Governance	Page 204		
207-3 Stakeholder engagement and management of concerns related to tax	Stakeholder Engagement and Management of Concerns Related to Tax	Page 204		
207-4 Country-by-country reporting	Tax Reporting: Country by Country	Page 204		

* GRI Disclosure is Material topic to Persistent Systems

Disclosure	Reference (ESG Report/BRSR/ Annual Report)	Reference (with Link & Page number)	Omission (Yes/No)	Reason for Omission
GRI 301: Materials 2016				
3-3 Management of material topics		No		
301-1 Materials used by weight or volume			Yes	Persistent Systems is a Software and IT consulting organization and we do not produce any products
301-2 Recycled input materials used			Yes	
301-3 Reclaimed products and their packaging materials			Yes	
* GRI 302: Energy 2016				
3-3 Management of material topics	Climate action (Emission & Energy Management)	Yes		
302-1 Energy consumption within the organization	Energy Consumption within organisation, BRSR report FY 2024-25 Principle 6 Ess Inc : 1	Page 60 Annual Report FY 2024-25 Page 210		
302-2 Energy consumption outside of the organization			Yes	Persistent Systems is a Software and IT consulting organization and we do have operational control outside organization
302-3 Energy intensity	Energy Intensity, BRSR report FY 2024-25 Principle 6 Ess Inc : 1	Page 60 Annual Report FY 2024-25 Page 210	302-3,d	Persistent Systems is a Software and IT consulting organization and we do have operational control outside organization
302-4 Reduction of energy consumption	Reduction in Energy Consumption and Energy Requirements of Products & Services	Page 61		

* GRI Disclosure is Material topic to Persistent Systems

Disclosure	Reference (ESG Report/BRSR/ Annual Report)	Reference (with Link & Page number)	Omission (Yes/No)	Reason for Omission
302-5 Reductions in energy requirements of products and services	Reduction in Energy Consumption and Energy Requirements of Products & Services	Page 61		
* GRI 303: Water and Effluents 2018				
3-3 Management of material topics	Water & Waste Management, Biodiversity	Yes		
303-1 Interactions with water as a shared resource	Water Conservation, BRSR: Principle 6, Essential Indicator 3	Page 69-72, Annual Report FY 2024-25 Page 210		
303-2 Management of water discharge-related impacts	Water Efficiency Management Programs	Page 69-72		
303-3 Water withdrawal	Water Conservation: Key Highlights, BRSR report Principle 6 Ess Ind: 3	Page 69-72, Annual Report FY 2024-25 Page 210		
303-4 Water discharge	Water Conservation: Key Highlights, BRSR report Principle 6 Ess Ind: 3	Page 69-72, Annual Report FY 2024-25 Page 210		
303-5 Water consumption	Water Conservation: Key Highlights, BRSR report Principle 6 Ess Ind: 3	Page 69-72, Annual Report FY 2024-25 Page 210		
*GRI 304: Biodiversity 2016				
3-3 Management of material topics	Water & Waste Management, Biodiversity	Yes		
304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Biodiversity	Page 73-75		
304-2 Significant impacts of activities, products and services on biodiversity	Biodiversity	Page 73-75		
304-3 Habitats protected or restored	Biodiversity	Page 73-75		
304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	Biodiversity	Page 73-75		

* GRI Disclosure is Material topic to Persistent Systems

Disclosure	Reference (ESG Report/BRSR/ Annual Report)	Reference (with Link & Page number)	Omission (Yes/No)	Reason for Omission
*GRI 305: Emissions 2016				
3-3 Management of material topics	Climate action (Emission & Energy Management)	Yes		
305-1 Direct (Scope 1) GHG emissions	ESG Factsheet Emissions Breakdown, BRSR report Principle 6 Ess Ind: 7	Page 213 Annual Report FY 2024-25 Page 210		
305-2 Energy indirect (Scope 2) GHG emissions	ESG Factsheet-Emissions Breakdown, Transistion to 100% Renewable Energy, BRSR report Principle 6 Ess Ind: 2	Page 213 Annual Report FY 2024-25 Page 210		
305-3 Other indirect (Scope 3) GHG emissions	ESG Factsheet - Emissions Breakdown, BRSR report Principle 6 Led Ind: 2	Annual Report FY 2024-25 Page 210		
305-4 GHG emissions intensity	ESG Factsheet - Emissions Breakdown, BRSR report Principle 6 Led Ind:2	Page 217 Annual Report FY 2024-25 Page 210		
305-5 Reduction of GHG emissions	ESG Factsheet - Emissions Breakdown	Page 213		
305-6 Emissions of ozone-depleting substances (ODS)	ESG Factsheet – Other than GHG Emissions	Page 215		
305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	ESG Factsheet – Other than GHG Emissions	Page 213		
*GRI 306 : Waste 2020				
3-3 Management of material topics	Water & Waste Management, Biodiversity	Yes		
306-1 Waste generation and significant waste-related impacts	ESG Factsheet – Waste Generated During Operations	Page 217		
306-2 Management of significant waste-related impacts	Waste Management Program	Page 73-75		
306-3 Waste generated	Waste Management : Key Highlights	Page 73		
306-4 Waste diverted from disposal	Waste Management : Key Highlights BRSR FY 2024-25 Principle 6 Essential Indicator 9	Page 217, Annual Report FY 2024-25 Page 210		
306-5 Waste directed to disposal	Waste Management : Key Highlights BRSR FY 2024-25 Principle 6 Essential Indicator 9	Page 217, Annual Report FY 2024-25 Page 210		

* GRI Disclosure is Material topic to Persistent Systems

Disclosure	Reference (ESG Report/BRSR/ Annual Report)	Reference (with Link & Page number)	Omission (Yes/No)	Reason for Omission
*GRI 308: Supplier Environmental Assessment 2016				
3-3 Management of material topics	Supply Chain Management	Yes		
308-1 New suppliers that were screened using environmental criteria	Supplier Screening and Human Rights Assessment, BRSR Principle 6: Leadership Indicator 7	Page 141, Annual Report FY 2024-25 Page 210		
308-2 Negative environmental impacts in the supply chain and actions taken	Supplier Screening and Human Rights Assessment, BRSR Principle 6: Leadership Indicator 7	Page 141, Annual Report FY 2024-25 Page 210		
*GRI 401: Employment 2016				
3-3 Management of material topics	Talent and Skill Management	Yes		
401-1 New employee hires and employee turnover	Talent Acquisition & Retention, ESG factsheet – New Hires	Page 90, 220-221		
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee Benefits and Support Systems, ESG factsheet – New Hires	Page 96, 223-224		
401-3 Parental leave	Parental leave, BRSR report Principle 3 Ess Ind 5	Page 97, Annual Report FY 2024-25 Page 210		
*GRI 402 : Labour/Management Relations 2016				
3-3 Management of material topics	Employee Retention	Yes		
402-1 Minimum notice periods regarding operational changes	Minimum Notice Periods Regarding Operational Changes & Employment	Page 98		
*GRI 403 : Occupational Health and Safety 2018				
3-3 Management of material topics	People's Wellbeing and Safety	Yes		
403-1 Occupational health and safety management system	Occupational Health & Safety	Page 126		
403-2 Hazard identification, risk assessment, and incident investigation	OHS Programs	Page 124		
403-3 Occupational health services	Occupational Health Services	Page 126		
403-4 Worker participation, consultation, and communication on occupational health and safety			Yes	We categorize the entire workforce under “Employees” and none as “workers”.

* GRI Disclosure is Material topic to Persistent Systems

Disclosure	Reference (ESG Report/BRSR/ Annual Report)	Reference (with Link & Page number)	Omission (Yes/No)	Reason for Omission
403-5 Worker training on occupational health and safety			Yes	We categorize the entire workforce under “Employees” and none as “workers”.
403-6 Promotion of worker health			Yes	We categorize the entire workforce under “Employees” and none as “workers”.
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	OHS Programs	Page 122		
403-8 Workers covered by an occupational health and safety management system			Yes	We categorize the entire workforce under “Employees” and none as “workers”.
403-9 Work-related injuries	Occupational health and safety: Performance Highlights, BRSR report Principle 3 Ess Inc 11	Page 120, Annual Report FY 2024-25 Page 210		
403-10 Work-related ill health	Occupational health and safety: ESG Factsheet - Absenteeism Rate	Page 126, 226		
*GRI 404: Training and Education 2016				
3-3 Management of material topics	Talent and Skill Management	Yes		
404-1 Average hours of training per year per employee	Human Capital Development, ESG factsheet - Training	Page 99-109, 225		
404-2 Programs for upgrading employee skills and transition assistance programs	Flagship Learning & Development Programs, Employee Skill Development Programs	Page 99-109, 225		
404-3 Percentage of employees receiving regular performance and career development reviews	Employee Participation in Performance Reviews	Page 113		

* GRI Disclosure is Material topic to Persistent Systems

Disclosure	Reference (ESG Report/BRSR/ Annual Report)	Reference (with Link & Page number)	Omission (Yes/No)	Reason for Omission
*GRI 405: Diversity and Equal Opportunity 2016				
3-3 Management of material topics	Diversity and Inclusion	Yes		
405-1 Diversity of governance bodies and employees	ESG Factsheet - Workforce Breakdown	Page 218-219		
405-2 Ratio of basic salary and remuneration of women to men	ESG Factsheet- Remuneration of Women to Men, BRSR report Principle 5 Ess Inc 3.a	Page 223, Annual Report FY 2024-25 Page 210		
*GRI 406: Non-discrimination 2016				
3-3 Management of material topics	Protection of Human Rights	Yes		
406-1 Incidents of discrimination and corrective actions taken	Non-Discrimination, BRSR report Principle 5 Ess Inc 8	Page 134, Annual Report FY 2024-25 Page 210		
*GRI 407: Freedom of Association and Collective Bargaining 2016				
3-3 Management of material topics	Protection of Human Rights	Yes		
407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	BRSR FY 2024-25 Principle 3 Essential Indicator 7	Page 135, Annual Report FY 2024-25 Page 210		
*GRI 408: Child Labor 2016				
3-3 Management of material topics	Protection of Human Rights	Yes		
408-1 Operations and suppliers at significant risk for incidents of child labor	Human Trafficking, Modern Slavery Child Labor and Forced or Compulsory Labor	Page 134		
*GRI 409: Forced or Compulsory Labor 2016				
3-3 Management of material topics	Protection of Human Rights	Yes		
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Human Trafficking, Modern Slavery Child Labor and Forced or Compulsory Labor	Page 134		
GRI 410: Security Practices 2016				
3-3 Management of material topics		No		
410-1 Security personnel trained in human rights policies or procedures	Security Personnel Training on Human Rights	Page 136		

* GRI Disclosure is Material topic to Persistent Systems

Disclosure	Reference (ESG Report/BRSR/ Annual Report)	Reference (with Link & Page number)	Omission (Yes/No)	Reason for Omission
GRI 411: Rights of Indigenous Peoples 2016				
3-3 Management of material topics		No		
411-1 Incidents of violations involving rights of indigenous peoples	Rights of Indigenous Peoples	Page 134		
*GRI 413: Local Communities 2016				
3-3 Management of material topics	Corporate Social Responsibility / Individual Social Responsibility	Yes		
413-1 Operations with local community engagement, impact assessments, and development programs	CSR Implementation Process and Impact Assessment	Page 144		
413-2 Operations with significant actual and potential negative impacts on local communities	CSR Implementation Process and Impact Assessment	Page 144		
*GRI 414: Supplier Social Assessment 2016				
3-3 Management of material topics	Supply Chain Management	Yes		
414-1 New suppliers that were screened using social criteria	Supplier Screening and Human Rights Assessment	Page 141		
414-2 Negative social impacts in the supply chain and actions taken	Supplier Screening and Human Rights Assessment	Page 141		
GRI 415: Public Policy 2016				
3-3 Management of material topics		No		
415-1 Political contributions	ESG Facsheet- Contributions & Other Spending			

* GRI Disclosure is Material topic to Persistent Systems

Disclosure	Reference (ESG Report/BRSR/ Annual Report)	Reference (with Link & Page number)	Omission (Yes/No)	Reason for Omission
GRI 416: Customer Health and Safety 2016				
3-3 Management of material topics		No		
416-1 Assessment of the health and safety impacts of product and service categories	Compliance on Health, Safety, and Service Impact	Page 200		
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Compliance on Health, Safety, and Service Impact	Page 200		
GRI 417: Marketing and Labeling 2016				
3-3 Management of material topics		No		
417-1 Requirements for product and service information and labeling	Service Information and Labelling Compliance	Page 200		
417-2 Incidents of non-compliance concerning product and service information and labeling	Service Information and Labelling Compliance	Page 200		
417-3 Incidents of non-compliance concerning marketing communications	Service Information and Labelling Compliance	Page 200		
*GRI 418: Customer Privacy 2016				
3-3 Management of material topics	Cybersecurity and Data Privacy	Yes		
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customer Resolution Dashboard	Page 199		

* GRI Disclosure is Material topic to Persistent Systems

SASB Reporting

Topic	Disclosure	Description	Category	Page Number
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.1	a. Global Energy Consumption b. Percentage of Renewable energy consumption c. Percentage of Grid energy consumption	Quantitative	Energy Consumption within organisation FY 2024-25
	TC-SI-130a.2	a. Total water consumed b. Total water recycled	Quantitative	Water Conservation
Data Privacy and Freedom of Expression	TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	Discussion and Analysis	Privacy policy - https://www.persistent.com/privacy-notice/
Data Security	TC-SI-230a.1	a. Number of data breaches. b. Percentage involving personally identifiable information (PII), c. Number of users affected	Quantitative	Commitment to Secure and Ethical Digital Operations Page 193-198
	TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cyber security standards	Discussion and Analysis	
Recruiting and Managing a Global, Diverse and Skilled Workforce	TC-SI-330a.1	Percentage of employees that are a. Foreign nationals b. Located offshore	Quantitative	Key Indicator Workforce Breakdown by Country Page 218
	TC-SI-330a.2	Employee engagement as a percentage	Quantitative	Performance Management Page 111
	TC-SI-330a.3	Percentage of gender representation for a. Management, b. Technical staff c. All other employees	Quantitative	Key Indicator Workforce Breakdown by Employee Category Page 218-220
Intellectual Property Protection and Competitive Behavior	TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	Quantitative	Annual Report Page 210; BRSR Principle 9
Managing Systemic Risks from Technology Disruptions	TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	Discussion and Analysis	Strengthening Resilience, Enabling Growth Page 162-177, 169-183

Methodology of Computing Data for ESG Report

This section covers the conventions and computation methods as per standards and framework for calculating all key indicators reported in the section such as GHG emissions, electricity and water consumptions and waste generation.

GHG Emissions

Persistent Systems has a robust inventory of GHG emissions to properly assess and prioritize areas of GHG emission reduction. Categories of emissions having the potential to be reduced either through direct reduction under operational control or market alternatives under external controls are included. GHG gases included in the report are carbon dioxide (CO₂), hydrofluorocarbons (HFCs), and perfluorocarbons (PFCs) emissions.

Energy

Energy consumption within operational controls of Persistent Systems are recorded from grid electricity, fuel consumed in diesel generators.

Water

Total water consumed at owned locations in India is geo-tracked through the water meter and water purchase invoices. Total water consumed in multi-tenant locations is estimated using NBS data. Total water recycled is measured through water inlet and water outlet from sewage treatment plants (STP) is monitored and tracked through water meters.

Waste

Waste generated at owned locations and a few multi-tenant locations in India is segregated by type of waste and measured at locations. The overall quantity of waste generated and disposed is calculated and maintained at location with evidence in the form of receipts and registers. Waste disposed is categorized as Hazardous, Non-hazardous and E-waste and appropriately disposed after recycling. Waste Intensity from Owned and Multi-Tenant facility is estimated utilized to recalculated Global location waste generated in operations.

Emission Factors : GHG Calculation:

Emission Source	Emission Factor CO ₂ e	Unit of Measurement	Reference
Scope 1			
Diesel – Owned and fully leased DG	2.66155	Kg CO ₂ e/litre	UK.Gov 2024 (DEFRA)
Diesel – Company owned vehicles	2.66155	Kg CO ₂ e/litre	UK.Gov 2024 (DEFRA)
Petrol – Company owned vehicles	2.35372	Kg CO ₂ e/litre	UK.Gov 2024 (DEFRA)
Refrigerant – R410 a	1924	Kg CO ₂ e/Kg	UK.Gov 2024 (DEFRA)
Refrigerant – R407c	1624	Kg CO ₂ e/Kg	UK.Gov 2024 (DEFRA)
Refrigerant – R22	1760	Kg CO ₂ e/Kg	UK.Gov 2024 (DEFRA)
Fire Extinguisher	1	Kg CO ₂ e/Kg	UK.Gov 2024 (DEFRA)
Scope 2			
Power grid – India	0.727	Kg CO ₂ e/kWh	CEA CO2 Baseline Database for the Indian Power Sector – 2024, V20.0
Power grid – USA	0.349986	Kg CO ₂ e/kWh	EPA Emission factor – 23 Table 6 electricity
Power grid - Malaysia	0.6286	Kg CO ₂ e/kWh	IEA – 2024 emission factor
Power grid - Canada	0.1177	Kg CO ₂ e/kWh	IEA – 2024 emission factor
Power grid - France	0.0413	Kg CO ₂ e/kWh	IEA – 2024 emission factor
Power grid - Germany	0.3288	Kg CO ₂ e/kWh	IEA – 2024 emission factor
Power grid - Mexico	0.3870	Kg CO ₂ e/kWh	IEA – 2024 emission factor
Power grid - Switzerland	0.0211	Kg CO ₂ e/kWh	IEA – 2024 emission factor
Power grid - UK	0.1760	Kg CO ₂ e/kWh	IEA – 2024 emission factor
Power grid – Sri Lanka	0.4616	Kg CO ₂ e/kWh	IEA – 2024 emission factor
Scope 3			
Business Travel – Air Long Haul (Economy)	0.11812	Kg CO ₂ e/passenger.km	UK.Gov 2024 (DEFRA)
Business Travel – Air Short Haul (Economy)	0.10794	Kg CO ₂ e/passenger.km	UK.Gov 2024 (DEFRA)
Business Travel – Train – National Rail	0.007837	Kg CO ₂ e/passenger.km	UK.Gov 2024 (DEFRA)
Business Travel – Road – Buses Coach	0.02717	Kg CO ₂ e/passenger.km	UK.Gov 2024 (DEFRA)
Business Travel – Road – Large Car (CNG)	0.23705	Kg CO ₂ e/km	UK.Gov 2024 (DEFRA)
Business Travel – Road – Large Car (Diesel)	0.20729	Kg CO ₂ e/km	UK.Gov 2024 (DEFRA)
Business Travel – Road – Large Car (Electric)	0.11923	Kg CO ₂ e/km	UK.Gov 2024 (DEFRA)
Business Travel – Road – Large Car (Petrol)	0.26885	Kg CO ₂ e/km	UK.Gov 2024 (DEFRA)
Business Travel – Road – Medium Car (CNG)	0.15682	Kg CO ₂ e/km	UK.Gov 2024 (DEFRA)
Business Travel – Road – Medium Car (Diesel)	0.16807	Kg CO ₂ e/km	UK.Gov 2024 (DEFRA)
Business Travel – Road – Medium Car (Petrol)	0.17726	Kg CO ₂ e/km	UK.Gov 2024 (DEFRA)
Business Travel – Road – Small Car (Diesel)	0.13994	Kg CO ₂ e/km	UK.Gov 2024 (DEFRA)
Business Travel – Road – Small Car (Petrol)	0.14370	Kg CO ₂ e/km	UK.Gov 2024 (DEFRA)
Associate Commute – Small Car (CNG)	0.15682	Kg CO ₂ e/km	UK.Gov 2024 (DEFRA)
Associate Commute – Small Car (Electric)	0.06078	Kg CO ₂ e/km	UK.Gov 2024 (DEFRA)

Emission Source	Emission Factor CO ₂ e	Unit of Measurement	Reference
Associate Commute – Small Car (Diesel)	0.13994	Kg CO ₂ e/km	UK.Gov 2024 (DEFRA)
Associate Commute – Small Car (Petrol)	0.14370	Kg CO ₂ e/km	UK.Gov 2024 (DEFRA)
Associate Commute – Medium Car (CNG)	0.15682	Kg CO ₂ e/km	UK.Gov 2024 (DEFRA)
Associate Commute – Medium Car (Petrol)	0.17726	Kg CO ₂ e/km	UK.Gov 2024 (DEFRA)
Associate Commute – Large Car (Diesel)	0.20729	Kg CO ₂ e/km	UK.Gov 2024 (DEFRA)
Associate Commute – Average Local Bus	0.12999	Kg CO ₂ e/km	UK.Gov 2024 (DEFRA)
T&D Losses – India	0.1280	Kg CO ₂ e/kWh	CEA CO2 Baseline Database for the Indian Power Sector – 2024, V20.0
T&D Losses – USA	0.0167	Kg CO ₂ e/kWh	EPA Emission factor – 23 Table 6 electricity
T&D Losses – Malaysia	0.0449	Kg CO ₂ e/kWh	IEA – 2024 emission factor
T&D Losses – Canada	0.0054	Kg CO ₂ e/kWh	IEA – 2024 emission factor
T&D Losses – France	0.0045	Kg CO ₂ e/kWh	IEA – 2024 emission factor
T&D Losses – Germany	0.0161	Kg CO ₂ e/kWh	IEA – 2024 emission factor
T&D Losses – Mexico	0.0453	Kg CO ₂ e/kWh	IEA – 2024 emission factor
T&D Losses – Sri Lanka	0.0406	Kg CO ₂ e/kWh	IEA – 2024 emission factor
T&D Losses – Switzerland	0.0013	Kg CO ₂ e/kWh	IEA – 2024 emission factor
T&D Losses – UK	0.0152	Kg CO ₂ e/kWh	IEA – 2024 emission factor
Waste Generated in operation - Batteries	6.41061	Kg CO ₂ e/t	UK.Gov 2024 (DEFRA)
Waste Generated in operation – Glass	6.41061	Kg CO ₂ e/t	UK.Gov 2024 (DEFRA)
Waste Generated in operation – Metal Scrap	6.41061	Kg CO ₂ e/t	UK.Gov 2024 (DEFRA)
Waste Generated in operation – Food Waste	8.88386	Kg CO ₂ e/t	UK.Gov 2024 (DEFRA)
Waste Generated in operation – Sludge Waste	8.88386	Kg CO ₂ e/t	UK.Gov 2024 (DEFRA)
Waste Generated in operation – Garden Waste	8.88386	Kg CO ₂ e/t	UK.Gov 2024 (DEFRA)
Waste Generated in operation – Corrugated box	6.41061	Kg CO ₂ e/t	UK.Gov 2024 (DEFRA)
Waste Generated in operation – Paper & Mixed paper waste	6.41061	Kg CO ₂ e/t	UK.Gov 2024 (DEFRA)
Waste Generated in operation – Plastic & Thermocol waste	6.41061	Kg CO ₂ e/t	UK.Gov 2024 (DEFRA)
Waste Generated in operation – Bio Medical waste	6.41061	Kg CO ₂ e/t	UK.Gov 2024 (DEFRA)
Waste Generated in operation – DG Filter	6.41061	Kg CO ₂ e/t	UK.Gov 2024 (DEFRA)
Waste Generated in operation – Electronic Waste	6.41061	Kg CO ₂ e/t	UK.Gov 2024 (DEFRA)
Waste Generated in operation – Wood Waste	6.41061	Kg CO ₂ e/t	UK.Gov 2024 (DEFRA)
Waste Generated in operation – Used Oil	6.41061	Kg CO ₂ e/t	UK.Gov 2024 (DEFRA)

Glossary

Acronyms	Expansion
AHF	Active Harmonic Filter
AI	Artificial Intelligence
APFC	Automatic Power Factor Correction
AR	Annual Report
ASVG	Advanced Static VAR Generator
BCIC	Bangalore Chamber of Industry and Commerce
BCMS	Business Continuity Management System
BEE	Bureau of Energy Efficiency
BoD	Board of Directors
BRSR	Business Responsibility and Sustainability Reporting
BW	Business World
CAPA	Corrective Action Preventive Action
CCPA	California Consumer Privacy Act
CDP	Carbon Disclosure Project
CEO	Chief Executive Officer
CFL	Compact Fluorescent Lamps
CFO	Chief Financial Officer
CIO	Chief Information Officer
CISO	Chief Information Security Officer
CO2e	Carbon Dioxide equivalent
COO	Chief Operating Officer
CoP	Communication of Progress
CPO	Chief People Officer
CRI	Carpets and Rug Institute
CSA	Corporate Sustainability Assessment
cSAT	Customer Satisfaction
CSR	Corporate Social Responsibility
D&I	Diversity & Inclusion
DEIB	Diversity, Equity, Inclusion and Belonging
DG	Diesel Generator
DLP	Data Loss Prevention
DNV	Det Norske Veritas
DRP	Disaster Recovery Plan
EHS	Environmental, Health & Safety
eNPS	Employee Net Promoter Score
EOL	End of Life
ERG	Employee Resource Group
ERM	Enterprise Risk Management
ESG	Environmental Social Governance
EV	Electrical Vehicle
FTE	Full Time Employee
FY	Financial Year
GDPR	General Data Protection Regulation
GEMS	Graduate Engineers with Multidimensional Skills
GHG	Green House Gas
GJ	Gigajoule

Acronyms	Expansion
GRC	Governance, Risk Management and Compliance
GRI	Global Reporting Initiative
HFC	Hydro Fluoro Carbon
ICAI	Institute of Chartered Accountants of India
ICSI	Institute of Company Secretaries of India
ICT	Information Communication Technology
IGBC	Indian Green Building Council
IHAV	International Association for Human Values
IIAS	Institutional Investor Advisory Services
ILO	International Labour Organizations
IP	Internet Protocol
IREC	International Renewable Energy Certificate
IRMA)	India Risk Management Awards
ISO	International Organization for Standardization
ISR	Individual Social Responsibility
ISV	Independent Software Vendor
IT	Information Technology
ITIL	Information Technology Infrastructure Library
IUCN	International Union for Conservation of Nature
KL	Kilo Liter
KMPs	Key Management Personnel
KPI	Key Performance Index
KRA	Key Result Area
kWh	Kilowatt-hour
L&D	Learning and Development
LED	Light-Emitting Diode
LEED	Leadership in Energy and Environmental Design
LGBTQ	Lesbian, Gay, Bisexual, Transgender, Queer
LPG	Liquid Petroleum Gas
MFA	Multi-Factor Authentication
ML	Machine Learning
MSCI	Morgan Stanley Capital International
MSME	Micro, Small, and Medium Enterprises
Mt	Metric Ton
MW	Mega Watt
MWh	Megawatt-hour
NCW	National Commission for Women
NGO	Non Governmental Organization
NICRA	National Initiative on Climate Resilient Agriculture
NMSA	National Mission on Sustainable Agriculture
NOC	Network Operations Center
NOx	Oxides of Nitrogen
NPS	Net Promoter Score
NRC	Nomination and Remuneration Committee
NSE	National Stock Exchange of India Limited
NSE	National Stock Exchange

Acronyms	Expansion
ODS	Ozone Depleting Substance
OHS	Occupational Health and Safety
OWASP	Open Web Application Security Project
PDEA	Persistent Digital Engineering Academy
PF	Provident Fund
PIMS	Privacy Information Management System
PL	Parental Leave
PM	Particulate Matter
PMC	Pune Municipal Corporation
POSH	Prevention of Sexual Harassment
PSAT	Project Satisfaction
PwD	People with Disabilities
R&D	Research & Development
R&R	Recognition & Rewards
RE	Renewable Energy
REC	Renewable Energy Certificate
RMC	Risk Management Committee
ROI	Return of Investment
ROW	Rest of the World
RPWD	Rights of Persons with Disabilities
RSU	Restricted Stock Units
RSUs	Restricted Stock Units
SASB	Sustainability Accounting Standards Board
SBTi	Science Based Target initiatives
SDG	Sustainable Development Goals
SEAP	Software Exporters' Association of Pune
SEBI	Securities and Exchange Board of India
SES	Stakeholder Empowerment Services
SIRT	Security Incident Response Team
SLF	Skilling Led Fulfillment
SME	Small and Medium-sized Enterprises
SOC	Security Operation Center
SOx	Oxides of Sulphur
SPEED	Smart Power for Environmentally-sound Economic Development
SR	Stakeholder Relationship
STP	Sewage Treatment Plant
TCFD	Task Force on Climate-related Financial Disclosures
tCO ₂ e	Tones of Carbon Dioxide Equivalent
UNGC	United Nation Global Compact
UNGP	United Nations Guiding Principles on Business and Human Rights
UNSDGs	United Nations Sustainable Development Goals
UPS	Uninterruptible Power Supply
VFD	Variable Frequency Drive
VOC	Volatile Organic Compounds
WASH	Water, Sanitation, and Hygiene
WC	Work Council
WCAG	Web Content Accessibility Guidelines

Independent Assurance Statements



Independent Assurance of Sustainability disclosures in ESG Report FY 2024-25



Independent Assurance of FY 2024-25 Business Responsibility Sustainability Reporting (BRSR) 9 Core Indicators



Independent Assurance of Carbon Neutrality Compliance according to ISO 14068-1:2023 for FY 2024-25



Independent Assurance of Greenhouse Gas (GHG) emissions data for the period FY 2024-25



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