December 19, 2024

BSE Limited
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai - 400001.

National Stock Exchange of India Ltd.,
Exchange Plaza, C/1, G Block,
Bandra - Kurla Complex, Bandra (E),
Mumbai – 400051.

Scrip ID: BSOFT
Scrip Code: 532400

Symbol: BSOFT
Series: EQ

Kind Attn: The Manager,
Department of Corporate Services

Kind Attn: The Manager,
Listing Department

Subject: -   Sustainability Report of Birlasoft Limited ("Birlasoft")

Dear Sir/Madam,

We are pleased to present herewith Birlasoft's Sustainability Report for FY 2023-24, which encapsulates the theme of *"Empowered by Innovation for Sustainability: Fostering Long-Term Resilience"*, showcasing the Company's commitment, vision, and performance on Environmental, Social, and Governance (ESG) parameters.

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards 2021 and complements our Annual Report for FY 2023-24, which includes disclosure on our sustainability performance through the Business Responsibility and Sustainability Report (BRSR).

It is also available on Birlasoft's website at -
https://www.birlasoft.com/company/investors/policies-reports-filings.

Kindly take the same on your records.

Thanking you.

Yours faithfully,

For **Birlasoft Limited**

Sneha Padve
Company Secretary & Compliance Officer
Membership No. ACS 9678

Encl.: - As mentioned above.

Birlasoft Limited

Registered Office: 35 & 36, Rajiv Gandhi Infotech Park, Phase - I, MIDC, Hinjawadi, Pune (MH) 411057, India
Tel: +91 20 6652 5000 | Fax +91 20 6652 5001 | contactus@birlasoft.com | **www.birlasoft.com**
CIN: L72200PN1990PLC059594

EMPOWERED
BY **INNOVATION** FOR **SUSTAINABILITY**

FOSTERING LONG-TERM RESILIENCE
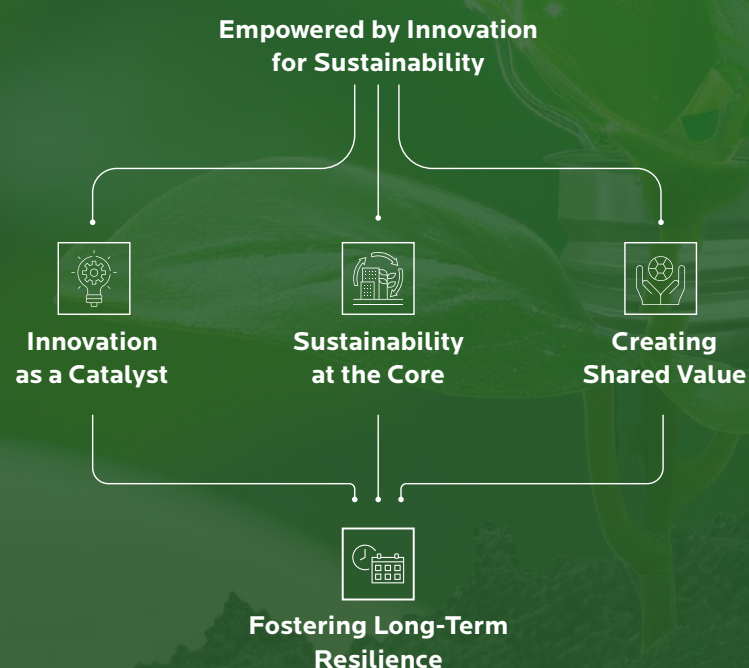
SUSTAINABILITY REPORT
FY 2023- 24

Empowered by Innovation for Sustainability

Fostering Long-Term Resilience

In an era where global challenges and opportunities are evolving at an unprecedented pace, sustainability has become more than just a business imperative—it's a driver of innovation, resilience, and long-term value creation. At Birlasoft, we believe that the key to navigating this complex landscape lies in our ability to empower every facet of our operations through innovative approaches that not only enhance our business performance but also contribute to a sustainable future for all.

At Birlasoft, sustainability is not only a strategic priority but also ingrained in our corporate philosophy. We recognize that integrating sustainable practices is essential for meeting regulatory requirements while creating long-term value for our stakeholders. By embedding sustainability into our core operations, we enhance our ability to adapt to evolving market dynamics, mitigate risks associated with climate change and resource scarcity, and contribute positively to society and the environment.

Our theme for this report, **"Empowered by Innovation for Sustainability: Fostering Long-Term Resilience,"** encapsulates our strategic commitment to harnessing cutting-edge technologies and processes that drive sustainable outcomes. It reflects our approach to integrating sustainability into the core of our business model, ensuring that our actions today lay the groundwork for a resilient and prosperous tomorrow.

Empowered by Innovation for Sustainability

- **Innovation as a Catalyst**
- **Sustainability at the Core**
- **Creating Shared Value**
- **Fostering Long-Term Resilience**

This theme is more than just a guiding principle—it's a blueprint for how we intend to shape our future. Below are the key elements that drive this vision:

Innovation as a Catalyst

At Birlasoft, innovation drives our sustainability journey. By applying cutting-edge technologies and forward-thinking strategies, we're addressing complex challenges and creating opportunities that lead to sustainable growth.

Sustainability at the Core

Sustainability influences every aspect of our business. From minimizing environmental impact to promoting social inclusiveness and strengthening governance, we are embedding sustainable practices across our operations.

Creating Shared Value

Our sustainability initiatives are designed to deliver shared value. By aligning our business goals with societal and environmental needs, we contribute positively to the communities we serve while advancing our business objectives.

Fostering Long-Term Resilience

Resilience is essential in a world of constant change. Our commitment to sustainability equips us to adapt, endure, and thrive, ensuring long-term value for our stakeholders and the broader community.

Table of **Contents**

About the Report

Scope of the Report

Birlasoft Limited is pleased to present its Sustainability Report for the reporting period FY 2023- 24, showcasing company's commitment, vision, and performance on Environmental, Social, and Governance (ESG) parameters. This report's scope is based on a standalone basis unless otherwise stated in specific sections. At Birlasoft, we strive to provide a comprehensive view of our sustainability journey, addressing stakeholders' concerns and driving our dedication to create long-term value for all. In this report, we share our progress and performance in pursuing a responsible and sustainable tomorrow for all.

Reporting Framework and Standard

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards 2021, serving as a comprehensive framework for sustainability reporting. This report complements our Annual Report for FY 2023-24, which includes disclosure on our sustainability performance through the Business Responsibility and Sustainability Report (BRSR). By releasing a separate GRI-based Sustainability Report, our aim is reiterating the significance of ESG as material to our business and long-term vision.

Materiality Assessment

Materiality is an essential element of our sustainability reporting strategy at Birlasoft because it aids us in ranking the topics that have the most impact on our business and stakeholders. Our materiality assessment done for FY 2023-24 is based on a thorough approach that combines internal processes with external peer comparison and international sustainability standards, such as GRI Standards 2021 and SASB Standards. We identify essential material concerns in our industry through extensive stakeholder consultation and examination. We periodically analyze and review these material topics to achieve ongoing improvement because we understand that industry trends and stakeholder expectations change over time.

Feedback and Response:

We value the opinions of all stakeholders, both internal and external to our organization. We welcome your questions or recommendations at the following point of contact:

Name: **Poonam Jindgar**
Designation: Global Head, ESG and Sustainability
Email Id: poonam.jindgar@birlasoft.com
esg@birlasoft.com

CEO and MD's Message

birlasoft

ANGAN GUHA

Dear Stakeholders,

I am honored to present Birlasoft Limited's Sustainability Report for FY 2023-24, which encapsulates the theme of "Empowered by Innovation for Sustainability: Fostering Long-Term Resilience", marking a significant milestone in our vision for a responsible and sustainable future. This report details our steadfast commitment to Environment, Social, and Governance (ESG) principles, our comprehensive strategy, our roadmap for the future, and the risks and opportunities that we foresee in this critical domain. At Birlasoft, we're committed to a purpose-driven, sustainable future. By integrating innovation, ethical practices, and inclusivity; we're shaping lasting value for our stakeholders and the planet.

This report underscores our commitment to integrating sustainable practices into our core operations, driving positive change for our employees, customers, communities, and the planet, by driving value for all. At Birlasoft, we have a comprehensive 360-degree vision reflecting our commitment to environmental stewardship, talent management and engagement, and community development while pursuing sustainable growth and value add for all stakeholders. Our multi-faceted approach to sustainability, aligning with international frameworks and commitments such as the Kyoto Protocol, United Nations Global Compact (UNGC), and the United Nations Sustainable Development Goals (UN SDGs), aligning our sustainability initiatives with all 17 goals. By integrating digital advancements with sustainable practices, we aim to lead the way in developing solutions that not only drive business success but also contribute to a healthier planet and equitable society.

Our mission revolves around the principles of *'People, Planet, and Productivity',* forming the cornerstone of our commitment to delivering global solutions that positively impact livelihoods. We have integrated people-centricity into our cultural ethos, ensuring our organization stands at the forefront of championing sustainability through the power of

people. We uphold these commitments through initiatives in climate action, social inclusiveness, community development, and good governance. To enhance transparency and oversight across our operations and value chain, we are continuously refining our policies for sustainable procurement, human rights, and stakeholder engagement. Our robust framework allows us to monitor effectively, report accurately, and resolve issues comprehensively across the company.

We believe that a sustainable approach to business creates long-term value for our stakeholders and ensures the longevity of our organization. Our core ESG strategy is built on three foundational pillars:

- **Environmental Stewardship:** We are dedicated to reducing our environmental impact through sustainable practices and innovative solutions, includes optimizing our energy use, reducing waste, and conserving water. Our goal is to achieve carbon neutrality by 2040 and net-zero emissions by 2050, contributing to the Paris Agreement targets. Currently, 15% of our electricity comes from renewable sources, a share we aim to increase to 30% by FY 2029-30. Additionally, we proudly recycle 100% of our e-waste, and 70% of all waste across our premises is either recycled or repurposed. We have reached an 84% wastewater recycling rate, and are moving closer to our goal of achieving Zero Liquid Discharge (ZLD) at all locations.

- **Social Responsibility:** We prioritize the well-being of our employees, suppliers, customers, and communities. Our social initiatives focus on promoting diversity and inclusion, supporting education and healthcare, and fostering community development. We achieved 25% gender diversity across our workforce and 33% gender diversity among new hires in FY 2023-24 through affirmative hiring initiatives. We also have several community-based initiatives

birlasoft

> We have integrated people-centricity into our cultural ethos, ensuring our organization stands at the forefront of championing sustainability through the power of people. We uphold these commitments through initiatives in climate action, social inclusiveness, community development, and good governance.

aimed at ensuring that our growth is not only prosperous but also inclusive and equitable, while creating a positive impact on the people and environment around us.

- **Strong Governance:** We uphold the highest standards of governance, ensuring transparency, accountability, and ethical conduct in all our operations. Our Enterprise Risk Management (ERM) framework is designed to proactively identify and address potential risks, including a diversified supplier onboarding process that strengthens our supply chain resilience. With certifications in ISO 27001 (Information Security Management) and ISO 27701 (Privacy Information Management), we comply with globally recognized standards, ensuring our security measures are robust and reliable.

Birlasoft is continually progressing along its ESG journey and making strides toward achieving our targets and commitments. We are moving towards carbon neutrality as a result of our energy efficiency measures, adoption of renewable energy solutions, and promotion of clean technologies. We are continuously increasing our renewable energy (RE) share in the total energy mix through Power Purchase Agreement (PPA) models or obtaining power from solar parks on the outskirts of our operational areas.

We are also enhancing efforts for rainwater harvesting across our properties to promote water conservation and sustainability. Additionally, we are dedicated to achieving the 'Zero Waste to Landfill' objective for our owned premises through waste segregation and recycling e-waste. Promoting the adoption of electric vehicles (EVs) in our fleet and setting up EV charging stations within premises are also part of our efforts to encourage cleaner and greener mobility solutions.

At Birlasoft, our success is rooted in our *six cultural tenets:* maintaining a High Say-Do Ratio, embracing Boldness, prioritizing Customer Centricity, making Quick Decisions, fostering People Centricity, and putting the Organization First.

These principles guide us in delivering exceptional value, driving growth, and fostering innovation. I am honored to share that Birlasoft has received the *"FM Exemplary Green Building Practices Award"* at the *BW-BUSINESSWORLD Facility Management Awards 2024* and has been honored as the *"ESG Champion of India"* by D&B for FY 2023-2024. We have also been awarded with *"Excellence in Healthiest Workplace"* at the *iNFHRA 1st Edition of Corporate Excellence Conference and Awards 2024.* Our DEI efforts have been recognized at *2024 DivHersity Awards,* in the categories of *"Top 20 Most Innovative Practices (Women Leadership Development) at the AccelHerate & DivHERsity Awards 2024"* and *"Top 20 DivHERsity Champions in Large Enterprises".* These accolades underscore our commitment to sustainable infrastructure, employee well-being and diversity, and ESG excellence.

For our stakeholders, this report is more than just a summary of our achievements; it is a clear statement of our intent and commitment. Through our technology programs, educational initiatives, and rural mental health efforts, we aim to create lasting change.

We are dedicated to leveraging our technological expertise to tackle global challenges and create long-term value for all our stakeholders. I am deeply appreciative of our people's unwavering support and collaboration throughout this transformative journey.

We are grateful for the support and trust of our stakeholders and are excited about the opportunities for collaboration that lie ahead. Together, we can make a meaningful difference, equipped with the knowledge, innovation, and resilience to build a more sustainable tomorrow.

Best Wishes,
ANGAN GUHA

Birlasoft at a Glance

About the CK Birla Group

The CK Birla Group, with a revenue of over US $3 billion, is an Indian multinational conglomerate. With over 35,000 employees, the group operates 52 manufacturing facilities across India and the world, with a presence in diverse sectors including technology, automotive, home and building, and healthcare.

The CK Birla Group continuously adapts to stay ahead in a changing world. By harnessing technology and investing in people and digital transformation, the Group consistently remains agile and delivers profitable growth. Viewing value creation through a global lens, our companies operate without borders.

The CK Birla Group companies include Birlasoft Limited, GMMCO Limited, National Engineering Industries Limited (manufacturer of NBC Bearings), Orient Cement Limited, HIL Limited, Orient Electric Limited, CK Birla Healthcare Private Limited (CK Birla Hospitals and Birla Fertility & IVF), Orient Paper & Industries Limited, AVTEC Limited and Neosym Industry Limited.

Our companies share a common purpose of serving customers, partners and communities to create long term value through trust based relationships.

About Birlasoft Limited

We, at Birlasoft Limited, global leaders in Cloud, Artificial Intelligence (AI), and Digital Technologies, supported by a team of over 12,500 professionals, drive digital transformation across diverse industries, empowering customers with innovative solutions in a dynamic environment.

Our commitment to trust and impact fortifies our success and differentiates us in the market. We continuously innovate to build lasting relationships

with our clients, fostering trust through exceptional performance.

Leveraging deep domain expertise and a consultative approach, we provide transformative solutions that drive business success and promote sustainable development. Our ongoing investment in capabilities is aimed at enhancing revenue and profitability. Guided by a growth-oriented strategy, we are dedicated to generating substantial value for our customers, partners, and employees, ensuring impactful results and long-term success.

Mission Statement

Making societies more productive by helping our customers run their businesses.

The Six Cultural Tenets

Our employees are our most valuable asset and the foundation of our sustained growth and success. We are dedicated to fostering a safe and supportive work environment where staff feel appreciated and motivated to realize their full potential. We emphasize transparency and accountability, guided by six core principles that define and influence our organizational culture.

Organization First

Be Bold

People Centricity

'Birlasoft's Cultural Tenets'

Say-Do Ratio

Customer Centricity

Quick Decision making

Industries We Serve

Banking, Financial Services, and Insurance (BFSI)

At Birlasoft, we champion "Banking to the Power of Digital" through core system modernization, business process enhancement, and advanced digital technologies. Our focus spans retail banking, card processing, digital lending & leasing, governance, risk, and compliance, and ESG, all aimed at delivering lasting business value.

Manufacturing

Birlasoft's Manufacturing bMACH drives transformation with tailored, platform-powered solutions. We enable 'Smart factories' to 'Plants of the future' to 'Artificial Intelligence & Internet of Things driven supply chains', ensuring rapid and customized advancements. Our suite, featuring engineering excellence, connected products, and logistics optimization, propels organizations into the future with unmatched speed and efficiency.
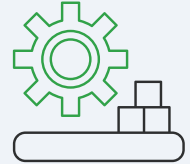
Energy and Utilities (E&U) & Communications, Media, and Technology (CMT)

We convert energy and resource industries into smart, safe, and sustainable businesses based on our 30+ years of industry experience. Our solutions enhance operational efficiency, revenue growth, asset lifecycle, and customer experience across all segments. We offer Smart Connected Operations, Real Time Data Management, and Asset Management for comprehensive advancement.
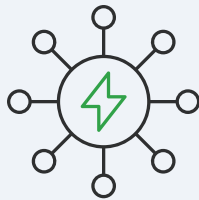
Life Sciences and Services (LSS)

Birlasoft revolutionises the life sciences sector with cutting-edge digital solutions, rapid innovation, cost-effective therapeutics, improved customer experiences, and global compliance. We offer end-to-end digital transformation services in Risk, Safety & Compliance, Sales & Marketing, Manufacturing & Supply Chain management, and Research & Development for pharmaceutical and medical technology companies.

Revenue Mix across Industry Verticals

- 41.20%
- 23.60%
- 20.90%
- 14.30%

Legend:
- Manufacturing
- Life Sciences & Healthcare
- BFSI
- Energy and Utilities
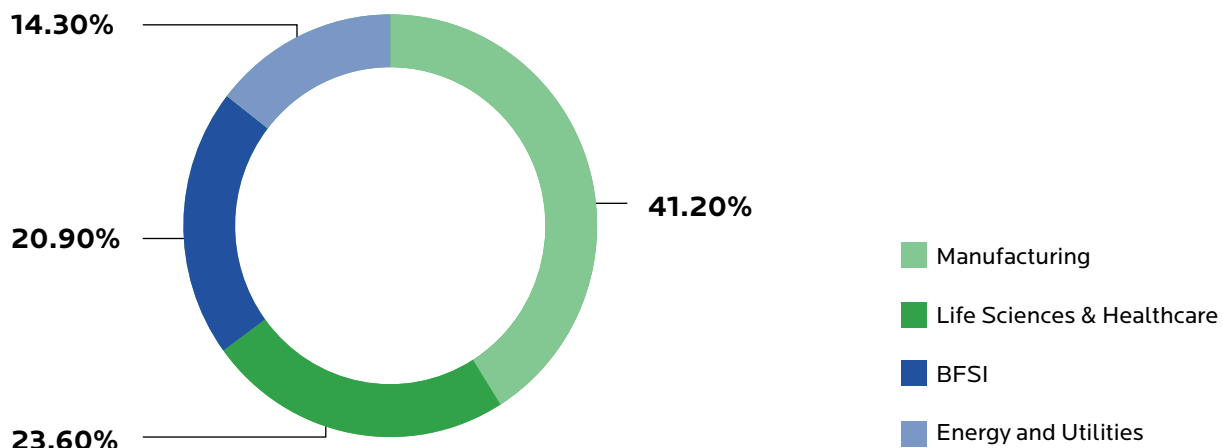
Our Services

Digital & Cloud

Cloud technology has evolved into a critical catalyst for growth, agility, and exceptional experiences across the value chain. At Birlasoft, we offer a customized portfolio of innovative cloud services, enhanced by intelligent automation and a robust partner network, to meet unique business needs and objectives.

Data Analytics Transformation Services

Our Data Analytics Transformation Services (DATS) enable clients to extract valuable insights from their data, facilitating informed decisions, optimized operations, new opportunities, and enhanced growth and profitability. Utilizing advanced analytics technologies, including machine learning, artificial intelligence, data mining, and predictive modeling, we play a crucial role in achieving these outcomes.

Enterprise Resource Planning

We facilitate seamless integration of business systems with cloud, data, and intelligent technologies. Our strategic partnerships with SAP, Oracle, Infor, Microsoft, and Salesforce enable impactful transformations in critical business scenarios. Our enterprise services optimize process execution, product management, marketing, and supply chain operations, unlocking maximum value.

Infrastructure and Cloud Technology Services

At Birlasoft, our Infrastructure and Cloud Technology Services (ICTS) excel in technology consulting and system integration, driving transformation from data center modernization to cloud migration. Our comprehensive solutions, including IT Digital Workplace Services, Cloud & Data Centre Services, and Cybersecurity Services, enhance operational efficiency and reduce investment costs for our customers.

Artificial Intelligence Offering

Birlasoft Cogito

Birlasoft introduced a comprehensive Generative AI platform, to empower enterprises to revolutionize their businesses through Generative AI capabilities. The key functionalities of Birlasoft Cogito include:

Enterprise Transformation
Drives business transformation by integrating innovative solutions, processes, and ideas enabling organizations to improve operations, enhance adaptability, and explore new opportunities.

Business Optimization
Leverages AI, machine learning, and deep learning to enhance supply chain management, predict customer behavior, and improve product design, resulting in data-driven decision-making and continuous improvement.

Generative AI Centre of Excellence

Birlasoft and Microsoft have partnered to develop a Generative AI Centre of Excellence with the aim of promoting innovation and value generation in the adoption of Generative AI. The Generative AI Centre of Excellence provides highly sophisticated enterprise solutions to a range of sectors by utilising Microsoft Azure OpenAI Service in conjunction with Birlasoft's significant industry experience.

Our Partnerships

Birlasoft Office Locations

Overseas Offices

United States (US)

- 379, Thornall Street, 12th Floor, Edison, NJ 08837, United States of America.
- 1730 Varsity DR, STE 450, Raleigh, NC 27606. United States of America.

Canada

- 1103 – 11871 Horseshoe Way, 2nd Floor Richmond, BC V7A 5H5.
- 2800 Skymark Avenue, Suite 203 Mississauga, Ontario, L4W 5A7.

Mexico-Guadalajara

335 Real de Acueducto Avenue, Piso #17, Puerta de Hierro Zapopan, Jalisco, México, CP 45115

Brazil

Alameda Santos, 1165– 10° andar – Cerqueira Cesar CEP 01419-002 – São Paulo / SP – Brasil.

United Kingdom

4th Floor, 53-54, Grosvenor Street, London W1K 3HU.

Germany

Meisenstr. 96, D – 33607, Bielefeld, Germany.

France

19 Boulevard Malesherbes 75008, Paris, France.

Netherlands

Siriusdreef 17 – 27, 2132 WT Hoofddrop, Netherlands.

Poland

ul. Zwycięska 45, 53-033, Wrocław, Poland.

Switzerland

C/O RSM Switzerland AG; Leutschenbachstrasse 45, Zürich, Switzerland CH-8050.

Sweden

Hummelkläppen i Stockholm AB, Villagatan 19, 114 32 Stockholm.

Spain

Jose Ortega, Y Gasset 22-24, 3rd Floor, Madrid 28006, Spain.

Slovakia

Dvořákovo nábrežie 4, Bratislava - mestská časť Staré Mesto 811 02, Slovakia.

Singapore

#11-07 Paya Lebar Square, 60 Paya Lebar Road, Singapore 409051.

United Arab Emirates

Dubai Airport Free Zone Area, West Wing 2, Office 2W113, P.O. Box: 54931, Dubai, United Arab Emirates.

Malaysia

- Unit 30-01, Level 30, Tower A, Vertical Business Suite, Avenue 3, Bangsar South No. 8, Jalan Kerinchi 59200 Kuala Lumpur, Malaysia.
- Level 32, Menara Allianz Sentral, 203 Jalan Tun Sambanthan, 50470 Kuala Lumpur, Wilayah Persekutuan, Malaysia.

Australia

Level 36, Governor Phillip Tower, 1 Farrer Place, Sydney, NSW, 2000, Australia.

New Zealand

c/- Quigg Partners, Floor 7, 36 Brandon Street, Wellington Central, Wellington, 6011, New Zealand.

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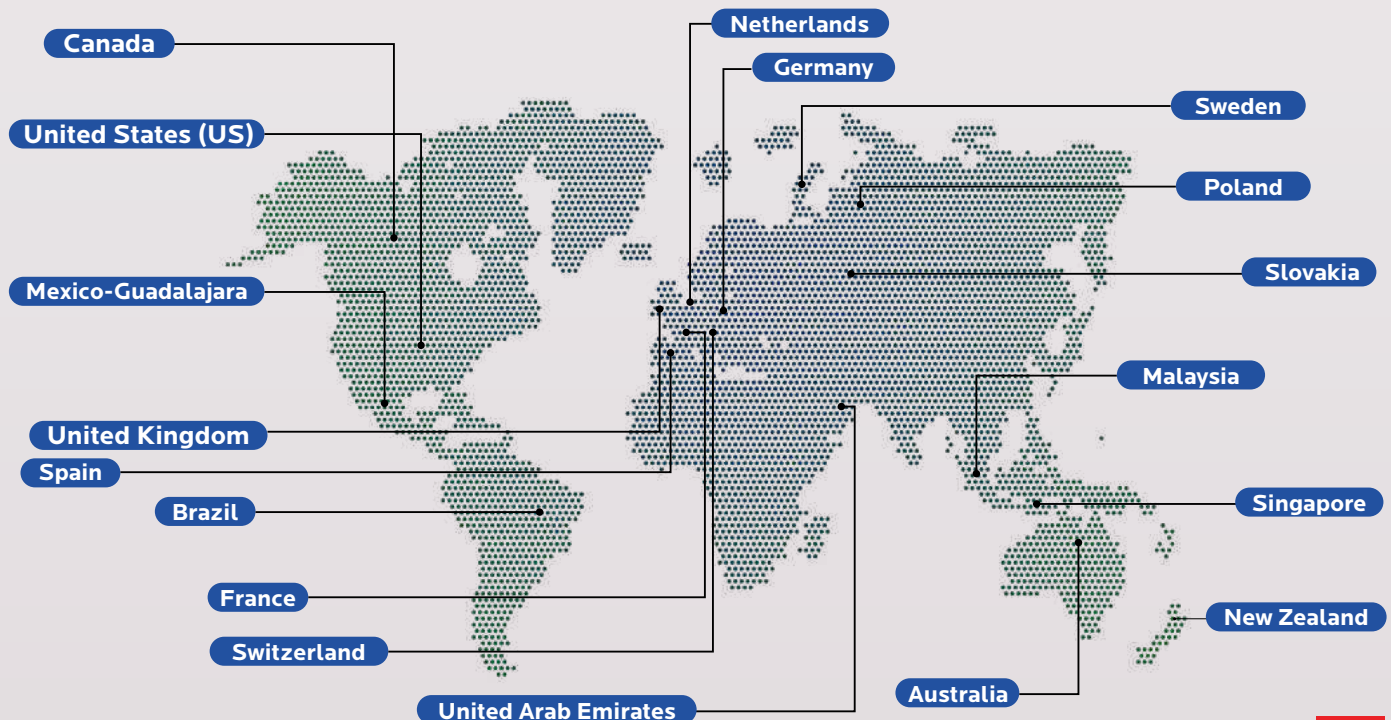
India Offices

Registered Office

35 & 36, Rajiv Gandhi
Infotech Park,
Phase - I, MIDC, Hinjawadi,
Pune - 411057,
Maharashtra, India.

Software Development Centers

SEZ Premises

IT-3 Unit, SDF VII,
Seepz SEZ, Andheri (E),
Mumbai – 400096,
Maharashtra, India.

Wave Rock, Level 15 & 16,
Tower 2.1, Sy. No. 115(P),
TSIIC IT/ITES SEZ,
Nanakramguda,
Serilingampally Mandal,
Rangareddy District,
Hyderabad,
Telangana – 500008, India.

India Land Tech Park Pvt Ltd,
KGISL - SEZ, 3rd Floor,
Tower C, Keeranatham
Village,
Coimbatore – 641035,
Tamil Nadu, India.

STPI Premises

Building A, Plot No. EL-207/1,
TTC Industrial Area, Mahape,
Navi Mumbai – 400710,
Maharashtra, India.

Prince Infocity II, 8th Floor,
A-Wing, 283/4,
Rajiv Gandhi Salai,
Kandanchavadi, OMR,
Chennai - 600096, India.

Cedar Block, 4th and 5th
Floor, Kalyani Platina,
Kundalahalli Village,
Kr Puram Hobli,
Whitefield, Bengaluru,
Karnataka - 560066, India.

Assotech Business Cresterra
Tower 3, Plot No. 22,
Sector 135,
Expressway Noida - 201301,
India.
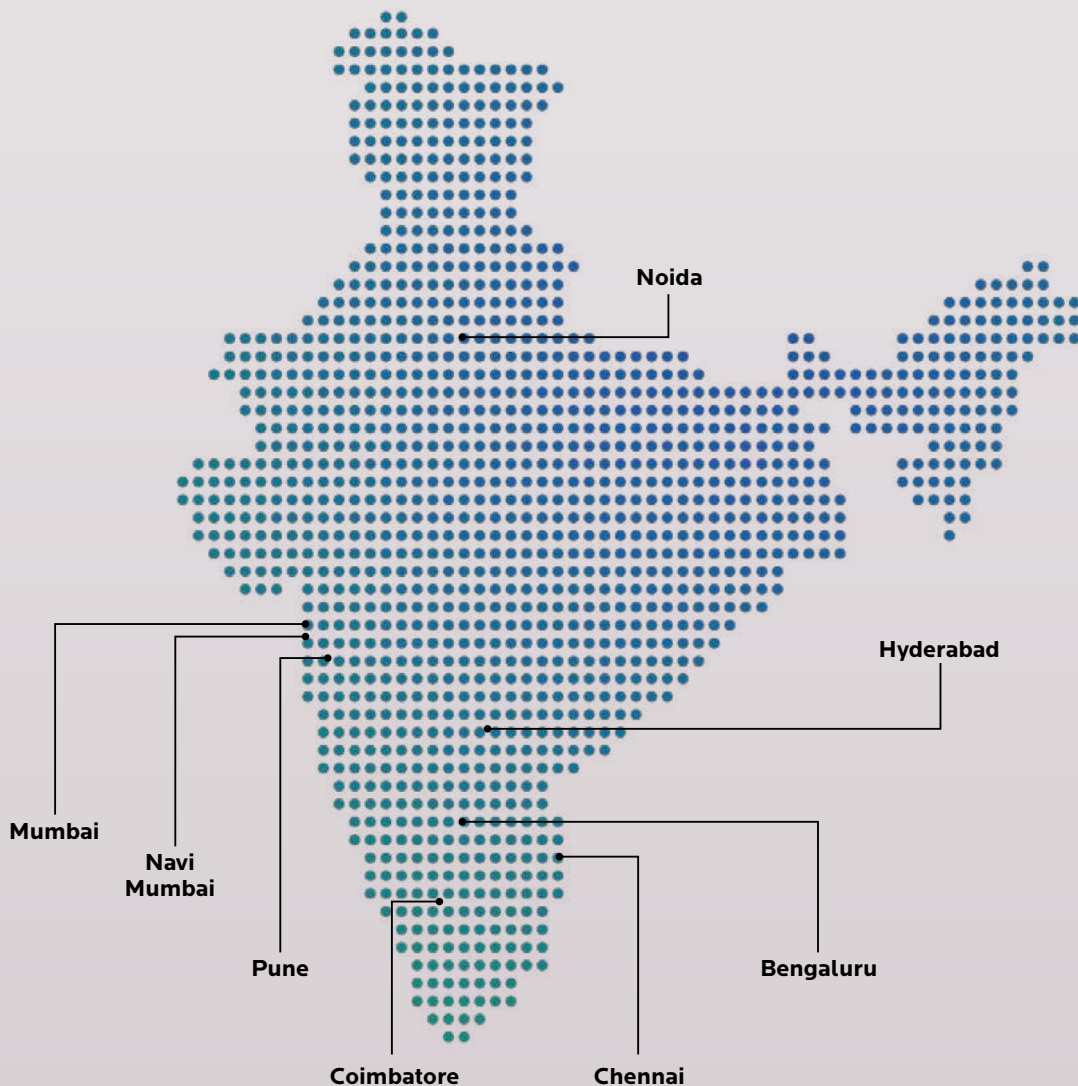
Awards and Recognitions
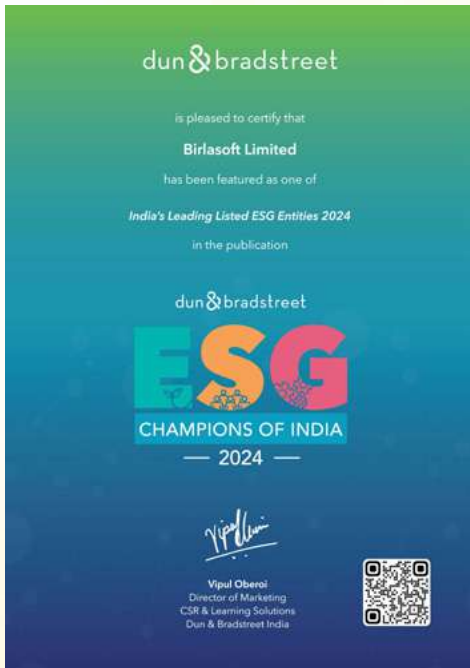
Birlasoft recognized as the **ESG Champions of India 2024**, a prestigious honour bestowed upon companies leading the charge in Environmental, Social and Governance (ESG) practices by Dun & Bradstreet.

Birlasoft recognized as an **official participant of CO_2 Impact Program 2022-23** to fuel Panama's "**CO2OL Tropical Mix**" reforestation project.

Birlasoft's Chief People Officer - Arun Dinakar Rao honoured with **"CHRO of the Year - Digital Transformation" Award** and **"CHRO Excellence in Agile HR Practices" Award** for the Skillfolio Initiative at 7th CHRO Vision & Innovation Summit & Awards 2024.

Kamini Shah (CFO) Honored **best CFO** for Promoting DEI at Economic Times - CFO Awards'24.

Sarika Saini, Sr. Director HR, and DEI Leader recognised amongst **Top20 DivHERsity Champions** (Large Enterprises) at the AccelHerate & DivHERsity Awards 2024.

Birlasoft is a proudly certified **Great Place to Work (GPTW)** organization, ranked amongst the Top 100 companies to work for in India, for third time in a row.

Birlasoft received Certificate of **DivHERsity in Top 20 Most Innovative Practices** (Women Leadership Awards 2024).

★★★★★

Birlasoft has been recognized in the **"Biophilic Design and Nature Integration (Corporate)"** at the **iNFHRA 1st Edition of Corporate Excellence conference and Awards 2024.**

★★★★★

Birlasoft's Pune office won **"Silver"** at the **27th Annual Gardening Awards** from the **Pimpri Chinchwad Municipal Corporation (PCMC)** in the landscaping category.

★★★★★

Birlasoft's **VINCI** platform received **Special Jury Award** at the **TOPS (Team Oriented Problem Solving) Convention 2023**, hosted by the Indian **Society for Quality (ISQ)**.

★★★★★

Birlasoft's Customer Success Officer, Heather Bunyard, honoured as the **Women's Advocate Bronze Luminary** at the **ISG Women in Digital Awards 2023.**

Praveen Siddannavar,
Senior Vice President -
Facilities & Logistics Management

Honored with **Silver Award for FM Person of the year** at the BW Business World Facility Management Conference and Excellence Awards 2024.

Honored with Bronze **for the FM (Men) Leadership Award for Excellence** at the BW Business World Facility Management Conference and Excellence Awards 2024.

Birlasoft has been honoured in the **Transport Management Category** at the **iNFHRA 8th Edition Workplace Excellence Conference & Awards 2023-24,** for the second consecutive year.

Birlasoft has been recognized in the **Sustainability Category** at the **iNFHRA 8th Edition Workplace Excellence Conference & Awards 2023-24.**

Birlasoft has been recognized in the **"Excellence in Healthiest Workplace"** at the **iNFHRA 1st Edition of Corporate Excellence Conference and Awards 2024.**

★ ★ ★ ★ ★

Birlasoft **Pune campus was awarded in the Garden Landscaping category at the 42nd Annual Gardening Awards** Ceremony by the Pune Municipal Corporation.

Birlasoft recognized **by Synchrony with the "Best Diversity Growth Award"** at the **'Path to Parity' event.**

★ ★ ★ ★ ★

Birlasoft has been recognized in the **"FM Exemplary Green Building Practices Award"** at the **BW-BUSINESSWORLD 2nd Edition** - Facility Management Awards 2024.

★ ★ ★ ★ ★

Birlasoft on **Air bagged Bronze** at the **DMAAsia Echo Awards 2023** in the Emerging Technologies Category.

Birlasoft on **Air Radio won "Gold"** at the prestigious **Golden Mikes Award.**

Sustainability at Birlasoft

Our sustainability journey is powered by collaboration, and long-term partnerships reinforce our commitment to shared goals—achieving best-in-class human capital development, sustainable natural resource management, and fostering an inclusive society.

Aligning ESG Vision with Business Strategy for a Sustainable Future

At Birlasoft, we are committed to aligning our ESG Vision with the overarching growth strategy, utilizing it as a catalyst for improving our business performance and fostering customer centricity through innovative solutions. As we continue our journey towards sustainability, we are guided by our mission to create a responsible and resilient future for all our stakeholders. Our dedication to sustainability is clear through our comprehensive 360-degree approach, focusing on our fundamental pillars of **"People, Planet, and Productivity"**.

We are progressing towards lowering our carbon footprint by adopting energy-efficient technologies, switching to Renewable Energy sources such as solar and wind power, and enhancing waste management with a focus on recycling and water conservation. Further, our efforts to integrate sustainable practices along our supply chain are key to bringing our ESG vision to life.

Our commitment to creating an equitable workplace is a culmination of the increasing gender diversity in our workforce, upholding human rights and providing opportunities for continual learning and growth. Our social progress aligns with our larger organizational mission of "Making societies more productive by helping our customers run their businesses".

As an IT services company, our governance strategies include prioritizing data privacy by implementing rigorous security measures and ensuring that all personal information is handled with the highest level of confidentiality and integrity. Our sustainability governance is driven by Birlasoft's ESG Committee, and monitored by our Board of Directors to ensure that we are steadily progressing towards our vision for a better future for all our stakeholders. It is our constant endeavor to remain committed to sustainability in all aspects of our business operations.

ESG Vision

Empowering a sustainable future, Birlasoft aspires to be an ESG leader in the IT services industry. Our commitment to integrating sustainability and responsible business practices drives us to foster an environmentally conscious, socially equitable, and well-governed economy.

ESG Mission

Our mission is to foster a culture of environmental stewardship, social responsibility, and ethical governance aligned to UN Sustainable Development Goals (UN SDGs) to create lasting value for our stakeholders and leave a positive legacy for future generations by contributing to an equitable and resilient economy.

360 Degree Performance Highlights

Our commitment is to drive natural resource optimization, social diversity and inclusivity, community development, strong ethical business conduct, and transparent disclosures, to generate stakeholder trust and brand equity.

Environmental Stewardship

Minimizing our footprint while maximizing resource efficiency

~15%
of total electricity sourced from renewable sources (Solar and Wind Power).

Installation of **energy efficient technologies** and solutions across offices.

390 kW
solar power plant installed at Pune campus- avoiding about **400 MT of CO$_2$** emissions.

Entire process of employee and vendor onboarding and approvals digitalized i.e., **paperless initiative.**

100%
E-waste Recycled and **70%** of total waste either recycled or reused.

84%
of wastewater recycled across offices.

9 acres
of land in Pune campus under 'Green Cover'.

50%
reduction in power consumption of Sewage Treatment Plant (STP).

Social Empowerment

Championing diversity and equity, fostering inclusivity, and empowering communities through engagement and action

Achieved **25% gender diversity** in FY 2023-24 at total workforce level.

Partnership with Coursera to broaden the skill development opportunities sphere for our employees.

Over **2,770** training conducted during FY 2023-24, covering **98%** of employees, with average training hour per employee as **51** on technical training, leadership topics, project management, functional training, compliance sessions, and process trainings.

Stubble burning program focuses on reducing crop residue burning, benefitting over **1,800 farmers** with **11,600 acres** of agricultural land in **16 villages.**

All employees covered under holistic employee **well-being initiatives** such as BCares Program.

Birlasoft certified as **'Great Place to Work'** for third time in a row.

Affirmative hiring has achieved a gender mix of **33%** in FY 2023-24.

33 women graduated in FY 2022- 23 and **36 women enrolled** in FY 2023-24 as part of BEmpowered Program.

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Governance Excellence

Building trust through transparent oversight, accountable leadership, and upholding the highest ethical standards

Certified with **ISO 27001** (Information Security Management) and **ISO 27701** (Privacy Information Management).

Zero incidents on **data privacy and cyber security breaches** within the organization.

Achieved Voice of Customer **(VOC) rating 4.67** on a scale of 1 to 5 against the targeted goal of a VOC rating of **4.0 or higher.**

Integrated a diversified sustainable supplier onboarding risk management into the company's **Enterprise Risk Management (ERM) framework.**

In FY 2023-24, the company held **6 board meetings** and average board meeting attendance was 100%, indicating leadership commitment and strong governance oversight.

Sustainability Certifications

ISO 14001:2015 – EnvironmentManagement System

ISO 45001:2018 – Occupational Health and Safety Management System

ISO 27701:2019 – Privacy Information Management System

ISO 27001:2013 – Information Security Management System

ISO 20000:2018 – Information Technology Service Management System

ISO 9001:2015 – Quality Management System

CMMI Institute's Capability Maturity Model Integration (CMMI)® 2.0 for:
a) CMMI-DEV
b) CMMI-SVC

Birlasoft is committed to integrate sustainability, responsibility, and ethical business practices to drive and build an environmentally conscious, socially inclusive, equitable, and well-governed enterprise.

Stakeholder Engagement and Materiality Assessment

"Learn how interacting with our group of stakeholders and assessing materiality enables Birlasoft to prioritize what is essential for a responsible and sustainable business growth trajectory."

Stakeholder Engagement

Birlasoft has presence across geographical locations, vendors, suppliers, customers, and clients. Our universe of material topics impacting our business and vice-versa, are complex, multi-dimensional, and inter-connected. Through proactive engagement, we not only identify potential issues and opportunities but also anticipate challenges ahead of time. Engaging in open and constructive conversations is fundamental to our strategy for building long-lasting relationships with our stakeholder groups, and strengthen trust, mutual understanding, and achieve shared success across all stakeholder interactions. Primary stakeholders are those who have a direct stake in the project, such as customers, employees, suppliers, and local communities. Secondary stakeholders are those who have an indirect stake or influence, such as NGOs, governments, media, and investors.

Stakeholder engagement, collaboration, dialogue, and continuous relationship building are critical for creating long-term value on business strategies by providing insights and shared thoughts. At Birlasoft, we adopted 3-step approach to engage with stakeholders:

Step 1
Stakeholder Identification and Prioritisation

Identify and prioritise stakeholders who are materially impacted by Birlasoft's activities and those whose actions can influence our ability to achieve our objectives.

Step 2
Stakeholder Engagement and Consultation

Engage with prioritized stakeholders using tailored strategies to understand their expectations, concerns, and interests on key topics like environmental impact, social performance, governance, and business ethics.

Step 3
Responding to Stakeholder Concerns and Expectations

Develop and implement action plans that address stakeholder feedback in a transparent, accountable, and timely manner.

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Birlasoft has identified a list of key stakeholders that impact current business and will continue to be core part of our long-term business strategy. We continuously engage with these stakeholders in a transparent and effective manner, as described in the table below:

Investors and Shareholders

Channels of communication	Annual General Meeting (AGM), Investor presentation, Press Release, Mails, Website and Direct communication.
Frequency of engagement	Quarterly and Annually
Purpose of engagement	To boost investor trust and maximize shareholder value and enhance transparency about the Company.
Scope of engagement	Business strategic investment, business growth and success stories, including sustainable business practices and performance, corporate social responsibility activities, and company's financial performance.

Employees

Channels of communication	Surveys, Group Discussions, Online communications, Emailers, Newsletters, Volunteering opportunities, Festivals and other celebrations, Wellness sessions, and leader sessions.
Frequency of engagement	Continuous
Purpose of engagement	To nurture a talented and productive workforce, enhance employee satisfaction and foster a positive and conducive work environment.
Scope of engagement	Skill development, employee engagement activities, health and wellness initiatives, career development and growth opportunities, open communications, grievance redressal mechanism and feedback, employee assistance programs, and idea-sharing opportunities between employees, management, and leadership.

Customers

Channels of communication	Weekly Status Report (WSR), Direct communication, and Mails.
Frequency of engagement	Weekly, Monthly, and Quarterly
Purpose of engagement	To exceed customer expectations, enhance their experiences, and build long-standing relationships, through effective communications and disclosures.
Scope of engagement	Disclosing the current progress, performance and update as agreed in kick-off meeting highlighting the risk, issues and support required.

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Customer Leads/Manager, Sub-Vertical Head/Vertical Head, AM, HBU SPOC, DM, PM/Engagement Manager

Channels of communication	Monthly Business Review (MBR) and Quarterly Business Review (QBR).
Frequency of engagement	Monthly
Purpose of engagement	To exceed customer expectations and enhance their experiences.
Scope of engagement	Current program status, customer feedback, engagement level status and satisfaction level.

Vendor/Supplier

Channels of communication	Mails, Online and Offline meetings, Review meetings, Direct communications, and Survey forms.
Frequency of engagement	Weekly, Monthly, and Quarterly
Purpose of engagement	To foster mutually advantageous partnerships, optimize supply chain efficiency, and promote business growth.
Scope of engagement	Supplier engagement, fair and transparent procurement practices, negotiations, query resolution and grievance handling, supplier performance review, communication on areas of improvement, challenges, and new areas of collaboration.

Implementing Agency (NGO)

Channels of communication	Mails, Online and Offline Meetings and Site visits.
Frequency of engagement	Continuous
Purpose of engagement	To develop and implement social development initiatives and programs for welfare and development of vulnerable and marginalized communities.
Scope of engagement	Project governance, milestones achieved, challenges during project implementation and remedial measures.

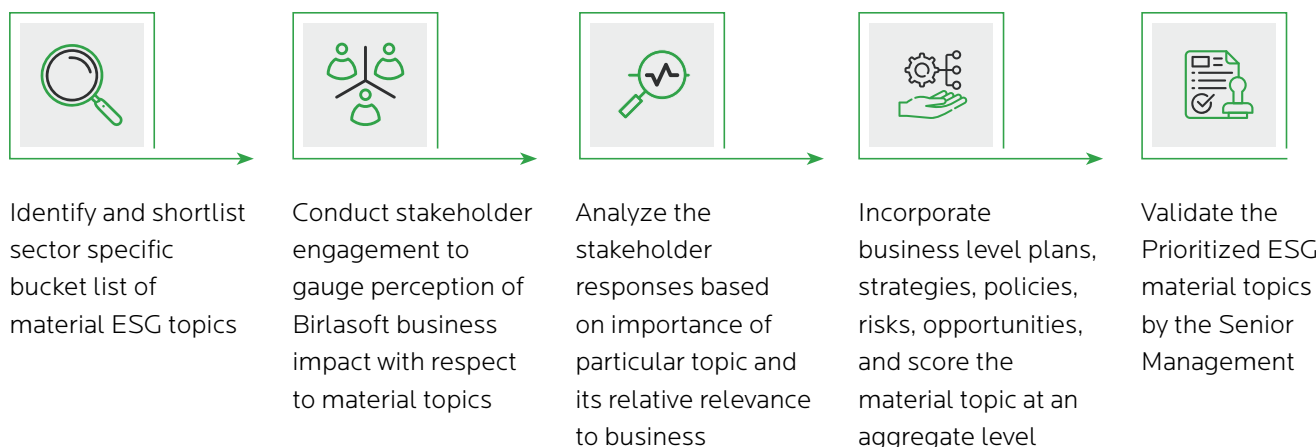| Communities		
	Channels of communication	Online and Offline connects, Emails, Phone calls, Collaterals, Printed materials, Workshops, Door-to-door visits, Announcements.
	Frequency of engagement	Continuous
	Purpose of engagement	To implement social development initiatives to enhance the livelihood opportunities for the marginalized communities and empower them.
	Scope of engagement	Change management, behavioral change, impact assessment, grievance redressal, mentoring, trainings, and governance.

Materiality Assessment

Stakeholder Perspective

In FY 2023-24, Birlasoft conducted its first materiality assessment to adapt with the evolving regulatory changes and disclosure landscape. Our materiality assessment aims to identify and prioritize key issues and concerns, impacting business while building trust, transparency, and accountability with our stakeholders. The sensitivity of an issue to a stakeholder and its impact to the business is gauged through materiality assessment, which is vital for creating a company's ESG journey. This assessment laid the foundation for our ESG strategy as well as outlined the boundary of the Sustainability Report disclosure.

The materiality assessment acts as a strategic tool that allows us to identify key issues important to both our internal and external stakeholders. This insight aids us in creating strong risk management strategies and seizing emerging opportunities. To identify these critical topics, we conducted comprehensive research, analyzing industry peers, standards, internal data, and regulatory guidance.

Our materiality assessment exercise was carried out using the following process:

| Identify and shortlist sector specific bucket list of material ESG topics | Conduct stakeholder engagement to gauge perception of Birlasoft business impact with respect to material topics | Analyze the stakeholder responses based on importance of particular topic and its relative relevance to business | Incorporate business level plans, strategies, policies, risks, opportunities, and score the material topic at an aggregate level | Validate the Prioritized ESG material topics by the Senior Management |

Materiality Map

The table highlights the key environment, social, and governance (ESG) material topics that impact our business, society, economy, and environment, categorized into "high and very high priority areas".

E Environment

1. Climate Action and Energy Management
2. Decarbonization
3. Waste and Hazardous Materials Management
4. Responsible Supply Chain
5. Water Management

S Social

1. Customer Engagement and Satisfaction
2. Talent Attraction and Retention
3. Employee Health and Safety
4. Employee Engagement
5. Corporate Social Responsibility (CSR)
6. Human Rights
7. Diversity, Equity, and Inclusion
8. Career Development
9. Gender Parity
10. Micro, Small, and Medium Enterprises (MSME) Procurement

G Governance

1. Data Privacy and Cyber Security
2. Regulatory Compliances
3. Risk Management
4. Business Ethics, Governance and Transparency
5. Innovation, Research and Development (R&D)
6. Anti-Corruption and Anti-Bribery

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Material Business Issues and ESG Prioritization

During the FY 2023-24, key material topics were reviewed for their impact on business landscape and were mapped with Company's Enterprise Risk Management (ERM), after a comprehensive review of our sustainability strategy and external trends. The eight material topics listed below are categorized based on the risks and opportunities they present to the Company. This enables us to prioritize our actions, initiatives, and resources accordingly.

Key Material Topics of Birlasoft

Data Privacy and Cyber Security

Customer Engagement and Satisfaction

Employee Health and Safety

Talent Attraction, Retention and Career Development

Diversity, Equity, and Inclusion (DE&I)

Community Development

Climate Action, Decarbonization, and Energy Management

Business Ethics, Governance and Transparency

Material Issue Identified

Data Privacy and Cyber Security

Indicate whether Risk or Opportunity (R/O)
Risk

Rationale for identifying the risk/opportunity	In case of Risk, approach to adapt or mitigate	Financial Implications of the risk or the opportunity (Negative/Positive)
Data privacy and cybersecurity are major global concerns, with legislation like GDPR, CCPA, and equivalents imposing severe consequences for non-compliance. Ensuring data privacy across the information life cycle is critical. As companies adopt new technologies like mobile computing, IoT, and cloud computing, cybersecurity becomes a crucial risk, with threats including targeted attacks, ransomware, malware, and data leakage.	The Company employs a robust Information Security Management System to mitigate data privacy and cybersecurity risks. It maintains governance mechanisms for regular evaluation of the privacy program's effectiveness. Cutting-edge data-security measures are in place, including Personally Identifiable Information (PII) Repositories, Privacy Impact Assessment, Incident Management Procedures, Breach Notification Management, and Subject Access Request Management. External assessments ensure compliance with global regulations, supported by ISO/IEC 27701:2019 certification. Periodic reviews ensure sustained ISO 27001:2013 certification and external third-party validation of compliance with the NIST Cyber Security framework.	**Negative:** Any violation, non-compliance, or inadequacy in privacy policies and procedures can lead to potential liabilities, penalties, and reputational damage.

Cyber-attacks breaching our information network or failure to protect sensitive information of the Company's stakeholders in line with applicable laws may impact our operations or incur significant regulatory penalties, posing legal and reputational risks for Birlasoft. |

Customer Engagement and Satisfaction

Indicate whether Risk or Opportunity (R/O)
Risk and Opportunity

Rationale for identifying the risk/opportunity	In case of Risk, approach to adapt or mitigate	Financial Implications of the risk or the opportunity (Negative/Positive)
Risk: The company's strategy is to focus on a select number of industry verticals, geography, customers, and offerings, with a possibility of business being concentrated in a particular area with consequential volatility.	The company is expanding its service technology offerings to align with customer business needs, fostering annuity revenue and long-term client relationships. Additionally, it actively assesses strategic partnerships to manage competition, enhance technological capabilities, and facilitate organic growth.	**Positive:** The profitability of the company is significantly influenced by consumer retention and happiness. Better business opportunities for growth and expansion can also result from improved customer satisfaction.
Opportunity: The company prioritizes growth by leveraging its portfolio of top multi-service accounts, emphasizing client management, cross-selling, and revenue generation through business transformation. We ensure not only sustained growth, but also lasting partnerships built on trust and value delivery.	Birlasoft employs a Voice of Customer (VOC) process to gauge customer perception of its deliverables and services. This process operates at both the project and engagement levels, with reviews conducted every six months. The goal is to maintain a VOC score of 4 or higher on a scale of 5, ensuring quality products and services for a positive customer experience. Customer feedback is collected and analyzed to identify actionable insights, with progress tracked to enhance VOC ratings over time.	**Negative:** In absence of continued customer service and engagement, customers can lose trust in Birlasoft's reliability to provide proposed quality service and will have adverse impact on growth of business.

Employee Health and Safety

Indicate whether Risk or Opportunity (R/O)
Opportunity

Rationale for identifying the risk/opportunity	In case of Risk, approach to adapt or mitigate	Financial Implications of the risk or the opportunity (Negative/Positive)
Focusing on Employee Health and Safety as a material topic offers Birlasoft opportunities to enhance operational performance, strengthen its workforce productivity, encourage culture of innovation, differentiate Company's brand image and reputation, enhance efficiency, and reduce absenteeism, and achieve sustainable growth.	–	**Positive:** Birlasoft values and respects its employee's overall well-being i.e., physical, mental, and emotional health. The Company invests in programs and initiatives to ensure a conducive, safe, and healthy work environment.

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Talent Attraction, Retention and Career Development

Indicate whether Risk or Opportunity (R/O)
Risk and Opportunity

Rationale for identifying the risk/opportunity	In case of Risk, approach to adapt or mitigate	Financial Implications of the risk or the opportunity (Negative/Positive)
Risk: The nature of the IT services business mandates the Company to recruit and retain professionals with requisite skill sets, adequate to meet customer demands and in alignment of company's long term business strategy. **Opportunity:** Birlasoft cultivates a culture of equality, self-awareness, authenticity, and accountability, emphasizing gender and cross-cultural diversity. Through initiatives like BCares, BEngaged, and STAR, the company showcases its values and culture of employee care and appreciation, positively impacting talent attraction and retention.	The Company maintains an effective talent acquisition function, strategizing to attract skilled professionals from diverse talent pools and sources. Working closely with business managers, the talent acquisition team implements a rigorous selection process to identify suitable candidates. Additionally, the Company prioritizes learning and development, providing a comprehensive training infrastructure for continuous skill enhancement and competency development across all employees. The Learning and Development team also addresses any project-specific skilling requirements as needed. To mitigate risks and maintain business continuity, the Company dedicates considerable effort to identifying critical roles and conducting succession planning. This involves a thorough talent review process enabling leadership to identify development areas, role enhancements, and succession opportunities for key talent.	**Negative:** Insufficient or inadequately skilled resources, along with delays or absence of necessary resources, may lead to missed business opportunities or customer delivery escalations. **Positive:** Birlasoft values and respects its employees, offering fair opportunities for growth and development. This approach boosts creativity, productivity, and overall business performance. The company also focuses on nurturing long-term and high-potential employees, including promoting gender diversity, to prepare them for senior roles.

Diversity, Equity, and Inclusion (DE&I)

Indicate whether Risk or Opportunity (R/O)
Risk and Opportunity

Rationale for identifying the risk/opportunity	In case of Risk, approach to adapt or mitigate	Financial Implications of the risk or the opportunity (Negative/Positive)
Opportunity: Birlasoft has made deliberate and continuous effort to create and sustain a culture of equality, self-awareness, authenticity, and accountability in the realm of gender, cross-cultural diversity, persons with disabilities and LGBTQ+ inclusion. **Risk:** A lack of diversity and inclusion within the organization can hinder productivity and innovation, as diverse teams bring varied perspectives that contribute to building better solutions. Moreover, insufficient inclusion may impede teams' ability to respect differences and engage in meaningful collaboration.	Birlasoft has a DEI charter with focus on affirmative hiring, Sensitization, and development. To ensure the culture of diversity, equity, and inclusion, we have various sensitization platforms for propagating our focus on DEI and unconscious bias training with a target to cover all employees by FY 2024-25. We have also planned to enhance Combined PWD+ Veterans diversity to 1%.	**Positive:** Birlasoft is committed to increase gender diversity from 24% to 28% in FY 2023-24 and 30% by FY 2024-25.

Community Development

Indicate whether Risk or Opportunity (R/O)
Opportunity

Rationale for identifying the risk/opportunity	In case of Risk, approach to adapt or mitigate	Financial Implications of the risk or the opportunity (Negative/Positive)
As a responsible corporate citizen, the Company strongly believes in contributing to social, environmental, and economic development of the society at large through various CSR i.e., community-led initiatives/programs.	–	**Positive:** Birlasoft has partnered with Government, local bodies, sector experts, industry partners, federations, and NGOs to implement socio-economic development programs for the upliftment and enhancing livelihood opportunities of the marginalized and vulnerable communities.

Climate Action, Decarbonization, and Energy Management

Indicate whether Risk or Opportunity (R/O)
Risk and Opportunity

Rationale for identifying the risk/opportunity	In case of Risk, approach to adapt or mitigate	Financial Implications of the risk or the opportunity (Negative/Positive)
Opportunity: Birlasoft continues to invest in building functional capabilities (Digital, Digital Analytics, Platforms, etc.) in desired verticals with swiftness and agility. **Risk:** Climate change poses both physical and transition risks to our industry, impacting customer behavior, disrupting company operations, and affecting infrastructure and supply chains. These risks also extend to the welfare of our staff and corporate strategy. Additionally, data centers, significant energy consumers and carbon emitters, contribute to environmental concerns. Birlasoft has identified three key areas of energy consumption: air conditioning (40%), computers and servers (38%), and utility usage (22%).	Birlasoft has implemented several mitigation strategies to address climate change and energy management risks. In line with its commitment to environmental sustainability, the company has introduced electric vehicles (EVs) for its office transportation fleet to reduce diesel consumption. Additionally, Birlasoft has identified environmental sustainability as a key focus area for corporate social responsibility (CSR). Through Project Shodhan, a community initiative, the Company aims to significantly reduce pollution from crop stubble burning in 120 adopted villages of Punjab and Haryana by 2024. Furthermore, Birlasoft is dedicated to increasing its Renewable Energy (RE) share in the total energy mix by adopting the power purchase agreement (PPA) model or sourcing power from solar parks located on the outskirts of its operational areas.	**Negative:** Extreme weather events like cyclones, heatwaves, and floods can disrupt our operations, leading to increased operational costs and lost business opportunities. Additionally, meeting environmental and CSR norms may incur higher operating expenses.

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Indicate whether Risk or Opportunity (R/O)
Risk and Opportunity

Rationale for identifying the risk/opportunity	In case of Risk, approach to adapt or mitigate	Financial Implications of the risk or the opportunity (Negative/Positive)
Risk and Opportunity: Governance and ethics are the bedrock of Birlasoft's culture. We design our governance framework to instill ethical behavior throughout the organization. Our robust governance and ethical culture ensure our long-term sustainability. As regulations around governance become stricter, with increasing demands for accountability, transparency, and fairness, we remain focused on both current and future regulations to stay fully prepared for any modifications and its implication on our business.	Birlasoft has established policies, processes, systems, and mechanism to drive ethical behavior and strong governance. Our Code of Business Ethics and Conduct (COBEC), details how our employees should conduct business and engage with stakeholders. The Whistle Blower policy and other governance policies, along with the reporting channels aid to identify concerns that need to be addressed.	**Negative:** Failing to comply with regulatory requirements can lead to financial repercussions and damage to our Company's brand reputation. Regulatory actions against the company may result in penalties, fines, and legal costs. **Positive:** Adhering to regulatory, statutory, and legal norms, ethical standards of business conduct, and string governance standards, will create trust, brand value, and loyalty from our stakeholders, leading to financial gains. and sustained growth.

At Birlasoft, we continuously review and assess our material topics to ensure they align with our ESG strategy, sustainability ambition, commitments, and stakeholder expectations. Continuous engagement with stakeholders is critical to identify our material issues, and this process helps us to gauge valuable feedback, comments, and opinions. Our interactions with stakeholders allow us to select the most relevant material issues and determine ways to enhance our ESG strategies.

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ESG Ambition and Commitments

Birlasoft's ESG Strategy is a well crafted response to its unique operating industry dynamics, sectoral challenges, material issues, and stakeholder expectations, embedding the key tenets of our company's vision, mission, and core values. We are committed to integrate sustainability and responsible business practices that drive us to build an environmentally conscious, socially equitable, and well-governed enterprise. The Company has committed itself to overarching and multi-dimensional long-term ambitions and goals across environmental and social issues.

Our Environmental and Social Commitments: Ambitions and Goals for a Sustainable Future

Greenhouse Gas (GHG) Emissions and Energy Management:

- Overall Energy Reduction.
- Move towards Renewable Energy.
- Adoption of electric vehicles.
- Reduce carbon emissions through business operations.
- Adopt energy-efficient solutions.

Water Management:

- Manage, recycle, and optimize the water consumption practices efficiently and effectively.
- Achieving zero discharge through water conservation and wastewater treatment initiatives.

Waste Management:

- Zero Waste to Landfill.
- Adopt the concept of 3Rs circularity (Reduce, Reuse, and Recycle).
- Ban on single-use plastics.

Social Development and Inclusiveness:

- Drive employee awareness on mental wellbeing and overall health and safety.
- Enhance gender diversity across levels i.e., increase overall gender diversity to 30% by FY 2024-25.
- 100% employees to be sensitized and trained on overcoming unconscious bias in the workplace by FY 2024-25.
- Nurture long-term and high potential employees, including gender diversity to get them ready for elevated roles or senior management roles.
- Create a positive impact on society by providing economic, social, and environmental benefits to the society.

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The Company has adopted some set targets for identified strategic priority areas of intervention to reduce its environmental footprint, drive social diversity, equity, and inclusiveness, and ensure compliance with regulatory requirements and ethical code of conduct.

Thematic Topics

Goals and Targets

Thematic Topics	Goals and Targets
Climate Action and Decarbonization	• Carbon Neutral by 2040. • Net Zero Target by 2050.
Energy Management	• Increase Renewable Energy share to 30% of total electricity consumption by FY 2029-30.
Water Management	• Zero Liquid Discharge (ZLD) at all premises.
Waste Management	• Zero Waste to Landfill by 2030 for owned premises. • 100% recycle of e-waste year-on-year.
Diversity, Equity, and Inclusion (DE&I)	• Increase overall gender diversity to 30% by FY 2024-25. • 100% employees to be sensitized and trained on overcoming unconscious bias in the workplace by FY 2024-25.
Talent Management	• Nurture long-term and high potential employees, including gender diversity to get them ready for elevated roles or senior management roles. • Drive an average of 40 learning hours per employee per year.
Responsible Supply Chain	• Ensure acceptance from supplier on Birlasoft Supplier Code of Conduct.
Data Privacy and Cyber Security	• Set the standard for data protection, ensuring all digital assets are managed with the highest level of security and privacy.
Customer Satisfaction and Engagement	• Achieve VOC (Voice of Customer) >=4 (on scale 1 to 5) and improvement in >90% projects from last VOC score.
Employee Health and Well-being	• Ensure all employees to be covered under holistic employee well-being initiatives such as BCares Program.

Our ESG Commitments and Goals contribute to all 17 UN Sustainable Development Goals (UN SDGs)

Innovation and Technology for Sustainability:
Being an Information Technology and digital solution provider, we innovate solutions that address social and environmental challenges.

Education, Health, Skill Development, and Community Development:
The Company invests and contributes to community development by engaging with vulnerable and marginalized communities through education, skill training, sustainable agriculture, and health care programs.

Economic Growth and Development:
The Company contributes by fostering job creation and employment opportunities.

People Centricity and Workforce Empowerment:

The Company focuses its efforts on creating an inclusive, diverse, and equitable workforce which is free from all forms of harassment and discrimination, provides a safe and healthy work environment for being effective and productive.

Enhancing Environmental Resilience and Sustainability:

By adopting energy efficient initiatives, decarbonization activities, optimizing resources, driving water efficient technologies and solution, efficient waste management, and sustainable natural resource management, the Company builds a sustainable and resilient business environment.

Digitalization and Upscaling Digital Platforms:

Driving innovation and access to newer technology solutions and digital solutions to all.

ESG Governance

Birlasoft has developed an Environmental Social and Governance (ESG) Committee to guide the Company in defining its business sustainability ambition and goals corresponding to business targets and strategy to achieve a continued growth. ESG Committee reinforces company's commitment and strategic thinking towards positive environmental footprint, community development, societal well-being, and value creation for all its involved stakeholders. The presence of ESG Committee ensures governance accountability, drives transparency, effective reporting mechanism, and enabling culture in the company to create sustainable value for internal and external stakeholders.

The onus for the oversight of the company's Environmental, Social, and Governance (ESG) material risks and opportunities lies with the **"Board of Directors"**. At the apex, the board is responsible for ensuring long term sustainable strategies, risks, and opportunities, and accountable for the outcomes of the actions and success of the Company. To propel the Board's objective, the Company has constituted an **"ESG Committee"** which is entrusted with the responsibility to review, monitor, evaluate, and provide strategic inputs on ESG parameters. Further, to streamline and integrate the ESG activities within the company and across all divisions/business units, a dedicated **"ESG Taskforce"** comprising of cross-functional teams is developed to support ESG Committee's efforts towards ESG compliance and best practices.

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ESG Governance Structure

Board of Directors
Oversee and guide Company's ESG strategy and performance.

Environmental Social and Governance (ESG) Committee

Environmental Social and Governance (ESG) Taskforce

Risk Identify, manage, mitigate, and respond to any emerging ESG related risks; update existing risk frameworks to integrate ESG risks capabilities.	**Operations** Prioritize and measure opportunities for cost savings, risk mitigation, and reputation enhancement; implement solutions to reduce resource inputs and wasteful outputs.
Finance Incorporate ESG factors or risks into annual reporting, and regulatory filings, investor engagement, pricing, forecasting, and budgeting, and capital-allocation.	**ESG** Design and activate strategies to deliver on the corporate strategy, purpose, and ESG objectives to drive performance.
Legal Understand and manage risk and liability considerations related to ESG performance- e.g., inadequate, or inaccurate disclosure of material financial risks.	**Human Resources** Invest in leading practices around employee health and safety, diversity, equality, inclusion, invest in development to attract, retain, and incentivize talent. To innovate, drive productivity and deliver on the business strategy.
Compliance Broaden the integration of ESG performance into existing management control frameworks to support compliance around ESG risk.	**Human Resources** Optimize strategic communications to stakeholders to navigate evolving expectations; credibly demonstrate prioritization and management of ESG risks and opportunities.
Internal Audit Integrate ESG risk and compliance considerations into the internal audit plan to instill discipline and enhance controls related to material ESG risks.	**Strategy** Integrate ESG factors to drive innovative and brand-enhancing strategies, including strategic choices across the value chain.

The ESG Committee comprises of Leadership Team members from key functions critical in strategic decision-making of company's ESG commitments, policies, and plans, which is headed by Company's CEO & MD. The ESG Committee identifies and assesses risks across the Company and develops a comprehensive ESG strategy and framework aligned with Birlasoft's business objectives. This framework guides decision-making, risk assessment, and goal setting exercise within the organization.

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Focus Responsibilities

Risk Assessment and Management

Process of identifying and assessing risks, threats, and concerns.

Cover the approach to mitigation plan, risk management, and internal controls.

Oversight and Governance

Oversight on internal processes, systems, and controls (governance and reporting mechanism).

Compliance with statutory and regulatory requirements that needs to be adhered to.

Transparency and Disclosures

- Annual Report
- Quarterly Filing
- Returns and Financial Compliance documents.

- Sustainability Report
- Business Responsibility and Sustainability Report (BRSR)
- ESG Disclosure (Voluntary)
- Stakeholder Consultations

To ensure effective implementation of the ESG strategy and initiatives at ground, the Company has created an ESG Taskforce, a cross-functional group that specializes in implementing the strategies, plans, and programs of the ESG Committee across functions of the Company to align with the broad ESG vision and mission as well as with the industry best practices. The ESG taskforce is entrusted with the responsibility to track, monitor, record, and regularly report to the ESG Committee on the sustainability performance and identify areas of improvement, to foster transparency and accountability within the organization.

Governance Excellence

Building Trust and Transparency

Birlasoft strongly adheres to an efficient, transparent, and exemplary governance structure crucial for ensuring stability, profitability, and achieving the desired growth for the Company. At Birlasoft, our business strategy emphasizes stewardship activities, incorporating Environmental, Social, and Governance (ESG) parameters to ensure integrity and transparency in business interactions, make fair and prompt disclosures, and foster a culture that benefits sustainability for all.

INNOVARIUM

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Alignment of 'Governance' key material topics with UN SDGs

BUSINESS ETHICS

Decent Work and Economic Growth
Promoting ethical and responsible labor practices, ensuring fair wages and remuneration, safe and healthy working environment, and contributing to economic growth and development.

Reduced Inequalities
Ethical business conduct drives non-discriminatory behavior, promotes equal opportunity to all and ensures diversity and inclusivity, reducing inequalities within the organization and among society as a whole.

Peace, Justice, and Strong Institutions
Ethical practices reduce corruption and bribery, supporting the development of accountability, transparency, and strong governance systems within institutions.

TRANSPARENCY

Industry, Innovation, and Infrastructure
Transparency in business operations fostering innovation by building trust among stakeholders and encouraging collaboration and engagement with institutions and industries.

Responsible Consumption and Production
Transparent reporting on environmental and social impacts/ concerns ensures responsible consumption and production patterns, resulting in positive footprint and economic growth.

Peace, Justice, and Strong Institutions
Birlasoft is dedicated to building trust through transparent practices and fostering strong, accountable institutions.

GOVERNANCE

Gender Equality
Good governance includes policies for gender equality and inclusivity, ensuring women's full and effective participation and equal opportunities for all, across all levels, including leadership.

Decent Work and Economic Growth
Promoting ethical and responsible labor practices, ensuring fair wages and remuneration, safe and healthy working environment, and contributing to economic growth and development.

Partnerships for the Goals
Good governance facilitates partnerships by building trust and ensuring that collaborations are mutually beneficial and aligned with UN Sustainable Development Goals.
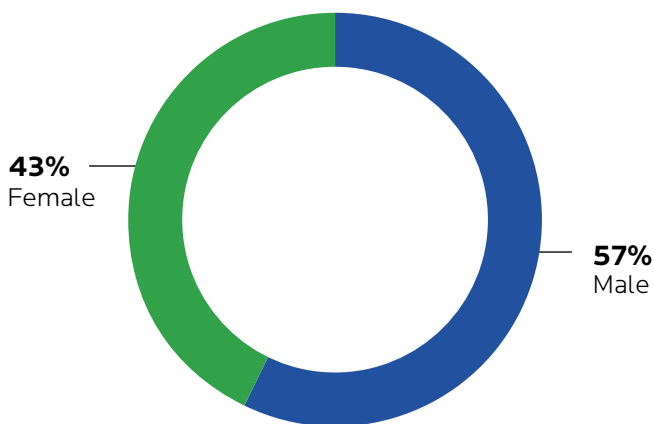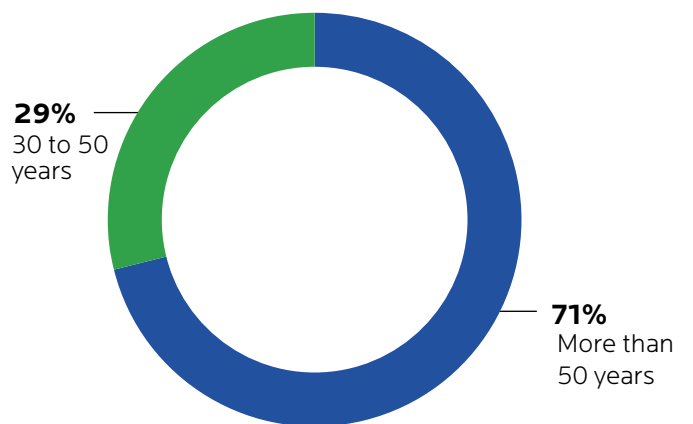
Corporate Governance

Board Composition

We, at Birlasoft, leverage our technological know-how and astute engineering skills to build a sustainable future for our employees, partners, clients, and communities. While adhering to corporate governance best practices, our diverse, experienced Board of Directors leads us on the path of enhancing stakeholder value, effective client solutions and customer experience. Our Board has a judicious mix of Executive, Non-Executive, and Independent Directors, essential to separate the two main board functions i.e., **Governance and Management.** The composition of the Board is in conformity with the Regulation 17(1) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("SEBI (LODR) Regulations, 2015"). As on March 31, 2024, the Company has seven Directors (of which three are Women Directors), four are Independent Directors, two are Non-Executive Directors and one is an Executive Director. The Board members are from diverse backgrounds and possess rich experience and expertise in various fields.

Board Size

7 Executive, Non-Executive and Independent Directors

1 Executive Director

2 Non-Executive Directors

4 Non-Executive Independent Directors
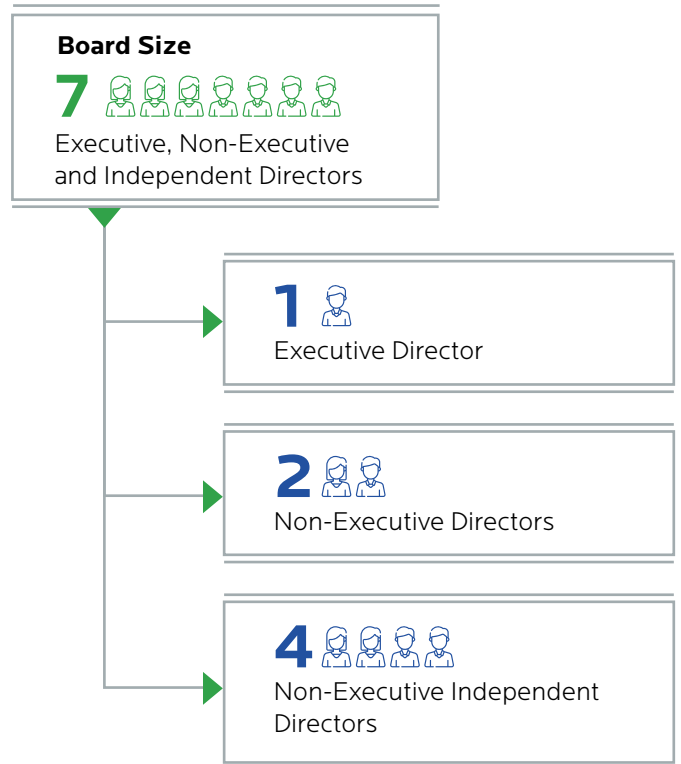
Board Gender Diversity

43% Female

57% Male

Directors by Age Group

29% 30 to 50 years

71% More than 50 years

Board of Directors

Our Board of Directors diligently oversee the Company's governance framework, practices, and mechanism to drive transparency in all business activities and stakeholder engagements. The Board regularly reviews corporate strategies, annual budget, sets and monitors corporate objectives. The Board also appoints and compensates key executives, monitors their performance, and upholds the integrity of the accounting and financial reporting systems. The brief profiles of our directors are provided in our Annual Report and are also available on our website at https://www.birlasoft.com/leadership.

AMITA BIRLA
Chairman, Birlasoft Limited and Co-Chairman, CK Birla Group

CK BIRLA
Non-Executive Director, Birlasoft Limited and Chairman, CK Birla Group

ANGAN GUHA
Chief Executive Officer & Managing Director and Member of Executive Board
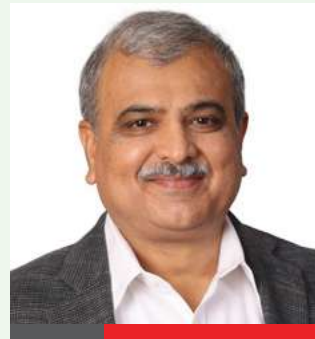
ANANTH SANKARANARAYANAN
Independent Director

SATYAVATI BERERA
Independent Director

NIDHI KILLAWALA
Independent Director

MANISH CHOKSI
Independent Director
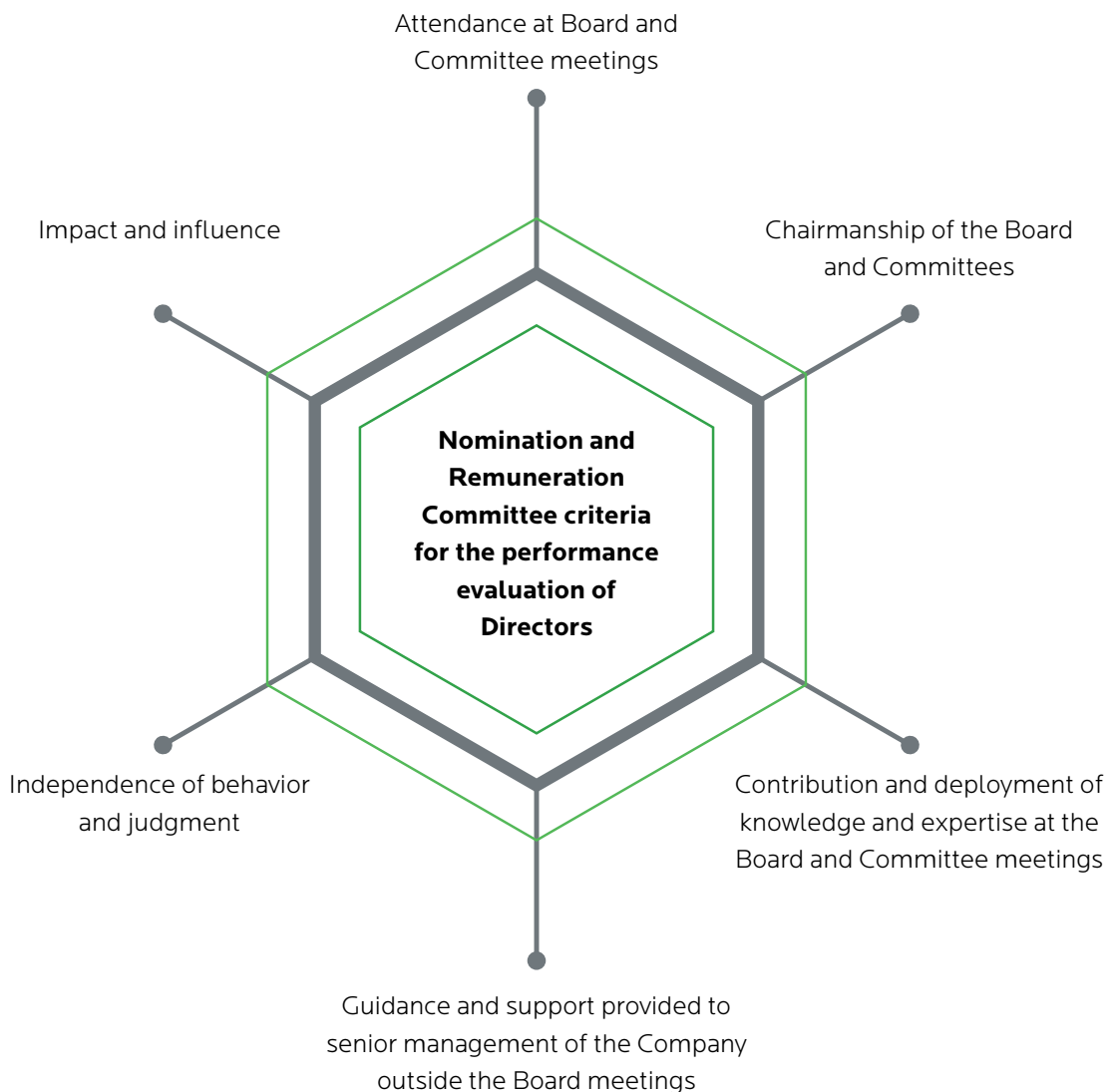
Board Membership and Evaluation

Birlasoft has established well-defined criteria that outline the traits, experience, and competence required for the Company's Board membership. The Nomination and Remuneration Committee is responsible for selecting the Board of Directors and determining the qualifications, positive attributes, and independence of each director. For 'Independent Director' appointments, the Committee evaluates the balance of skills, knowledge, and experience on the Board, and based on this evaluation, a description of the role and capabilities required for an independent director is prepared.

The Board is structured to incorporate a diverse range of skills and competencies, including Legal, Finance & Accountancy; IT Business Operations; Human Resources & Stakeholder Engagement; Sales & Delivery; Risk Management; Industry Knowledge; Leadership; Board Service & Governance; and Environmental, Social, and Governance (ESG). In accordance with the SEBI (LODR) Regulations, 2015, the Board has assessed and identified the specific skills, expertise, and competencies of the Directors as of March 31, 2024. These areas of focus for individual Board members have been highlighted in our Annual Report (Page No. 86) for FY 2023–24.

The Board evaluates the performance of all the Directors, the Board as a whole and committees thereof. The performance is reviewed for every financial year either at the end of the financial year or the beginning of the next year. The Independent Directors annually review the performance of Non-Independent Directors and the Board as a whole and review the performance of the Chairman of the Company, considering the views of Executive and Non-Executive Directors. The evaluation is based on responses from individual Directors/Committee Members on structured questionnaires. The Nomination and Remuneration Committee has laid down the following criteria for performance evaluation of Directors. Additionally, among other factors, the evaluation of Independent Directors is also done as per the SEBI (LODR) Regulations, 2015.

Attendance at Board and Committee meetings

Impact and influence

Chairmanship of the Board and Committees

Nomination and Remuneration Committee criteria for the performance evaluation of Directors

Independence of behavior and judgment

Contribution and deployment of knowledge and expertise at the Board and Committee meetings

Guidance and support provided to senior management of the Company outside the Board meetings

The highest governance body has established processes to prevent and mitigate conflicts of interest. The Company receives periodic and ongoing declarations from its Board members, on the entities they are interested in and ensures requisite approvals as required under the statute as well as the Company's policies, are in place before transacting with such individuals or entities. Further, any conflicts of interest are disclosed to stakeholders as and when needed.

Board Committees

Board committees have been established to support the Board of Directors decision-making processes and to ensure alignment with the Company's best interests. These committees are crucial for maintaining robust corporate governance practices. Each committee is assigned specific tasks to address unique challenges promptly and operates with the Board's formal approval. The Board oversees and is accountable for the Committees' performance in executing their responsibilities. Currently, we have constituted five Committees, each with defined roles as detailed in the table below:

Audit Committee

Chairperson
SATYAVATI BERERA

Roles and Objective
The Audit Committee ensures prudent financial and accounting practices, fiscal discipline, and transparency in financial reporting. The Board has duly defined the terms of reference of the Audit Committee on the same lines as provided under Regulation 18(3) read with Schedule II of the SEBI (LODR) Regulations, 2015 and Section 177 of the Companies Act, 2013, as amended from time to time.

The detailed role and objectives are provided on Page Nos. 90 and 91 of Annual Report 2023-24.

Nomination and Remuneration Committee

Chairman
ANANTH SANKARANARAYANAN

Roles and Objective
The Nomination and Remuneration Committee formulates the criteria for determining the qualifications, positive attributes, and independence of a director, and recommends to the Board of Directors a policy relating to the remuneration of directors, key managerial personnel, and other employees.

The detailed role and objectives are provided on Page No. 92 of Annual Report 2023-24.

Stakeholders Relationship Committee

Chairman
CHANDRAKANT BIRLA

Roles and Objective
The Stakeholders Relationship Committee responsibilities include resolving security holder grievances, reviewing measures for effective exercise of voting rights by shareholders, reviewing adherence to the service standards adopted with respect to various services rendered by the Registrar and Transfer Agent, and implementing initiatives to reduce unclaimed dividends and ensure timely receipt of dividend warrants, annual reports, and statutory notices by shareholders.

The detailed role and objectives are provided on Page Nos. 92 and 93 of Annual Report 2023-24.

Risk Management Committee

Chairman
MANISH CHOKSI

Roles and Objective

Risk Management Committee develops a comprehensive Risk Management Policy that includes identifying internal and external risks, implementing risk mitigation measures, and establishing a business continuity plan. It ensures the Company has appropriate processes and systems to monitor and evaluate risks, monitor and oversees the implementation of risk management policy, and periodically reviews it to adapt to industry changes and complexity. The Committee keeps the Board of Directors informed about its activities and decisions, and reviews the appointment, removal, and terms of remuneration of the Chief Risk Officer, if applicable.

The detailed role and objectives are provided on Page Nos. 93 and 94 of Annual Report 2023-24.

Corporate Social Responsibility ("CSR") Committee

Chairman
AMITA BIRLA

Roles and Objective

The CSR Committee, in accordance with the Companies Act 2013, is tasked with formulating and recommending the CSR policy, developing an Annual Action Plan, identifying relevant activities, recommending expenditure amounts for CSR activities, and regularly monitoring the CSR Policy to ensure its effective implementation.

The detailed role and objectives are provided on Page Nos. 94 and 95 of Annual Report 2023-24.

Environment Social and Governance (ESG) Committee

Birlasoft's internal Environmental, Social, and Governance (ESG) Committee manages sustainability risks, threats, and opportunities. The Board has also empowered the Risk Management Committee (RMC) to oversee ESG risks along with business, geopolitical, and other operational risks while formulating the risk management framework. The ESG Committee assesses ESG risks across the organization and develops a comprehensive strategy aligned with Birlasoft's objectives, guiding decision-making, risk assessment, and goal setting. We adhere to sustainable business practices with an inclusive ESG framework that outlines our goals and milestones.

We have implemented policies to reduce water and energy consumption, waste generation, and greenhouse gas emissions. We monitor ESG key performance indicators to ensure environmental compliance and manage risks through timely corrective actions. Tracking resource consumption improves efficiency and cost savings, while transparent sustainability reporting builds stakeholder trust and informs goal setting.

Board of Directors

Risk Management Committee (RMC)

ESG Committee

ESG Taskforce

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Capacity Building of Board

Birlasoft conducts awareness and capacity-building sessions for the Board of Directors on strategy, leadership, statutory requirements, sustainability, and business development plans. During the reporting year, various Board meetings cover topics like Company's business strategy and growth plans, governance and ethics, business expansion, sustainability plans, governance framework, and financial performance reviews. These sessions ensure that the Board is equipped with appropriate and adequate information to make informed decisions aligning with Company's strategic goals, commitments, and regulatory obligations.

Ethics and Governance Policies

A Company's integrity and reputation are greatly influenced by its governance and ethics practices. The policies, systems, and guidelines of Birlasoft are fundamental in driving ethical business conduct and complying with the law and moral precepts. This commitment fosters candor, accountability, and credibility among employees and our stakeholders while cultivating a favorable corporate atmosphere. Governance policies serve as an ethical guide for employees and partners while making business decisions that align with the Company's principles and core values, thereby reducing unethical behavior.

Code of Business Ethics and Conduct (COBEC) Policy

Birlasoft is committed to adhering to the highest standards of ethical, moral, and legal conduct of business operations. The Code of Business Ethics and Conduct (COBEC) Policy defines our values, principles, and standard behavior to be followed in business activities. **Our six cultural tenets -** *Organization First, Customer Centricity, Say-Do Ratio, People Centricity, Be Bold and Quick Decision Making,* serve as our guide as we progress ahead. These culture tenets are interwoven to form a principle of "Trust" as a fabric for our Code of Business Ethics and Conduct Policy. We expect everyone who works for us to demonstrate exemplary commitment and fulfill their responsibilities towards the ethics and integrity standards laid down by the organization. We have adopted a COBEC Policy for the Board members, Senior Management Personnel, all employees and all business partners and associates we engage with. This Code has been posted on the Company's website. During the FY 2023-24, there have been no material financial or commercial transactions made by the management where they had personal interests conflicting with the interest of the Company at large. All Board members and Senior Management Personnel affirm compliance with the Code on an annual basis.

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# Vigil Mechanism - Whistle Blower Policy

We, at Birlasoft, encourage stakeholders to report any behavior or practice that may be unethical, illegal, or otherwise harmful to the company through our Whistle Blower Policy. This policy is accessible on our website for effective circulation and reference for all stakeholders.

**The policy establishes procedures for:**

01
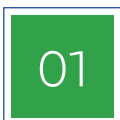
Enabling Directors, employees, contractors, third-party service providers, and other stakeholders to understand organizational policies and raise concerns about potential malpractices or unethical activities.

02
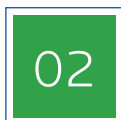
Acknowledging, validating, investigating, and responding to complaints regarding improper activities, including financial, workplace, environmental, and unethical behavior.

03
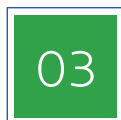
Providing confidential and/or anonymous channels for whistleblower complaints.

04
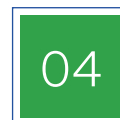
Conducting time-bound, fact-based independent investigations with defined actions for monitoring and reporting.

The Policy also aims to protect whistleblowers who legitimately and in good faith raise concerns.

We also have mechanisms for receiving and addressing various types of grievances from both permanent and non-permanent employees, including:

POSH Policy and Tool:
Handles all sexual harassment-related grievances and complaints as per the POSH Act. This policy is also available on the Company's website.

Grievance Redressal Policy:
Employees can raise concerns on the grievance portal, which are managed and resolved by the grievance handling team.

Incident Management Tool:
An online tool in ServiceNow where employees can raise general incidents or service tickets related to salary, reimbursements, systems, software, facilities, infrastructure, and transportation. This tool has an inbuilt escalation mechanism for unresolved issues.

We are committed to maintaining a workplace free from discrimination, harassment, and retaliation. No employee or Director is authorized to engage in conduct prohibited by this Policy. It is confirmed that no personnel have been denied access to the Audit Committee which is addressed through the Ombudsperson mailbox mapped to the Audit Committee chair. Employees can raise critical concerns by writing to the internal grievance mailbox at grievanceredressal@birlasoft.com or for workplace issues at workplacesafety@birlasoft.com.

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Anti-Corruption and Anti-Competitive Behavior

Birlasoft adheres to a zero-tolerance approach to bribery and corruption and is committed to acting professionally, fairly, and with integrity in all our business dealings and relationships across our operations. We implement and enforce effective systems to counter bribery. Birlasoft has released an Anti-Bribery and Anti-Corruption policy, which is disclosed on the company's website. We are compliant with all the applicable laws and regulations.

Bribery and corruption are punishable offenses for individuals and organizations under the laws of various countries. The company recognizes that industry practices may vary across different countries and cultures. What is considered unacceptable in one place may be a normal practice in another. Nevertheless, strict adherence to the guidelines set out in this Policy is expected from all Associates, Associated Persons, and Third Parties at all times.

0

ZERO Legal actions for anti-competitive behavior, anti-trust, and monopoly practices

ZERO Instances of corruption or bribery

We ensure that our anti-bribery and anti-corruption measures are comprehensive and robust, addressing potential risks and promoting a culture of ethical behavior. Regular training and awareness programs are conducted to educate employees and stakeholders about the importance of compliance with these policies. By maintaining these high standards, we aim to safeguard our reputation and foster trust among our clients, partners, and the communities in which we operate.

Risk Management

Risk management is a crucial element for driving good corporate governance and essential in achieving Company's strategic objectives and operational efficiency. Strong risk management promotes data based decision-making process, identifies risks, threats, and opportunities, aids in addressing business challenges and mitigating risks that may affect stakeholder value. At Birlasoft, we recognize the importance of effective and efficient risk assessment framework with a view to integrate it as part of business continuity process to enhance shareholder value and execute our corporate strategies successfully.

Risk management is a continuous process and to remain competitive in a rapidly evolving and disruptive environment, our risk management system is agile and resilient i.e., constant advancements in technology, shifts in global macroeconomic conditions, changing customer preferences, strategic pivots, and increased

regulatory scrutiny introduce significant complexities. In this evolving context, it is vital for our risk management framework to evolve seamlessly, provide business-focused insights that balance risk management with strategic pursuit to deliver value to our shareholders and other stakeholders. In compliance with regulatory requirements and global standards, including the COSO framework, we have implemented a robust Enterprise Risk Management (ERM) process duly benchmarked with industry standards.

An Enterprise Risk Management (ERM) policy has been developed to guide the implementation and management of our ERM framework, ensuring a consistent, efficient, and effective assessment of risks and threats. This Policy supports the Company's efforts to design, implement, monitor, review, and continually improve our risk management program.

ERM Governance Structure

The responsibility for risk management is shared across the Company and it has established three pillars of risk management responsibilities in its Governance structure, that cascade the scope of activities to senior management and all employees, across the Company. Risks are identified as having an impact on enterprise, based on interviews with key business stakeholders, leveraging internal repositories and industry benchmark data; and are thereafter prioritized and monitored as key business risks. The identified risks are assessed and managed at various levels and at regular intervals with a top down and bottom-up approach covering the whole enterprise i.e., business units, geographies, delivery and enabling functions.

ERM Governance Structure
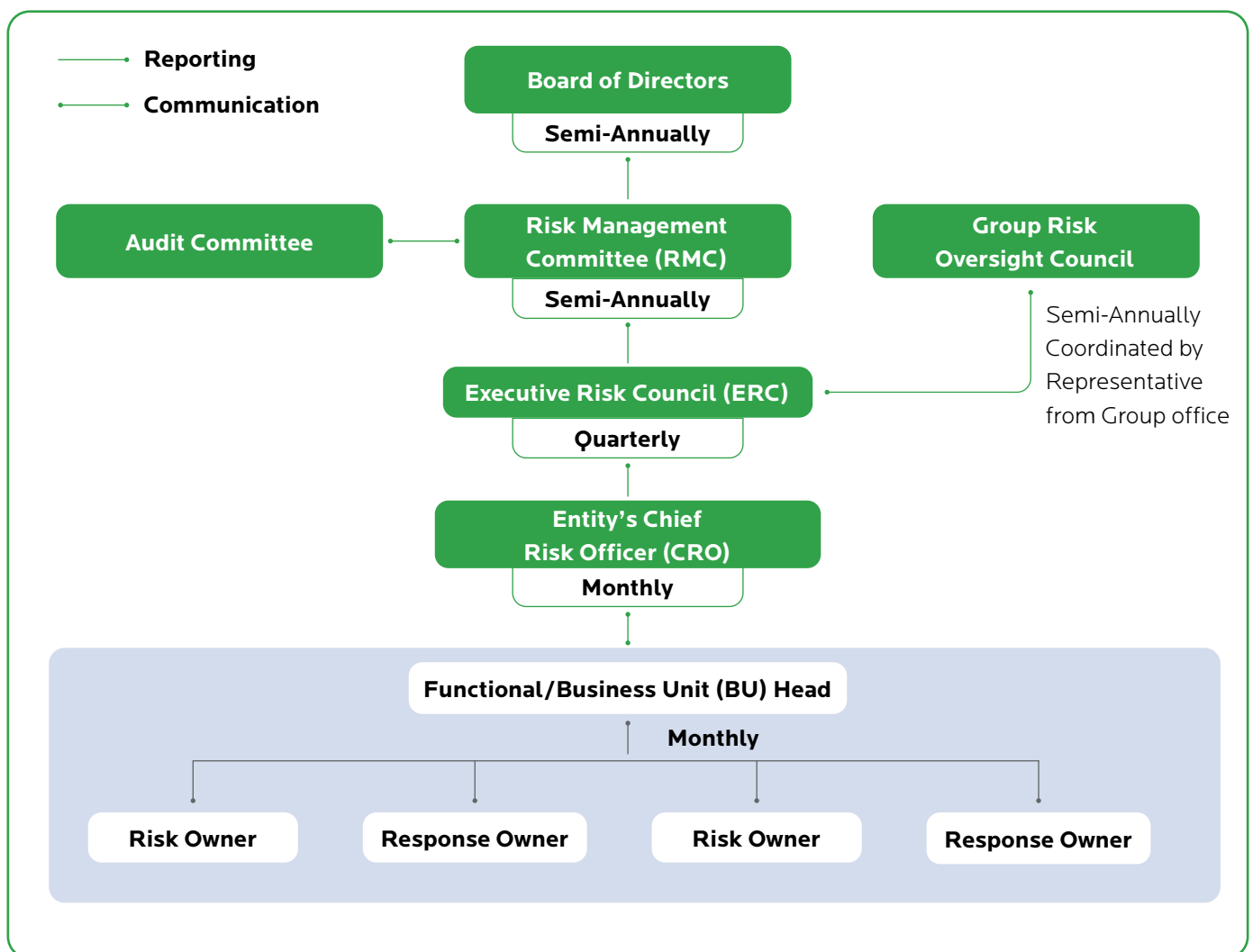
ERM Role and Responsibility

Risk Governance and Oversight

- Risk Governance and Oversight function plays a pivot role in framing the ERM Policy and guidelines for the organization.
- Board of Directors is committed to ERM objectives and risk oversight to support strategic goals.
- Risk Management Committee (RMC) assists in framing and reviewing the ERM Policy and its effectiveness.
- Audit Committee receives semi-annual risk updates from RMC and guides and evaluates the Risk Management program.

Risk Infrastructure and Management

- Executive Risk Council supports the RMC of the Board to focus on ERM Governance and its implementation in the Company.
- This Council has the primary responsibility of implementing the Enterprise Risk Management Policy of the Company and achieving its stated objectives of developing a risk aware and intelligent culture that supports strategic decision making and helps improve company performance.
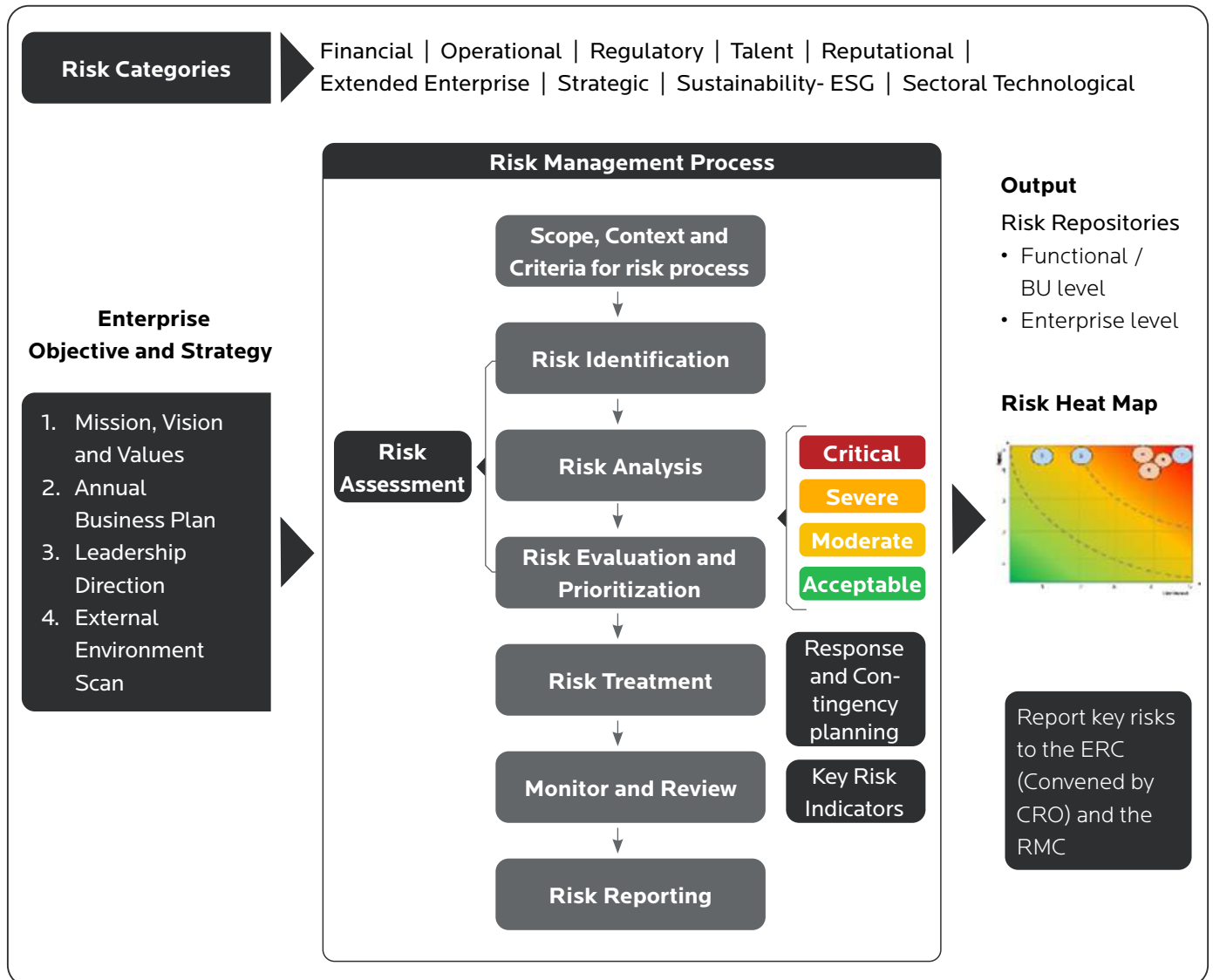

Risk Ownership

- Risk Ownership function comprises of the Risk Owners and Functional Heads / Business Unit Heads, who shall be responsible for performing risk management activities in the company.
- Functional Heads / Business Unit (BU) Heads are responsible for communicating on the status of risk management activities for their respective functions/ Business unit to the CRO on a monthly basis.
- Risk Owners are responsible for developing and communicating response plans, and continuously assessing risk scenarios, contributing factors, impact, likelihood, and KRIs.

ERM Process and Framework Overview

The ERM Framework is implemented to effectively manage uncertainty, respond to risks, and seize opportunities as they arise, as briefly outlined in the following steps and as illustrated in the flowchart:

a. **Scope, Context, and Criteria:** Define the scope and context of the risk management process within Birlasoft's risk appetite to manage risks effectively.

b. **Risk Assessment:** Involves identifying, analyzing, and evaluating risks that could impact business objectives. It includes:
   i. Risk Identification: Generating a list of potential risks.
   ii. Risk Analysis: Understanding the nature, impact, and likelihood of risks.
   iii. Risk Evaluation and Prioritization: Comparing risk analysis results with criteria to prioritize and determine necessary actions.

c. **Risk Treatment:** Develops response plans to mitigate key risks and implement contingency plans during crises to maintain business continuity.

d. **Risk Monitoring and Review:** Regularly monitor and review risks, using Key Risk Indicators (KRIs) to track and respond to emerging risks.

e. **Risk Reporting:** Ensure timely dissemination of risk information across all levels for informed decision-making.

ERM Process

Risk Categories → Financial | Operational | Regulatory | Talent | Reputational | Extended Enterprise | Strategic | Sustainability- ESG | Sectoral Technological

Risk Management Process

Enterprise Objective and Strategy

1. Mission, Vision and Values
2. Annual Business Plan
3. Leadership Direction
4. External Environment Scan

Scope, Context and Criteria for risk process

Risk Identification

Risk Assessment

Risk Analysis

Risk Evaluation and Prioritization

Risk Treatment

Monitor and Review

Risk Reporting

Critical
Severe
Moderate
Acceptable

Response and Contingency planning

Key Risk Indicators

Output

Risk Repositories
• Functional / BU level
• Enterprise level

Risk Heat Map

Report key risks to the ERC (Convened by CRO) and the RMC

The ERM process includes actions that the Company takes to sense, evaluate, monitor, and respond to internal and external risks. The detailed guidance to risk management process can be found in our ERM Policy.

Data Privacy and Cybersecurity

Zero instances of substantiated complaints concerning breaches of **customer privacy and losses of customer data.**

Our Company has developed and maintains a robust Information Security Management System (ISMS), fortified by a comprehensive suite of policies, streamlined processes, and effective controls aimed at mitigating cybersecurity risks. The governance and management of security compliance and risk are reviewed periodically, evident in the sustained ISO 27001:2013 certification. Additionally, our adherence to the NIST Cyber Security Framework and SSAE 18 SOC 2 Type II report further demonstrates our commitment to stringent security standards, validated by external third-party assessments.

We, at Birlasoft, are firm in our commitment to safeguarding our digital assets, prioritizing privacy, and the protection of personal data. As companies adopt new technologies such as mobile computing, the Internet of Things, cloud computing, and artificial intelligence, cybersecurity has become a critical risk.

We continue to enhance our intrusion prevention systems, data loss prevention, vulnerability and exposure management, application security, security operations, threat management, and incident management programs through continuous measurement and testing. Our comprehensive zero-trust approach to security extends across all pillars, with ongoing investments in people, processes, and technology. Our Security Operations Centre, equipped with cutting-edge SIEM and XDR integrated with other tools, ensures the smooth functioning of our cyber framework. Our partnership with a third-party Red Teaming service provider enables periodic vulnerability assessments across our environment, and our Third-Party Risk Management compliance stands at 100%, with annual assessments of all connected third-party entities.

Our commitment to cybersecurity goes beyond compliance by integrating advanced technologies, fostering a security-centric culture, creating a cyber-aware workforce, and collaborating with external experts, we strive to strengthen our defenses against the dynamic and evolving threat landscape. The Company maintains a robust and comprehensive privacy framework, encompassing coherent policies and procedures to address diverse privacy requirements across the

geographies in which we operate. Our governance mechanisms diligently evaluate the effectiveness of our privacy program through regular metrics and monitoring activities, and we proactively embrace privacy-by-design principles.

Precise data security controls, including measures such as PII Repositories, Privacy Impact Assessments, Incident Management Procedures, and Breach Notification Management, are firmly established. Our data privacy controls undergo annual assessments by external experts to ensure compliance with global privacy regulations. Furthermore, we nurture an organizational culture that proactively addresses evolving privacy risks posed by emerging technologies while promoting awareness among our employees through training and communication initiatives. Our ISO/IEC 27701:2019 certification across functions and client delivery projects underscores our unwavering commitment to upholding global data protection requirements.

Financial Performance and Business Resilience

Birlasoft achieved successful business performance for the FY 2023-24, marked by both revenue growth and margin expansion despite ongoing macroeconomic uncertainties and shifts in customer priorities towards higher cost efficiencies in a high interest rate environment. This success is attributed to our unwavering focus on execution, enhanced customer-centricity, and a refined go-to-market strategy led by our management team. On a standalone basis, revenue from operations grew by 9.4%, reaching INR 26,445 million in FY 2023-24, compared to INR 24,172 million in the previous year. Additionally, net profit after tax increased to INR 2,987 million, up from INR 2,004 million in FY 2022-23.

On a consolidated basis, revenue during FY2023-24 increased to INR 52,781 million from INR 47,948 million in the preceding year, representing a growth of 10.1%. Consolidated EBITDA for the year increased 60.7% year-on-year to INR 8,362 million, translating into an EBITDA margin of 15.8%. Profit After Taxes (PAT) for the financial year FY2023-24 increased 88.1% over the previous year to INR 6,238 million.

Direct Economic Value Generated and distributed

S. No.	Parameter* (INR in Million)	FY 2021-22	FY 2022-23	FY 2023-24
1	**Revenue**	20,494	24,172	26,445
2	**Profits**	2,960	2,004	2,987
3	**CSR Spends**	49	60	63

*As per standalone financials

Standalone Revenue (in INR Million)
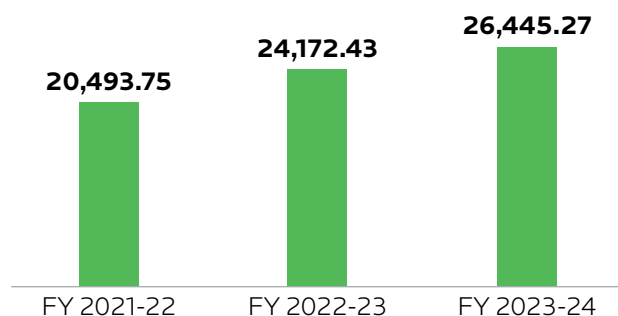

Tax Governance

Tax compliance is a vital part of Birlasoft's commitment to regulatory excellence in all jurisdictions. In every jurisdiction in which we provide service, we uphold strict adherence to legal filing requirements and timely tax payments, promoting transparency and credibility. Our tax strategy includes abiding by all applicable tax rules and regulations in the geographies in which we conduct business, supporting a long-term business plan that reduces tax risks and avoids inefficiencies in business decision-making processes and corporate governance. We have developed Group Corporate Tax Policy that is aligned with the Company's ethos, corporate governance practices, value system, and enterprise risk management framework. The Policy values transparency, integrity, and timely tax compliance and reporting. It explicitly avoids operating through tax havens for tax avoidance purposes and focuses on providing the business with timely updates on tax law changes. Additionally, in line with global transfer pricing principles and avoiding tax structures designed for artificial value transfer to low-

tax jurisdictions, the policy guarantees that suitable tax advice is sought and takes consideration of its impact on business operations.

The Chief Financial Officer (CFO) is responsible for establishing, implementing, monitoring, reporting, and disclosing the Tax Policy. The internal tax team, primarily composed of qualified professionals, manages the operational aspects of tax risk and ensures day-to-day tax compliance across all jurisdictions in which the Company operates. The Audit Committee and the Board of Directors are regularly updated on the compliance progress, and management of tax-related risks.

Financial assistance received from government:
Birlasoft was granted financial incentives from the government for hiring apprentices under the National Apprenticeship Training Scheme (NATS); however, no tax relief or subsidies have been received from the government.

Industry Affiliations and Associations

Birlasoft's long-standing partnerships and associations are core to its business values and continuous business strategy and development. We are affiliated with several trade and industrial chambers/associations to enhance collaboration and deliberation on the ever-evolving business and sustainability landscape. This relationship enables us to gain useful expertise, broaden our network, improve our reputation, and efficiently promote and advertise our services. Furthermore, it presents chances to inform our interested parties and influence policymakers in favor of alterations that benefit our industry and the broader society. These partnerships allow us to stay abreast on industry trends, advocate for favorable business circumstances, and positively contribute to the greater community at large.

S. No.	Name the trade and industry chambers/associations	State/National
1	National Association of Software and Services Companies (NASSCOM)	National
2	Software Technology Parks of India - Noida, Bengaluru, Mumbai, Pune, Chennai	National
3	Special Economic Zone - Hyderabad, Coimbatore, Mumbai	National
4	Directorate of Industries, Government of India	State
5	Export Promotion Council for EOUs & SEZs	State
6	Society for Cyberabad Security Council	State
7	Visakhapatnam Special Economic Zone	State
8	Madras Export Processing Zone, Coimbatore	State
9	Hinjawadi Industries Association, Pune (HIA)	State
10	Mahratta Chamber of Commerce Industries and Agriculture (MCCIA)	State

Environmental Stewardship

Driving Innovation for a Sustainable Future

At Birlasoft, environmental sustainability is a fundamental part of our business. We pledge to continually reduce our carbon footprint, conserve resources, and innovate with green technologies. Our goal is to lead by example by integrating sustainable practices into our operations and inspiring positive change within our industry and communities. We are dedicated to fostering a culture of environmental responsibility and driving measurable progress towards a more sustainable future.

Environment at Birlasoft

CLIMATE ACTION AND ENERGY MANAGEMENT

Affordable and Clean Energy
Transitioning to Renewable Energy sources, implementing efficient energy management systems, and adopting clean energy infrastructure or solutions ensures the use of affordable, reliable, and sustainable energy.

Sustainable Cities and Communities
Empowering sustainable cities and communities through innovative technology solutions and responsible practices.

Responsible Consumption and Production
Optimizing energy use reduces waste and promotes responsible consumption, aligning with sustainable consumption and production goals.

Climate Action
Proactively reducing carbon footprints and implementing climate-friendly practices directly contributes to combating climate change and its impacts.

DECARBONIZATION

Industry, Innovation, and Infrastructure
Decarbonization efforts drive industry and technological innovation in low-carbon solutions and sustainable infrastructure, leading to climate adaptation and mitigation.

Climate Action
Reducing greenhouse gas emissions (GHG) through implementation of energy efficient solutions and adoption of Renewable Energy directly supports efforts to mitigate climate change initiatives.

Life on Land
Lowering emissions improves air quality and reduces environmental impact, supporting terrestrial ecosystems.

As climate change presents significant risks and challenges, Birlasoft remains committed to proactive environmental stewardship. Our climate action strategy centers around achieving carbon neutrality, enhancing climate resilience, and fostering collaborative efforts to drive collective impact.

We are dedicated to:
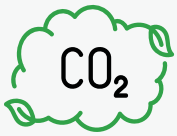
Carbon Neutrality

Striving for carbon neutrality across Birlasoft's operations by implementing energy-efficient technologies and reducing emissions.

Climate Resilience

Strengthening our ability to adapt to climate-related risks through innovative solutions and robust infrastructure.

Collaborative Efforts

Partnering with clients, suppliers, and industry groups to enhance our climate action initiatives and achieve greater environmental impact.

By embedding sustainability into our core operations, Birlasoft is making significant strides toward a sustainable future, exemplifying our commitment to environmental stewardship, and contributing to a greener planet. We are intensifying our efforts to integrate environmental conservation and management initiatives throughout our business strategy and operations. This includes designing, executing, and overseeing initiatives at all Birlasoft sites with an emphasis on reducing Greenhouse Gas (GHG) emissions, reducing water usage, and minimizing waste production.

This chapter provides an overview of our achievements in reducing our carbon footprint, optimizing resource use, and adopting green technologies. It also highlights our ongoing initiatives and future commitments to digital sustainability, all aimed at driving meaningful environmental progress. We continue to cultivate an environmentally responsible culture that aligns with our long-term vision for a sustainable future.

Sustainability in Action: Leading Initiatives

86% of electricity obtained from Wind power at Chennai office

100% E-waste recycling

Solar PV and Solar Water Heaters at Pune Office

Adoption of Electric Vehicles (EVs)

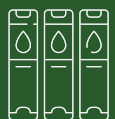Using energy-efficient HVAC systems

Green Building Certification at Hyderabad Office

Adopting Continuous Advanced Multistage System – Soil Biotechnology in STP

Replacement of old monolithic UPS with high-efficiency modular UPS at several locations

Recycling Printer Cartridges through Manufacturer

Composting of biodegradable waste through a Smart Composter Plant

'Ban on single use plastics' in the company

Replacement of paper cups with ceramic mugs

84% of wastewater recycled through Sewage Treatment Plant (STP)

Transition from Plastic bottles to Glass bottles

Paper use reduction through process digitization

Adoption of hand dryers

Green Building Certification

At Birlasoft, our commitment to sustainability and environmental stewardship is reflected in our pursuit of green building certifications across multiple locations. Our Hyderabad office is already certified as a green building, demonstrating our adherence to the highest standards of environmental performance and energy efficiency. This certification ensures that the building minimizes its ecological footprint through efficient use of resources, improved indoor environmental quality, and sustainable design.

In line with this commitment, we are in the process of shifting our Mumbai office to green building certified premises. This move will further align our operational practices with our sustainability goals, ensuring that our workspaces contribute positively to the environment, while providing a healthy and productive atmosphere for our employees.

Moreover, we are actively preparing for green building certification for our Pune office. This preparation involves implementing sustainable building practices, optimizing energy and water usage, and enhancing the overall environmental performance of the facility. Achieving green building certification for our Pune office will mark another milestone in our sustainability journey, showcasing our dedication to creating eco-friendly work environments across all our locations.

Tech Transformation: Engaging Employees in Green Innovation

Green initiatives have never been more important than they are today. At Birlasoft, these initiatives reflect our dedication to responsible practices, ethical conduct, and our contribution to environmental and societal well-being. Our commitment extends beyond building and sustaining a successful organization in the long term; it is also a commitment to doing so responsibly, ensuring that we give back to the world we live in and to future generations.

Our approach to environmental sustainability actively involves our employees. To foster awareness and engagement, we have introduced an e-Learning module that educates employees about various environmental aspects, climate change and their impacts. This module is designed to create a deeper understanding of how individual actions contribute to broader environmental goals, encouraging responsible behavior both at work and in personal lives.

In addition to this, we also send out a monthly ESG newsletter, 'bResponsible', highlighting leadership messages, key sustainability spotlights at Birlasoft and recent developments, as well as updates to our sustainability engagement platforms. We also share ESG quizzes through this newsletter and award our winners with STAR points through our internal rewards program. We also raise awareness of our sustainability initiatives through periodic mailers that cover our initiatives such as the installation of hand-dryers to reduce paper waste, as well as the use of glass bottles and ceramic mugs on our premises.

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Additionally, we celebrate World Environment Day with enthusiasm and purpose. On this day, we distribute saplings to employees, encouraging them to plant and nurture these trees. This initiative not only helps reduce Greenhouse Gas emissions but also strengthens the personal connection our employees have with the environment. Each sapling represents a step towards a greener future, cultivated through the collective effort of our workforce. We distributed 500 saplings this reporting period.

At Birlasoft, we believe that engaging employees in green initiatives is crucial for creating a sustainable organization. Through education and active participation, we empower our employees to make environmentally conscious decisions, fostering a culture of sustainability that resonates throughout our organization.

Digital Green: IT's Role in Environmental Stewardship

Being an IT services company, we recognize our responsibility to make our operations environmentally friendly. We have undertaken several initiatives through which we promote this effort across our organization:

Paper reduction through the delivery of soft copies for offer letters, onboarding forms, expense management, performance letters, other HR-related documents, as well as vendor invoicing and onboarding. This initiative helps us minimize paper waste and reduce our consumption of non-renewable resources.

Our MyWorld 2.0 application has a dark mode which reduces the power consumed by our devices and extends the lifespan of the hardware components.

Key services such as our SAP and non-SAP systems have been moved onto the cloud to reduce the load from physical servers on our premises, and thereby reduce the e-waste generated.

Migration of servers from on-premises to cloud: We have moved all our aging end-of-life (EOL) and end-of-support (EOS) servers to the cloud. This transition enhances resource optimization, improves energy efficiency, and, in some cases, utilizes Renewable Energy to power data centers.

We prioritize energy efficient hardware such as servers, storage devices and networking equipment with high energy efficiency ratings such as ENERGY STAR.

Manage Print Services (MPS) allows us to optimize our printing fleet using energy efficient models that offer recycling programs for their components such as toners and cartridges. This prioritizes cost saving and aligns with our commitment to sustainable use of resources.
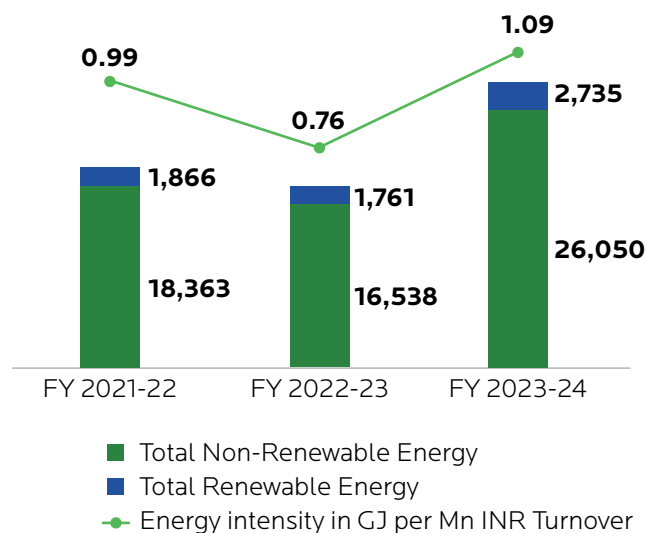
Energy Management:
Clean and Sustainable Energy

At Birlasoft, we are committed to managing the Company's energy resources efficiently and sustainably. We recognize that energy management plays a crucial role in achieving business objectives, reducing environmental impacts, and ensuring the well-being of our stakeholders. To minimize our energy footprint, Birlasoft has developed an Energy Management System (EnMS) in accordance with ISO 50001:2018 requirements, ensuring sustainable and responsible management of resources.

Driven by leadership, in alignment with Birlasoft's core strategy of sustainability and responsible business conduct, our efforts focus on reducing our carbon footprint. Our energy management team is responsible for implementing, monitoring, and continuously improving the energy management system, performance, and processes across all operations.

All employees and our extended workforce are responsible for proactively participating in energy conservation initiatives and driving energy-saving opportunities and habits in their day-to-day business operations. This collective effort ensures that we are making significant strides toward a more sustainable and energy-efficient future. Our energy consumption details are outlined in the chart as follows.

Energy Consumption in GJ

	FY 2021-22	FY 2022-23	FY 2023-24
Energy intensity in GJ per Mn INR Turnover	0.99	0.76	1.09
Total Renewable Energy	1,866	1,761	2,735
Total Non-Renewable Energy	18,363	16,538	26,050

- ■ Total Non-Renewable Energy
- ■ Total Renewable Energy
- ● Energy intensity in GJ per Mn INR Turnover

Note: The observed skewness in the data is attributed to variations in the data management and disclosure during the FY 2021-22 and FY 2022-23 as per the boundary of reporting.

Birlasoft is dedicated to enhancing energy efficiency and minimizing our environmental impact through a variety of sustainable initiatives. Our energy-saving measures encompass the integration of Renewable Energy sources, advanced technology, and efficient machinery to foster a greener future. As part of our Renewable Energy (RE) initiative, we have started using Wind Power at our Chennai plant from the current year in addition to Solar Power usage in Pune. This transition to Wind Power is a crucial step in our journey toward sustainability and reducing our reliance on non-renewable energy sources.

Solar Power Plant

To harness the power of Renewable Energy, Birlasoft has installed a solar power plant on the rooftop of its cafeteria and terrace at the Pune site. This solar installation has a combined capacity of 390 kW and generates over 500,000 units of electricity annually, significantly reducing the company's reliance on conventional energy sources and decreasing its carbon footprint.

The Solar Power initiative began with the installation of the first plant in 2016, which has a capacity of 125 kW. This initial setup marked a significant step towards sustainability and demonstrated Birlasoft's commitment to Renewable Energy. Building on this success, a second Solar Power Plant with a capacity of 265 kW was installed in 2021. Together, these plants contribute to a substantial portion of the site's energy needs, promoting environmental sustainability and operational efficiency. These solar panels significantly reduce our reliance on conventional energy sources, lower our carbon footprint, and promote sustainable energy use.

This Renewable Energy project not only underscores Birlasoft's dedication to sustainable practices but also aligns with its broader environmental goals. By leveraging solar power, we can reduce Greenhouse Gas (GHG) emissions and foster a greener, more sustainable workplace.

CO_2 ~400 MT
CO_2 emission reduction per annum from use of solar power

Solar Water Heaters

In addition to the solar power plant, we have implemented solar tubes for hot water generation. These solar tubes are installed to meet the hot water needs of our cafeteria. Various collectors generate around 6,000 liters of hot water daily, providing an eco-friendly and cost-effective solution. This initiative helps us reduce our reliance on conventional energy sources and further underscores our commitment to sustainability.

Energy-Efficient Machinery and Equipment

Birlasoft continuously invests in energy-efficient machinery and equipment to optimize our energy use. We have upgraded our facilities with state-of-the-art technologies that consume less power while maintaining high performance. This includes energy-efficient HVAC systems, LED lighting, and advanced monitoring systems to track and manage energy consumption in real-time.

We replaced the traditional ductable unit used for our data center with a state-of-the-art Precision Air Conditioning (PAC) system in FY 2023-24. This upgrade reduced power consumption by more than 7% compared to the old system and improved our energy efficiency. The new PAC system uses R-410A refrigerant, which is non-ozone depleting, non-toxic, non-flammable, and non-corrosive, replacing the environmentally harmful R-22 refrigerant previously used. We have also replaced the T5 luminaires at our sites with LED luminaires which have reduced the power consumption.

By implementing such efficiency improvement projects, Birlasoft demonstrates its commitment to adopting advanced technologies that enhance performance while protecting the environment. We continue to seek innovative and Eco-friendly solutions that contribute to our overall goal of sustainable growth and operational excellence.

High-Efficiency HVAC System Upgrade with Variable Refrigerant Flow (VRF) system

As part of Birlasoft's commitment to sustainability and operational excellence, we recently upgraded our HVAC system to an inverter-based Variable Refrigerant Flow (VRF) system. The VRF technology allows precise control of refrigerant flow to fan coil units throughout the building, making it ideal for applications with varying loads or where zoning is required.

Environmental Benefits

Our previous HVAC system used R-22 refrigerant, an environmentally harmful substance, and lacked the efficiency needed for consistent temperature control, leading to higher energy consumption. The new VRF system uses R-410A refrigerant. Benefits of R-410A include:

Non-Ozone Depleting: Unlike R-22, R-410A does not contribute to ozone layer depletion.

Non-Toxic: R-410A is safe for both humans and the environment.

Non-Flammable: It reduces the risk of fire hazards.

Non-Corrosive: It prolongs the lifespan of the cooling system by preventing corrosion.

Energy Efficiency

This system adjusts refrigerant flow based on demand, offering precise temperature control, and significantly improving overall efficiency. The installation of the VRF system has resulted in a substantial reduction in energy consumption, with a decrease of over 10% since the upgrade. This improvement not only lowers our operational costs but also reduces our carbon footprint, further aligning with our sustainability objectives.

Innovating with Nature – Sustainable Building Design

At Birlasoft, the design of our Pune campus reflects our unwavering commitment to energy efficiency and sustainable development while embodying the spirit of our corporate values—Engaged, Dependable, and Challengers. We have meticulously designed our buildings to harmonize with natural elements, creating an environment that not only inspires bright minds but also encourages collaboration.

To maximize natural light and optimize energy efficiency, we have incorporated skylights on rooftops and strategically placed glass façades on the north and south sides of our buildings. This design ensures an abundance of daylight while minimizing heat gain, reducing the need for artificial lighting, and lowering energy consumption. On the east and west sides, we have installed special

Moeding clay tiles that facilitate air circulation, naturally cooling the building and further enhancing energy efficiency.

The campus is surrounded by trees and soft landscaping, creating a microclimate that aids in temperature regulation and enhances the overall sustainability of our environment. The thoughtful integration of nature into our design demonstrates our commitment to reducing our carbon footprint and fostering a healthier workspace.

Our campus is not just a physical space; it is a symbol of our dedication to sustainable development and a testament to how innovative design can lead to significant environmental benefits.

Pathway to Emission Management

At Birlasoft, we are deeply committed to reducing our carbon footprint and promoting sustainable practices throughout our operations. Our ambition is to become Carbon Neutral by 2040 and to achieve Net Zero by 2050. The emissions data presented here is based on FY 2023-24, which we have designated as our baseline year for detailed emissions monitoring. This year marks the beginning of our comprehensive tracking of emissions, including Scope 1, Scope 2, and a limited selection of Scope 3 categories. As our global operations continue to grow, we recognize the direct impact that an increasing headcount has on our absolute emissions. Understanding this relationship is crucial to our ongoing efforts to mitigate our environmental impact.

To ensure transparency and accountability, we have established a rigorous Carbon Reduction Plan, completed in accordance with PPN 06/21 and other associated guidance and reporting standards. Our emissions are reported and recorded in alignment with the Greenhouse Gas (GHG) Reporting Protocol corporate standard, employing government-approved emission conversion factors for accurate greenhouse gas reporting.

Scope 1 and Scope 2 Emissions
These are reported in full compliance with the Streamlined Energy and Carbon Reporting (SECR) requirements, reflecting our direct and indirect emissions from energy use.
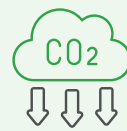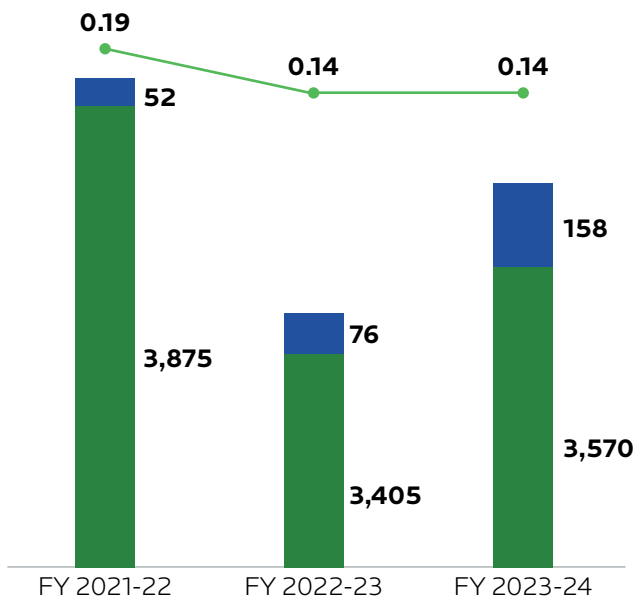
Scope 3 Emissions
A subset of Scope 3 emissions, covering specific categories relevant to our operations, is calculated, and reported in line with the published standards for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard.
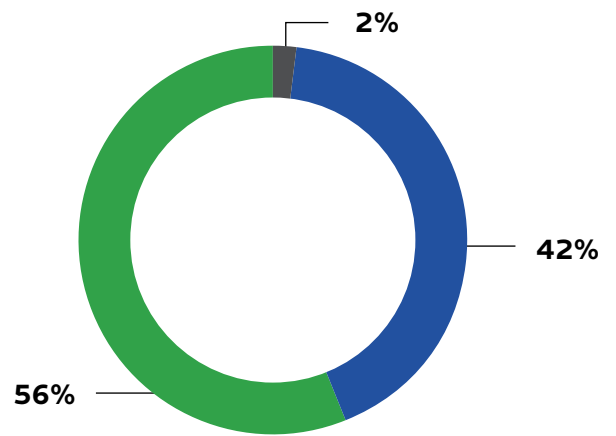
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GHG Emissions in MTCO$_2$e

- 0.19 — FY 2021-22
- 0.14 — FY 2022-23
- 0.14 — FY 2023-24

FY 2021-22: 52 / 3,875
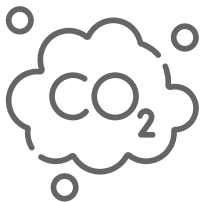FY 2022-23: 76 / 3,405
FY 2023-24: 158 / 3,570

- ■ Total Scope 1 emissions
- ■ Total Scope 2 emissions
- → Total Scope 1 and Scope 2 emission intensity in MTCO$_2$e per Mn INR Turnover

GHG Emissions FY 2023-24

- 2%
- 42%
- 56%

- ■ Total Scope 1 emissions
- ■ Total Scope 2 emissions
- ■ Total Scope 3 emissions

Our scope 3 emissions for FY 2023-24 were **4,698 MTCO$_2$e** contributing to an emission intensity of **0.18 MTCO$_2$e/Mn INR** of turnover.

Note: Scope 3 inventory was initiated in FY 2023-24 at Birlasoft covering categories like Category 3: Fuel and Energy related activities and Category 6: Business Travel. The Company will continue to record and disclose Scope 3 emission data going forward.

Our strategic approach to emission management is guided by the comprehensive Carbon Reduction Plan that has been thoroughly reviewed and approved by our board of directors. This plan outlines specific measures and initiatives we are undertaking to reduce our emissions progressively, in line with our commitment to sustainability.

As we move forward, we remain dedicated to monitoring our progress and refining our strategies to ensure we meet our Carbon Neutral and Net Zero targets. Our commitment to reducing emissions is not just a corporate responsibility but a fundamental part of our mission to create a sustainable future for all.
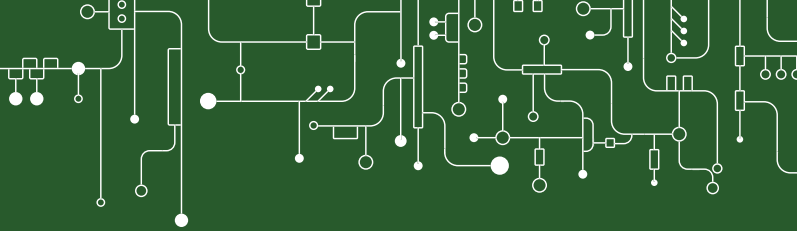
Green Wheels: The Road to a Sustainable Future

In the post-COVID era, as many organizations struggled with fleet management, Birlasoft successfully begun transitioning part of its vehicle fleet from diesel to CNG and is now moving towards electric vehicles (EVs). This success is driven by a systematic conversion plan that includes a phased approach and transparent communication with vendors, ensuring their support throughout the process.

Recognizing the need to minimize vehicular emissions, Birlasoft integrated a fleet of EVs at its Pune campus as part of its broader emissions management strategy. This initiative not only reduces environmental impact but also demonstrates Birlasoft's commitment to adopting innovative and sustainable transportation solutions.

Systematic Conversion Plan
The transition from diesel to CNG and finally to EVs is being executed in stages, ensuring minimal disruption to operations.

Long-term PAN India Contract: A 5-year PAN India contract for EVs was secured (at Pune, Mumbai, Bangalore and Hyderabad), ensuring a win-win situation for both the organization and the vendor.

Brand Promotion
EVs branded with the Birlasoft logo promote the company's commitment to sustainable transportation.

Charging Infrastructure
Charging stations are planned for the Pune campus, with priority access reserved for Birlasoft vehicles, to ensure uninterrupted operations.

Monitoring
Periodic monitoring of fuel consumption and CO_2 emissions is conducted to ensure the continued efficiency and environmental benefits of the EV fleet.

Solar-Powered Charging
The use of Renewable Energy generated from solar panels on Birlasoft's terrace and parking areas to charge the EV fleet will enhance our sustainability efforts.

Recognition Birlasoft received 1 Gold and 4 Silver awards in the Excellence in Employee Transportation category at the Infra Workplace Excellence Awards for the Chennai, Pune, Hyderabad, Noida, and Mumbai locations.

Impact The introduction of EVs at the Pune site has resulted in reduction of ~12 MT of CO_2 emissions in FY 2023-24 (59769 electric KM run).

Future Milestones We aim to further optimize our fleet management over the next five years by reducing the number of fleet vehicles through skillful usage of Metro services, adopting a hub-and-spoke model, and increasing the generation of renewable solar energy by covering parking areas with solar panels.

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The Perks of Electrifying Our Fleet
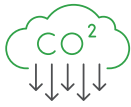
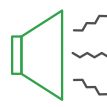| Reduction in GHG Emissions	Energy Efficiency	Noise Pollution Reduction	Cost Savings	Employee Engagement
We significantly cut down on greenhouse gas emissions, contributing to cleaner air and a healthier environment. Electric vehicles produce zero tailpipe emissions, directly reducing pollutants such as CO_2, NOx, and particulate matter that contribute to air pollution and climate change.	EVs are more energy-efficient compared to internal combustion engine vehicles. They convert a higher percentage of the energy from the grid to power the vehicle, resulting in lower energy consumption and cost savings. The use of Renewable Energy sources to charge EVs further enhances their environmental benefits.	Electric vehicles operate more quietly than traditional vehicles, contributing to a reduction in noise pollution within and around our campus.	The adoption of EVs helps in reducing fuel costs and maintenance expenses, as electric vehicles have fewer moving parts and require less frequent servicing. Government incentives and subsidies for electric vehicles also contribute to cost savings and make the transition more economically viable.	Providing EVs for employee transportation promotes eco-conscious behavior, fostering a culture of sustainability within the organization. Charging stations planned at the Pune campus will encourage employees to consider EVs for their personal use, further amplifying the impact of our initiative.

Air Quality Management

Birlasoft prioritizes air quality to ensure a healthy environment and workplace. We focus on controlling Oxides of Sulfur (SOx), Oxides of Nitrogen (NOx) and Particulate Matter (PM), which are significant pollutants affecting health and the environment. Our air quality data for the FY 2023-24 is summarized in the table:

Parameter	Unit of Measurement	FY 2023-24
Oxides of Nitrogen (NOx)	Metric Tons (MT)	5.86
Oxides of Sulphur (SOx)	Metric Tons (MT)	4.97
Particulate Matter (PM)	Metric Tons (MT)	10.43

Note: This data is limited to Pune Campus only.

At Birlasoft, we employ a comprehensive approach to maintaining air quality through several key strategies. Emission monitoring is central to our efforts, as we use advanced systems to track Oxides of Sulfur (SOx), Oxides of Nitrogen (NOx) and Particulate Matter (PM) ensuring compliance with regulatory limits and identifying areas for improvement. We invest in clean technologies, including low-emission equipment and Renewable Energy sources, to reduce our reliance on fossil fuels and lower overall emissions. By adhering to regulatory requirements, we stay aligned with environmental regulations and collaborate with industry groups to keep up with air quality standards. Additionally, our green initiatives, such as supporting tree plantation programs, help counterbalance the environmental impact of our operations. These strategies reflect our commitment to maintaining high air quality standards and promoting environmental sustainability.
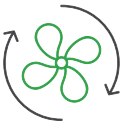
Living with Nature: Elevating Air Quality through Biophilic Design

At Birlasoft, we recognize that biophilic design plays a crucial role in enhancing air quality. By integrating natural elements into our built environments, we significantly improve indoor air quality and create healthier workplaces. Here's how we achieve this:

Increased Plant Life

We incorporate indoor plants to absorb carbon dioxide and release oxygen, while also filtering out pollutants and VOCs (Volatile Organic Compounds).

Enhanced Ventilation

We emphasize natural ventilation to improve airflow and reduce indoor pollution.

Use of Natural Materials

Our designs often feature natural materials that produce fewer emissions compared to synthetic alternatives.

Water Features

Integrating water features helps humidify the air and reduce airborne dust particles.

Our commitment to biophilic design has been recognized with awards at the iNFHRA 1st Edition of Corporate Excellence Conference & Awards 2024, where we were honored in the "Biophilic Design and Nature Integration (Corporate)" and the "Excellence in Healthiest Workplace" categories. These accolades reflect our dedication to creating environments that support both employee well-being and air quality.

Incorporating biophilic design elements highlights our holistic approach to environmental sustainability and indoor air quality, reinforcing our role as a leader in developing healthy, sustainable workspaces.
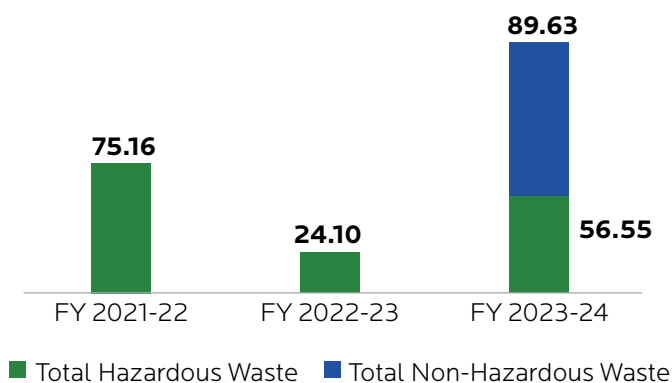
Waste Management - Contributing to Clean and Green Future

At Birlasoft, we are committed to sustainable waste management practices to minimize environmental impact and promote circularity. We are dedicated to enabling a circular economy through the 3R's principles of 'Reduce, Reuse, Recycle'. We recognize the strategic importance of waste management and are committed to investing in technologies that encourage reusability and recyclability, thereby promoting waste minimization. Our goal is to ensure zero waste to landfill, and we pursue this goal by focusing on minimizing waste to landfill, ultimately leading to 'Zero waste to landfill'.

Being an IT services company, we do not have significant primary emissions or process wastes. Due to the nature of our business, waste generation is limited and primarily consists of Municipal Solid Waste (MSW) and e-waste. Other types of waste include battery waste, organic waste, and a small proportion of hazardous waste, such as waste lube oil.

Waste Generated in MT
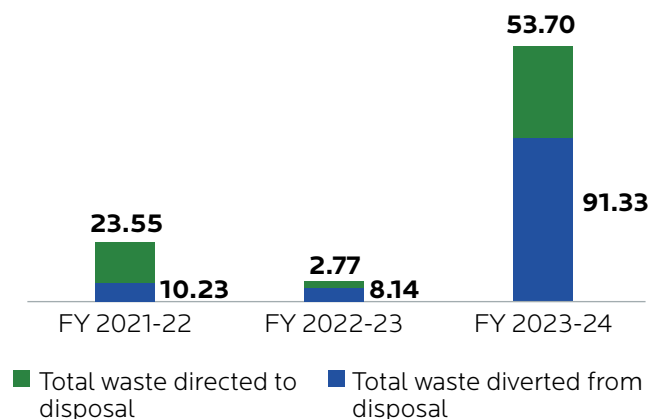
- Total Hazardous Waste
- Total Non-Hazardous Waste

Waste Managed in MT

- Total waste directed to disposal
- Total waste diverted from disposal

Note: The observed skewness in the data is attributed as FY 2021- 22 and FY 2022-23 disclosure only pertain to Pune premise, while data disclosure for FY 2023-24 is for all locations of Birlasoft.

Hazardous Waste (FY 2023-24)

3%
Waste Oil and DG
Filters

19%
Used
Batteries

78%
E-waste

Non Hazardous Waste (FY 2023-24)

31%
Organic Waste
(Plant and Food)

26%
Municipal
Waste

16%
Ferrous
Scrap

27%
Paper and
Wooden
Waste

We have implemented a comprehensive Waste Management Policy to ensure efficient waste segregation and environmentally friendly disposal. This policy outlines procedures for man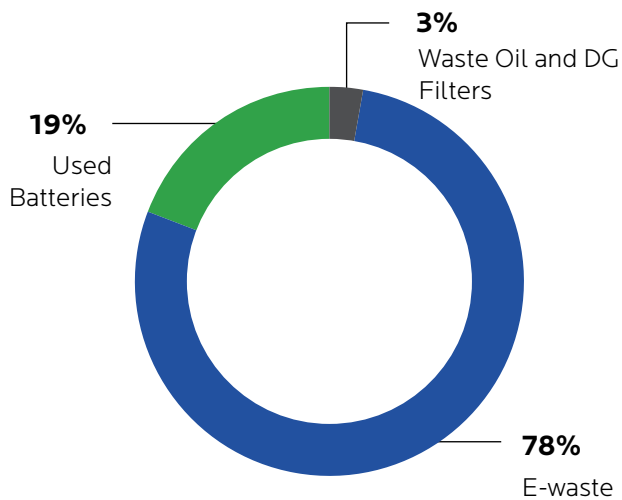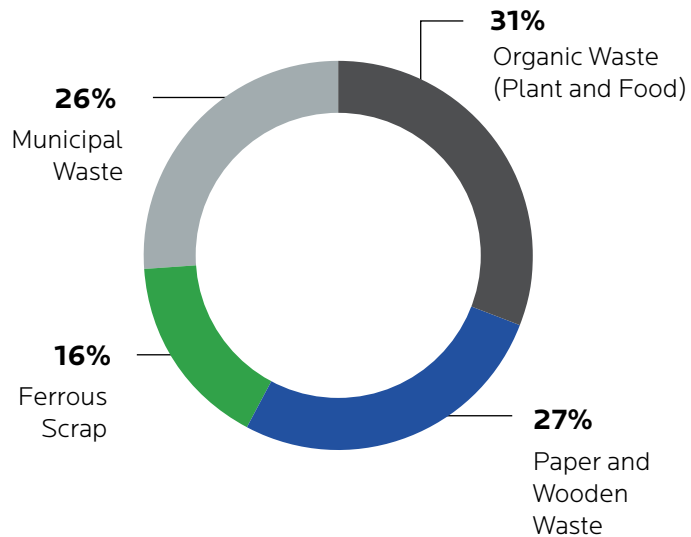aging waste generated on our premises, including municipal solid waste, e-waste, and hazardous waste. Our approach emphasizes source segregation, appropriate disposal, and recycling methods. By monitoring waste-related data monthly, we aim to reduce environmental impact and maintain hygiene. Our Policy also includes guidelines for engaging authorized vendors for recycling and disposal, ensuring compliance with legal requirements.

We segregate waste at the source to ensure proper disposal and recycling. Biodegradable waste is managed in-house where the food and garden waste is composted through Organic Waste Composter (OWC). Hazardous and e-waste are entrusted to authorized recyclers by State/Central Pollution Control Boards. This process allows us to obtain green certificates from vendors, verifying responsible and sustainable waste management. This year, 70% of the total waste generated was diverted from disposal through reuse and recycling efforts.

Monitoring and evaluation: The Facilities and Logistics Management (FLM) team is accountable for

communicating the progress of waste management process implementation to the Pollution Control Board, associates, customers, suppliers, and partners of Birlasoft. The FLM team is well-versed in hazardous waste management rules and responsible for the safe handling of hazardous waste generated in our facilities. They ensure hazardous waste is identified, properly labeled, collected, segregated, and stored in designated areas, facilitating safe disposal.

Additionally, the FLM team conducts periodic training for staff handling waste and maintains accurate records of identified waste. The inventory team collaborates with PCB-authorized vendors to initiate the collection and disposal of waste, ensuring compliance with all regulations and promoting sustainable practices.

We have adopted several innovative solutions to address waste management challenges. We have replaced paper cups with ceramic coffee mugs to reduce paper waste. Additionally, we have installed hand dryers in washrooms to minimize the use of paper products.

Our commitment to sustainable waste management and circularity is reflected in our efforts to innovate, reduce waste, and responsibly manage all forms of waste. By adopting these practices, we aim to create a healthier environment and promote long-term sustainability.

Strategic Water Management

At Birlasoft, sustainable water management is a crucial component of our environmental stewardship. We are committed to efficient water usage, recycling, and maintaining compliance with all regulatory norms. Our comprehensive water management policy includes sourcing water responsibly, recycling wastewater, and implementing advanced technologies to reduce water stress and achieve a water-positive status.
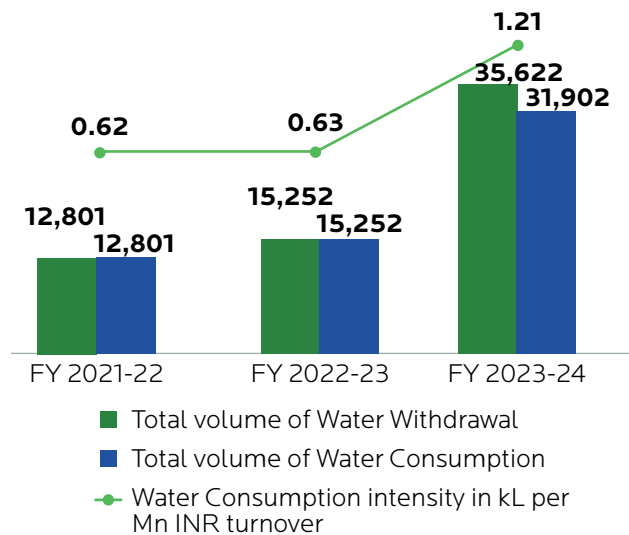
Our primary source of water is the municipal supply, ensuring reliable access for our operational needs. To supplement the municipal supply, we occasionally use tanker water, ensuring that we have consistent water supply even during periods of high demand. The primary water usage at Birlasoft premises is for domestic purposes i.e., employees' consumption and operations such as drinking water, consumption in cafeterias, washrooms, landscaping and for infrastructure and equipment utilization. We ensure appropriate access to safe Water, Sanitation, and Hygiene (WASH) through implementing WASH tool in our operations.

From Waste to Resource: Mastering Wastewater Management

We have a robust water management system in place for recycling and reusing wastewater. The wastewater generated at all the locations except Mumbai is treated and recycled through Sewage Treatment Plant (STP). For water discharged from Mumbai site, compliance with State Pollution Control Board (SPCB) norms and regulations is strictly maintained, ensuring that our wastewater management practices meet all legal requirements.

Water Withdrawal and Consumption (kL)

	FY 2021-22	FY 2022-23	FY 2023-24
Total volume of Water Withdrawal	12,801	15,252	35,622
Total volume of Water Consumption	12,801	15,252	31,902
Water Consumption intensity in kL per Mn INR turnover	0.62	0.63	1.21

- ■ Total volume of Water Withdrawal
- ■ Total volume of Water Consumption
- → Water Consumption intensity in kL per Mn INR turnover

Note: The observed skewness in the data is attributed as FY 2021- 22 and FY 2022-23 disclosure only pertain to Pune premise, while data disclosure for FY 2023-24 is for all locations of Birlasoft.

Advanced Sewage Treatment Technology

At Birlasoft, we have implemented the advanced CAMUS®-SBT® (Continuous Advanced Multistage System – Soil Biotechnology) for our sewage treatment needs. This innovative system is an advanced and superior version of the Soil Biotechnology (SBT®) process, designed to treat all types of water—domestic, municipal, and industrial—using only local supplies.

The CAMUS®-SBT® technology operates on a bio-conversion process, leveraging fundamental natural reactions such as respiration, photosynthesis, and mineral weathering. These reactions occur within a media housing micro and macro-organisms in a constructed Bio-Mound. This biological engine supplies oxygen, enabling the treatment of various water types, including those with salinity levels below 2500 mg/L. For higher salinity levels, additional features can be incorporated to ensure effective treatment.

Special Features

CAMUS®-SBT® stands out from other treatment solutions due to several unique features:

Low Maintenance

The plant consists mainly of easily replaceable pumps, with no other moving parts. This simplicity means that in the event of a mechanical failure, operators can quickly replace the faulty unit and restart the process.

High Aesthetics

The CAMUS®-SBT® plant is often adorned with specially selected plants, giving it a garden-like appearance. These plants also function as bio-indicators, signaling the health of the treatment process and allowing for immediate corrective actions if needed.

Low Depreciation

With minimal mechanical equipment and durable civil works, the plant depreciates over a long period (~30 years), providing considerable financial benefits.

Low Operating Cost

The process requires minimal power and operator training. The plant is operated simply by turning it on when there is adequate water in the influent tank and turning it off once the final storage tank is full. Regular maintenance involves preventing water logging at the top of the bed.

Quality Improvement

The output water quality improves incrementally as the Bio-Mound beds adapt to the specific influent composition. A 10-year-old CAMUS®-SBT® plant typically delivers superior performance compared to a new plant.

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Low Sludge

Unlike other technologies that generate sludge requiring disposal, CAMUS®-SBT® treats all sludge within the process. Provisions for bio-fertilizer production can also be arranged if needed.

No Odor

The CAMUS®-SBT® process is completely odorless, creating a pleasant working environment and eliminating the need for the plant to be sited away from living and working spaces.

Superior Water Quality

The treated water from CAMUS®-SBT® plants is of exceptional quality. With appropriate disinfection, the output water can reach near-drinking water standards, offering further usage flexibility.

By adopting CAMUS®-SBT® at Birlasoft, we have significantly enhanced our wastewater management capabilities, reducing power consumption by over 50% compared to conventional systems. This technology underscores our commitment to environmental sustainability and operational efficiency, ensuring that we meet regulatory requirements while contributing to a greener future.

We currently operate in zero water stress areas, significantly reducing our impact on scarce groundwater resources. At our Pune site, we have an active rainwater harvesting plan in place for the upcoming year. This plan is a crucial part of our strategy to mitigate water stress further and ensure a sustainable water supply by capturing and utilizing rainwater, thus reducing our dependency on external water sources.

We are committed to working towards sustainable water management practices by maximizing the use of recycled wastewater and implementing effective sewage treatment process. Our initiatives not only ensure compliance with regulatory standards but also significantly reduce our environmental impact, contributing to a sustainable future.

Planned Advancements

Atmospheric Water Generators

To further enhance our sustainability efforts, we are planning to implement a groundbreaking technology that generates water from atmospheric air. This innovative approach involves the use of Atmospheric Water Generators (AWGs) that extract moisture from the air and condense it into potable water. By tapping into this abundant and renewable resource, we aim to address water scarcity challenges and reduce our reliance on traditional water sources.

Atmospheric Water Generation works through a process that mimics natural condensation. The AWGs capture humid air, cool it down to its dew point, and collect the resulting water droplets. These droplets are then filtered and purified to ensure they meet high-quality standards for consumption and use. This technology is particularly beneficial in areas with high humidity, where it can produce a significant amount of clean water.

At Birlasoft, the installation of these AWGs will take place at our Pune site, aligning with our commitment to environmental stewardship and innovative solutions. This initiative will not only provide a sustainable water source but also demonstrate our leadership in adopting cutting-edge technologies to support our sustainability goals.

The benefits of generating water from atmospheric air extend beyond mere water conservation. It represents a proactive approach to mitigating the impacts of climate change and addressing global water challenges. By integrating this technology, we aim to create a more resilient and sustainable operations, ensuring the availability of clean water for our employees. This project complements our existing Renewable Energy efforts, creating a holistic approach to sustainability at Birlasoft.

Rainwater Harvesting

As part of our ongoing commitment to environmental sustainability, we are excited to announce our plans to implement a rainwater harvesting system at our Pune facility. This initiative aims to capture and utilize rainwater to reduce our dependence on municipal water sources and minimize our environmental footprint.

The rainwater harvesting system will involve the installation of collection infrastructure to gather rainwater from rooftops and other surfaces. The collected water will be filtered and stored for various uses, including irrigation and non-potable applications within the facility. This approach will not only help conserve water but also contribute to reducing stormwater runoff, which can lead to local flooding and water pollution.

Fostering Biodiversity and Ecosystem Growth

As responsible global corporate citizens, Birlasoft believes it is our duty to provide future generations with a clean, green, and sustainable world. Our approach to being an environmentally friendly organization is founded on the belief that the interests of our future generations and society at large are best served by the efficiency of our business operations. We are committed to protecting the environment, with the active involvement of our employees playing a crucial role.

Birlasoft has always believed in restoring nature, which is reflected in our continuous efforts and dedication. Our 9-acre campus in Pune is a testament to this commitment. For over a decade, we have nurtured, protected, and sustained our green zone. The campus is beautifully landscaped and maintained using recycled water. To ensure the optimum utilization of water, we have also installed a new sprinkler system. This not only enhances the aesthetic appeal of our campus but also contributes significantly to our biodiversity and sustainability goals.

At the green campus in Pune, our approach involves the careful selection and nurturing of various plant species, each contributing to the ecological balance and aesthetic appeal of our surroundings. Our biodiversity efforts are integral to creating a sustainable and environmentally conscious workplace. By cultivating a diverse range of plants, we contribute to the ecological balance, enhance the aesthetic beauty of our campuses, and support the well-being of our employees. Our efforts have been recognized by the Municipal Corporation of Pune for excellence in landscaping and waste management on campus. Additionally, we received an award from the Municipal Corporation of Pimpri Chinchwad for our outstanding efforts in landscaping and wastewater recycling at the garden.

Our green campus serves as a prime example of how business operations can harmoniously coexist with nature, ensuring a better environment for future generations.

Environmental Impact and Risk Assessment

At Birlasoft, our primary goal is to manage our environmental impact, risks, and opportunities systematically and effectively. We understand that our operations affect the environment, which includes air, water, land, natural resources, flora, fauna, humans, and their interactions. Our environmental aspects cover all elements of our activities, products, or services that can interact with the environment, leading to changes that can be either beneficial or adverse.

Environmental risk is the combination of the consequences of an event and the likelihood of its occurrence. It encompasses the potential threat of adverse effects on living organisms and the environment due to effluents, emissions, wastes, resource depletion, and other impacts resulting from our activities. Our approach to Environmental Aspect-Impact Assessment (EAIA) aims to protect the environment and assess related risks, minimizing the potential impact of our work-related activities, products, and services.

EAIA Approach

At Birlasoft, we follow a structured approach for performing environmental aspect-impact and risk-opportunities assessments, ensuring compliance with regulatory requirements, and setting clear objectives and targets.

Template Utilization
We use a detailed template for our assessments, tailored for various locations.

Impact Scoring
Aspects within a score threshold are acceptable. Those scoring above the threshold are deemed 'Significant.'

Risk Scoring
We use a risk assessment matrix to evaluate the likelihood and severity of potential impacts. Activities with a high risk score are subject to action plans, and high-risk activities are highlighted during management reviews.

Management Review
Top Management has reviewed the approach, including the acceptable impact score and criteria for significant aspects.

Our system coordinator conducts these assessments at least biannually or whenever there are significant changes in circumstances, such as new infrastructure, technological advancements, or process modifications. The coordinator involves all teams that consume natural resources or generate waste, including facility management, IT, and legal teams. The risk scores are reviewed before being presented to top management. Objectives and targets for significant aspects are reinforced with additional operational controls.

Assessment Process

Activity/ Service/Product Identification: Identify and document activities like waste management.

Environmental Aspect Identification: Consider all aspects within our EOHS management system.

Environmental Impact/Risk Assessment: Recognize both positive and negative environmental impacts.

Control Implementation: Document existing controls and assess their effectiveness.

Compliance Obligations: Ensure compliance with applicable legal requirements.

Stakeholder Engagement: Identify the stakeholders and conduct need based assessment.

Quantitative Assessments: Assess the scale, severity, and likelihood of environmental impacts.

Impact Scoring: Calculate impact scores to determine the significance of each aspect.

Objective Setting: Set clear objectives and targets for significant aspects.

This structured and proactive approach ensures that our aspect-impact and risk-opportunities assessment methods are thorough and effective, supporting our commitment to environmental sustainability and risk management.

Action Plan: Develop and implement action plans for continuous improvement.

Risk and Opportunity Assessment: Calculate risk scores, classify risks, and identify opportunities for improvement.

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Sustainable and Responsible Supply Chain Management

> Our Artificial Intelligence & Internet of Things driven supply chain "bSupplyConnect" offers real-time visibility of upstream and downstream supply chains, addressing supply chain disruptions in the manufacturing sector.

At Birlasoft, we are committed to sustaining a responsible supply chain and operating with the highest integrity and ethical conduct. We expect that all our business partners—suppliers, contractors, and consultants—will maintain the same standard of commitment, ensuring ethical and sustainable practices throughout our value chain.

Our commitment to responsible and sustainable business practices is reflected in our comprehensive Global Supplier Management Policy and our Supplier Code of Conduct. These frameworks guide our relationships with suppliers, ensuring that all our partners adhere to the highest standards of ethical conduct, environmental stewardship, and social responsibility. We carefully evaluate and select our suppliers based on their alignment with these principles, fostering collaborations that contribute to mutual growth and a positive impact on society. Through these policies, we ensure that our procurement processes are transparent, fair, and supportive of our long-term sustainability goals.

Supplier Evaluation and Onboarding

We prioritize a comprehensive evaluation process for all our major suppliers, contractors, or service partners, covering technical, financial, and regulatory compliance parameters before they are onboarded. Furthermore, the vendor onboarding process incorporates an Information Security assessment for all vendors. A due diligence process is in place for assessing the extended enterprise prior to onboarding and throughout continuing relationships. Details about new supplier screening and onboarding are summarized in the table below:

New and existing suppliers' assessment

	FY 2021-22	FY 2022-23	FY 2023-24
New Suppliers Screened	469	475	359
New Suppliers Onboarded	469	475	359
Total Number of Suppliers (Active)	2,145	2,010	2,126

At Birlasoft, we undertake regular compliance and performance assessment of our vendors before contract renewals and our suppliers are encouraged to align their business practices with Birlasoft's Supplier Code of Conduct and drive compliance with ESG practices. We encourage our suppliers and vendors to proactively identify, correct, and continuously monitor any activities that deviate from these guidelines and in the instance of any actual or potential breach of the guidelines, they are required to immediately notify us for appropriate corrective action. We drive our suppliers to adhere with all relevant environmental laws and regulations, including those related to chemical and waste management, wastewater standards/norms, air emissions, permits, and reporting. Suppliers should also meet any additional environmental requirements specific to the products or services provided. We expect suppliers to consider and address the environmental impact of their practices, optimize the use of resources, and implement measures to minimize harmful emissions and encourage practices that reduce waste, enhance energy efficiency, and

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explore recycling options. All necessary environmental permits and approvals should be obtained, maintained, and kept up to date, with adherence to operational and reporting requirements. We continuously enhance and update our supplier onboarding and due diligence process by integrating specific environmental and social criteria, as and when required to stay update with the evolving landscape. This initiative aims to ensure that our suppliers align with our commitment to sustainability and responsible business practices from the initiation of our partnership.

We conducted a vendor satisfaction survey for Purchase Orders (POs) processed in FY 2023-24 with our PO-based suppliers and received a 38% response rate. The survey results showed a high level of satisfaction, with 97.8% of suppliers expressing contentment with our engagement. The evaluation covered several parameters, including sourcing and vendor selection, supplier onboarding and record updating, contracting, purchase order processes, use of goods and services, and invoicing and payment procedures. The remaining concerns are primarily related to network issues, and we are actively working on addressing these to enhance supplier satisfaction.

Empowering Suppliers through ESG Training

In FY 2023-24, we made significant strides in enhancing our sustainability efforts by actively engaging our business-critical value chain partners in our ESG initiatives. Recognizing the importance of a shared commitment to sustainable practices, we organized a series of awareness training sessions aimed at educating our partners on the evolving ESG landscape and the importance of sustainable business practices.

Through these sessions, 20% of our most essential value chain partners were equipped with the knowledge and tools needed to align their operations with global

sustainability standards. The training covered a wide range of topics, including reducing carbon footprints, responsible resource management, ethical labor practices, and transparent governance. By involving our value chain partners in our sustainability journey, we not only strengthen our own sustainability goals but also contribute to building a more resilient and responsible supply chain. Our commitment to continuous education and partnership development ensures that we and our partners are well-prepared to navigate the challenges and opportunities of a sustainable future.

Chronicles of Our Sustainable Value Chain

Our responsible sourcing practices have resulted in 100% of our inputs being sustainably sourced. We manage e-waste responsibly by partnering with government-authorized recyclers. These vendors ensure proper recycling and recovery of electronic materials, supporting compliance and environmental sustainability.

Additionally, to reduce carbon emissions from our transportation activities, we have partnered with a pioneer in the sector to use electric vehicles for daily transport operations. This initiative represents another step towards sustainability in logistics and transportation.

At Birlasoft, we consider our service providers not just as vendors but as vital business partners. This approach reflects our commitment to ensuring that our partners grow with us, fostering strong, mutually beneficial relationships. One of the initiatives that exemplifies this philosophy is our Automation of Fleet Services across all our Pan India locations. This initiative has been instrumental in ensuring a smooth return to office for our employees in the post-COVID period.
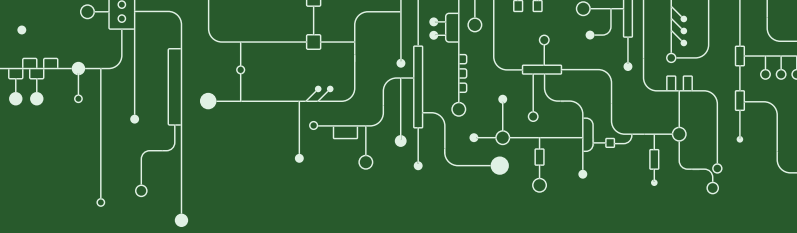
Driving Sustainability through Fleet Operations

We have taken a pioneering step by fully automating our fleet services, making us one of the few companies in India to achieve this across locations. This automation covers fleet cab services, on-call transportation, and bus services. The key features of our automated system include:

Paperless and Cashless Operations:
Our employees benefit from digital bus passes, online service registration, and cashless transactions, streamlining the entire process and saving paper.

Live Tracking and Digital Check-In/Check-Out:
Employees can track vehicles in real time and log their boarding times and locations through our app - **'Smart Commute'.**

IVR Calling and Instant Feedback:
We've enhanced communication with IVR calling and enabled instant feedback to improve service quality and employee satisfaction.

Key Benefits

Enhanced Employee Safety

- **Real-Time Vehicle Tracking:** For greater sense of security.
- **Automated Compliance Monitoring:** Tracking of expiry and renewal of critical documents, ensuring 100% legal compliance.
- **Secure Communication via IVR:** Protecting employee details while maintaining direct communication with drivers.
- **Safe Drop Confirmation:** To ensure safe drop-off for female employees.
- **Emergency SOS and Quick Video Recording:** Our employees have access to SOS buttons and can quickly record videos in case of emergencies.

Improved Operational Efficiency

- **Reduced Travel Time:** Enhanced auto-routing and geocoding optimize routes, minimizing employee travel time and fuel consumption.
- **Cost Optimization:** By improving seat utilization and distributing business based on performance cost reduction and optimization was achieved.
- **Streamlined Payments:** Moving to online, paperless invoice submission has Speed up the payment process, benefiting both us and our vendors.
- **Punctuality and Accuracy:** System-generated pickup times and clear communication ensure timely arrivals, while geo-fencing accurately logs vehicle "in times."

Through our automation of fleet services initiative, we've not only improved the safety and efficiency of our operations but also strengthened our partnerships with service providers, ensuring sustainable and mutually beneficial growth.

Cutting Paper Waste with Smart Solutions

Saves ~**5,000 papers** per month

Vendor Invoicing Application, finance and procurement teams are now using the automated process through this application, resulting in reduced paper consumption.

Saves ~**1,000 papers** per month

Vendor Onboarding Application has reduced all manual work done by vendor/procurement department and saves paper consumption globally. Additionally, accepting soft copies for MSA and addendum helps in saving paper.

Harnessing Local Strengths

At Birlasoft, we prioritize establishing business partnerships with suppliers who are both technically superior and commercially competitive. We seek suppliers who excel in their technical capabilities, ensuring they are the best in their field (T1), and those who offer the most competitive pricing and value (L1). This focus helps us maintain high standards of quality and efficiency in our operations.

In addition to these criteria, we are committed to promoting diversity and inclusion within our supply chain. We actively source from local vendors, Micro, Small, and Medium Enterprises (MSMEs), and women-led businesses. By doing so, we not only support diverse and underrepresented groups but also contribute to the growth of local economies and innovation. This balanced approach allows us to uphold rigorous standards while fostering an inclusive procurement environment that benefits a broader range of suppliers.

Maintaining Compliance throughout our Supply chain

We have an engaged external compliance partner that audits all our manpower engaged vendors for compliance with labor laws and statutory requirements, including minimum pay, Employees' State Insurance Corporation (ESIC), and Provident fund (PF). The compliance dashboard displays the degree of compliance with different laws and acts as well as the appropriate corrective or remedial action that the relevant function(s) has taken in response to the audit findings.

100% of our on-site third-party partners have completed health and safety training and assessments in accordance with ISO 45001 requirements.

No negative environmental and social impact in the supply chain.

No significant risk for incidents of Child Labor or Forced Labor pertaining to supplier operations.

Proportion of spending on local suppliers

	FY 2021-22	FY 2022-23	FY 2023-24
Percentage of the procurement budget spent on suppliers local to that operation	81%	74%	75%
Percentage of input material directly sourced from MSMEs/ Small producers	22%	19%	25%

Social Change

Fostering Inclusive Growth and a Culture of Care

Birlasoft is committed to building strong relationships with all our stakeholders, both within our organization, as well as externally. The growth and wellbeing of our employees is of utmost importance to us, as we continue to expand our workforce. We also continually aim to create value for our customers, suppliers, and the communities around us through strategic planning and implementation of various policies and initiatives.

Fostering Inclusion, Well-being, and Social Impact at Birlasoft

At Birlasoft, human resources, communities, society, and economy at large are the foundation of its success, fostering innovation, and collaborating with nurturing the talent pool. Prioritizing diversity is essential for creating a fair and conducive workplace where every individual can thrive. An inclusive environment promotes innovation, problem-solving and improved outcomes, boosting productivity. Our client metrics are healthy, driven by new customer additions and proximity to clients. Birlasoft remains committed to investing in talent, technology, and partnerships: to drive innovation and create meaningful impact for our customers.

Alignment of "Social Key Material Topics" with UN SDGs

DIVERSITY, EQUITY AND INCLUSION

Gender Equality
Promoting gender equality and empowering women in the workplace ensures equal opportunity, fostering diversity, equity, and inclusion for all.

Reduced Inequalities
Fostering diversity and inclusion reduces inequalities by ensuring that all individuals, regardless of background, have equal access to opportunities.

CAREER DEVELOPMENT

Quality Education
Providing career development opportunities supports lifelong learning, upskilling and personal growth.

Decent Work and Economic Growth
Career advancement opportunities drive personal fulfillment, business growth, economic stability, and resilience.

EMPLOYEE HEALTH AND SAFETY

Good Health and Well-being
Prioritizing health and safety in the workplace create an environment that promotes employees' physical, emotional, and mental well-being.

Decent Work and Economic Growth
Safe and healthy working conditions enhance productivity and contribute achievement of business objectives and economic growth.

TALENT ATTRACTION AND RETENTION

3 GOOD HEALTH AND WELL-BEING

Good Health and Well-being
Attracting, retaining, and engaging employees leads to more satisfied and healthier workforce, contributing to the Company's overall well-being and resilience towards internal and external challenges.

8 DECENT WORK AND ECONOMIC GROWTH

Decent Work and Economic Growth
The Company provides employment opportunities in the space of information technology, digital solutions, newer technologies, and many more.

CUSTOMER ENGAGEMENT AND SATISFACTION

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

Industry, Innovation, and Infrastructure
Engaging with customers to understand their needs and aspirations fosters technological innovation and newer digital solutions to exceeds customer expectations and create brand loyalty.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Responsible Consumption and Production
By promoting sustainable business practices through customer engagement, the Company encourages responsible consumption patterns and behavior.

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COMMUNITY DEVELOPMENT

No Poverty
Community development initiatives that support entrepreneurship and small business development as well as livelihood opportunities to lift communities out of poverty.

Zero Hunger
Initiatives that support community development initiatives that accelerate no hunger and support livelihood development.

Good Health and Well-being
Community health initiatives, such as health camps, awareness programs, and access to healthcare services, improve overall health and well-being.

Quality Education
The Company engages in educational programs, digital literacy training, and scholarships to enhance access to quality education, particularly in underprivileged communities.

Clean Water & Sanitation
Community development initiatives focus on environmental benefits such as proper water management and reduction.

Industry, Innovation & Infrastructure
Community development initiatives foster innovation and learning in communities such as training and awareness campaigns for integration of sustainable methods.

Sustainable Cities and Communities
Building sustainable infrastructure and promoting safe, inclusive, and resilient communities enhance the quality of life.

Climate Action
Community programs that focus on land use management, environmental conservation, and sustainable practices contribute to climate action.

Life on Land
Community development programs are aimed at conservation of ecosystems and sustainable use of natural resources.

Human Capital Development

At Birlasoft, each employee is given the opportunity to actively participate in and holistically contribute to the business's growth. This allows for creation of a shared responsibility to build a sustainable organizational structure. As a result, we emphasize on the enhancement of our learning culture, building capabilities, developing leadership, fostering employee engagement, and promoting safety and wellbeing. We continue to grow our business, fueled by an increase in our employees across various operating locations:

In the fiscal year 2023-24, we hired a total of 4,782 new employees. In the past year, we have also seen a steady decline of the turnover rate of our permanent employees, with respect to previous reporting years.
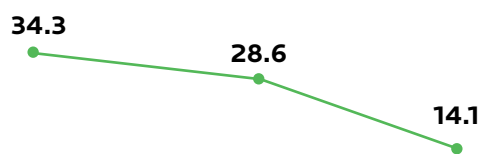
Total headcount

	FY 2021-22*	FY 2022-23	FY 2023-24
Male	7,889	8,484	9,394
Female	2,641	2,766	3,201
Undisclosed	-	-	288
Total	10,530	11,250	12,883

*Undisclosed category of employees not monitored in FY 2022-23 and FY 2021-22.

Attrition Rate(%)

34.3

28.6

14.1

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

We provide our employees with a minimum of four weeks' notice, in the event of operational changes within the organization that could significantly impact our employees. This approach underscores our dedication to transparent communication, ensuring that all employees are well-informed and prepared for such transitions, thereby promoting a culture of trust and transparency.
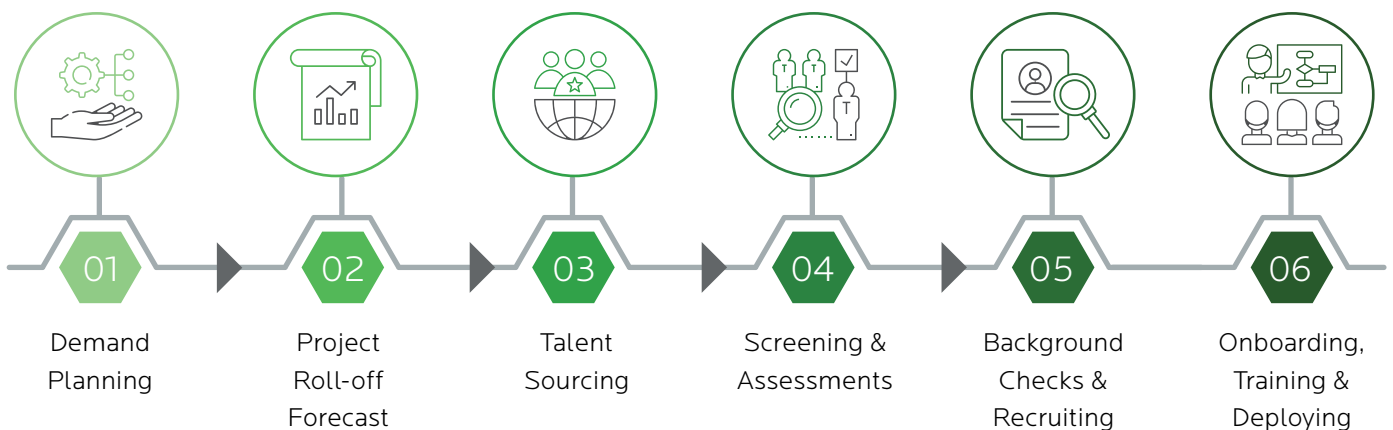
Talent Supply Chain

The Talent Supply Chain (TSC) - External Hire team at Birlasoft is comprised of numerous members who all have distinct roles and responsibilities catering to new initiatives, strategies, and branding. Our team is also strategically aligned to various HBUs and VBUs, and keep those stakeholders involved up to date with the developments in their given businesses. To improve the efficiency of our acquisition operations, we have aligned our recruitment efforts with the revenue prediction of these business units.

Our TSC - External Hire Program is aimed at value creation through growth and autonomy for our employees, workforce transformation and organizational agility for our organization and effectiveness of fulfillment of our clients. Our team is comprised of over 150 professionals across the globe, working across multiple activities and sourcing exceptional talent through channels such as internal hiring, referrals, Recruitment Process Outsourcing (RPOs), and campus recruitment amongst others.

Sourcing Activities

01	02	03	04	05	06
Demand Planning	Project Roll-off Forecast	Talent Sourcing	Screening & Assessments	Background Checks & Recruiting	Onboarding, Training & Deploying

We use several processes such as job rotation, upskilling, career planning etc., to ensure maximization of opportunities for our employees who wish to advance in their career and take on new roles. Some of these initiatives are highlighted in the graphic below:

Candidate Success Programs to improve interview processes and maximize the success during onboarding.	We have built a strong brand through online platforms such as LinkedIn, Twitter, and Glassdoor, in order to engage with potential candidates.	Our "Alumni Rehire" Program offers ex-employees to rejoin Birlasoft or refer their family, friends and colleagues for positions.	We collaborate with several universities to engage in campus hiring.	Our Talent Acquisition (TA) team goes through various trainings and skill-development programs to equip themselves.	We also plan to utilize an AI-based tool for screening applicants to improve efficiency in hiring.

We assign escalation matrices to all our teams involved in talent acquisition and employ strategies to ensure we hire candidates across levels and with diverse skill backgrounds, this includes trend analysis, employer branding on social media and job portals, as well as feedback collection from candidates post their interviews.

Talent Retention and Employee Engagement

Birlasoft is a proudly *certified Great Place to Work (GPTW) organization, ranked amongst the Top 100 companies* to work for in India, highlighting our commitment to making our workplace safe and inclusive for all. This certification is obtained post a survey that provides us with valuable insights into our employees' perceptions on trust in leadership, pride in one's work, camaraderie among employees, and fairness in the workplace. Additionally, this survey is benchmarked against industry standards that help us integrate actionable insights into our decision-making process.

In addition to the GPTW survey, we conduct an internal employee insights survey, which we regularly roll out to a random sample of employees, to identify trends, overall sentiment, common themes, areas of improvement, factors, and demographics to focus on. In FY 2023-24, a 42% participation rate was recorded with 88% overall sentiment score, across multiple key dimensions as part of the internal employee insight survey. These insights are then presented to senior management and functional heads to further devise the objective of collective action planning. These plans are key in bridging the gap in communication between leadership and employees to ensure consideration of all feedback. At Birlasoft, we also have Culture ambassadors who meet regularly to foster employee involvement and belongingness to foster an inclusive and productive work environment for all.

We offer a wide array of benefits for our employees such as competitive compensation packages, employee benefits, work-life balance programs, paternity and maternity leave, and transition assistance programs. Programs such as Young Titans, an escalated development platform for promising, high willed young talents in the organization, to put them into a fast-track career development.

BEngaged

In line with our initiative BEngaged, we provide our employees with opportunities to engage in various activities to enhance positive work culture across the organization.

Talent tribes: This is an annual initiative that provides our employees with a platform to showcase their talents such as singing, dancing, gardening, and theatre amongst others. Talent tribes help us increase employee engagement and create a sense of community amongst employees to increase collaboration and enthusiasm.

We celebrate various cultural, patriotic, and periodic occasions on our office premises, and include involvement of family members in these events as well. We also hold several family-centric events such as Children's Day to engage with our employees' loved ones.

Our Gift a Mug activity is an initiative that celebrates parental bonds and allows our employees to express their gratitude to their families.

Team spirit is fostered by organization of offsites, learning activities and informal connects through bonding activities, games, and competitions. We organise chess tournaments, art programs, and photography competitions.

BEngaged in action at Birlasoft

UREKA Initiative

UREKA is Birlasoft's Idea Management System that is created to foster innovative thinking and solutions amongst employees. The aim of this initiative is to enable continuous improvement and add value to our processes, and the following key initiatives highlight this endeavor:

Development of on-duty applications on Android and iOS platforms so that these can be accessed over mobiles/modern devices to allow remote access. This allows for reduced load on web application server, eases access to applications and allows for a competitive edge with competitors.	Auto-triggers for Voice of Customer (VOC) mailers for project managers when due date is nearing for customer response, WOW story and other key elements.	Gaps in scope of work identified by customers can be directed to teams with relevant expertise to address the issue before signing. This allows for risks/flaws to avoid for similar misses impacting business.

By integrating diverse viewpoints in evaluations and measuring the quantitative advantages of proposed ideas, UREKA ensured accountability, leading to efficient implementations with measurable results. The rewards and recognition system promoted employee engagement by fostering innovation and motivating staff. Furthermore, the feedback loop provided valuable insights to idea owners, helping them refine future submissions and value adds.

Employee Benefits

Birlasoft's dedication to providing employee benefits is evident through comprehensive offerings that prioritize well-being and professional growth. Robust healthcare plans ensure health security, while competitive salaries and bonuses reward our employee's dedication, while our retirement plans promote long-term stability. Our Medical Insurance Policy and Group Term Insurance & Personal Accident Policy allow our employees to opt for plans that cater to their own, as well as their family's needs. Post the COVID-19 pandemic, flexible work arrangements and generous leave policies support work-life balance and our career development initiatives foster skill enhancement and career progression.

Our integration of the Rights of Persons with Disabilities Act 2016 recognizes the rights and benefits of our employees with disabilities. Another example of our benefit policies is our Maternal Benefits Policy, which elaborates the entitlement of female employees to take leave when they are expecting a child, along with the medical bonus they can claim. We track the number of employees who take parental leave and return to work post this, as seen in the table below:

	Category	FY 2021-22	FY 2022-23	FY 2023-24
Total number of employees that took parental leave	Male	357	463	509
	Female	141	198	213
Total number of employees that returned to work in the reporting period after parental leave ended	Male	357	463	509
	Female	141	198	213
Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work	Male	319	422	438
	Female	117	170	168
Total number of employees who were due to return to work after taking parental leave	Male	357	463	509
	Female	141	198	213
Return to Work Rate (%)	**Male**	**100%**	**100%**	**100%**
	Female	**100%**	**100%**	**100%**

Beyond tangible benefits, Birlasoft's commitment is reflected in a culture of appreciation and support, aiming to empower employees to thrive personally and professionally. This dedication not only attracts top talent but also cultivates a loyal and motivated workforce.

Performance Review and Career Development

Birlasoft's continuous Performance Enablement processes are anchored on the principles of fairness, transparency, and constructive feedback to foster professional growth of employees. The objective is to translate company's vision and mission plans into team and individual-level goals using a structured cascading process and then assessing the performance in a holistic manner. Employees and managers are expected to engage in discussions to plan and submit their KRAs and are provided with an option to update and modify the goals throughout the year in order to reflect any role change, business realities and evolving scenarios. Post this exercise, the performance is assessed throughout the year via regular feedback, check-ins with managers and Annual Performance Review.

Assessment Mechanism	Description
Continuous Feedback	We place emphasis on encouraging continuous feedback to enhance employee performance and thereby avoiding the conventional practice of relying solely on end-of-year evaluations. Feedback serves as an ongoing process available to employees, enabling them to solicit feedback from both their managers and cross-functional teams throughout the year. Both employees and managers can initiate check-ins at any time, with quarterly recommendation.
Regular Check-Ins with Managers	Through regular discussions, managers seize the opportunity to coach employees, have career conversations, discuss training plans for continuous learning and development within the organization aligned to employees' aspirations and capabilities. These periodic inputs serve as a ready reference for managers and stakeholders during the annual review, helping to mitigate the recency effect error and enhancing transparency, fairness, and trust within the organization. By integrating regular check-in inputs with the annual review, we maintain a dynamic and responsive performance management system that supports both individual and organizational success.
Comprehensive Performance Review	We have comprehensive performance review mechanism designed to ensure continuous assessment of employee performance at all levels. Performance review process begins with self-assessment by employees' on KRAs and competencies followed by manager assessments. The performance discussions cover growth aspects, aspirations along with performance, including training and developmental interventions. To ensure continuous feedback, a robust calibration process has been instituted for performance review, promoting fairness throughout. Aligned with our organizational structure, our home and host model facilitate employee deployment to projects in verticals, followed by their return to the host service lines post-project completion. As a mandatory step, both home and host managers collaborate to finalize feedback and ratings, ensuring a comprehensive appraisal outcome based on actual performance. We also have a forum for grievance redressal wherein, if the employee is not satisfied with their rating, can raise their concern with concerned stakeholders. The detailed, integrated review process is described in the figure below:

Self Evaluation ▶ Manager Evaluation ▶ Reviewer Stage ▶ **HR Business Partner normalization step** ▶ Manager's sign off ▶ Employee Acknowledgment

Beyond the traditional manager-employee feedback dynamic, we also encourage cross functional and multi directional feedback from all levels and departments within the organization. We aim to ensure that any stakeholder, regardless of their role or team, can provide constructive input to anyone in the organization. By promoting this open, inclusive feedback culture, we intend to enhance our collective growth and drive continuous improvement across all areas of our business.

Performance and Career Review FY 2023-24

Other	100%
Female	100%
Male	100%
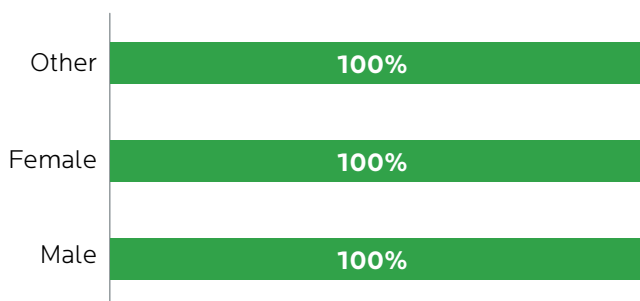
*Considering all employees eligible for career development reviews in FY 2023-24

We utilize digital platforms and harness the power of technology to create an environment conducive to open dialogue and collaboration among our valued employees. These digital channels serve as dynamic mediums where our people can voice their thoughts, opinions, and insights at any time, transcending the constraints of time and physical location. This leads to convergence of like-minded people and thus, enabling them to form vibrant communities based on shared interests, passions, and professional pursuits.

Through these multiple interventions and seamless integration of digital ecosystems into our organizational culture, we aim to cultivate a dynamic and inclusive environment where every voice is heard, and collaboration thrives.

Transition assistance programs are a key tool for Birlasoft to ensure smooth transitions due to employee restructuring and relocations. We have in place transition assistance programs for our employees who migrate from one role to another, and across functions at the organization. Such a program provides continued support and guidance to such individuals as they take on new responsibilities. Along with this, we offer opportunities for our retiring employees to extend their services on a contractual basis. Such programs are a testament to our focus on employee wellbeing and continued success in our organization.
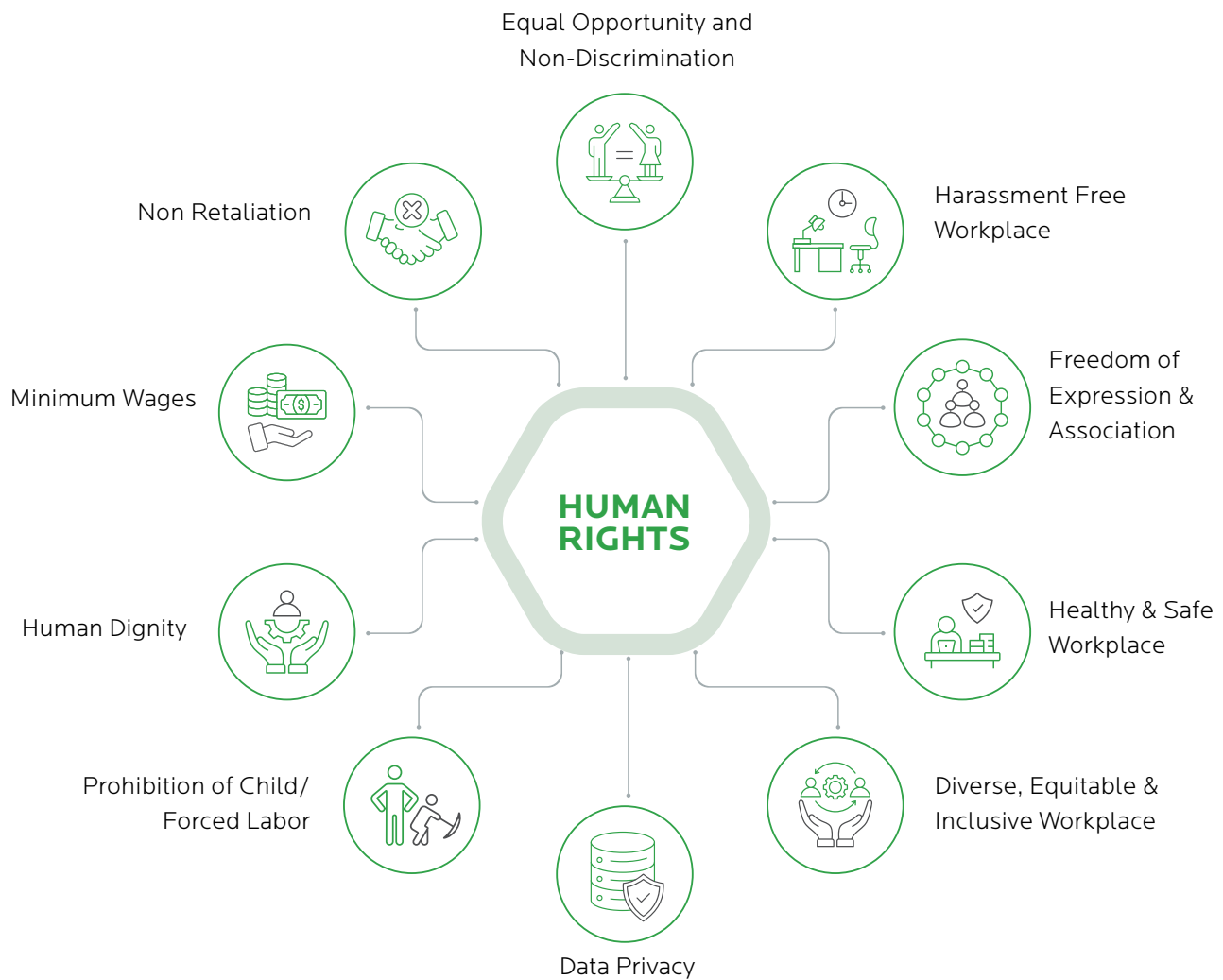
Rewards and Recognition

At Birlasoft, we seek to foster a culture of appreciation and motivation amongst our employees. Our employee recognition program **STAR (Special Thanks and Recognition)** allows recognition of employees or a team of employees for their outstanding contribution towards the organization. This could be in relation to going beyond scope of work to ensure excellence, living up to the organizations core values (Engaged, Dependable and Challengers) and accomplishment of key milestones. The advantage of a program like STAR is that it allows for immediate and public recognition of employees, making appreciation and recognition a norm in the organization. We have a variety of awards that are available to employees and managers at various frequencies, these awards and recognitions are driven by departmental managers and empower the employees with employee recognition programs. In addition to this, we also have Long Service Awards, to celebrate 3, 5, 10, 15, 20 and 25 years of loyalty through employee tenure at Birlasoft.

Uphold Human Rights Commitment

Birlasoft's Human Rights Policy reflects our commitment to upholding human rights of our employees, contractors and value chain partners, in accordance with UN Universal Declaration of Human Rights.

Equal Opportunity and Non-Discrimination

Non Retaliation

Harassment Free Workplace

Minimum Wages

Freedom of Expression & Association

Human Dignity

HUMAN RIGHTS

Healthy & Safe Workplace

Prohibition of Child/ Forced Labor

Diverse, Equitable & Inclusive Workplace

Data Privacy

As stated in our Code of Business Ethics and Conduct Policy, we are strongly committed to upholding human rights standards within our operations and across the supply chain, in accordance with the UN Guiding Principles. Our Grievance Redressal Policy extends its scope to human rights, providing employees with a mechanism to report any violations of the same. Additionally, Birlasoft actively monitors the human rights of our employees, because of our annual compliance audits. This process is carried out in accordance with regulations such as The Child and Adolescent Labor (Prohibition and Regulation) Act, 1986 and The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. We recognize our employee's right to exercise freedom of association and collective bargaining, but do not actively recognize any areas of operation that may be at risk of violation of this right.

Our Anti-Slavery and Human-Trafficking Statement highlights our zero-tolerance policy for human trafficking and forms of forced labor such as slavery.

We have several safeguards in place such as rejection of job applications for individuals below the legal age and verification of the same for our support staff vendors monthly.

Our security personnel also go through compliance trainings, including a mandatory POSH training led by the FLM team and supervisors, along with daily briefings on allocation of responsibilities. This training covers identification of the various types of harassment, the escalation matrix and reporting channels through interactive case studies.

No reported incidents of child labor or employment of young workers.

No reported incidents of forced labor or slavery in operations.

Diversity, Equity, and Inclusion (DE&I)

At Birlasoft, DE&I is a core value grounded on the principles of "Coexistence, Collaborate, Considerate, and Care". Birlasoft actively promotes DE&I to create a fair and conducive workplace where every individual can thrive. An inclusive environment enhances innovation, as varied perspectives lead to better problem-solving and improved outcomes. We have a strong commitment to promoting DE&I within our workforce, through various policies, programs, and initiatives aimed at creating a workplace culture free of discrimination. Additionally, it promotes higher employee engagement and retention, boosting productivity and driving organizational success.

Diversity,
Equity &
Inclusion

DE&I @ Birlasoft

| Coexistence | Collaborate | Considerate | Care |
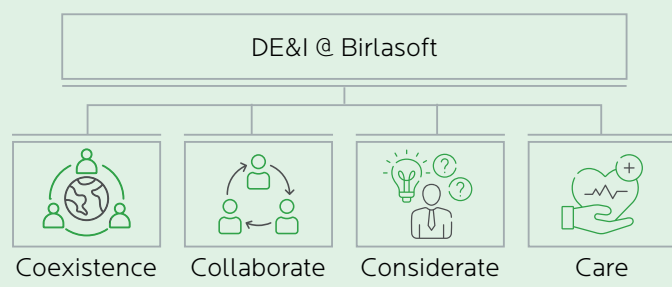
Our four guiding principles help foster collaboration within our organization to achieve broader goals associated to DE&I. This includes an integration of these principles in our recruitment processes, training programs and performance management techniques. We are continually making efforts to nurture diverse talent and drive progress in the workplace.

Leadership Commitment to DE&I

Leadership Commitment at Birlasoft is profoundly evidenced by the active role and dedication of its top executives.

Dedicated DE&I Council
This Council serves as a catalyst in promoting and monitoring inclusive workplaces for all employees and develops strategies and initiatives to progress towards organizational goals regarding the same.

Strategic Resource Allocation
Adequate resources are allocated to DE&I initiatives, underpinning the company's commitment to these values. We have 25 DE&I ambassadors who actively drive and support the initiatives led by the Council.

Visible support for DE&I
Leadership's participation in DE&I events and open communication about the importance of these initiatives demonstrates the commitment of the top leadership.

DE&I Council and Charter

Ensuring diverse representation across all organizational levels is a fundamental commitment at Birlasoft. An engaged workforce is crucial for driving innovation and achieving business success. The Company provides various platforms for employees to upskill for career growth, encouraging a culture of continuous improvement and engagement. Our DE&I Charter serves as the guiding tool for integration of these practices into our operations, across the three key focus areas:

Affirmative Hiring

- Increasing number of diversity hiring partners
- Review of key accounts on a quarterly basis
- Target of 50% hiring from campuses
- Employee referral schemes
- Strong return-to-work rate for women on Maternity leave
- Women Returnship Program
- Target set that 1/3rd of individuals in KMP/ Senior Management positions must be women.

Increase gender diversity ratio to **30%** and hiring mix to **35%**, by **FY 2024-25.**

We progressed to **25%** gender diversity in **FY 2023-24** and had **90%** women in freshers hiring.

Sensitization for Culture building

- Raising awareness across levels
- Sensitization sessions for managers
- Vendor education on diversity
- Unconscious bias trainings

100% employees to be sensitized & trained on overcoming unconscious bias in the workplace by **FY 2024-25.**

Increased access to sensitisation platforms and enforcement by senior leadership through mediums like townhalls.

Development & Retention

- Women Leadership Development Program
- Mentoring by DE&I Council/CXOs
- Focused engagement forums
- Monitoring engagement experiences

2 Cohorts of BEmpowered graduated.

Cohort **3** of BEmpowered Rise & Lead program to commence in September 2024.

BU-wise mentoring by senior leadership and one-on-one sessions for growth opportunities.

Our organization is an equal opportunity employer, and we consider all applicants regardless of their race, color, religion, gender, sexual orientation, age, nationality, disability status, genetic information, veteran status, or any other characteristic protected by law. Birlasoft has established several Employee Resource Groups (ERGs) that provide support networks for different employee demographics. These groups promote a sense of community and belonging, enabling employees to connect, share experiences, and support each other's professional growth. This commitment to inclusivity is integrated in our workplace as well, as we strive to create a diverse and equitable environment for all our employees.

Gender

People with Disability

Diversity at Birlasoft

LGBTQ+ Inclusion

Veterans

Ethnicity & Nationality
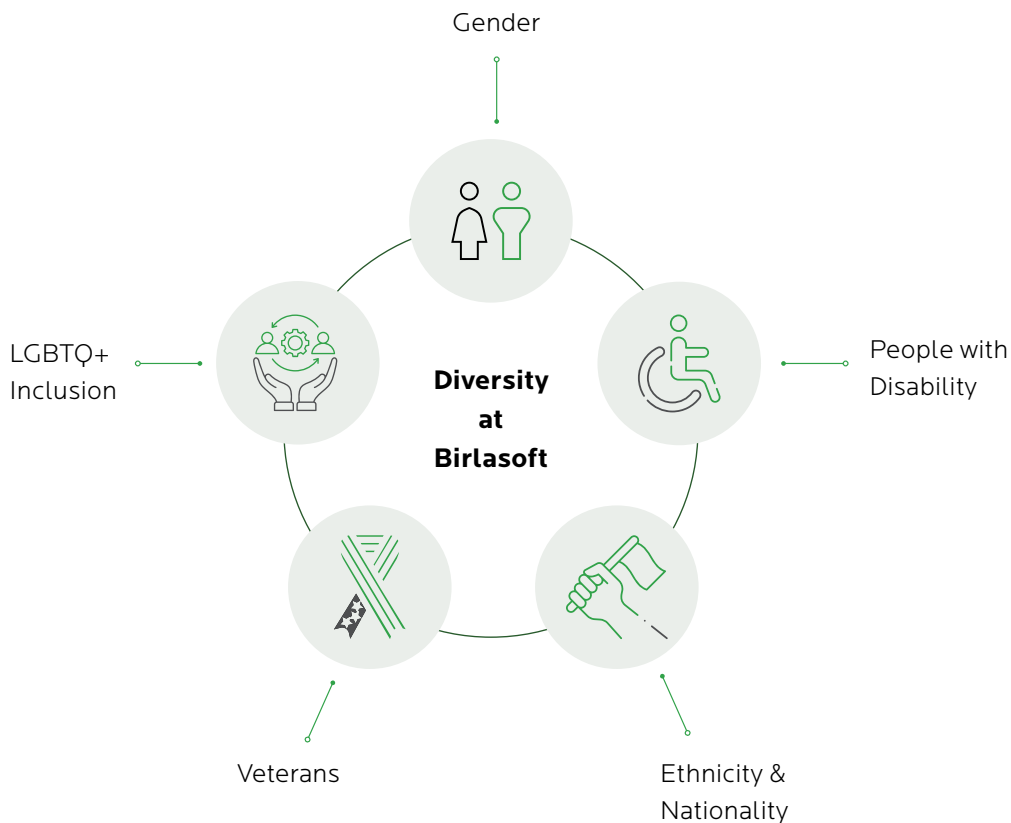
Recognizing the diverse needs of the workforce, the Company offers flexible work policies that support work-life balance. Programs such as the Women Returnship Program and Career Reboot Program are designed to help female employees transition back into the workforce after a maternity/career break, ensuring they can continue their careers without compromising on personal commitments.

A diverse cultural environment ensures that we draw in top talent and facilitate the development of innovative solutions for our clients. We prioritize comprehending requirements and crafting tailored solutions that empower teams to achieve superior outcomes through mutual understanding and respect. Diversity at Birlasoft focuses on empowerment of individuals from different backgrounds, including the 38 persons with disability employed at our organization.

DE&I Initiatives at Birlasoft
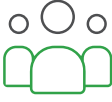
Assessment Mechanism	Details	Impact
Her Voice Unplugged	This forum engages women who are senior executives in leadership positions across the Birlasoft organization. The intent is to help women connect, inspire, learn & bond with each other personally and professionally.	Over 1000+ women covered since FY 2021-22.
Connect Up	The Connect Up initiative allows for early career mentoring program for women through interactive conversations. The program encourages young female professionals to share their experiences at the workplace, discuss career aspirations & how to make the most of the opportunities ahead with women leaders at Birlasoft.	Over 1500+ women covered since FY 2021-22.
BEmpowered Women's Leadership Program	This program strengthens the succession pipeline by preparing female employees to assume leadership positions within the organization. The target audience are female employees in the mid-senior level that have spent at least one year with the organization. Phase 1 of the program, Rise & Lead, focuses on identifying natural strengths and removing any personal constraints through confidence building. Phase 2 of the program is focused on mentoring, helping our leaders build on their skills and advance their careers.	Cohort 1: 33 women graduated in FY 2022-23 with 88% retention rate. 10 of these employees have been promoted. Cohort 2: 28 women graduated in FY 2023-24; 92% retention, 10 promoted, 18 women completed phase 2 of BEmpowered mentoring.

Voice of BEmpowered Beneficiaries

It helped me organize my priorities, people management, and soft skills development were some of the key areas where I benefitted from this program.

The program helped in connecting the dots for impactful outcomes. The why's and how's look more sorted.

Assessment Mechanism	Details	Impact
Each One Teach One	Senior leaders in each BU serve as mentors for junior employees through 6-8 interactions. This is driven by DE&I ambassadors and has been initiated in BFSI. Guidance is provided to mentors and mentees on the expectations of their roles and discussion points for their 8 meetings. This plan includes establishing goals, creating an action plan, and reviewing it before closure.	Over 150 mentor-mentee relationships have been mapped across our BUs. As the program continues to grow and develop, we are actively monitoring the success of Cohort 1 and 2.
Rendezvous with Verve	Rendezvous with Verve is a sensitization platform wherein CXOs and Senior Leaders share the nuances of Diversity, Equity & Inclusion and identify collaborative ways to achieve organizational goals for the same.	Over 1500+ employees covered since FY 2021-22.
Inspiring Conversations with Customers #SheEmpowers	This is an annual initiative, where we invite established women leaders from our customer network to share their stories of growth and achievement in their careers.	3 sessions conducted since FY 2021-22.
Unconscious Bias training	This is a mandatory training session for all employees, including sessions on: • Self-Reflection: Moving past biases • Choosing inclusive behavior • Understanding challenges and helping in addressing barriers • Promoting fairness & equity • Developing diverse talent	Over 1,500 employees covered. E- Learning module is also formulated to facilitate progress towards 100% coverage by FY 2024-25.
Interactions with Clients	We conduct panel interviews and fireside chats with clients on the importance of DE&I integration in business.	Fire side chat and panel interview with clients
Inclusion of LGBTQ+ identities	A webinar was conducted to stress the importance of creating a queer friendly environment in the workplace, to address unconscious biases.	Creation of a culture of acceptance and mutual respect for all gender identities.

DE&I Policies

Through the implementation of our Global DE&I Policy, Birlasoft has laid down 8 unique commitments spanning across talent acquisition, employee compensation and benefits, communication techniques and capacity development programs. Governance and oversight mechanisms for the same are also highlighted in the Global DE&I Policy, along with grievance redressal mechanisms for any violations of employee rights and discrimination. As stated in our Grievance Redressal Policy, we have in place a committee that investigates any concerns raised pertaining to such issues. The policy also covers disclosure of the investigation process, includes a confidentiality clause, outlines complaint turnaround period, and ensures timely resolution of complaints.

We also have in place an Equal Opportunity Employer Policy that outlines our commitment to considering all qualified applicants for employment based on merit without regard to race, color, religion, gender, sexual orientation, gender identity or expression, age, nationality, disability status, genetic information, veteran status, or any other characteristic protected by law. This policy applies for the entire period of employment of the individual, ranging from the recruitment process till retirement or separation.

To rightfully address complaints regarding sexual harassment, we have in place a POSH Policy that aligns with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. This policy highlights the composition and role of the Birlasoft Internal Committee on Workplace Sexual Harassment, as well as the procedure and inquiry mechanism exercised for proper redressal of all complaints.

The reported cases of discrimination and harassment for the past three reporting periods are given in the graph below:

POSH incidents recorded

FY 2021-22	FY 2022-23	FY 2023-24
1	4	2
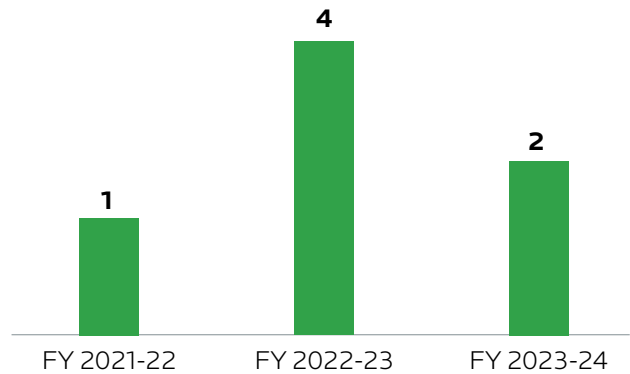
During the FY 2023-24, POSH incidents recorded were 2 as per Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013 (POSH). The Secure Workplace Council ensures that the particulars of the affected parties are strictly confidential, especially of the complainant (of both the parties). The Council and the HR also ensure that the complainant is not harassed or victimized in any way by anybody in the Company for having made the complaint. When an associate formally raises a grievance on the system, confidentiality to the utmost will be respected for all the parties and will remain the basic expectation from all parties. Individuals who breach confidentiality may face disciplinary actions, which will be determined based on the severity of the violation.

DE&I Awards and Recognition

Birlasoft has been recognized for our commitment to unwavering excellence in DE&I. Through our holistic approach and dedication to quality, we have been repeatedly recognized with prestigious awards across various domains, including women leadership development and integration into hiring practices. Such recognition not only highlights our leadership within the industry but also serves as a testament to its relentless efforts in setting benchmarks for our growth in the long-term .

Awards and Recognition

1. Birlasoft has been certified as DE&I Crusader at the ET Now Diversity and Inclusion Summit 2024.
2. Birlasoft has been honored as Diversity, Equity and Inclusion Champion at the DEI Awards 2024 by the HR Association of India.
3. Birlasoft won DivHERsity Awards 2024 in the following categories:
   • Top 20 Most Innovative Practices — Women Leadership Development
   • Top 20 DivHERsity Champions (Large Enterprises) - Sarika Saini, Senior Director HR, and DE&I Leader
4. Birlasoft's Chief Financial Officer, Kamini Shah, was honored with the "Best CFO Award for promoting Diversity, Equity, and Inclusion (DE&I)" - Large Enterprise at The Economic Times' CFO Awards 2024.
5. Birlasoft recognized by Synchrony with the Best Diversity Growth Award at the 'Path to Parity' event.
6. Birlasoft received a score of 7.1 in the Global DE&I Alliance Inclusive Maturity Card.

Innovation and Engagement driven by DE&I at Birlasoft

The impact of Birlasoft's DE&I initiatives is profound and far-reaching, creating an inclusive and equitable work environment that promotes innovation, engagement, and business success. By embedding DE&I principles into core operations, Birlasoft has not only enhanced workplace culture but also driven tangible improvements across various facets of the organization.

One of the most significant outcomes of DE&I efforts is the marked increase in innovation. A diverse workforce brings together a wide range of perspectives and ideas, which is essential for creative problem-solving and the development of innovative solutions. This has enabled Birlasoft to stay ahead in a competitive market, continuously evolving and improving its products and services. Inclusive practices have led to better team collaboration, higher productivity, and reduced turnover rates, translating into stronger financial performance and a more resilient organizational structure.

By creating a workplace where every individual feels valued and supported, Birlasoft has created a sense of belonging among the employees. Through programs like 'Her Voice Unplugged' and 'Rendezvous with Verve', Birlasoft provides platforms for employees to voice their experiences and suggestions, further enhancing engagement and participation. High levels of employee satisfaction, as reflected through internal surveys and testimonials, underscore the positive impact of these initiatives on the workforce.

Diversity in Workforce

In our continual endeavor to promote a strategic outlook that incorporates multiple unique perspectives, we are committed to ensuring diversity in the composition of our employees, Board of Directors, and senior leadership. We track various metrics that allow us to measure this integration at an organization-wide level:

Age-wise Workforce FY 2023-24

Below 30 years of age	30-50 years of age	More than 50 years	Undisclosed
3,782	7,835	471	795
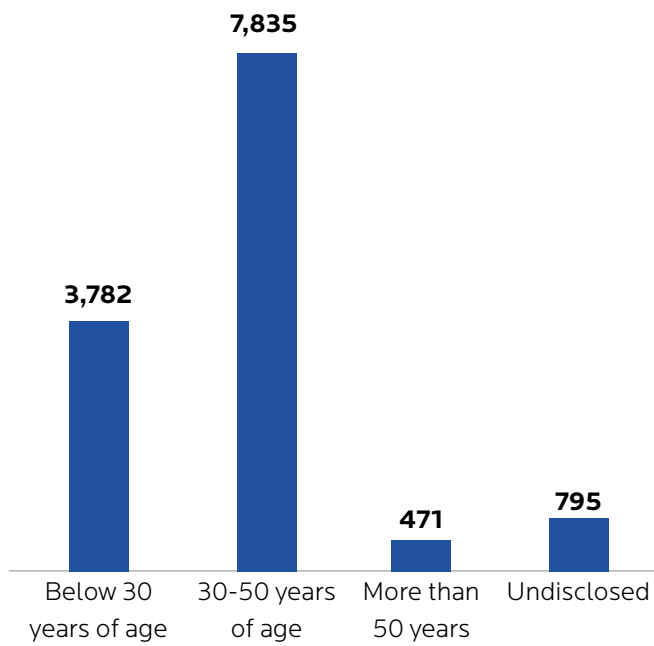
Gender-wise Workforce FY 2023-24

2% Other
25% Female
73% Male
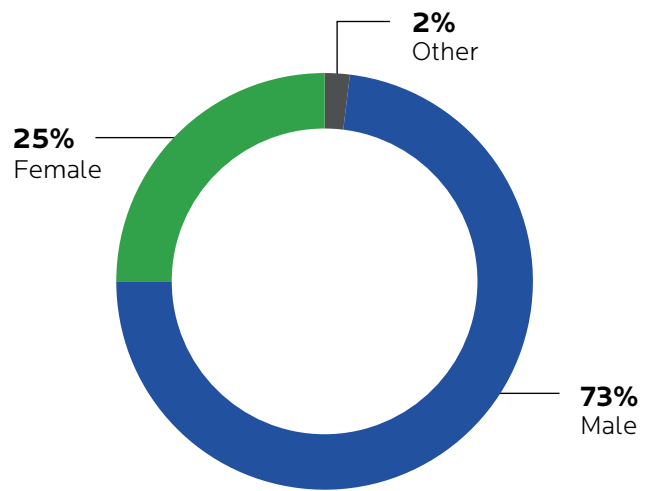
Gender breakup BoD FY 2023-24

43% Female
57% Male
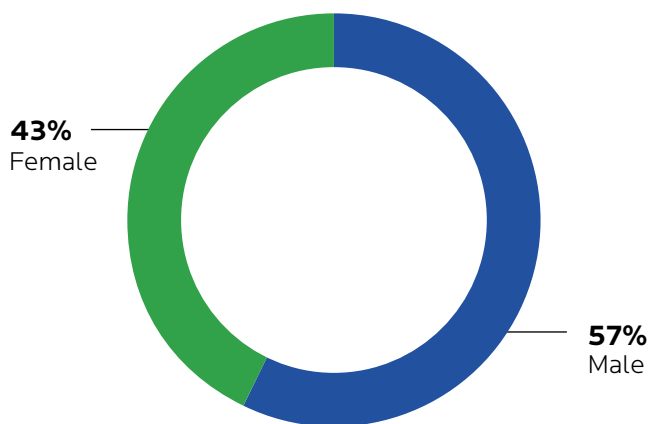
Gender breakup KMPs FY 2023-24

33% Male
67% Female
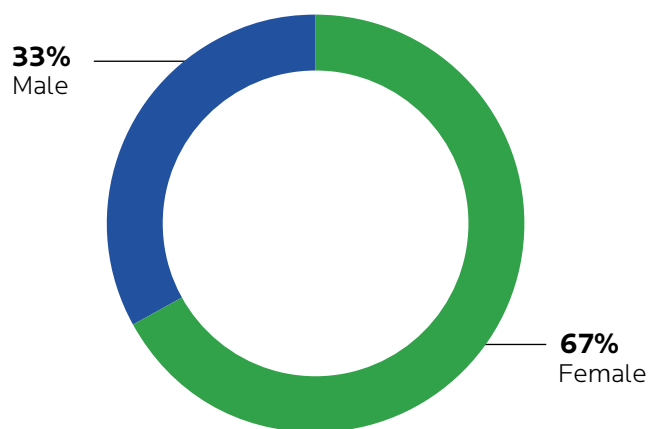
Compensation of our Board of Directors and Key Managerial Personnel (KMPs) is recommended by the Nomination and Remuneration Committee and approved by the Board of Directors of Birlasoft, in accordance with our Nomination and Remuneration Policy. For all other employees, we have set guidelines that outline the compensation structure and benefits, which are based on their respective roles and levels, which are overseen by the Chief People Officer (CPO). We aim to ensure a transparent and fair process that ensures that individuals across levels at the company remain confident in the allocation of compensation. This policy covers elements of fixed and variable pay, reimbursements and sitting fees for Directors and KMPs.

Ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual).

FY 2021-22	FY 2022-23	FY 2023-24
35.62*	**16.39**	**17.55**
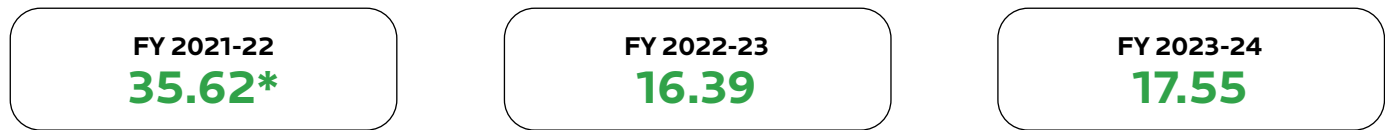
* The highest paid individual is not same in FY 2021-22 & subsequent years.

Ratio of the percentage increase in annual total compensation for the organization's highest-paid individual to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual).

FY 2021-22	FY 2022-23	FY 2023-24
0.58	**0.66**	**1.65**

60% of our Senior Management personnel are hired from the local community*

*Note: C-suite employees fall under the category of Senior Management, and the term "local" is defined within the boundary of India.

Learning and Skill Development

Birlasoft believes that the learning and development of our employees is a strong core value which accelerated our business growth. The effort to improve upon our existing knowledge allows us to adapt to an ever-changing business environment and cater to the developing needs of our customers. A total of 5,57,154 training hours were logged in FY 2023-24, marking a notable 26% surge from the previous year. Our Learning & Development (L&D) team fosters an ecosystem for employees to upskill in domains such as technology, behavioral competencies, industry domains and leadership capabilities. To achieve this goal, we have implemented several initiatives to provide opportunities for learning to our employees and potential recruits.

Upskilling and Partnership Opportunities

At Birlasoft, our upskilling opportunities are available in abundance to our employees, as they continue to grow and develop their careers. Our Skill Transformation program is one such initiative that allows our employees to build a strong foundation, learn new skills and align their progress with their career framework. Through this program, our employees receive clarity on skill requirements of their roles, engage in targeted learning activities, seek guidance, and evaluate their performance. With a futuristic outlook, this program aims to act as a roadmap for career development through mapping of demonstrated skills with project deployment.

In addition to this, we have several other partnerships and upskilling opportunities at Birlasoft, as described below:

Campus to Corporate (C2C)

C2C allows for bridging the gap between academia and corporate work culture for young graduates who are fresh out of college, looking to transition. This initiative conducts both technical and project-based learning to help in capacity building of these graduates. We also help with development of behavioral skills to help ease the mindset into the corporate work culture. C2C programs facilitated the transition of 321 fresh graduates into the corporate environment, with 64% achieving billable status, including 161 freshers who joined in March 2024, contributing to the organization's talent pipeline.

MySkillPath

The MySkillPath program is aimed at upskilling our employees through both role and competency-based avenues. It offers access to numerous learning curricula that help our employees upskill, reskill and cross-skill. This helps with career progression and individual knowledge development across functions to improve specialization. Participants earn badges depending on their level of engagement and skill development.

MySkillPath

Tech XChange

Tech XChange is a knowledge sharing program that engages subject-matter experts from both industry and business units to share their real time experience. In addition, they delve into knowledge on technology, leadership, domain, process and project management skills.

Coursera Partnership

In 2022, Birlasoft announced a partnership with Coursera, to enhance skills of over 12,500 employees. This is a step towards developing an ecosystem of learning where employees can build on their capabilities across various domains using a single platform. Our employees gain access to courses led by experts from institutions like Yale University, University of Michigan and INSEAD Business School in areas such as Blockchain, Cloud, Internet of Things (IoT), AI/ML, Robotic Process Automation (RPA), Cybersecurity, etc.

This learning platform experienced an impressive adoption of 97% in FY 2023-24, and the utilization rate at 91% surpassing the industry benchmark, indicating that employees were actively leveraging Coursera's resources to enhance their skills and knowledge base.

Next Step IIM Calcutta Higher Education Program

Next Step provides an opportunity for employees to acquire new skills and reposition their career trajectories with cutting-edge learning from IIM Calcutta and mentorship programs by Birlasoft's industry experts. The course duration is 12 months, with two key programs – Executive program on Business Analytics and Advanced program on Data Science, fostering an enrollment of 67 employees.

INDIAN INSTITUTE OF MANAGEMENT CALCUTTA
Executive Programme on Business Analytics for Birlasoft
(EPBA-Birlasoft -01)

Campus visit: February 23 - 25, 2024

INDIAN INSTITUTE OF MANAGEMENT CALCUTTA
Advanced Programme in Data Sciences
(APDS Birlasoft 01)

Campus visit: March 04 -06, 2024

Domain and Technical Capability Building

With the ever-evolving information technology landscape, the role of an IT professional is shifting from just a developer to an engaged business partner who has deep understanding of the business landscapes of clients.

This domain capability building initiative ensures that our employees have substantial domain knowledge, enabling Birlasoft to partner with valuable clients in the following industry verticals:

01
Manufacturing
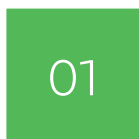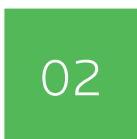
02
Life Sciences & Services

03
Banking, Financial Services, and Insurance (BFSI)
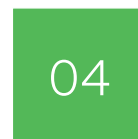
04
Energy and Utilities (E&U) & Communications, Media, and Technology (CMT)

In FY 2023-24, domain training initiatives saw a participation rate of 60% for employees completing Level 1 training, laying a solid foundation in their respective domains. Notably, Level 2 training offerings included specialized programs such as AIT24 Insurance (associate in information technology), Cybersecurity, Utilities and Oil and Gas.

birlasoft

Some of the technical capacity building trainings provided to our employees, are aimed at enhancing their skills and industry knowledge, as listed below:

01

Introduction to Generative AI including transformers, ChatGPT for generating text, and Generative Adversarial Networks (GANs), the Diffusion Model for generating images.

02

Amazon Web Services (AWS) Cloud Technical Essentials courses that delve into cloud security with a review of AWS' shared responsibility model and an introduction to AWS Identity and Access Management (IAM).

03

Containerized Applications on AWS includes several services that help with container orchestration, including Amazon Elastic Container Service (ECS), Amazon Elastic Kubernetes Service (EKS), Amazon Lightsail, and Amazon Elastic Container Registry (ECR).

04

DevOps Culture and Mindset training allows for capacity building on foundational principles of DevOps using value stream mapping and continuous workflow management.

05

Introduction to **Agile Development and Scrum concepts** of adaptive planning, iterative development, and continuous improvement to foster early deliveries and value addition to customers. Employees learn how to apply the Scrum framework alongside Agile, familiarizing themselves with methodologies like Waterfall, Extreme Programming (XP), and Kanban.

During FY 2023-24, over 9,000 employees were trained through the Introduction to Generative AI program, showcasing a keen interest in cutting-edge artificial intelligence technologies. Additionally, over 2,900 employees have embraced training in Cloud AWS and Azure, over 700 employees undertook SAP training programs, and 250 employees have delved into DevOps curriculums.

In addition to this, Behavioral Training initiatives covered 7000+ employees through tailored sessions, while over 950 freshers benefited from Campus training, Early Edge, and SkillUp programs, emphasizing holistic skill development. Our newly launched interventions like Language Leap program aimed at enhancing English proficiency, while Essentials of Customer Interaction training covered 4,077 employees, enriching their customer-facing skills.

Employee Involvement in Training

Over the past three years, we have seen an increasing number of total employees participating in skills-based training programs. Additionally, there has been an increase in the number of employees attending mandatory trainings on Code of Business Ethics and Conduct, InfoSec and Data Privacy Training, POSH, Enterprise Risk Management, Prevention of Insider Trading.

As Birlasoft continues to provide our employees with opportunities for upskilling and building their knowledge, we see an upward trend in the average training hours per employee. As we continue to grow and the demand for new skills surges, we aim to adapt to these requirements and provide our employees with the best resources to enhance their learning experience.

	FY 2021-22	FY 2022-23	FY 2023-24
Number of employees in skills training	5,513	9,428	10,777
Number of skills trainings	1,730	3,984	2,923
Number of employees attending mandatory training	8,452	9,040	11,187
Number of mandatory trainings	6	6	6

Average hours of training employees undertaken (hours)

17.5 — FY 2021-22
37 — FY 2022-23
51 — FY 2023-24
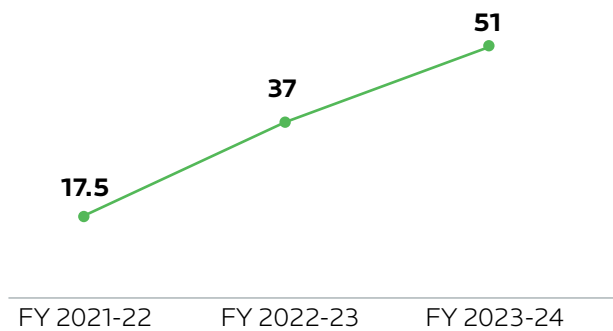
Leadership and Behavioral Skills Capability Development

The Company is also dedicated to strengthening the leadership pipeline and focusing on succession planning within the organization, through a multitude of programs that help employees gain insight from senior leaders and managers, as they grow and develop in their career paths.

Our Flagship Program: Young Titans

Young Titans is our flagship program, sponsored by the business leadership and managed by the Learning & Development team. High-potential individuals are offered opportunities for specialized training and mentoring. This is a testament to the commitment of Birlasoft toward nurturing talent and building leaders for tomorrow.

Integration of Academic and Practical Learning

The Action Learning Project ensures that the participants are exposed not only to academic rigor but also to practical learning. They work on these projects under the guidance of senior business leaders, who provide them with practical insights about business.

Executive Engagement

The inclusion of sessions like "Leaders Teach Connect" "CXO Coffee Connect" and "Action Learning Project reviews" provides participants with high visibility with senior leaders and CXOs involved. This offers invaluable insights, real-world perspectives, and networking opportunities.

Holistic Skill Development

This enabled holistic skill development by incorporating various components such as learning about business skills, behavioral skills training, and CSR. The participants are also provided with a platform to move to a career stream basis their choice as well as results from a Hogan assessment.

Results: Post the program, the participants are provided with role expansion and are encouraged to take up higher responsibilities to be able to apply the learnings on the job. Remarkably, 40% of the program alumni have been promoted to higher roles within the organization following their participation in the program. The top 3 projects that the participants work on are selected to be presented to the CXOs and are even taken forward for implementation internally or as client solutions for the go-to market.

Alumni Connect

CXO Connect

We have several other career development opportunities that are available to employees across the organization at all levels:

The First Time Manager (FTM) Program

The FTM Program is designed to provide employees with an inclusive development ecosystem to introduce a leadership mindset to navigate to a managerial role. This program offers the necessary tools, skills, and training to become effective leaders who can foster engagement, lead productive teams, and drive better results for the organization.

High Performing Manager Series

This is a curated learning journey for experienced managers to strengthen and build leadership capabilities to adapt to a dynamic, ever-changing business environment. This intervention follows a blended approach with both self-paced and instructor led sessions and helps managers bolster skills to lead teams to success.

Manager as a Coach (MAC)

Manager as a Coach is a program for senior leaders that focuses on building performance coaching skills and behaviors to enable effective and collaborative team outcomes. In addition, it enables managers to have more meaningful conversations with their teams. In FY 2023-24, over 1,160 employees participated in MAC.

BEmpowered (Women's Leadership Development Program)

BEmpowered is a holistic learning journey created to recognize the natural strength the women leaders bring to their roles and enable them to go discover their unique paths to success. Phase 1: Rise & Lead focuses on recognizing strengths and identifying crucial skill sets required for their roles. Phase 2: Mentoring Program focuses on building skills and enabling career achievements based on individual aspirations.

PM Aspire Program

PM Aspire is a program launched to enhance desired Project Management competencies within our delivery organizations. This allows us to complete projects with the highest quality and punctuality, while staying within budget. We have a badge system for this program that allows us to recognize excellence in delivery.

PMAspire Foundation
Strengthen the core fundamentals of project management techniques

PMAspire Gold
Sharpen the technical, leadership and managerial skills

PMAspire Diamond
Acquire the requisite skills and expertise for strategic growth

Along with the PM Aspire Program, the Agile Academy certified over 90 employees in the foundation and gold programs in FY 2023-24, with significant coverage in Agile Scrum essentials and SAFe Agile Overview, fortifying their project management and agile methodologies skills.

Chairman's Circle: The CK Birla Group's Hi-Potential Development Program

The Chairman's Circle is one of the most prestigious one-year leadership development programs at The CK Birla Group, sponsored by our chairpersons and senior leadership team, and managed by the Group office. This initiative is designed for a select cohort of high-potential employees drawn from various sectors within the Group. Its primary objective is to prepare these employees to assume key roles in the organization in the near future, forming an integral component of the Group's broader efforts in talent cultivation and leadership development.

Participants in this program undergo top-tier developmental activities, including behavioral coaching, engagement in strategic projects, job rotations, career planning, and mentorship from senior leaders, all geared towards their professional growth, and aimed at establishing a strong leadership pipeline across all management levels.

Employee Well-being

At Birlasoft, we employ a focused strategy for employee well-being, aiming to cultivate a workplace environment that nurtures overall health while also committing to various initiatives for upskilling and retaining employees. At Birlasoft, we are committed to holistic well-being of our employees by focusing on physical, social, mental, emotional, financial, and environmental health schemes, initiatives, and comprehensive programs. In accordance with this outlook, we have initiated our wellness program BCares, that spans across multiple focus areas:
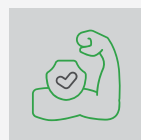
Physical
Maintenance of a healthy and disease free lifestyle.
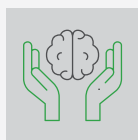
Mental
Maintenance of a balance of emotions and stress levels.
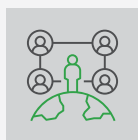
Social
Connections with people that develop into positive relationships.

Financial
Management of current and future economic balance.
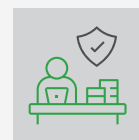
Workplace
Occupational Health & Safety measures undertaken.

Environmental
To promote peace with one's natural surroundings.

Our implementation framework for BCares covers a series of structured activities:

Educate
Raising awareness about health risks and promoting a healthy lifestyle.
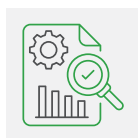
Evaluate
Using surveys to measure the effectiveness of wellness initiatives.

Engage
Encouraging the adoption of health-focused behaviors.

Energize
Motivating participation and inspiring behavioral changes in employees.

Empower
Providing access to platforms and resources.

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BCares

BCares ensures the well-being and healthy lifestyle of employees and their family members. It also has a steering committee to ensure the smooth operation of these welfare programs.

01

We provide employees with access to several medical programs such as health camps, with participation of around 500 employees, and included services like dental screenings, vision tests, and subsequent corrective measures. In addition, we hold sessions on health concerns such as diabetes and sleep apnea.

02

We offer several programs for physical fitness including access to gym facilities and recreational areas, fitness challenges and guidance, as well as indoor and outdoor games. We provide healthy food in our office cafeteria and a weight management program for our employees.

03

Support is provided to employees who are expecting mothers, as well as physically challenged employees, through the provision of ergonomic furniture and equipment.

04

We conduct webinars on nutrition sessions for female employees. We also provide training and support for menstruation hygiene and raising awareness on effectively managing PCOS.

05

Financial awareness and wellness sessions are organized for women, to empower them with tools to manage their finances by investing, budgeting, and saving. In addition, sessions on filing income taxes and financial planning modules are offered to employees across the organization to equip them with the adequate tools to plan their financial success.

06

In honor of International Yoga Day, we organized sessions across all our locations, promoting yoga as a healthy lifestyle choice for physical and mental wellbeing.

Focus on Mental Health and Wellbeing

Our employees have access to an Employee Assistance Program (EAP), self-help groups and lifestyle coaching, all of which play a crucial role in mental health and wellbeing.

01

BCares organized a National Mental Health Awareness Series focused on helping employees cope with transitions, build meaningful work relationships and orient them to the EAP.

02

Barefoot Counselling Workshop for managers and leaders helped with capacity building on supporting mental health of their teams effectively.

03

One-on-one counselling sessions with YourDOST, an EAP partner, were held in our offices.

04

The RoundGlass living application is a comprehensive wellness platform to enhance mental and emotional health through mood tracking, meditation videos, good habit cultivation, and motivational speaker sessions. The platform is designed to be a one-stop solution for more balanced mental health of our employees.

05

Becoming a Resilient You program, aimed at enhancing mental resilience and adaptability, attended by 270 employees.

International Yoga Day at Birlasoft

Case Study: Ikshana- Benevolent Fund

Birlasoft's commitment towards employee overall health and well-being is core to the Company and during the COVID-19 pandemic, the company launched Ikshana Program, an employee welfare fund, to support the wellbeing of its employees and their families. A benevolent fund was introduced to support those individuals who suffered loss of life during the pandemic. The program continues to support our full-time employees and their families by providing monetary support to the employees or their dependents in case of death or any unforeseen circumstances of financial emergency as per the rules of the scheme, over the above Group Mediclaim Insurance coverage, Group Term Life Insurance, and Group Personal Accident Policy. Ikshana covers the differential cost of treatment in case of hospitalization and subsequent death of the respective employee and provides support for major life-threatening medical exclusions from our health insurance scheme and it provides support for the educational expenses of the employees' children, up to school and continuing to four years of college, post the employee's death. This fund is supported by nominal contributors within Birlasoft and strengthened bonds within our community which goes long way to support our employees and their families. Ikshana initiative is one of its kind tie on to ensure financial stability for its employees and securing the future of those families and children who have been left behind, due to unforeseen circumstances.

Health and Safety

Birlasoft is dedicated to ensuring the health and safety of all our employees, through a comprehensive Occupational Health and Safety (OHS) management system. Our Environment, Occupational Health & Safety (EOHS) Manual outlines our commitment to protecting the health and safety of our employees and communicating the roles and responsibilities, risks, and opportunities, as well as compliance obligations to help us achieve our EOHS objectives and institute adequate action plans for the same.

EOHS Policy Statement

Birlasoft is committed to provide a safe and healthy work environment to all its associates, business partners and other stakeholders affected by company's operations. We strive towards zero accident workplace, physical and emotional well-being, and safety of all our stakeholders. This will be achieved by implementing education, training, counselling, prevention, and risk control programs.

We are committed to ensuring that all our employees are covered under our OHS management system. Our Pune campus is covered by ISO 45001 certification: Occupational Health & Safety Management system, with a total of 2,963 employees covered at this location. We are in the process of obtaining this certification for our other locations and have already initiated the process for certain offices such as the one at Noida.

As a part of our larger health and safety goal, we have identified several focus areas from a safety perspective including transport to and from our offices. Some of these initiatives are listed below:

- Mandatory tests to check Blood Alcohol Concentration (BAC) of all drivers of company cars at time of departure. Additionally, security escorts are provided to female employees between 8pm and 6am for the last drop off service, or first pick-up service.
- All drivers have mandatory annual health check-ups and periodic training sessions on safety and first-aid. Along with this, we provide them with wellness programs such as yoga sessions to reduce stress levels.
- Mechanisms in place for incident reporting, root cause analysis and CAPA for all accidents.
- All vehicles are not older than 5 years and equipped with a guidance on Do's and Don'ts, as well as emergency contact information.

We also have in place several measures and voluntary initiatives to take care of worker health. We have doctors on call for rented premises and tie-ups with hospitals. We also have an on-site healthcare center operational in the Pune facility supported by general physician every Tuesday, nutritionist, counselling services and first aid boxes.

All employees across our locations have medical insurance through which there are tie ups with various hospitals in different localities. Our voluntary initiatives such as blood camps and eye checkups, and focused sessions on diabetes, sleep apnea, cardiovascular health, hepatitis, cervical cancer, have brought about awareness in terms of prevention and management of such conditions. These sessions were conducted in collaboration with the country's best hospitals and senior medical professionals who helped employees by answering their questions.

In addition to transport safety and healthcare coverage, we conduct safety drills on our office campuses as well. The pictures below showcase the fire drill at our offices to raise awareness on disaster management procedures.

Fire-drill in action at Birlasoft premises

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We have taken several measures to ensure that we minimize risks related to fire hazards and the overall health and safety, of our employees.

01 Fire alarm system and fire suppression system in place.	**02** First aid box provided at security gate.	**03** Water and food quality testing facility made available.	**04** Signages placed at strategic locations for creating awareness.
05 Fire evacuation drill and tabletop drills are conducted on regular intervals.	**06** Fire blanket and "K" type fire extinguisher provided in cafeteria.	**07** Gas leak detection system provided in cafeteria.	

Our Safety Committee is responsible for overseeing the impacts of these health & safety initiatives at Birlasoft. This Committee is comprised of a cross-functional group with representation from various departments, including our FLM team. Birlasoft also conducts external audits on an annual basis, that include an assessment of our OHS management system and procedures.

In addition to the overarching role of the Safety Committee, our Hazard Identification and Risk Assessment (HIRA) plan outlines our procedure for mitigating negative impacts, which is periodically reviewed by our Safety Officer. This includes guidelines for the implementation of the HIRA procedure, risk mitigation criteria, risk treatment plans and likelihood of existing risks. Environmental Aspect-Impact and Risk Assessment process provides us with a framework to classify risks and determine their severity. This includes comprehensive criteria on understanding the severity of the consequence and providing each risk with a corresponding score.

01 Annual safety meeting conducted with vendors staff working on site to understand the concerns/challenges arising during operations.

02 All third-party operations are included in HIRA and mitigation plan included accordingly.

03 All vendors have been communicated about the **EOHS policy** and required to abide by the policy standard defined by Birlasoft.

Additionally, our Waste Management manual is crucial to ensure a healthy and safe working environment for all our employees, reducing the risk of illness or disease by maintaining cleanliness through proper management techniques. We have appointed an FLM Manager to ensure review of records maintained for waste generation, along with oversight of the functioning of the housekeeping staff on our premises. Our housekeeping staff, along with security personnel, go through comprehensive trainings on OHS, which are indicated by an increasing trend over the past two years.

> No work-related injuries or subsequent fatalities in the past three reporting periods.
>
> No work-related ill-health or fatalities in the past three reporting periods.

	FY 2022-23	FY 2023-24*
Total number of employees undertaking OHS training	1,582	7,153
Percentage of employees undertaking OHS training	14.06%	63%

*There is a large increase in the number and percentage of employees participating in OHS trainings in FY 2023-24 due to the introduction of our EOHS training module.

Our EOHS training module covers the organizational structure of OHS, as well as the management systems in place to monitor performance and any concerns. It highlights the environmental initiatives, hazards at the workplace and during travel, suggests ergonomic practices, and the roles and responsibilities of each employee in promoting health and safety at the workplace. At the end of the module, each participant must undertake an assessment to certify their completion.

Community Development and Engagement

Birlasoft has consistently engaged with the communities around us through various impact-driven engagements and development programs aided by partnerships with Non-Governmental Organizations (NGOs). Through volunteering initiatives amongst our employees, we deliver economic, social, and environmental benefits to the communities, and subsequently align our business goals for the betterment of society. Our integration of Corporate Social Responsibility (CSR) at Birlasoft is curated through the vision of **'Create, Collaborate, Change and Consistency'.** Through our commitment to CSR, we have created impact in three key thematic areas as depicted below:

Our CSR projects are identified through a need-based assessment conducted through a baseline survey with the target beneficiaries and local communities. The CSR team at Birlasoft is responsible for proposing project ideas and posing them to the Board for further approval. Post this process, we engage in due diligence for our NGO partners, which is carried out by both internal and external auditors. The project timelines and scope of impact are closely monitored through regular meetings, periodic beneficiary connects and regular reporting.

Environmental Sustainability

Women & Child Development

Disaster Management

CSR Policy and Implementation Team

Birlasoft's CSR Policy outlines our organizational objective, financial considerations, implementation techniques and monitoring of our CSR projects. A key component of this policy is the designation of oversight to CSR Committee and the CSR Project Management team, who are deemed responsible for formulation and implementation of projects.

The CSR Team is strongly connected to the communities and has deep and frequent interactions with the community. This enables the team to accurate mapping of stakeholders, while considering the inputs received from the partners and beneficiaries to formulating engagement plans in an elaborate manner. For various projects, the team has one-on-one interactions with the beneficiaries and local community groups, which not only improve the engagement but also help to improve the project holistically.

The visits are aimed at fostering a collaborative plan of cooperation and continuous upskilling of the existing practices. The CSR team intends to specifically interact with vulnerable groups and ensures that our projects and initiatives are targeted at improving their wellbeing.

For every initiative we undertake, we ensure to disseminate information through various mediums such as wall paintings, flyers, and posters. These materials prominently feature the contact information of the designated representative to address any discrepancies or grievances, which are dealt with on priority. Additionally, our CSR team maintains a strong presence on social media platforms, providing beneficiaries with direct contact options to facilitate immediate communication. Moreover, regular virtual and physical connects with the beneficiaries ensure that there is no discrepancy from the identified scope of work.

CSR Projects and Contribution to UN SDGs

In addition to responsible investments and engagement in community-based projects, we are also aligned to UN SDGs. The table below elaborates upon the impacts of our various CSR projects and their respective alignment to the UN SDGs:

PROJECT SHODHAN

SDGs

This project was initiated to address the critical issue of crop residue burning. Despite the environmental cost, farmers often resort to burning due to the quick turnaround needed between crop cycles and the high cost of alternative stubble management methods.

The primary objective of this project is to advocate for sustainable agricultural practices and discourage Crop Residue burning through initiatives such as behavior change programs, machinery support, training sessions, and awareness campaigns in the 120 plus adopted villages.

The project is implemented through our partnership with the CII foundation and is monitored through monthly meetings with the partners, periodic site visits, and communication with beneficiaries.

Impact created
- Overall, the project led to an increase in yields, improvement of soil health, control of air pollution, reduction in the use of fertilizers, and increased awareness of the negative impacts of burning.
- So far, the project has covered over **120 villages** and more than **85,000 acres** of agricultural land in Punjab and Haryana, benefiting around **16,000 families.**
- In FY 2023-24, we have targeted **16 villages across 11,600 acres,** and reached out to nearly **1,800 farmers/ beneficiaries.**
- This year, around **1,68,614 tonnes of straw was managed** from being burnt and around **6.87 billion litres of water was saved.** Around a **3%-5% yield increase** in non-burned fields compared to burned fields. And about **5-8% decrease in fertilizer costs** in non-burned fields compared to burned fields.
- Avoided Air Quality Impacts: **717 t PM2.5; 872 t VOCs; 511 t NH3; 243 t NOx and 1,52,161 t CO$_2$.**
- It is noteworthy that almost **80% of the targeted farmers** have successfully transitioned away from stubble burning, with **78% of areas burn-free.**
- The positive impact of the initiative on the environment, soil productivity, and public health have been observed through various impact assessment surveys conducted in the project intervention areas. The Impact Assessment Report can be accessed on Company's website.

PROJECT DISHA

The objectives of this initiative are multifaceted and aim to address various aspects of empowering underprivileged meritorious girls.

- The program provides financial support to enable girls to pursue bachelor's degree after schooling and by doing so, it aims to foster academic excellence among female students, providing them with avenues to reach full potential.
- The program aims to provide soft skills training and exposure visits for the benefit of scholars. The First and Second Phase of the Project are implemented by Smile Foundation and the Third phase is implemented by Collective Good Foundation.

The program is monitored through monthly connects, periodic on-ground visits, beneficiary connects.

Impact created

- Through this initiative, scholars who completed their graduation were provided with **industry knowledge** in key areas such as financial literacy, time management, and transition from college to the workplace. **Life skills training sessions** and **corporate exposure** visits were also organized, significantly enriching their experiences and preparing them for future career challenges.
- Currently, **74 girls are in third year, 383 girls are in second year** and **658 girls are in first year** of various projects across India.

PROJECT E-VIDYA

This project targets two specific groups namely on-campus final year graduates and unemployed women from under-served communities. The girls are trained in courses like Data Analytics, Java full stack, Python etc., for a period of **180 hours.** This Project is implemented in partnership with the NASSCOM Foundation.

It is monitored through monthly connects, periodic on-ground visits, beneficiary connects, center visits, and corporate exposure visits.

Impact created

- **Over 170 women,** including graduates with backgrounds in BE/B-Tech (CS/IT), BSC/BCA, and other associated streams, are chosen for this project.
- The project aims to generate **placement of the beneficiaries up to 50%** or more in various IT/ITES companies. This is anticipated to increase their family incomes and bridge the existing skill gap.
- By addressing issues such as poverty, unemployment, and women empowerment, the project seeks to uplift underprivileged sections of society.

PROJECT CYBER SAFE

This project was launched with the aim of raising awareness amongst children on cybercrime reporting, identity theft, and cyber stalking. The project targets 5 tier one schools and provides hands on training on cyber security modules, ensuring development of safe online practices. In addition to this, the project aims to increase the awareness levels amongst parents and teachers with respect to cyber bullying. This project is implemented through partnership with the NASSCOM Foundation.

It is monitored through monthly connects, periodic on-ground visits, beneficiary connects, centre/school visits.

Impact created

- Through this project, over **1,800 students, 236 teachers and 924 parents** were trained.
- A session was also organized for Birlasoft employees and was attended by more than **700 individuals.**

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CERVICAL CANCER AWARENESS CAMPAIGN

Cervical cancer is a significant public health issue and is the second most common cancer among Indian women. The high rates of cervical cancer in India are primarily due to a lack of screening and treatment services. This project is implemented in partnership with the William J Clinton Foundation. It is monitored through monthly connects, periodic on-ground visits, beneficiary connects and regular reporting.

Impact created

- Birlasoft helps in ensuring availability of essential commodities and infrastructure for screening women and donating Thermal Ablation Devices to support treatment of Pre-Cancerous Lesions.
- More than **35,000 women** have been screened for cervical cancer and more than **1,400 women** have been provided with pre-cancer treatment.
- Alongside this, around **350 ASHA (Accredited Social Health Activist) workers** have been oriented on cervical cancer screening and prevention.
- Over **68 program** sites have been established so far.
- Implementing partners work in close association with doctors, and relevant medical personnel along with frontline health workers.

RURAL MENTAL HEALTH PROGRAM

This project intervenes in the direction of mental health and provides free psychiatric treatment to Persons With Mental Illness (PWMIs), rehabilitation for PWMIs and their careers, and creates a sustainable model of prevention and treatment of mental illness. The program also aims to build awareness about mental health and normalize mental illness. It is implemented in partnership with the Live Love Laugh Foundation. It is monitored through monthly connects, periodic on-ground visits, beneficiary connects and regular reporting.

Impact created

- **Over 4,000 individuals** with mental illness (PWMI) have been identified and treated and more than **8,000 caregivers** are provided the necessary support.
- Provision of free psychiatric treatment, and psychosocial support and created much-needed awareness about mental health.
- Implementing partners work in close association with doctors, and relevant medical personnel along with frontline health workers.

EMPLOYEE VOLUNTEERING PROGRAMS

SDGs

Joy of Giving is a month-long festival connecting employees and their families with NGOs and communities in need.

Miles for Smiles is a fund-raising initiative that supports societal wellbeing. Through this program, employees participate in various challenges to support underserved students' education and nutrition. Additionally, health sessions are organized by experienced nutritionists for guidance and activities like destination walks enhance camaraderie among employees.

I-Pledge focuses on women's health, by donating menstrual hygiene kits and conducting awareness sessions.

Gift a Smile provides an avenue to the employees to connect with the NGO's and promotes community collaboration.

Various other opportunities or virtual and physical volunteering are provided to the employees.

Impact created
- **28 Activities** undertaken. Over **1,700 volunteers** and **6,400 beneficiaries.**
- **Miles for Smiles:** For each fitness challenge completed, Birlasoft contributes to aid more than 150 students.

Making a Difference: I-Pledge campaign in Action

Capturing Moments of Joy and Generosity: Highlights from the 'Joy of Giving fair'

Spotlight: Project Shodhan

Project Shodhan involved consulting research from agricultural experts and environmental studies. The insights gained from these studies led to the development of a practical model for on-ground implementation with farmers. This model included the deployment of straw management machines, enabling farmers to sow wheat directly after harvesting paddy, thus eliminating the need to burn the residue. A key milestone was a meeting at Punjab Agricultural University (PAU) in July 2017, which facilitated the creation of a feasible project framework. Effective implementation and rigorous ground-level monitoring were crucial components of the project. Birlasoft partnered with implementation partners to ensure diligent execution at the grassroots level.

Birlasoft formed a 'Green Team' of employees to volunteer and assist farmers, enhancing mutual understanding and development. The initiative also focused on the crucial step of farmer registration, addressing challenges such as land ownership verification and data scarcity. Collaborating with local government, Birlasoft organized camps to provide landowners with proper documentation,

aiming to achieve zero-residue burning across villages. The timelines of Project Shodhan are aligned with the rice harvest season. The Green Team from Birlasoft conducts personal visits and door-to-door campaigns, focusing on educating children and women on the benefits of using straw management machines. Despite language barriers, the project has fostered strong bonds between the Birlasoft team and the farming communities through Punjabi-speaking volunteers. Farmers are offered machinery on subsidized rent and financial incentives ranging from INR. 1,500 to INR. 2,000 per acre based on land size, to encourage the adoption of these practices. The subsidy scale is designed to cover the costs incurred in preparing fields for the next crop, with varying levels of support depending on land ownership.

CSR Expenditure

In our continued efforts to increase positive impact through such community driven initiatives, we have also consistently increased our CSR Expenditure. This financial allocation is increased in alignment with the guidelines set forth in our CSR Policy.

CSR Expenditure (in Mn INR)

FY 2021-22	FY 2022-23	FY 2023-24
49	60	63
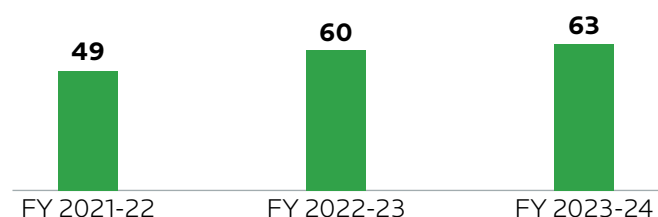
Community Development in Aspirational Districts

In addition, we are continually inputting expenditure in Aspirational Districts where we have initiated projects such as our Rural Mental Health Program in Koraput District in Orissa; and our Cervical Cancer Awareness Program in Baran, Dholpur, Jaisalmer, Karauli, Sirohi districts of Rajasthan. Project Disha also impacts 21 beneficiaries in Aspirational Districts.

Testimonials from our Beneficiaries

"I promised myself to be a protector for my family and a beacon of hope for them. My father is a farmer who faces many challenges every day. Sometimes he goes days without work, and sometimes he is not fairly paid for his hard work. My mother has always been a source of courage, giving us the strength to rise from difficult situations. Despite our limited resources, my parents always prioritized our education. To honor their hard work, I did my best to excel the academics and the extracurriculars in my school. My dedication was paid off with the merit-based scholarship from Birlasoft to pursue my higher studies. My dreams go beyond just finding a job and settling down. I aspire to make a positive impact on my family, our society, and the nation at large. I want to support my family and give them a better life, making their sacrifices worth it. "

Urla Srilekha,
Beneficiary of **Project Disha**

"My name is Manpreet Singh, and I am a resident of Dhadogal village in Dhuri block, Sangrur district. I have 5 acres of agricultural land in my village, which I have been using for farming for many years. As a modest farmer with 5 acres of ancestral land, I initially resorted to stubble burning like my father. This resulted in yield decline and increased costs owing to urea usage, increase in water consumption, etc. We had a lot of trouble sowing the wheat as the Co-operative society lacked the necessary equipment. I had been using the method of stubble burning for many years, which was harmful to both the land and the environment. I continued farming with old sowing methods until some volunteers from the Birlasoft's Shodhan initiative came to our village and introduced us to new sowing methods, such as the Super Seeder. We were unable to afford these types of machines, and therefore continued with stubble burning. However, with the help of the Birlasoft's Shodhan initiative, these machines are now readily available at our village cooperative society at very affordable prices. These machines have proven to be very beneficial for our land and the environment. The volunteers have consistently provided feedback on the usage of the equipment. I would like to thank and appreciate the work done by Birlasoft and the CII Foundation for the welfare of society and the environment. "

Manpreet Singh,
Beneficiary of **Project Shodhan**

Testimonials from our Employees

Sanjeev Singh
Volunteer in **Project Cyber Safe**

Being a part of Birlasoft's Cyber Safe initiative was not just an enlightening experience for me, but also a reaffirmation of the importance of Corporate Social Responsibility (CSR) in today's world. This initiative, aimed at creating cybersecurity awareness amongst school students, is a testament to how CSR can have a direct, positive impact on society. The enthusiasm and curiosity of the students were palpable, making the sessions interactive and impactful. Witnessing their eagerness to understand the intricacies of cybersecurity was truly rewarding. One memorable moment was during my talk on modern cyber risks. The flurry of questions that followed was a testament to their engagement and interest. The success of this initiative, reaching thousands of students, underscores the importance of cybersecurity education in today's digital age. I am proud to have been part of this journey, shaping young minds to be cyber safe.

Abou Baker
Volunteer in **Project E-Vidya**

Empowering Girls from weaker economy background through "e-Vidya" is truly transformative. Birlasoft has crafted this program so well that not only impart technical skills but also instill a sense of self-worth and capability. Coming from a small town myself, I could instantly connect with the students on their apprehension of corporate world environment and its expectations. e-Vidya is a very impactful program which helps transform them from campus to corporate readiness. Discussing with students, it clearly exhibited that "E-Vidya" program was well designed and implemented in structured format, to maximize the efficacy and results. The meet with students was made more interactive on understanding the students' immediate needs and address them at ease.

Customer Centricity

Birlasoft is focused on client management, monitoring of business transformation from new opportunities and cross-selling, as a part of growing our client relationship models. It is our continual endeavor to build long term relationships with our customers and drive organizational growth as a result of customer satisfaction and retention. We continue to invest into business ready platforms, co-innovation labs and other platforms to gain deeper understanding of our customers evolving needs.

As a testament to one of our core values 'Dependable', we pride ourselves in being the top choice for our customers. We continue to build our trust through fostering reliance and building teams that are equipped to handle challenges that they may be faced with. Our Business Continuity plans further our objective of being a dependable organization that keeps the services we offer to our customers as a top-most priority through changing operating environments and market developments. Through this, we are able to retain our customers and build long-term relationships across various industries through our multitude of offerings.

Our multi-tower customer relationships span across business service providers, oilfield service companies, insurance companies, telecom providers, and OEMs amongst others. Through these engagements, we continue to deliver strategic insights on digital transformation, cloud infrastructure and development of operational technologies and platforms to improve day-to-day business. By scaling up our innovative solutions,

we allow our customers to reach more people and improve the efficiency of their various business offerings.

To understand customer perception of deliverables, we have established a Voice of Customer (VOC) Process monitored by our Business Excellence Team. This VOC Process allows us to capture customer feedback and initiate improvement plans based on the same. Once our team acts on points raised, we track an improvement in VOC ratings over time. Best practices and case studies drawn from this process are shared with senior management, as well as identified problem areas along with corrective actions. The VOC ratings for FY 2023-24 are showcased below:

> Average overall VOC score
> **4.67**
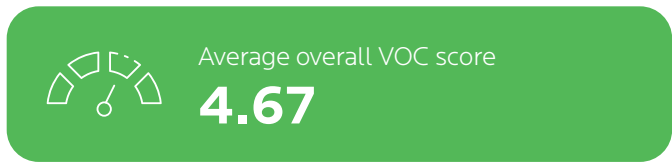
We also have in place a robust Customer Grievance Redressal Mechanism to resolve customer complaints. These complaints are usually technology specific and are resolved by designated authorities through a defined resolution process. Concerns are addressed within delivery timelines and prior to the closure of all contracts, upholding our commitment to quality service. In FY 2023-24, there have been no incidents of non-compliance related to marketing communications or information on the services we provide.

Value IN Customer's Interest

Value IN Customer's Interest (VINCI) is our innovative online platform used to gather insights that add value to customer experiences and business excellence. Over 1450 value adds have led to a $3+ million revenue generation as well as a 19-point growth in customer satisfaction (VOC's delight parameter) for all accounts receiving consistent value-adds. Each value-add undergoes a streamlined review process to ensure that it is aligned with the anticipated outcomes of our services.

vinci 2.0
Powered by **Birlasoft**

01

We maintain proactive and transparent communication with our customers to address their needs promptly and effectively.

02

Our rigorous data-driven validation process ensures that value additions are thoroughly reviewed and certified to align with measurable customer benefits.

03

Additionally, real-time dashboards from our Business Intelligence platform, Lumenore, offer comprehensive insights into key metrics, enabling us to make informed, data-driven decisions.

Not only does VINCI directly benefit customers as unique transparent and two-way communication platform, but it also indirectly facilitates the cross-pollination of these value-adds across similar engagements. Our dedication to positively impact customer experience and drive success through VINCI has allowed us to become a preferred partner for our customers. We received a Special Jury Award for this platform, at the TOPS Convention in 2023 by the Indian Society for Quality in Noida, as well as a Distinguished Award at the TOPS-Chennai Convention.

Incident Management

Birlasoft is dedicated to protecting interest of customers through data privacy and security measures in place in the event of a natural disaster, power failure, or other crises that might impact business continuity. Our Incident Management Manual defines the processes we have in place to ensure that we minimize any adverse impacts to operations and maintain the quality of our services.

A key objective of this is to uphold customer satisfaction and complete resolution of all incidents raised by them. The steps undertaken for effective incident management are described below:

Incident categorization   Initial diagnosis   Resolution & recovery

Incident identification and logging   Incident prioritzation   Incident escalation   Incident closure

Additionally, our team prioritizes response time and resolution based on the incident severity, which scale from low to critical. Birlasoft is committed to this approach of investing in understanding customer journeys, continuously improving our services based on insights, and fostering a culture where employees are empowered to deliver outstanding service. By consistently putting customers at the heart of our business strategies, we are in a constant endeavor to build lasting relationships that fuel our growth.

Disclaimer

Annexures

Data Tables

Energy consumption (in GJ)

	Parameter	FY 2021- 22	FY 2022- 23	FY 2023- 24
Non-Renewable Sources	Total Fuel Energy	705	1,020	8,245
	Grid Electricity	17,658	15,518	17,805
	Total Non-Renewable Energy	**18,363**	**16,538**	**26,050**
Renewable Sources	Solar Electricity	1,866	1,761	1,778
	Wind Electricity	-	-	957
	Total Renewable Energy	**1,866**	**1,761**	**2,735**
Total Energy Consumed		**20,230**	**18,229**	**28,785**
Energy intensity in GJ per Mn INR Turnover		0.99	0.76	1.09

This data includes energy consumption both within and outside the organization

Total GHG emissions

Parameter	Unit	FY 2021- 22	FY 2022- 23	FY 2023- 24
Total Scope 1 emissions	$MTCO_2e$	52.38	75.80	158.00
Total Scope 2 emissions	$MTCO_2e$	3,875.00	3,405.38	3,570.00
Total Scope 1 and Scope 2 emission intensity in terms of physical output	$MTCO_2e$/FTE	0.37	0.31	0.29
Total Scope 1 and Scope 2 emission intensity in terms of turnover	$MTCO_2e$/Mn INR	0.19	0.14	0.14
Total Scope 3 emission intensity in terms of physical output	$MTCO_2e$/FTE	-	-	0.36

Water Withdrawal and Consumption

Water withdrawal from all areas in Kiloliters (kL)

Parameter	FY 2021- 22	FY 2022- 23	FY 2023- 24
Third party water: Municipal water	12,801	15,252	32,589
Tanker Water	0	0	2,620
Others: 20-liter bottles	0	0	413
Total volume of water withdrawal	**12,801**	**15,252**	**35,622**
Water discharge (Others)	0	0	3,720
Total volume of Water Consumption (Total Water Withdrawal - Total Water Discharge)	**12,801**	**15,252**	**31,902**
Water Consumption intensity in kL per Mn INR turnover	**0.62**	**0.63**	**1.21**

Waste generated in Metric Tonne (MT)

Parameter	Unit	FY 2021- 22	FY 2022- 23	FY 2023- 24
Hazardous Waste	E-waste	75.00	20.00	44.30
	Used Batteries	0.00	0.00	10.63
	Waste Oil and DG filters	0.00	0.00	1.60
	Bio-medical waste	0.00	0.00	0.02
	Plastic Waste (Chemical empty Cans, Spray Bottles)	0.16	0.10	0.00
	Construction and Demolition waste	0.00	4 .00	0.00
	Total Hazardous Waste	**75.16**	**24.10**	**56.55**
Non-Hazardous Waste	Organic Waste- Plant and food waste	0.00	0.00	27.51
	Paper and Wooden Waste	0.00	0.00	24.80
	Ferrous Scrap	0.00	0.00	14.24
	Non Ferrous Scrap	0.00	0.00	0.02
	Municipal waste	0.00	0.00	23.06
	Total Non-Hazardous Waste	**0.00**	**0.00**	**89.63**
Total Waste Generated		**75.16**	**24.10**	**146.18**

Waste Managed in MT

Particulars		FY 2021- 22	FY 2022- 23	FY 2023- 24
Waste directed to disposal	Incineration	0.00	0.00	0.00
	Landfilling	2.73	2.77	0.00
	Third party disposal	20.82	0.00	53.70
	Total Waste directed to disposal	**23.55**	**2.77**	**53.70**
Waste diverted from disposal	Recycled	10.23	8.14	68.36
	Re-used	0.00	0.00	22.97
	Total Waste diverted from disposal	**10.23**	**8.14**	**91.33**
Total Waste managed		**33.78**	**10.91**	**145.03**

List of Abbreviations

Abbreviations	Meaning
AGM	Annual General Meeting
AI	Artificial Intelligence
AMS	Agency Management System
AWGs	Atmospheric Water Generators
BFSI	Banking, Financial Services, and Insurance
BRSR	Business Responsibility and Sustainability Report
C2C	Campus to Corporate
CAMUS–SBT	Continuous Advanced Multistage System– Soil Biotechnology
CAPA	Corrective and Preventive Action
CEO	Chief Executive Officer
CFO	Chief Financial Officer
CMT	Communications, Media, and Technology
COBEC	Code of Business Ethics and Conduct
COSO	Committee of Sponsoring Organizations
CPO	Chief People Officer
CSR	Corporate Social Responsibility
DATS	Data Analytics Transformation Services
DE&I	Diversity, Equity, and Inclusion
E&U	Energy and Utilities
EAIA	Environmental Aspect-Impact Assessment
EAP	Employee Assistance Program
EBITDA	Earnings Before Interest, Taxes, Depreciation, and Amortization
ECR	Elastic Container Registry
ECS	Elastic Container Service

Abbreviations	Meaning
EKS	Elastic Kubernetes Service
EnMS	Energy Management System
EOHS	Environment, Occupational Health & Safety
EOL	End of Life
EOS	End of Support
ERGs	Employee Resource Groups
ERM	Enterprise Risk Management
ERP	Enterprise Resource Planning
ESG	Environment Social Governance
ESIC	Employees' State Insurance Corporation
EVs	Electric Vehicles
FLM	Facilities & Logistics Management
FTE	Full Time Employees
FTM	First Time Manager
GANs	Generative Adversarial Networks
GenAI	Generative Artificial Intelligence
GHG	Greenhouse Gas
GJ	Giga Joule
GPTW	Great Place to Work
GRI	Global Reporting Initiative
HIA	Hinjawadi Industries Association
HVAC	Heating, Ventilation, and Air Conditioning
IAM	Identity and Access Management
ICTS	Infrastructure and Cloud Technology Services
IoT	Internet of Things
ISMS	Information Security Management System
kL	Kilolitres

Abbreviations	Meaning
KMP	Key Managerial Personnel
L&D	Learning & Development
LGBTQ	Lesbian, Gay, Bisexual, Transgender, and Queer
LODR	Listing Obligations and Disclosure Requirements
LSS	Life Sciences and Services
MAC	Manager as a Coach
MBR	Monthly Business Review
MCCIA	Mahratta Chamber of Commerce, Industries and Agriculture
MPS	Manage Print Services
MSME	Micro, Small, and Medium Enterprises
MSW	Municipal Solid Waste
MT	Metric Tonne
MTCO$_2$e	Metric Tons of Carbon Dioxide Equivalent
NASSCOM	National Association of Software and Services Companies
NATS	National Apprenticeship Training Scheme
NIST	National Institute of Standards and Technology
OHS	Occupational Health & Safety
OWC	Organic Waste Composter
PAC	Precision Air Conditioning
PF	Provident fund
POSH	Prevention of Sexual Harassment

Abbreviations	Meaning
PPA	Power Purchase Agreement
R&D	Research and Development
RE	Renewable Energy
RMC	Risk Management Committee
RPA	Robotic Process Automation
SASB	Sustainability Accounting Standards Board
SBT	Soil Biotechnology
SEBI	Securities and Exchange Board of India
SECR	Streamlined Energy and Carbon Reporting
SPCB	State Pollution Control Board
STAR	Special Thanks and Recognition
STP	Sewage Treatment Plant
TSC	Talent Supply Chain
UNGC	United Nations Global Compact
UNSDGs	United Nation Sustainable Development Goals
US	United States
VINCI	Value IN Customer's Interest
VOC	Voice of Customer
VRF	Variable Refrigerant Flow
WSR	Weekly Status Report
XP	Extreme Programming
ZLD	Zero Liquid Discharge

GRI Content Index

Statement of use	Birlasoft Ltd. has reported in accordance with the GRI Standards for the period 1st April 2023 to 31st March 2024.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	Not currently available for IT service industry

GRI Standard/ Other Source	Disclosure	Location	Page Number	Omission	Reason	Explanation
General disclosures						
GRI 2: General Disclosures 2021	2-1 Organizational details	Birlasoft at a Glance	7			
	2-2 Entities included in the organization's sustainability reporting	Birlasoft at a Glance	7			
	2-3 Reporting period, frequency and contact point	About the Report	4			
	2-4 Restatements of information	Not Applicable		2-4	Not applicable	Not Applicable since Birlasoft is releasing their first Sustainability Report as per GRI Standards
	2-5 External assurance	Not Applicable		2-5	Not applicable	Birlasoft is not attempting External Assurance for this year
	2-6 Activities, value chain and other business relationships	Birlasoft at a Glance	7-11			
	2-7 Employees	Human Capital Development	88			
	2-9 Governance structure and composition	Board Composition (Governance)	41			

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GRI Standard/ Other Source	Disclosure	Location	Page Number	Omission	Reason	Explanation
	2-10 Nomination and selection of the highest governance body	Board Membership and Evaluation (Governance)	42-43			
	2-11 Chair of the highest governance body	Board Composition (Governance)	41			
	2-12 Role of the highest governance body in overseeing the management of impacts	Board Committee (Governance)	44-45			
	2-13 Delegation of responsibility for managing impacts	Board Committee (Governance)	44-45			
	2-14 Role of the highest governance body in sustainability reporting	Environment, Social and Governance (ESG) Committee (Governance)	45			
	2-15 Conflicts of interest	Board Membership and Evaluation (Governance)	42-43			
	2-16 Communication of critical concerns	Ethics & Governance Policies	46-48			
	2-17 Collective knowledge of the highest governance body	Capacity Building of Board (Governance)	46			
	2-18 Evaluation of the performance of the highest governance body	Board Membership and Evaluation (Governance)	42-43			
	2-19 Remuneration policies	Diversity, Equity & Inclusion	107			
	2-20 Process to determine remuneration	Diversity, Equity & Inclusion	107			
	2-21 Annual total compensation ratio	Diversity, Equity & Inclusion	107			

GRI Standard/ Other Source	Disclosure	Location	Page Number	Omission	Reason	Explanation
	2-22 Statement on sustainable development strategy	CEO and MD's Message	5-6			
	2-23 Policy commitments	Human Capital Development: Uphold Human Rights Commitment	97-98			
	2-24 Embedding policy commitments	Corporate Governance	41			
	2-25 Processes to remediate negative impacts	Stakeholder Engagement and Materiality Assessment	21-31			
	2-26 Mechanisms for seeking advice and raising concerns	Ethics & Governance Policies	46-48			
	2-27 Compliance with laws and regulations	Ethics & Governance Policies	46-48			
	2-28 Membership associations	Industry Affiliations and Associations (Governance)	54			
	2-29 Approach to stakeholder engagement	Sustainability at Birlasoft	21-24			
Material topics						
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Sustainability at Birlasoft	21-24			
	3-2 List of material topics	Sustainability at Birlasoft	25			
	3-3 Management of material topics	Sustainability at Birlasoft	26-31			

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GRI Standard/ Other Source	Disclosure	Location	Page Number	Omission	Reason	Explanation
Economic performance						
GRI 201: Economic Performance 2016	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
	201-1 Direct economic value generated and distributed	Financial Performance and Business Resilience (Governance)	53			
	201-2 Financial implications and other risks and opportunities due to climate change	Sustainability at Birlasoft	26-31			
	201-4 Financial assistance received from government	Financial Performance and Business Resilience (Governance)	53			
Market presence						
GRI 202: Market Presence 2016	3-3 Management of material topics	Sustainability at Birlasoft Community Development and Engagement	26-31			
	202-2 Proportion of senior management hired from the local community	Diversity in Workforce	107			
Indirect economic impacts						
GRI 203: Indirect Economic Impacts 2016	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
	203-1 Infrastructure investments and services supported	Community Development and Engagement	122-129			
	203-2 Significant indirect economic impacts	Community Development and Engagement	122-129			
Procurement practices						
GRI 204: Procurement Practices 2016	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
	204-1 Proportion of spending on local suppliers	Sustainable and Responsible Supply Chain Management	80-83			

GRI Standard/ Other Source	Disclosure	Location	Page Number	Omission	Reason	Explanation
Anti-corruption						
GRI 205: Anti-corruption 2016	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
	205-1 Operations assessed for risks related to corruption	Ethics & Governance Policies	46-48			
	205-2 Communication and training about anti-corruption policies and procedures	Corporate Governance	41			
	205-3 Confirmed incidents of corruption and actions taken	Ethics & Governance Policies	46-48			
Anti-competitive behavior						
GRI 206: Anti-competitive Behavior 2016	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Ethics & Governance Policies	46-48			
Tax						
GRI 207: Tax 2019	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
	207-1 Approach to tax	Financial Performance and Business Resilience	53			
	207-2 Tax governance, control, and risk management	Financial Performance and Business Resilience	53			
	207-3 Stakeholder engagement and management of concerns related to tax	Financial Performance and Business Resilience	53			
	207-4 Country-by-country reporting	Annual Report FY 2023-24, Page no. 250				

GRI Standard/ Other Source	Disclosure	Location	Page Number	Omission	Reason	Explanation
Energy						
GRI 302: Energy 2016	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
	302-1 Energy consumption within the organization	Energy management: Clean and Sustainable Energy	61-64			
	302-2 Energy consumption outside of the organization	Energy management: Clean and Sustainable Energy	61-64			
	302-3 Energy intensity	Energy management: Clean and Sustainable Energy	61-64			
	302-4 Reduction of energy consumption	Energy management: Clean and Sustainable Energy	61-64			
	302-5 Reductions in energy requirements of products and services	Energy management: Clean and Sustainable Energy	61-64			
Water and effluents						
GRI 303: Water and Effluents 2018	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
	303-1 Interactions with water as a shared resource	Strategic Water Management	73-76			
	303-2 Management of water discharge-related impacts	Strategic Water Management	73-76			
	303-3 Water withdrawal	Strategic Water Management	73-76			
	303-4 Water discharge	Strategic Water Management	73-76			
	303-5 Water consumption	Strategic Water Management	73-76			

GRI Standard/ Other Source	Disclosure	Location	Page Number	Omission	Reason	Explanation
Emissions						
GRI 305: Emissions 2016	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
	305-1 Direct (Scope 1) GHG emissions	Pathway to Emission Management	65-70			
	305-2 Energy indirect (Scope 2) GHG emissions	Pathway to Emission Management	65-70			
	305-3 Other indirect (Scope 3) GHG emissions	Pathway to Emission Management	65-70			
	305-4 GHG emissions intensity	Pathway to Emission Management	65-70			
	305-5 Reduction of GHG emissions	Pathway to Emission Management	65-70			
	305-6 Emissions of ozone-depleting substances (ODS)	Pathway to Emission Management	65-70			
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Pathway to Emission Management	65-70			
Waste						
GRI 306: Waste 2020	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
	306-1 Waste generation and significant waste-related impacts	Waste Management - Contributing to Clean and Green Future	71-72			

GRI Standard/ Other Source	Disclosure	Location	Page Number	Omission	Reason	Explanation
	306-2 Management of significant waste-related impacts	Waste Management – Contributing to Clean and Green Future	71-72			
	306-3 Waste generated	Waste Management – Contributing to Clean and Green Future	71-72			
	306-4 Waste diverted from disposal	Waste Management – Contributing to Clean and Green Future	71-72			
	306-5 Waste directed to disposal	Waste Management – Contributing to Clean and Green Future	71-72			
Supplier environmental assessment						
GRI 308: Supplier Environmental Assessment 2016	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
	308-1 New suppliers that were screened using environmental criteria	Sustainable and Responsible Supply Chain Management	80-83			
	308-2 Negative environmental impacts in the supply chain and actions taken	Sustainable and Responsible Supply Chain Management	80-83			

GRI Standard/ Other Source	Disclosure	Location	Page Number	Omission	Reason	Explanation
Employment						
GRI 401: Employment 2016	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
	401-1 New employee hires and employee turnover	Human Capital Development	88			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Human Capital Development	94			
	401-3 Parental leave	Human Capital Development	94			
Labor/management relations						
GRI 402: Labor/ Management Relations 2016	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
	402-1 Minimum notice periods regarding operational changes	Human Capital Development	88			
Occupational health and safety						
GRI 403: Occupational Health and Safety 2018	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
	403-1 Occupational health and safety management system	Employee Wellbeing: Health & Safety	118-121			
	403-2 Hazard identification, risk assessment, and incident investigation	Employee Wellbeing: Health & Safety	120			
	403-3 Occupational health services	Employee Wellbeing: Health & Safety	118-121			

GRI Standard/ Other Source	Disclosure	Location	Page Number	Omission	Reason	Explanation
	403-4 Worker participation, consultation, and communication on occupational health and safety	Employee Wellbeing: Health & Safety	118-120			
	403-5 Worker training on occupational health and safety	Employee Wellbeing: Health & Safety	121			
	403-6 Promotion of worker health	Employee Wellbeing: Health & Safety	119			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Employee Wellbeing: Health & Safety	119-120			
	403-8 Workers covered by an occupational health and safety management system	Employee Wellbeing: Health & Safety	119-120			
	403-9 Work-related injuries	Employee Wellbeing: Health & Safety	121			
	403-10 Work-related ill health	Employee Wellbeing: Health & Safety	121			
Training and education						
GRI 404: Training and Education 2016	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
	404-1 Average hours of training per year per employee	Learning and Skill Development	112			

GRI Standard/ Other Source	Disclosure	Location	Page Number	Omission	Reason	Explanation
	404-2 Programs for upgrading employee skills and transition assistance programs	Learning and Skill Development	96, 108-111			
	404-3 Percentage of employees receiving regular performance and career development reviews	Human Capital Development: Performance Review and Career Development	96			
Diversity and equal opportunity						
GRI 405: Diversity and Equal Opportunity 2016	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
	405-1 Diversity of governance bodies and employees	Diversity in Workforce (Social) Board Composition (Governance)	41, 106			
Non-discrimination						
GRI 406: Non-discrimination 2016	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
	406-1 Incidents of discrimination and corrective actions taken	Diversity, Equity & Inclusion	104			
Freedom of association and collective bargaining						
GRI 407: Freedom of Association and Collective Bargaining 2016	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Human Capital Development: Uphold Human Rights Commitment	97			

GRI Standard/ Other Source	Disclosure	Location	Page Number	Omission	Reason	Explanation
Child labor						
GRI 408: Child Labor 2016	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
	408-1 Operations and suppliers at significant risk for incidents of child labor	Human Capital Development: Uphold Human Rights Commitment	98			
Forced or compulsory labor						
GRI 409: Forced or Compulsory Labor 2016	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Human Capital Development: Uphold Human Rights Commitment	98			
Security practices						
GRI 410: Security Practices 2016	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
	410-1 Security personnel trained in human rights policies or procedures	Human Capital Development: Uphold Human Rights Commitment	98			
Rights of indigenous peoples						
GRI 411: Rights of Indigenous Peoples 2016	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
Local communities						
GRI 413: Local Communities 2016	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
	413-1 Operations with local community engagement, impact assessments, and development programs	Community Development & Engagement	122-129			

GRI Standard/ Other Source	Disclosure	Location	Page Number	Omission	Reason	Explanation
	413-2 Operations with significant actual and potential negative impacts on local communities	Community Development & Engagement	122			
Supplier social assessment						
GRI 414: Supplier Social Assessment 2016	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
	414-1 New suppliers that were screened using social criteria	Sustainable and Responsible Supply Chain Management	80-83			
	414-2 Negative social impacts in the supply chain and actions taken	Sustainable and Responsible Supply Chain Management	80-83			
Customer privacy						
GRI 418: Customer Privacy 2016	3-3 Management of material topics	Sustainability at Birlasoft	26-31			
	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data Privacy and Cybersecurity (Governance)	52			

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