

5th May 2025

To:

**National Stock Exchange of India
Limited (Scrip Code: FSL)**
Exchange Plaza,
Plot no. C/1, G Block,
Bandra-Kurla Complex
Bandra (East),
Mumbai - 400 051

BSE Limited (Scrip Code: 532809)
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai - 400 001

Dear Madam/ Sir,

Sub: Press Release

This is to inform that Firstsource announces appointment of Ms. Shamita Mukherjee as Chief Human Resources Officer of the Company.

A copy of the Press Release on the said matter is attached.

We request you to take the same on record.

Thanking you,

For **Firstsource Solutions Limited**

Pooja Nambiar
Company Secretary
Encl.: A/a

Firstsource Solutions Ltd.

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(CIN: L64202MH2001PLC134147)

Firstsource announces Shamita Mukherjee as Chief Human Resources Officer

Mumbai, India | May 5, 2025: [Firstsource Solutions Limited](#) (NSE: FSL, BSE:532809), a leading global provider of Business Process Management (BPM) services and an RP-Sanjiv Goenka Group company, has announced the appointment of **Shamita Mukherjee** as **Chief Human Resources Officer**, effective May 5, 2025. Shamita will lead the critical mandate of people enablement for the dynamic and ambitious plans Firstsource has for itself, driving agile workforce strategies, cultivating future-ready skills, and furthering a culture that embraces continuous learning, adaptability, innovation and a growth mindset.

"Firstsource is at a pivotal point in its trajectory, and people enablement is a key lever that will help propel us forward into the future we want to build. I am delighted to welcome Shamita on this transformational journey with her robust experience in people management. She will play an integral role in shaping that enablement, bringing in best practices, leveraging technology, and fostering a culture rooted in employee-centricity and engagement. Aligned with our UnBPO™ approach for the future of work, Shamita will help ensure our people strategy evolves alongside rapid technological change, balancing the power of automation with the strength of human potential to build a workforce defined by adaptability, innovation, and growth," shared **Ritesh Idnani, Managing Director & Chief Executive Officer at Firstsource**.

"I am very excited to join Firstsource at this juncture when the industry needs to radically transform itself, especially in its people structures and practices. With its UnBPO™ strategy gaining traction, I'm enthused to define and lead people practices that complement this transformation", said **Shamita Mukherjee, CHRO at Firstsource**.

Shamita joins Firstsource from Infosys where she was Global CHRO for their BPM business. With over three decades in the industry, of which two were in various leadership roles at Infosys, she brings extensive experience and expertise to Firstsource. Her demonstrated exceptional leadership in HR, entrepreneurship, and consulting in previous roles, as well as her diverse background and achievements make her a highly valuable addition to the organization.

Shamita is a post-graduate of XLRI, Jamshedpur where she specialized in personnel management and industrial relations, and an undergraduate in mathematical statistics from Lady Shri Ram College for Women, University of Delhi.

About Firstsource

Firstsource Solutions Limited, an RP-Sanjiv Goenka Group company (NSE: FSL, BSE: 532809, Reuters: FISO.BO, Bloomberg: FSOL:IN), is a global leader providing transformational solutions and services spanning the customer lifecycle across Healthcare, Banking and Financial Services, Communications, Media and Technology, Retail, and other diverse industries. With a global footprint across US, UK, India, Philippines, Mexico, Romania, Turkey, Trinidad & Tobago, South Africa, and Australia, we 'make it happen' for our clients, solving their biggest challenges with hyper-focused, domain-centered teams and cutting-edge tech, data, and analytics. Our inch-wide, mile-deep practitioners work collaboratively, leveraging UnBPO™ - our differentiated approach to reimagining traditional outsourcing - to deliver real-world, future-focused solutions that drive speed, scale, and smarter decision, turning transformation into tangible results for our clients. (www.firstsource.com)

Media Contacts

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