

22nd October 2026

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 a Press Release titled – “Firstsource Launches FY2025-26 ESG Report” is attached along with this letter.

You are kindly requested to take the same on record and oblige.

Thanking you,

For **Firstsource Solutions Limited**

POOJA
SURESH
NAMBIAR

Digitally signed
by POOJA
SURESH
NAMBIAR

Pooja Nambiar
Company Secretary
Encl.: A/a

Firstsource Solutions Ltd

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(CIN: L64202MH2001PLC134147)

Firstsource Launches FY2025-26 ESG Report

Report details FY2025-26 ESG performance, strengthened governance, and progress in integrating ESG considerations into strategy, operations and risk management

Mumbai, India | October 22, 2026: [Firstsource Solutions Limited](#) (NSE: FSL, BSE: 532809), a global intelligence partner and an RP-Sanjiv Goenka Group company, released its **ESG Report** for fiscal year 2025-26, detailing performance against its ESG commitments and reporting parameters, and the continued strengthening of its governance.

During the year, Firstsource completed a **Double Materiality Assessment (DMA)** and Climate **Risk Assessment (CRA)**, strengthened its alignment with global ESG frameworks, and advanced the integration of ESG considerations into strategy, operations, risk management and decision-making.

Insights from these assessments are being integrated into the company's **Enterprise Risk Management (ERM)** framework, strengthening its understanding of the impacts, risks and opportunities most relevant to the business and its stakeholders and supporting more informed decision-making and greater resilience.

From ESG commitments to business decisions

Firstsource's disclosures are aligned with the GRI Standards 2021, TCFD, IFRS S2, and TNFD, alongside participation in global platforms including CDP, the S&P Global Corporate Sustainability Assessment, the UN Global Compact and BRSR. The company's Scope 1, Scope 2 and Scope 3 greenhouse gas inventory and BRSR Core KPIs underwent independent assurance, strengthening the rigor and credibility of its ESG disclosures.

Firstsource's near-term and Net Zero targets were also validated by the Science Based Targets initiative (SBTi) in July 2026, supporting its commitment to achieve Net Zero emissions by 2050.

Dr. Sanjiv Goenka, Chairman of RPSG Group and Firstsource, said, "We don't believe innovation should be limited to technology alone. It must include creating value in a way that balances the interests of our business, our people and the planet. That is the philosophy behind FirstConscious, our global ESG framework, which brings these considerations into how we govern the business, manage risk, make decisions, innovate and create long-term value. Over the past year, we have strengthened this foundation through greater rigor in our governance and reporting, while continuing to invest in employee learning, inclusion and well-being and to expand our impact in the communities where we operate. As the nature of work and technology continues to change, our responsibility is to help our people and communities adapt and create greater opportunity. Our focus is to keep building a business that grows responsibly, earns trust and remains resilient for the long term."

FirstConscious, Firstsource's integrated ESG framework and operating philosophy, connects these priorities across the business. It is designed to embed ESG into governance, strategic planning, operational execution, performance management and enterprise-wide decision-making, translating commitments into structured action, measurable outcomes and accountability.

Measurable progress across the business

These efforts are translating into measurable outcomes. The FY2025–26 ESG Report highlights progress across key **ESG priorities**, including:

- **30.55% reduction** in market-based Scope 2 emissions
- **21.76%** of total energy sourced from renewable energy
- **48.54% women** across the workforce
- **More than 3.7 million learning hours** delivered during the year
- **79,005 lives impacted** through community initiatives

Responsible technology as a business priority

As technology and AI become increasingly central to how businesses operate, Firstsource is also strengthening the governance frameworks around responsible technology.

During FY2025–26, Firstsource recorded **zero cybersecurity and data privacy incidents**, while continuing to strengthen its data governance, privacy, cybersecurity, ethics and responsible AI practices.

External recognition and validation

Firstsource's integrated approach to sustainability and responsible growth continued to receive external recognition during the year.

The company achieved an S&P Global Corporate Sustainability Assessment score of 87, ranking first globally among companies in the Professional Services sector assessed by S&P Global and placing Firstsource in the top 1% globally. In the 2026 assessment, S&P Global evaluated more than 9,200 companies worldwide, with 848 companies earning Sustainability Yearbook membership.

Firstsource was also included in the S&P Global Sustainability Yearbook for the third consecutive year. Other recognitions during the year included the Golden Peacock Award for ESG2025, the 3rd Prithvi Awards ESG recognition, and an EcoVadis Bronze Medal, among others.

The **Firstsource FY2025–26 ESG Report** is available [here](#).

About Firstsource

Firstsource Solutions Limited, an RP-Sanjiv Goenka Group company (NSE: FSL, BSE: 532809), is a global intelligence partner to enterprises across healthcare, banking and financial services, communications, media, technology, retail, and utilities. Its inch-wide, mile-deep practitioners work collaboratively to reimagine business process management. With operations across the US, UK, India, Philippines, Mexico, Romania, Trinidad & Tobago, South Africa, and Australia, Firstsource combines over twenty-five years of domain expertise with an agent-first delivery model to design, build, and operate intelligent enterprise operations. Through its Intelligence That Operates promise—powered by Kairos, the operating system that makes it real—the company unifies consulting, implementation, and operations into a single full-stack engagement and underwrites outcomes, not effort, turning deep domain intelligence into a compounding operational advantage for the world's most regulated industries. (www.firstsource.com)

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Firstsource

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