

31<sup>st</sup> October 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 and Monash University Sign Strategic MoU to Advance AI Innovation and Real-world Impact.

A copy of the Press Release on the said matter is attached along with this letter.

We request you to take the above on record.

Thanking you,

For **Firstsource Solutions Limited**

**Pooja Nambiar**  
**Company Secretary**  
**Encl.: A/a**

**Firstsource Solutions Ltd**

1<sup>st</sup> Floor, Athena Towers, Mindspace Malad, Goregaon (W), Mumbai – 400 063 India  
Tel: +91 (22) 6666 0888 | Fax: +91 (22) 6666 08887 | Web: [www.firstsource.com](http://www.firstsource.com)

(CIN: L64202MH2001PLC134147)

## Firstsource and Monash University Sign Strategic MoU To Advance AI Innovation and Real-world Impact

**Melbourne, Australia / Mumbai, India – October 31, 2025: Firstsource Solutions Limited** (NSE: FSL, BSE: 532809), a leading global provider of business process management services and an RP-Sanjiv Goenka Group company, has signed a strategic Memorandum of Understanding (MoU) with **Monash University**, one of Australia's leading research and innovation institutions.

The partnership marks a major step in building a high-impact academia–industry collaboration that bridges Firstsource's deep-domain expertise, real-world innovation and delivery capabilities with Monash's research leadership. Through this alliance, Firstsource and Monash will work together to translate frontier research into scalable solutions that drive tangible outcomes for business, government, and society. Together, the two organizations will co-develop next-generation Artificial Intelligence (AI) solutions and advance practical applications across key business sectors and core AI capabilities.

The partnership will also open structured opportunities for Monash students to gain hands-on experience through internships, placements, and live innovation projects with Firstsource – building the next generation of AI and digital talent in Australia.

**Ritesh Idnani, MD and CEO, Firstsource**, said: “Our partnership with Monash University is about translating advanced AI research into real-world solutions that solve critical challenges in healthcare, energy, and other sectors, while nurturing a strong local talent pipeline. It underscores our deeper, long-term commitment to Australia – to work alongside leading universities, government, and industry to drive sustainable economic and talent outcomes. By combining Monash's innovation engine with our deep domain expertise and outcome-focused UnBPO™ approach, we aim to accelerate responsible AI adoption that delivers measurable impact and strengthens Australia's digital competitiveness in an increasingly complex world. At the same time, we're building pathways for the next generation of innovators and technologists. This is a model for how industry and academia can come together to shape a more resilient, tech-enabled future.”

**Professor Craig Jeffrey, Deputy Vice-Chancellor (International) and Senior Vice President, Monash University**, said: “At Monash, we are committed to creating global impact through collaborative innovation. Our partnership with Firstsource brings together our deep research capability and their proven expertise in digital transformation and innovation to develop and scale technologies and AI solutions that have meaningful benefits for people and society.”

**Minister for Economic Growth and Jobs, Danny Pearson**, said: “Victorian State Government is proud to back Firstsource in establishing its Australian headquarters here in Melbourne. The company's growing presence in Victoria is strengthening our thriving tech sector, creating hundreds of high-value jobs, and building a valuable partnership with Monash University to upskill students and drive real-world innovation in AI – helping to build the tech talent of the future.”

The collaboration underscores Firstsource's commitment to building a sustainable innovation ecosystem in Australia, nurturing top talent, and fostering cross-border partnerships that create lasting value. Since launching its Australia and New Zealand operations in 2024, Firstsource has been steadily expanding its local presence, investing in talent and technology, and partnering with education institutions to co-create the digital capabilities of the future.

The new partnership with Monash University represents the next phase in this journey – combining Firstsource's domain expertise, relAI™ platform and their execution and global delivery strengths with Monash's research excellence, to unlock innovation that drives human and economic progress.

### 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 business process solutions and services spanning the customer lifecycle across Healthc are, 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, they 'make it happen' for their clients, solving their biggest challenges with hyper-focused, domain-centered teams and cutting-edge tech, data, and analytics. Firstsource's inch-wide, mile-deep practitioners work collaboratively, leveraging UnBPO™ - their 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 clients. ([www.firstsource.com](http://www.firstsource.com))

---

**Media Contacts**  
**Madhavi Behl**  
Firstsource Solutions  
[madhavi.behl@firstsource.com](mailto:madhavi.behl@firstsource.com)