

26th June, 2023

To,

BSE Limited

Phiroze Jeejeebhoy Towers,

Dalal Street,

Mumbai - 400 001

Scrip Code : 532755

National Stock Exchange of India Limited

Exchange Plaza, 5th floor,

Plot No. - C/1, G Block,

Bandra-Kurla Complex, Bandra (E)

Mumbai - 400 051

NSE Symbol : TECHM

Subject: Intimation under Regulation 34 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015

Dear Sir/Madam,

Pursuant to Section 34(2)(f) of Securities Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report (“BRSR”) for the Financial Year 2022-23, which also forms part of the Integrated Annual Report for the Financial Year 2022-23.

The above information is also available on the website of the Company at <https://www.techmahindra.com/en-in/investors/>

This is for your information and records.

Thanking you,

For Tech Mahindra Limited

Anil Khatri

Company Secretary

Encl: as above

Business Responsibility & Sustainability Reporting

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L64200MH1986PLC041370
2	Name of the Listed Entity	Tech Mahindra Limited
3	Year of incorporation	1986
4	Registered office address	Gateway Building, Apollo Bunder, Mumbai – 400 001. Tel: +91 22-6897-5500
5	Corporate address	Plot No. 01, Phase III, Rajiv Gandhi Infotech Park, Hinjewadi, Pune 411057, Maharashtra, India
6	E-mail	investor.relations@techmahindra.com; CorporateSustainability@techmahindra.com
7	Telephone	+91 20-4225 0000
8	Website	www.techmahindra.com
9	Financial year for which reporting is being done	FY 2022-23 (April 01, 2022 - March 31, 2023)
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited (NSE); BSE Limited (formerly Bombay Stock Exchange)
11	Paid-up Capital (INR)	4,871 Mn
12	Name and contact details of the person who may be contacted in case of any queries on the BRSR report	Name: Sandeep Chandna Designation: Chief Sustainability Officer Phone: 09810314114 E-mail id: sandeepch@TechMahindra.com; CorporateSustainability@techmahindra.com
13	Reporting boundary	Tech Mahindra Ltd + Integrated companies

II. Products/services

14. Details of business activities (accounting for 90% of the turnover):

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Information Technology – Software and Services	IT consulting, Software application development and maintenance.	100

15. Products/Services sold by the entity

Sr. No.	Product/Service	NIC Code	% of total turnover contributed
1	IT consulting, Software application development and maintenance.	62099	86.7
2	Business Process Services and Operations	82200	13.3

III. Operations

16. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of offices
National	71
International	242

17. Markets served by the entity:**a. Number of locations- TechM + Portfolio companies**

Locations	Number
National (No. of States)	12
International (No. of Countries)	72

b. What is the contribution of exports as a percentage of the total turnover of the entity?

The contribution of exports as a percentage of total turnover of Tech Mahindra is 94%.

c. A brief on types of customers:

Tech Mahindra has customers from Communication, Media and Entertainment, Manufacturing, Technology, BFSI, Retail, Transport and Logistics.

Please refer to pages 8-14 for more details

IV. Employees**18. Details as at the end of March 31, 2023:****a. Employees (including differently abled):**

S. No.	Particulars	Total (A)	Male		Female		Not Declared	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (F)	% (F/A)
1	Permanent (D)	116,331	77,766	66.8	38,518	33.1	47	0
2	Other than Permanent (E)	10,494	6,290	59.9	4,204	40.1	0	0
3	Total employees (D + E)	126,825	84,056	66.3	42,722	34.0	47	0

NOTE: The employee head count represents employees of the company, subsidiaries and the acquired entities which are integrated by March 2023.

b. Differently abled Employees

It is completely voluntary for the associates to declare their disability status and the number of PwD (person with disability) associates shown here are those who have declared their disability. So, this data represents a subset of Total PwD associates currently working with TechM.

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	170	126	74	44	26
2.	Other than Permanent (E)	21	20	95	1	5
3.	Total differently abled employees (D + E)	191	146	76	45	24

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	4	40
Key Management Personnel	3	0	0

20. Turnover rate for permanent employees

	FY 22-23			FY 21-22			FY 20-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	15.0%	14.4%	14.8%	23.1%	24.6%	23.5%	13.3%	13.4%	13.3%

V. Holding, Subsidiary and Associate Companies (including joint ventures)

21. (a) Names of holding / subsidiary / associate companies / joint ventures

Please refer to Annexure I to Directors' Report associate companies (including joint ventures)

VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

(ii) Turnover (in ₹) 426,573 Million

(iii) Net worth (in ₹) 243,478 Million

VII. Transparency and Disclosures Compliances

23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 22-23			FY 21- 22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes*	0	0	-	0	0	-
Investors (other than shareholders)		0	0	-	0	0	-
Shareholders		0	0	-	0	0	-
Employees		95	3**	-	133	0	-
Customers		1	0	-	1	0	-
Value Chain Partners		0	0	-	0	0	-
Social media connects		0	0	-	215	0	-

*Please find here the policy which details the grievance redressal mechanism available for all our stakeholders. https://insights.techmahindra.com/investors/WhistleBlower_Policy.pdf

**3 Cases reported at the end of Q4'FY23 were closed before the Board Audit Committee meeting

24. Overview of the entity's material responsible business conduct issues

Please refer to page 130 for all details on Material issues and their Risks/ opportunities.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

P1	Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent, and accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive towards all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect, protect, and make efforts to restore the environment
P7	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Questions	P1 Ethics & Transparency	P2 Sustainable Services	P3 Human Resources to Well-being	P4 Responsive Stakeholders	P5 Respect for Human Rights	P6 Protect Environment	P7 Public Policy Advocacy	P8 Inclusive growth	P9 Customer Engagement
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Policy and management processes

1. a. Whether your entity's policy /policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes, Tech Mahindra policies cover each principle and its core elements of the NGRBCs.
b. Has the policy been approved by the Board? (Yes/No)	Yes. The Business Responsibility Policy covering the above-mentioned principles has been approved by the Board. Individual policies for each principle are approved by the respective Unit Heads.
c. Web Link of the Policies, if available	All Tech Mahindra policies aligned to the 9 Principles are uploaded on the BMS site on the intranet for the information and implementation by the internal stakeholders. They are also publicly available on the Tech Mahindra website https://www.techmahindra.com/en-in/investors/corporate-governance/ https://www.techmahindra.com/en-in/sustainability/ https://insights.techmahindra.com/investors/tml-csr-policy-23.pdf
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes, all our policies are effectively implemented, and our processes are, monitored, reviewed, and updated periodically.
3. Do the enlisted policies extend to your value chain partners? (Yes/ No)	Yes, the TechM <u>CEBC policy</u> includes most of the BRSR principles and we expect all our stakeholders to adhere to this policy including our value chain partners. We also have a separate <u>SSCM Code of Conduct policy</u> for our suppliers.
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Tech Mahindra follows all mandatory applicable geographical specific Acts, Regulations & Guidelines while formulating policies & procedures. Adherence with zero tolerance towards the National Guidelines on Responsible Business Conduct (NGRBC), based on the UN Guiding Principles for Business and Human Rights (UNGPs), UN Sustainable Development Goals (SDGs), Paris Agreement on Climate Change, Core Conventions of the International Labour Organization (ILO) and the Indian Companies Act, 2013. We have also mapped and aligned the principles to GRI Standards, and IIRC, TCFD, and SASB framework. Some of our locations are certified for EMS ISO 14001 and OHS ISO 45001. In addition, guidelines of ISO 14001 and 45001 are implemented across other facilities. We have also obtained LEED and Green Building Certification for some of our facilities where the location is more than 3.7 Mn sq. ft. In case of new facilities or while upgrading older infrastructure, we consider green building guidelines. We also have ISO 9001 for Quality Management, ISO 27001 for Information Security, ISO 22301 for Business Continuity, and ISO 27701 for Privacy Management.
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Tech Mahindra is committed to a 5-year ESG Roadmap across all aspects of ESG. We have also set long-term targets that lead us on a decarbonisation pathway, ensuring we become carbon neutral by 2030 and net zero by 2035. https://insights.techmahindra.com/esg/tml-net-zero-transition-plan.pdf

Disclosure Questions	P1 Ethics & Transparency	P2 Sustainable Services	P3 Human Resources to Well-being	P4 Responsive Stakeholders	P5 Respect for Human Rights	P6 Protect Environment	P7 Public Policy Advocacy	P8 Inclusive growth	P9 Customer Engagement
6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	Tech Mahindra has taken 5-year targets on all material aspects of Sustainability, and we ensure that these are implemented, monitored, and achieved in the planned time frames. Please refer to page number 138 for the details on our targets								
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements	Please find our CEO and MD's message on page 19								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name: Sandeep Chandna Designation: Chief Sustainability Officer Phone: 09810314114, E-mail id: sandeepch@TechMahindra.com; CorporateSustainability@techmahindra.com								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes- The CSR Committee and the Risk Management Committee of the Board monitor, assess and review climate and sustainability risks in alignment with TCFD recommendations along with other enterprise-level strategic, business and people risks each quarter. Please find more details on page 86								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)
Performance against above policies and follow-up action	Board Committees and respective Unit Heads	Quarterly or on a need-to basis
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Board Committees and respective Unit Heads	Quarterly or on a need-to basis

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.

Our Integrated Annual Report is assured by third party (KPMG) according to ISAE 3000 (revised) standards and based on standards provided by Global Reporting Initiative (GRI: 2021). It is aligned to IIRC, TCFD, and SASB framework. 3rd party assessors TUV-Nord and Eurofins have done assessments on Human Rights and Zero Waste to Landfill respectively

12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated: Not Applicable

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE**PRINCIPLE 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.****Essential Indicators**

1. **Percentage coverage by training and awareness programmes on any of the Principles during the financial year:**

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	4	All	100
Key Managerial Personnel	5	All	100
Employees other than BoD and KMPs	10,000+	All	93

- All associates must complete the Code of Ethical Business Conduct and other mandatory trainings which cover all principles of BRSR.
 - Awareness programmes for the Board and the KMPs ensure that they are familiar with all principles of the BRSR.
2. **Details of fines / penalties/punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the entity's website):**
No such instances
3. **Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed:**
Not Applicable
4. **Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy?**
Tech Mahindra has a policy on Anti-corruption and Bribery, detailing our zero- tolerance approach to bribery and corruption. The Anti-Corruption and Bribery Policy applies to all the associates of Tech Mahindra and the subsidiary companies. TechM is committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate and to implementing and enforcing effective systems to counter bribery.

<https://insights.techmahindra.com/investors/Anti-Corruption-and-Bribery-Policy.pdf>
5. **Number of Directors/ KMPs/ employees against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:**
There has been no disciplinary action taken by any law enforcement agency for charges of bribery/ corruption against any Directors, KMPs or employees in FY 22-23-or FY 21-22.
6. **Details of complaints with regard to conflict of interest:**
There have been no complaints received in relation to issues of Conflict of Interest of the Directors or KMPs in FY 22-23 or FY 21-22.

7. Provide details of any corrective action taken or underway on issues related to fines/ penalties/ action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest:

Not Applicable

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:

Value Chain partners	Total number of awareness programmes held	Topics / principles covered under the training	% age of value chain partners covered (by value of business done with such partners) under the awareness programmes
Suppliers	2	<ul style="list-style-type: none"> • Governance standards • Environmental stewardship • Becoming net zero • Financial savings and viability • Social and ethical responsibility • Labor practices • Human Rights • Health and safety • Sustainable value chain • ESG data reporting 	40% of top 200 suppliers (by value of business done)
Customers	4	<ul style="list-style-type: none"> • ESG Board Advisory & Governance • ESG Reporting and Disclosures • Environmental stewardship • Becoming net-zero • Social and Ethical responsibility • Employee Health & Safety • Supply Chain sourcing, optimization, and transparency • Sustainable tourism 	10%

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the board? (Yes/No) If yes, provide details of the same:

Yes. The Board of Directors of Tech Mahindra has adopted the Code of Ethical Business Conduct as a testimony of its commitment to adhere to the standards of loyalty, honesty, integrity and to avoid any kind of conflicts of interest. The policies and procedures under this code requires that the Directors of Tech Mahindra shall avoid any activity or association that creates or appears to create a conflict between the personal interests of the Directors and the business interests of the company.

Tech Mahindra follow the following process diligently-

1. Take disclosures of all the entities that the Board of Directors are interested at the beginning of the year.
2. Directors to disclose their interest in case of any transaction that come up for discussion.
3. Non-participation of interested directors in the discussion or approval.
4. Only independent Directors to approve Related Party Transactions.

This policy is available on the Tech Mahindra website

<https://insights.techmahindra.com/investors/Code-Of-Ethical-Business-Conduct.pdf>

PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

- 1) **Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively:**

	FY 22-23	FY 21-22	Details of improvements in environmental and social impacts
R&D	30%	30%	The R&D team has been focusing on how we could impact these 3 vectors- our employees, customers, and society. This year, the focus and thereby investments have been in new technologies like Metaverse and Quantum <ol style="list-style-type: none"> We have extended BHAML (Bharat Markup Language) to people across country helping them to code in their own language. We are also taking it international by exploring development in Arabic and Bahasa Metaverse has been taken to customers across different domains like Banking, Retail, Manufacturing. Creating of Metabank / Retail stores will reduce the numbers of physical offices, helping to sustain environment Quantum is a telescopic bet, and the objective is to create a quantum ecosystem in India. We are training our associates and students of Mahindra University on quantum through our initiatives. We are also training associates, students of Oman Universities and customer associates on new technologies
CAPEX	1.82%	1.87%	

2. a. **Does the entity have procedures in place for sustainable sourcing?**

Yes

- b. **If yes, what percentage of inputs were sourced sustainably?**

Tech Mahindra has a Sustainable Supply Chain Management Policy (<https://files.techmahindra.com/static/img/pdf/Sustainable-Supply-Chain-Management-Policy.pdf>) and a Green Procurement policy (<https://files.techmahindra.com/static/img/pdf/Green-Procurement-Policy.pdf>), to ensure a more sustainable supply chain. Tech Mahindra prefers suppliers with sustainable practices and ability to supply items within desired sustainability specifications. 90% of inputs are sourced sustainably.

Please find more details on page 196

3. **Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste:**

Tech Mahindra is not a product company but a provider of digital transformation, consulting and business reengineering services and solutions. We make reasonable efforts to keep track of all the products used and have implemented a robust waste management system of collection, segregation, storage, and disposal. We have processes for management of both hazardous and non-hazardous waste and make sure that all the waste generated from our activities is reused, repurposed, or recycled through authorized recyclers and vendors. We recycle waste water through treatment plants and reuse it for our internal operations.

Please refer for more details on page 165 and in our Waste Management Policy (<https://files.techmahindra.com/static/img/pdf/waste-management-policy.pdf>)

4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards?**

Not applicable

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any its services? If yes, provide details in the following format?

Sr.	NIC Code	Name of Product/ Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/ No)	If yes, provide the web-link.
1	62099	IT consulting, Software application development and maintenance.	86.7	Use stage- Performance tracking of use stage comparison of laptop and desktop has been conducted for a service life cycle; strategy development, service design, transition, operation, and continual service improvement for one of our global clients' services	No	No	No

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same:

Name of Product / Service	Description of the risk / concern	Action Taken
Service -ABCD	The usage of desktops resulted in emissions	Reduce the usage of desktop systems against laptop systems to be adopted

3. Percentage of recycled or reused input material to total material (by value) used in providing services:

Indicate Input material	Recycled or reused material to total material	
	FY 22-23	FY 21-22
Paper	100%	100%
Electronic Equipment & Hardware	8%	6.22%

PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

1. Details of measures for the well-being of employees:

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	77,766	77,766	100	77,766	100	-	-	77,766	100	77,766	100
Female	38,518	38,518	100	38,518	100	38,518	100	-	-	38,518	100
Not Declared	47	47	100	47	100	0	0	47*	100	47	100
Total	116,331	116,331	100	116,331	100	38,518	33.11	77,813	66.89	116,331	100
Other than Permanent employees											
Male	6,290	3,423	54	3,423	54	-	-	3,423	54	3,423	54
Female	4,204	3,254	77	3,254	77	3,254	77	-	-	3,254	77
Total	10,494	6,677	64	6,677	64	3,254	31.01	3,423	32.62	6,677	64

* based on the individual's choice

2. Details of retirement benefits, for Current FY and Previous Financial Year:

	FY 22-23		FY 21-22	
	No. of Employees covered as a % of total employees	Deducted and deposited with the authority	No. of Employees covered as a % of total employees	Deducted and deposited with the authority
PF*	100	Y	100	Y
Gratuity*	100	Y	100	Y
Employee State Insurance (ESI)	19	Y	21	Y

* Coverage for permanent employees only

3. Accessibility of workplaces:

Are the premises / offices of the entity accessible to differently abled employees as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

The Company infrastructure is so enabled that associates with disabilities have a barrier-free access to common facilities. This includes not only physical environment and transportation but also to information and communications with technologies and systems also aligned for persons with disabilities

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy:

Tech Mahindra is an Equal Opportunity Employer and strongly endorses the right of equal opportunity for associates who are differently abled. We commit to carrying out the provisions of the Rights of Persons with Disabilities Act, 2016 ("Act") in letter and spirit including providing specific opportunities in identified positions where they could be employed.

<https://insights.techmahindra.com/investors/Diversity-and-Inclusion-Policy.pdf>

5. Return to work and Retention rates of permanent employees that took parental leave:

Gender	Permanent Employees	
	Return to work rate	Retention rate
Male	99.92%	55.85%
Female	96.99%	40.39%
Total	98.96%	51%

6. Is there a mechanism available to receive and redress grievances for the following categories of employees? If yes, give details of the mechanism in brief?

All stakeholders (investors, associates- including permanent and on contract, customers, and suppliers/ vendors) can raise grievances or complaints with the Corporate Ombudsman, by either sending an e-mail to CORPORATEOMBUDSMAN@techmahindra.com or reporting verbally on telephone no. 0120-488- 4450. The complete process of raising such concerns is detailed in these policies.

https://insights.techmahindra.com/investors/WhistleBlower_Policy.pdf

<https://insights.techmahindra.com/investors/Code-Of-Ethical-Business-Conduct.pdf>

We also have Freevoice, a platform for sharing observations, complaints, and suggestions, where associates can post their concerns anonymously and they are addressed and resolved by the respective stakeholders within specified timelines.

7. Membership of employees in association(s) or Unions recognised by the listed entity:

Freedom of association is a basic human right. All our associates have the freedom and right to join any associations, unions, or groups that exist in line with local government regulations. TechM recognises the right to freedom of association through independent Trade Unions, Work Councils (WCs) or Collective Bargaining Agreements (CBAs).

As an IT organisation, our associates are not part of any Trade Unions in India. However, associates have readily available internal tools to share their views, opinions and ideas across managerial levels and the organization. These inputs help the organization redefine policies, strengthen people practices and enhance employee experiences. Tech Mahindra follows the local rules and regulations in the country of our operations and adheres to these collective bargaining agreements in certain geographies where the law mandates it.

	FY 22-23			FY 21-22		
	Total employees (A)*	No. of employees' part of association(s) or Union (B)	% (B/A)	Total employees (A)	No. of employees' part of association(s) or Union (B)	% (B/A)
Total	126,825	709	0.56%	125,490	1,147	0.91
Male	84,056	404	0.48%	82,716	934	1.13
Female	42,722	304	0.71%	42,774	213	0.5
Not Disclosed	47	1	2.13%	-	-	-

8. Details of training given to employees

Category	FY 22-23			FY 21-22		
	On Skill upgradation			On Skill upgradation		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Male	84,056	77,969	93	82,656	76,282	92
Female	42,722	39,570	93	42,774	39,599	93
Not Disclosed	47	21	45	60	31	52
Total	126,825	117,560	93	125,490	115,912	92

Category	FY 22-23			FY 21-22		
	On Health and Safety measures			On Health and Safety measures		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D/ C)
Employees						
Male	84,056	84,056	100	82,656	82,656	100
Female	42,722	42,722	100	42,774	42,774	100
Not Disclosed	47	47	100	60	60	100
Total	126,825	126,825	100	125,490	125,490	100

At TechM, the health, safety, and well-being of one and all are of utmost importance and a critical part of our success. Promoting the consultation and participation of associates/ contract staff is an integral part of the HSE process for TechM. We use various forums such as Freevoice, Connect Meetings, Floor Walks, and Workshops for these interactions. Associates and Vendors are sensitized through regular training and awareness sessions and participate in periodic Occupational Health and Safety and Environment related drills. All associates are trained to learn, understand, and act in case of emergencies such as 'Fire Emergency' or 'Medical Emergency' whilst protecting themselves and their colleagues. Multi-dimensional H&S awareness sessions are conducted to educate and spread awareness for associates' family members too.

We also conduct focused mandatory trainings on H&S for Contract staff periodically in HSE certified locations. We have HSE certification training for Corporate Services associates who handle the core operations for Tech Mahindra.

9. Details of performance and career development reviews of employees:

100% of eligible permanent associates have been appraised on their performance and career development.

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity?

TechM is committed to provide safe and healthy working conditions to all its associates. Tech Mahindra's India facilities in Bengaluru and Hyderabad are certified for ISO 45001 Health & Safety Management standard. Occupational Health and Safety norms laid down in Tech Mahindra's well-defined internal Health, Safety & Environment Policy Manual are followed at all our locations.

Please find more details on page 69

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Tech Mahindra has a HSE Incident Management process in place for Hazard Identification and Risk Assessment (HIRA). It enables the associates to identify and contain incidents that may cause an injury to the people or property. The assessment is followed up with documentation of risks and hazards present within our environment, their causes, associated consequences and risk and hazard containment recommendations.

Please find more details on pages 69 & 70

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks?

Tech Mahindra has an 'Incident Management Tool' to promote a safety culture within the company. IMT, our online portal is designed to help associates report Health or Safety hazard/risk incidents that may lead to unsafe conditions across the Tech Mahindra facilities. All the associates are encouraged to report any incidents to prevent their occurrence in future.

We have also launched a Behaviour Based Safety & Health (BBS&H) programme in line with HSE policy to ensure safe and healthy working conditions for associates.

Please refer to page 70 for more details

d. Do the employees of the entity have access to non-occupational medical and healthcare services?

Yes, we strongly believe in the “Wellness before Business” mantra and our focus is on ensuring the well-being and safety of associates while maintaining business continuity for clients and partner ecosystem.

Our ongoing partnership with Medi Assist, Medibuddy and others helped the smooth transition to preventive virtual wellness offerings which are accessible via the internal wellness portal/app for associates & their dependents. Medi Buddy Healthcare provides a multitude of wellness offerings, like Preventive health checkup, Employee Assistance Program for Emotional Counselling, Doctor Online Consultations, Doctors Visits at Office Campuses, Dieticians on chat, Lab tests and Online Pharmacy with a 24*7 access to customize and attend to personalize wellness needs.

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY 22-23	FY 21-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
Total recordable work-related injuries			
No. of fatalities			
High consequence work-related injury or ill-health (excluding fatalities)			

12. Describe the measures taken by the entity to ensure a safe and healthy workplace:

Tech Mahindra is committed to provide healthy and safe working conditions to all associates. Our Health and Safety Committee ensures establishment, implementation, maintenance, and continual improvement of processes needed for the elimination of hazards and minimisation of risks.

TechM has a Behaviour Based Safety & Health (BBS&H) programme in line with HSE policy to ensure safe and healthy working conditions for associates and ensure awareness amongst associates through training, communication & performance measurement of identified HSE criteria.

Tech Mahindra also has a HSE Incident Management process in place for Hazard Identification and Risk Assessment (HIRA). It enables the associates to identify and contain incidents that may cause an injury to the people or property. The assessment is followed up with documentation of risks and hazards present within our environment, their causes, associated consequences and risk and hazard containment recommendations.

Please refer to Pages 69-72 for more details.

13. Number of Complaints on the following made by employees:

Tech Mahindra has always prioritized our associates' health, safety, and well-being through establishing, implementing, maintaining and continually improving our processes and practices that guarantee a healthy and safe working environment for all our associates.

There were no complaints by our associates concerning working conditions or Health & Safety in FY 22- 23 and FY 21-22.

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100% of all our offices are assessed internally on all Health and Safety practices. TechM's locations at Bangalore and Hyderabad are annually assessed on ISO 45001-2018 standards for Occupational Health and Safety by an external certifying body.
Working Conditions	100% of all our offices are internally audited on working conditions. The implementation of the practices is also verified during the external audits for ISO 45001:2018 for HSE Certified locations.

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions:

There were no safety-related incidents significant risks / concerns arising from assessments of health & safety practices and working conditions.

Tech Mahindra has processes in place for taking corrective actions, if necessary, to eliminate the causes of actual and potential non-conformances or incidents and enforce corrective actions.

Tech Mahindra implements and records changes in the documented procedure and the steps are standardized in the relevant operational control procedure to ensure prevention of this incident again.

Leadership Indicators**1. Does the entity extend any life insurance or any compensatory package in the event of death of Employees?**

Yes. Tech Mahindra has robust life insurance coverage for all associates across geographies.

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners:

SME consultants conduct checks and balances of vendors periodically. This ensures that the vendors are compliant with the provisions of the labour laws and the amount deducted as statutory dues are deposit on time with the authorities.

3. Provide the number of employees having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Not Applicable, as there were no high consequence work-related injury / ill-health / fatalities.

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?

Our learning platforms encourage all associates to upskill, reskill, grow, and leverage their skill currency so that they can manage their career post-retirement.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	71
Working Conditions	71

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders
Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity:

Openness, transparency, and integrity are the basis of our stakeholder engagement approach at TechM. We ensure that our process of stakeholder engagement is continuous – undertaken throughout the year - and has organization-wide reach as well as impact. We follow a robust process for the identification and prioritization of our stakeholders. We recognize the importance of trust-based relationships and ensure transparent, timely and relevant engagement and communication with all the stakeholders. This also helps us to understand their explicit and tacit needs that inform our strategy and operational decisions.

The management team connects with a diverse range of stakeholders through formal and informal mechanisms. Our Stakeholder Relationship Committee maintains oversight of the stakeholder engagement mechanism for the Company. We engage with our stakeholders, and their inputs are considered in the materiality assessment process, which give us an insight into their outlook and future risks. It creates a framework for the business heads to identify and report on key stakeholder concerns. These inputs help us identify the topics material to our business.

Please refer to page 125 for the detailed process of identifying them.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group:

Engagement with the stakeholders helps us understand their explicit and tacit needs that inform our strategy and operational decisions. The management team connects with diverse stakeholders through formal and informal mechanisms and engages with them to maintain healthy, trust-based relationships. In determining the material matters, we considered the views of both internal and external stakeholders. Formal and informal interactions were carried out with key stakeholders including Employees, Customers, Investors and Shareholders, Partners and Collaborators, Government Regulators, Academic Institutions, Local Communities, Suppliers and Vendors to arrive at issues perceived as critical by them.

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board:

Periodic discussion of the Board and its committees with the management and the concerned departments help us identify critical stakeholder concerns and align our priorities with their expectations. The Stakeholder Relationship Committee of the Board provides guidance and oversees the mechanism for addressing grievances and complaints from stakeholders and aligning Stakeholder priorities with TechM's business strategy. The committee reviews associate, vendor, and customer satisfaction survey reports, and oversees the mechanism for addressing stakeholder grievances. The committee also reviews the company's environmental, health and safety obligations towards the stakeholders. The inputs we receive, influence the creation of appropriate policies and practices that govern responsible business.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics?

Yes, we incorporate the inputs received from our stakeholders into our policies, practices, and targets. An inclusive approach through continual engagement with stakeholders helps us prioritize our key material issues while also helping us make strategic and operational decisions. We maintain constant communication with all our stakeholders, which leads to the identification of existing and growing material issues, highlights critical improvement areas of evolving risks while also revealing new opportunities for the organisation.

If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity:

Environment – As ESG and climate priorities gain momentum, the inputs, feedback, and suggestions received from customers are incorporated in decision making, strategy development, and the development of an array of green and sustainable solutions to enable customers address their environmental needs and commitments. Our portfolio of sustainability solutions is supporting our customers in their journey towards compliance around climate, energy, water, resource efficiency, sustainable mobility, and waste management.

Social- The Social factors linked to human rights and equity of people practices are connected to the organizational vision to create a purpose-led company. We have an impeccable record on human rights, enshrining 'professionalism' and 'dignity of the individual' as a part of our core values. We use pulse polls, internal feedback platforms and engagement surveys to understand the unique pain points of diverse groups within the organization to design better people processes and policies. Our employee value proposition encourages associates to explore their potential, drive innovation, and achieve personal and professional fulfilment.

Governance – Governance at TechM is institutionalized through a set of core values, stringent policies, and ethical processes. TechM encourages the participation of its stakeholders and is responsive to their inputs. The governance framework in place ensures that consensus-oriented decisions are taken effectively and efficiently. We are accountable to ensure that all governance issues are transparently addressed and resolved in a timely manner so that the organization continues to do right by its stakeholders.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups:

MIND@EASE is an initiative of Tech Mahindra Foundation, which is an offshoot of the pandemic. It is a comprehensive online resource designed to provide support, guidance, and information to individuals struggling with mental health issues. The services on this online platform are either available at free of cost or at highly subsidized rates. The website hosts more than 25+ organizations that provide support and guidance across Mental Health and Well-Being; Career and Jobs-related issues. The newly added FAQs answer a range of queries, and it also has a vast and updated resource repository available in the areas of intervention. Please visit <https://mindatease.techmahindrafoundation.org/>

PRINCIPLE 5 Businesses should respect and promote human rights

Essential Indicators

1. Employees who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 22-23			FY 21-22		
	Current Financial Year			Last Financial Year		
	Total (A)	No. employees (B)	% (B / A)	Total (C)	No. employees (D)	% (D / C)
Permanent	116,331	110,678	95.14	112,654	104,733	93.00
Other than permanent	10,494	8,036	76.58	12,836	8,902	69.40
Total Employees	126,825	118,714	93.60	125,490	113,635	90.60

2. Details of minimum wages paid to employees in the following format:

Category	FY 22-23					FY 21-22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B /A)	No. (C)	% (C /A)		No. (E)	% (E /D)	No. (F)	% (F /D)
Employees										
Permanent										
Total	116,284	0	0%	116,284	100%	112,657	0	0%	112,657	100%
Male	77,766	0	0%	77,766	100%	74,647	0	0%	74,647	100%
Female	38,518	0	0%	38,518	100%	37,950	0	0%	37,950	100%
Other	47	0	0%	47	100%	60	0	0%	60	100%
Other than Permanent										
Total	10,494	0	0%	10,494	100%	12,833	0	0%	12,833	100%
Male	6,290	0	0%	6,290	100%	8,009	0	0%	8,009	100%
Female	4,204	0	0%	4,204	100%	4,824	0	0%	4,824	100%
Other	0	0	0%	0	0%	0	0	0%	0	0%

3. Details of remuneration/salary/wages:

	Female		Male	
	Headcount	Median remuneration (INR Lakh)	Headcount	Median remuneration (INR Lakh)
Board of Directors (BoD)	4	90.38	6	90.38
Key Managerial Personnel	0	0	3	139.92
Employees other than BoD and KMP	42,722	13.9	84,056	16.2

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business?

Yes, the Corporate Ombudsman CORPORATEOMBUDSMAN@techmahindra.com.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues:

Stakeholders can raise concerns that relate to actual or suspected violations of the Code of Ethical Business Conduct, including human rights issues and address the complaints / concerns to the CORPORATE OMBUDSMAN either by sending an e-mail to CORPORATEOMBUDSMAN@techmahindra.com or verbally on telephone no. 0120-488-4450.

In case of a complaint / concern against CORPORATE OMBUDSMAN, the same shall be addressed to the Vice Chairman of the Board of Directors.

The detailed process is explained in the publicly available policy.

https://insights.techmahindra.com/investors/WhistleBlower_Policy.pdf

6. Number of Complaints on the following made by employees:

	FY 22-23			FY 21-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	74	3	The 3 complaints were received in March. The committee will investigate and prepare an enquiry report with recommendations within ninety (90) days	45	2	Closed
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases:

Tech Mahindra aims to provide a safe working environment and prohibits any form of discrimination/harassment or related retaliation against or by any associate. We have policies which intend to prohibit such occurrences and ensure that there are no adverse consequences when an associate reports a complaint on discrimination or harassment.

<https://insights.techmahindra.com/investors/Policy-on-Prevention-of-Sexual-Harassment.pdf>

<https://insights.techmahindra.com/investors/Diversity-and-Inclusion-Policy.pdf>

<https://insights.techmahindra.com/investors/Code-Of-Ethical-Business-Conduct.pdf>

https://insights.techmahindra.com/investors/WhistleBlower_Policy.pdf

8. Do human rights requirements form part of your business agreements and contracts?

Yes. Tech Mahindra communicates and shares our policies on human rights among others, with all our business partners. We ensure that our business partners sign the contract with Tech Mahindra only after they read, understand, and agree to abide by our Code of Conduct which includes all aspects of human rights in it. This is a mandatory annexure to all our business contracts.

9. Assessments for the year:

	% of your plants and offices that were assessed by entity or statutory authorities or third parties
Child labour	
Forced/involuntary labour	
Sexual harassment	100%
Discrimination at workplace	
Wages	

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above:

There were no significant risks / concerns arising from the assessments done.

Leadership Indicators

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/ complaints:

Even though there were no human rights complaints, we monitor, review and update our policies and processes regularly to ensure we have no human rights issues in Tech Mahindra.

We also take an undertaking from our vendors and partners that they abide strictly to our CEBC/ POSH policies to ensure there are no Human Rights violations within our value chain. We conduct sessions with businesses on CLRA (Contract Labour Regulation & Abolition) Act and also have regular CLRA audit by the customers. Apart from having sessions with our HR teams, we update our employee contracts and the Employee handbook to make sure that all employees and our stakeholders are aware of their rights while also adhere strictly to the code of ethical business conduct.

2. Details of the scope and coverage of any Human rights due diligence conducted:

Tech Mahindra conducts regular internal assessments and audits to ensure that there has been no adverse human rights impact on any of our stakeholders.

We also conduct 3rd party Human Rights assessments every year at different locations using SA8000:2014 and GRI standards. Though the sample data is taken from individual campuses, all our policies and process and data are aligned and reflect the status of the entire organisation. We will have all our campuses assessed by a 3rd party by FY 26.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

The Company infrastructure is so enabled that associates with disabilities have a barrier-free access to common facilities which include not only physical environment and transportation but also to information and communications with technologies and systems aligned for persons with disabilities.

Please refer to our Diversity and Inclusivity Policy here (<https://insights.techmahindra.com/investors/Diversity-and-Inclusion-Policy.pdf>)

4. Details on assessment of value chain partners:

We conduct annual supplier assessments to assess the potential ESG aspects and Disaster Recovery & Business Continuity Planning processes of our Supply Chain. This involves both a questionnaire and on-site inspections which checks their ESG aspects and regulatory compliances including their ethical business conduct and sustainability practices as mandated in our Sustainable Supply Chain Management Policy.

71% of value chain partners (by value of business done with such partners) and 137 of top 200 key suppliers have been assessed on Health and Safety practices, Sexual Harassment, Discrimination at workplace (Working conditions), Child Labour, Forced Labour/Involuntary Labour, Wages, Occupational Health & Safety, Corporate Governance & Ethics, Risk Management, Environment Management, and Biodiversity among other aspects.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 22-23	FY 21-22
Total electricity consumption (A) (MWh)	101,573.81	89,543.78
Total fuel consumption (B) (MWh)	3,541.50	3,579.81
Energy consumption through other sources (C) (MWh)	9,117.97	7,157.76
Total energy consumption (A+B+C) (MWh)	114,233.27	100,281.34
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees) MWh	0.000000214	0.000000225
Energy intensity (optional) – the relevant metric may be selected by the entity MWh/Employee Headcount	0.90	0.80

Independent assessment has been carried out by KPMG, please refer to page 51 for the assurance statement.

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India?

We are not registered under PAT (Perform, Achieve & Trade) scheme of government of India for any of our Pan India locations.

3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 22-23	FY 21-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(i) Groundwater	160,535.74	187,425.84
(ii) Third party water	454,420.81	290,608.78
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	614,956.55	478,034.62
Total volume of water consumption (in kilolitres)	253,937.38	355,445.92
Water intensity per rupee of turnover (Water consumed / turnover)	0.000000477	0.000001071
Water intensity (Water withdrawal(kl)/ employee count)	4.84	3.81

Independent assessment has been carried out by KPMG, please refer to page 51 for the assurance statement.

4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation?

Tech Mahindra understands the importance of water for our overall business continuity. We have Sewage Treatment Plants (STPs) at all our owned facilities and the wastewater generated is treated and reused for cooling towers, landscaping, and flushing toilets in our washrooms. This helps us to reduce our fresh-water requirement and intake. All our owned facilities are thus 'Zero Water Discharge' facilities.

5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Unit	FY 22-23	FY 21-22
NOx	tons	0.75	3.268
SOx	tons	0.16	1.632
Particulate matter (PM)	tons	0.217	0.806

Independent assessment has been carried out by KPMG, please refer to page 51 for the assurance statement.

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 22-23	FY 21-22
Total Scope 1 emissions	Metric tonnes of CO2 equivalent	8,611.10	8,995.81
Total Scope 2 emissions	Metric tonnes of CO2 equivalent	60,049.92	57,851.87
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO2 equivalent	0.00000013	0.00000015
Total Scope 1 and Scope 2 emission intensity (Employee Headcount as denominator)		0.54	0.53

Independent assessment has been carried out by KPMG, please refer to page 51 for the assurance statement.

7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details?

Tech Mahindra is signatory to Business Ambition for 1.5°C and is committed to become carbon neutral by 2030 and achieve net zero by 2035. Our net zero road map <https://insights.techmahindra.com/esg/tml-net-zero-transition-plan.pdf> underpins the decarbonization initiatives that are undertaken to reduce our emissions.

Please refer to the details of GHG emissions and our efforts to reduce them on page 150.

8. Provide details related to waste management by the entity, in the following format:

Parameter	FY 22-23	FY 21-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	2.68	1.88
E-waste (B)	20.18	67.38
Bio-medical waste (C)	4.013	0.005
Construction and demolition waste (D)	0	0
Battery waste (E)	189.46	17.7
Thermacol waste (F)	0.214	0
Oil and Oil filters waste (G)	13.38	6.63
Other Non-hazardous waste generated (H). (Food waste, cardboard, paper, garbage waste)	158.088	90.57
Total (A+ B + C + D + E + F + G + H)	388.018	184.21
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	275.99	155.39
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	275.99	155.39
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	112.02	28.82
(iii) Other disposal operations	-	-
Total	112.02	28.82

Independent assessment has been carried out by KPMG, please refer to page 51 for the assurance statement.

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes:

Tech Mahindra is persistently striving to reduce waste production by focusing on the behavioral aspects of waste generation. We ensure that all waste generated from our own operations is recycled, repurposed, or reused by working with certified recyclers and vendors. The waste is collected, segregated, and managed in line with the principles of circular economy. E-waste is collected and stored as per the guidelines of the E-waste (Management and Handling) Rules, 2011. We have developed a standard SOP for the better management of the Hazardous and Non- Hazardous waste generated which is imbibed in our Waste Management Policy. (<https://files.techmahindra.com/static/img/pdf/waste-management-policy.pdf>)

10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

Tech Mahindra does not have operations/offices in/around ecologically sensitive areas where environmental approvals / clearances are required.

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

There was no new construction of our own office buildings and hence no environmental impact assessments of projects were undertaken by us.

12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and Rules thereunder:

Tech Mahindra is compliant with all applicable environmental law/ regulations/ guidelines in India.

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	22-23	FY 21-22
From renewable sources		
Total electricity consumption (A) MWh	15,921.15	15,836.91
Total fuel consumption (B) MWh	0	0
Energy consumption through other sources (C) MWh	9,117.96	7,157.76
Total energy consumed from renewable sources (A+B+C) MWh	25,039	22,994.67
From non-renewable sources		
Total electricity consumption (D) MWh	85,652.66	73,706.86
Total fuel consumption (E) MWh	3,541.50	3,579.81
Energy consumption through other sources (F) MWh	0	0
Total energy consumed from non-renewable sources (D+E+F) MWh	89,194.16	77,286.67

Independent assessment has been carried out by KPMG, please refer to page 51 for the assurance statement.

2. Provide the following details related to water discharged:

Tech Mahindra discharges water only by sending to third parties after relevant treatment.

Parameter	FY 22-23	FY 21-22
Water discharge by destination and level of treatment (in kilolitres)		
(i) Sent to third parties	361,019.17	122,588.70
- No treatment	0	0
- With treatment – please specify level of treatment (kiloliters) *	361,019.17	122,588.70
Total water discharged (in kilolitres)	361,019.17	122,588.70

* We send this water to the Municipal Corporation Sewerage, where it is treated further through treatment plants.

Independent assessment has been carried out by KPMG, please refer to page 51 for the assurance statement.

3. Water withdrawal, consumption, and discharge in areas of water stress (in kilolitres):

For each facility/ plant located in areas of water stress, provide the following information:

- (i) **Name of the area** - Baseline Water Stress (BWS) areas as per Aqueduct Water risk tool (by WRI) Pune, Bengaluru, Gandhinagar, Chandigarh, Chennai, Hyderabad, Mexico and Belgium
- (ii) **Nature of operations** - Both Leased and owned locations for IT Services
- (iii) **Water withdrawal, consumption, and discharge in the following format:**

Water withdrawal for Tech Mahindra is only from the ground and third parties. We do not use surface water, Seawater / desalinated water, or any other sources of water

Parameter	FY 22-23	FY 21-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(i) Groundwater	108,096.7	137,669.84
(ii) Third party water	226,724.7	131,903.89
(iv) Seawater / desalinated water	0	0
Total volume of water withdrawal (in kilolitres)	334,821.4	269,573.73
Total volume of water consumption (in kilolitres)	180,426.10	237,039.43
Water intensity per rupee of turnover (Water consumed / turnover)	0.00000034	0.00000053
Water intensity (Water consumed/ employee count)	1.42	1.89
Water discharge by destination and level of treatment (in kilolitres)		
Tech Mahindra discharges water only by sending to third parties after relevant treatment.		
(i) Sent to third parties	154,395.36	32,958
Total water discharged (in kilolitres)	154,395.36	32,958

Independent assessment has been carried out by KPMG, please refer to page 51 for the assurance statement.

4. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 22-23	FY 21-22
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	46,173.76	222,12.92
Total Scope 3 emissions per rupee of turnover		0.00000008665	0.00000004975
Total Scope 3 emission intensity (Employee Headcount as denominator)		0.364	0.177

Independent assessment has been carried out by KPMG, please refer to page 51 for the assurance statement

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities:

Tech Mahindra does not have operations/offices in/around ecologically sensitive areas where environmental approvals / clearances are required. Our Biodiversity policy (<https://files.techmahindra.com/static/img/pdf/BiodiversityPolicy.pdf>) is a habitat directive, a water saving directive, and an environmental Sustainability directive. We are committed to conserve and enhance biodiversity, to incorporate biodiversity into our day-to-day operations and promote sustainable business practices that will not harm any species.

6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Increase In Renewable Energy	Increased Renewable energy mix from 1.77% in our baseline year FY 15-16 to 21.9% in FY 22-23. Installed solar water heaters for energy savings and reduction of emissions Purchased PPAs at the Pune (5 MW) and Noida (2 MW) locations, savings from FY 24	Saved 25.039 Mn units of kWh reducing 17,553 MTCO ₂ e of emissions
2.	LEDs, Motion Sensors	Installed motion sensors phase-wise and replaced incandescent lamps with LEDs across locations to cut down energy consumption	LEDs saved 12.52 Mn units of electricity and reduced 8,892 MTCO ₂ e emissions Motion sensors saved 1.82 Mn units of electricity and reduced 1,294 MTCO ₂ e emissions
3.	Sewage Treatment plants	Recycled and treated sewage water in STPs across owned locations and use it for landscaping and toilet flushing- 'Zero Water Discharge' facilities. Helped to reduce freshwater requirement.	Recycled and reused 200,024.3 kl of wastewater across 13 locations.
4.	OWC/ Vermicomposting	Organic Waste Converters (OWC) and vermicomposting plants at our campuses convert food waste to manure which also cuts down logistics emissions and reduces waste to landfill	29 tons (22% of food waste) converted to manure
5.	Green building initiative	Adopting green building practices for energy consumption and temperature within the offices	Saved 18% of energy consumption

7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link?

Tech Mahindra is certified for ISO 22301:2012 and integrates best practices for Business Continuity and Disaster Recovery practices. We have a comprehensive Business Continuity and Disaster Recovery framework, to prevent potential business disruptions in the event of any disaster.

Please refer to Page 98 for more details.

8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard:

There are no significant adverse impacts to the environment, arising from the value chain.

9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts:

Tech Mahindra engages and assesses the key suppliers based on our annual market spend. We include both IT and non-IT procurements, which is more than 80% of total supplier expenditure. We have assessed 142 key suppliers till now on their environmental impacts.

PRINCIPLE 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations:

Tech Mahindra is affiliated with many trade and industry chambers/associations to ensure a collaborative environment that helps us to access knowledge, build a network, improve our reputation, advertise, educate, market, and lobby the government for policy changes that helps business and the society.

b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to:

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	ASSOCHAM	National
2	FICCI	National
3	Confederation of Indian Industry	National
4	NASSCOM	National
5	Software Technology Parks of India	National
6	National HRD Network	National
7	All India Management Association	National
8	Society for Cyberabad Security Council	State
9	Hinjewadi Industries Association	State
10	Bombay Chamber of Commerce & Industry	State

We are also part of international forums and trade associations like GSMA (Global System for Mobile Communications) World Economic Forum, The UK India Business Council and UNGC amongst others.

2. Provide details of corrective action taken or underway on any issues related to anti- competitive conduct by the entity, based on adverse orders from regulatory authorities:

There are no orders from regulatory authorities on any issues of anti-competitive conduct.

Leadership Indicators

Details of public policy positions advocated by the entity:

At Tech Mahindra, our utmost priority is creating value for all TechM ecosystem members – our customers, partners, investors, and associates. We do this by setting key objectives across business, technologies, and sustainability in various geographies, even as we focus on people and the planet alike. We achieve these objectives in myriad ways, including forging and maintaining purposeful, symbiotic partnerships with our stakeholders, including industry associations, fellow organizations, government representatives, and more.

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year:

Tech Mahindra Foundation has been getting Impact Assessment done for most of its projects even before it became a part of the government directive. The link to the impact assessment done by TMF so far is available here <https://techmahindrafoundation.org/reports/>

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:

Rehabilitation and Resettlement is not a focus area for Tech Mahindra Foundation. We work in the areas of education and vocational training and are geared towards improving the quality of education of children and increasing the chances of economic independence through vocational training of the youth.

<https://techmahindrafoundation.org/>

3. Describe the mechanisms to receive and redress grievances of the community:

All grievances and complaints can be reported independently to the office of the Corporate Ombudsman either by sending an e-mail to CORPORATEOMBUDSMAN@techmahindra.com or verbally on telephone no. 0120-488-4450. The details are explained in the publicly available policy https://insights.techmahindra.com/investors/WhistleBlower_Policy.pdf

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 22-23	FY 21-22
Directly sourced from MSMEs/ small producers	1.50%	0.64%
Sourced directly from within the district and neighbouring districts	79.17%	91%

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

There were no negative social impacts identified in the Social Impact Assessments undertaken in the current financial year.

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

Not applicable

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)

(b) From which marginalized /vulnerable groups do you procure?

(c) What percentage of total procurement (by value) does it constitute?

Tech Mahindra being an IT service provider, our major procurement is for IT-related goods and services which are sourced through large multinational OEMs directly or through distributors. However, it is the endeavor of Tech Mahindra to procure locally, sustainably and from marginalized /vulnerable suppliers for requirements in any other areas. We prefer local suppliers of goods and services to help create economic opportunities in the communities in which we operate.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

Not Applicable

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved:

Not Applicable

6. Details of beneficiaries of CSR Projects:

TMF works with organizations that ensure education and economical upliftment of youth from underprivileged backgrounds. The Foundation has set yearly targets to reach out to increasing number of direct and indirect beneficiaries over a 5-year period.

Please refer to Page 184 for details on TMF beneficiaries for all our projects and visit the TMF website at <https://techmahindrafoundation.org/>

PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback:

Our customer-centric culture spans the organization ensuring better services, experience, and better value for money for our customers. Customer escalations and complaints are treated with utmost importance in the organization. The Customer Centricity Office tracks all critical customer escalations and expedites necessary actions to close these complaints quickly. Our Chief Customer Officer proactively manages all customer escalations and his contact details are updated on the external Tech Mahindra website <https://www.techmahindra.com/en-in/customer-centricity/> for easy access and connection with all our customers.

Please find more details on Page 191

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about Environmental and social parameters relevant to the product, Safe and responsible usage, Recycling and/or safe disposal:

Tech Mahindra is not a product company but provides digital transformation, consulting and business reengineering services and solutions. But we ensure safe and responsible usage of our materials and the recycling and/or disposal of our waste- electronic and otherwise. Tech Mahindra also works with Customers on services that help advance their technology transformation roadmap using tools, framework and safe and recycled materials.

3. Number of consumer complaints in respect of the following:

	FY (2022-23)		Remark	FY (2021-22)		Remark
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	1	1	Investigation is ongoing	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive Trade Practices	0	0	NA	0	0	NA
Unfair Trade Practices	0	0	NA	0	0	NA
Other	0	0	NA	0	0	NA

4. Details of instances of product recalls on account of safety issues:

Not Applicable, as Tech Mahindra is not a product company.

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? If available, provide a web-link of the policy:

TechM has well defined cyber security framework and policy to govern and manage risks related to data privacy. Extracts of Data Privacy and Protection Policy can be viewed at: <https://insights.techmahindra.com/investors/high-level-customer-centric-extracts-from-data-privacy-and-protection-policy.pdf>

Please refer to page 92 for more details on cybersecurity.

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services:

There were no corrective actions taken or underway on any of the above issues.

Leadership Indicators**1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available):**

All pertinent information on our services can be accessed at <https://www.techmahindra.com/>

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services:

Not Applicable, Tech Mahindra delivers IT services and is not a product company.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services:

Tech Mahindra has business continuity management framework and policy designed and documented which is aligned to meet the requirements as per ISO 22301:2019 standards. As per the framework, we have structured the communication at various levels which includes: 1. Internal communication, 2. Customer communication, 3. Associate communication, 4. Event notification, 5. Crisis communication, 6. External communication through Media and social media.

Seamless and satisfactory resolution of customer downtime in accordance with SLAs during the pandemic has demonstrated our robust disaster recovery and business continuity processes. We have Internal Processes, Disaster Recovery and Business Continuity and Security Policies that helped us to resume services at customers' acceptable service levels.

4. Does the entity display product information on the product over and above what is mandated as per local laws?

Tech Mahindra is not a product-based company.

Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity or the entity as a whole?

Yes, our customer-centric initiatives include meeting customers pro-actively to understand the pulse on the ground, monitoring customer concerns and measuring customer satisfaction. Program C-Sat (Customer Satisfaction Survey) is conducted every three months and CaPS (Customer As promoters Score) is conducted every year to take customer feedback.

5. Provide information relating to data breaches:

a. Number of instances of data breaches along-with impact.

Tech Mahindra has had no substantiated instances of data breaches in the past 5 years.

b. Percentage of data breaches involving personally identifiable information of customers.

0%