

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

(Business Responsibility and Sustainability Reporting (BRSR) is the practice of companies disclosing information about their environmental, social, and governance (ESG) performance. It goes beyond financial reporting to provide stakeholders with a comprehensive view of a company's non-financial impacts and contributions to sustainable development. BRSR covers topics such as environmental impact, social responsibility, and governance practices, aiming to promote transparency and accountability.)

SECTION A: GENERAL DISCLOSURES
I. Details of the listed entity

Sr. No.	Particulars	FY 2024-2025
1	Corporate Identity Number (CIN) of the Listed Entity	L67120MH1993PLC074411
2	Name of the Listed Entity	3i Infotech Limited
3	Year of incorporation	October 11, 1993
4	Registered office address	Tower # 5, International Infotech Park, Vashi Station Complex, Vashi, Navi Mumbai- 400703
5	Corporate address	Tower 2, 6th Floor, E Wing, Seawoods Grand Central, Next to Seawoods Darave Railway Station, Nerul Node, Seawoods Darave, Navi Mumbai- 400706
6	E-mail	investors@3i-infotech.com
7	Telephone	91-22-7178 9600/ 91-22-7123 8000
8	Website	www.3i-infotech.com
9	Financial year for which reporting is being done	April 01, 2024 to March 31, 2025
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited (NSE), BSE Limited
11	Paid-up Capital	₹ 1,69,62,72,420/-
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mrs. Varika Rastogi, Company Secretary and Compliance Officer Ph: +91-22-7178-9600/ 91-22-7123 8000 Email ID: compliance@3i-infotech.com
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	Standalone basis
14	Name of assurance provider	Not Applicable
15	Type of assurance obtained	Not Applicable

II. Products/services
16. 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 and communication	Computer programming, consultancy and related activities	100%

17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

Sr. No.	Product/Service	NIC Code	% of total Turnover Contributed
1	Application Automation Analytics	62011	40%
2	Business Process Services	63999	7%
3	Infrastructure Management Services	62013	35%
4	Other Information Service Activities	63999	18%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	0	7	7
International*	0	1**	1

* 4 International locations are represented by subsidiaries of 3i Infotech Limited.

**The Company has physical presence in Sharjah UAE, through its branch.

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	5
International (No. of Countries)	0

Note :

National: The Company operates across five states in India through its offices and website.

International: The Company has a operational presence in five countries through its subsidiaries.

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

23%

c. A brief on types of customers

We serve a broad spectrum of customers from diverse industries and demographics worldwide. Our clientele spans across multiple sectors, including BFSI, manufacturing, IT, pharmaceuticals, government, and others.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1	Permanent (D)	1,389	1,114	80.20%	275	19.80%
2	Other than Permanent (E)	76	52	68.72%	24	31.58%
3	Total employees (D + E)	1,465	1,166	79.59%	299	20.41%
WORKERS*						
4	Permanent (F)	Not Applicable				
5	Other than Permanent (G)	Not Applicable				
6	Total workers (F + G)	Not Applicable				

b. Differently abled Employees and workers:

Sr. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1	Permanent (D)	0	0	-	0	-
2	Other than Permanent (E)	0	0	-	0	-
3	Total differently abled employees (D + E)	0	0	-	0	-

Sr. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED WORKERS*						
4	Permanent (F)					Not Applicable
5	Other than Permanent (E)					
6	Total differently abled workers (F + G)					

*The Company does not have any staff in 'Workers' category.

21. Participation/Inclusion/Representation of women

Particular	Total	No. and percentage of Females	
	(A)	No. (B)	% (B / A)
Board of Directors	6	1	16.67%
Key Management Personnel	4	1	25.00%

The Board of Directors at their meeting held on March 20, 2025, have appointed Mr. Ambarish Dasgupta as Director (designated as Non-Executive Director) of the Company with effect from March 21, 2025, in place of Mrs. Zohra Chatterji who ceased to be an Independent Director of the Company, effective from March 23, 2025.

22. Turnover rate for permanent employees and workers

Particular	FY 2024-25			FY 2023-24			FY 2022-23		
	(Turnover rate in current FY)			(Turnover rate in previous FY)			(Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees*	35.24%	42.11%	36.71%	37.50%	52.87%	41.23%	46.96%	65.90%	51.94%
Permanent Workers**	NA	NA	NA	NA	NA	NA	NA	NA	NA

*To calculate the turnover, we have considered both permanent and other than permanent employees.

**The Company does not have any staff in 'Workers' category.

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

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

Sr. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business responsibility initiatives of the listed entity? (Yes/No)
Foreign Subsidiaries				
1	3i Infotech Holdings Private Limited	Subsidiary	100%	No
2	3i Infotech Asia Pacific Pte Limited	Subsidiary	100%	No
3	3i Infotech Saudi Arabia LLC	Subsidiary	100%	No
4	3i Infotech (UK) Limited	Subsidiary	100%	No
5	NuRe Infotech Solutions Pte. Limited	Subsidiary	100%	No
6	3i Infotech Inc.	Step Down Subsidiary	100%	No
7	3i Infotech (Middle East) FZ LLC	Step Down Subsidiary	100%	No
8	3i Infotech Software Solutions LLC	Step Down Subsidiary	100%	No
9	3i Infotech (Thailand) Limited	Step Down Subsidiary	100%	No
10	3i Infotech SDN BHD	Step Down Subsidiary	100%	No
11	NuRe Digital SDN BHD	Step Down Subsidiary	100%	No

Sr. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business responsibility initiatives of the listed entity? (Yes/No)
12	3i Infotech (Western Europe) Holdings Limited	Step Down Subsidiary (Dissolved w.e.f. April 01, 2025)	100%	No
13	3i Infotech (Cyprus) Limited (formerly known as Black-Barret Holdings Limited)	Step Down Subsidiary	100%	No
14	3i Infotech (South Africa) (Pty) Limited	Step Down Subsidiary	100%	No
15	3i Infotech (Canada) Inc.	Step Down Subsidiary	100%	No
16	3i Infotech Nigeria Limited	Step Down Subsidiary	100%	No
17	3i Infotech Netherlands B.V	Step Down Subsidiary	100%	No
18	NuRe Edge Tech Inc	Step Down Subsidiary (Dissolved w.e.f. December 18, 2024)	100%	No
19	3i Infotech (Western Europe) Group Limited	Step Down Subsidiary (Dissolved w.e.f. April 01, 2025)	100%	No
20	Rhyme Systems Limited	Step Down Subsidiary (Dissolved w.e.f. April 01, 2025)	100%	No
21	3i Infotech (Africa) Limited	Step Down Subsidiary	100%	No
22	Process Central Limited	Joint Venture	47.50%	No
Indian Subsidiaries				
1	3i Infotech Consultancy Services Limited	Subsidiary	100%	No
2	3i Infotech Digital BPS Limited (formerly known as 3i Infotech BPO Limited)	Subsidiary	100%	No
3	NuRe EdgeTech Private Limited	Subsidiary	100%	No
4	NuRe FutureTech Private Limited	Subsidiary	100%	No
5	NuRe CampusLabs Private Limited	Subsidiary	100%	No
6	NuRe MediaTech Limited	Subsidiary	51%	No
7	NuRe Bharat Network Limited	Step Down Subsidiary	51%	No
8	Versares Digital Technology Services Private Limited	Step Down Subsidiary	100%	No
9	Professional Access Software Development Private Limited	Step Down Subsidiary	100%	No

VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)

No

a.	Turnover (in ₹)	3,64,61,55,645/-
b.	Net worth (in ₹)	47,63,85,728/-

VII. Transparency and Disclosures Compliances

25. 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) *	FY 2024-25			FY 2023-24		
		Current Financial Year			Previous Financial Year		
		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	Nil	0	0	Nil
Investors (other than shareholders)	Yes	0	0	Nil	0	0	Nil
Shareholders	Yes	3	0	Nil	9	0	Nil
Employees and workers	Yes	2	0	Nil	3	0	Nil
Customers	Yes	0	0	Nil	1	0	Nil
Value Chain Partners	Yes	0	0	Nil	0	0	Nil

* Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)

Stakeholder group from whom complaint is received	Web Link for Grievance Policy
Communities	Not available
Investors (other than shareholders)	https://www.3i-infotech.com/investors/
Shareholders	https://www.3i-infotech.com/investors/
Employees and workers	Available on the Internal Knowledge Management Portal of the Company
Customers	https://www.3i-infotech.com/grievance-redressal/
Value Chain Partners	Not available

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

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along with its financial implications, as per the following format

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Strategic and Business Decision	R	This risk arises from poor decision-making, misaligned investments, and inefficient resource allocation, which can negatively affect the Company's long-term success and sustainability. Additionally, delays, insufficient team capabilities, and inadequate oversight can lead to increased costs and errors in project execution.	<p>Ensured timely approval and alignment of the annual strategic plan with the Board, followed by the creation of a detailed execution plan with clear milestones and timelines.</p> <p>Regular monitoring through monthly reviews, along with a robust reporting mechanism, will track performance and enable swift corrective actions.</p> <p>Additionally, ongoing assessment of industry trends and competitor activities will inform necessary adjustments to strategies, while ensuring the organisational structure and processes are optimised to support the achievement of strategic goals.</p>	Negative

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Competition and Market Saturation	R	Intense competition and market saturation pose major challenges, driving pricing pressure, reduced market share, and limited growth opportunities. With most customers already served, companies must constantly innovate or enter new markets to stay competitive and profitable.	<p>To enhance competitiveness have strengthen brand positioning with distinct messaging and continuously monitor market trends and competitor activities.</p> <p>Leverage insights from new hires, benchmark emerging technologies with the I-Tech team, and use a centralised platform supported by advanced analytical tools to collect and analyse intelligence effectively.</p>	Negative
3	Intellectual Property Infringement	R	Inadequate protection or infringement of intellectual property rights can lead to legal disputes, financial losses, and damage to the Company's competitive advantage and reputation.	3i Infotech has established procedures to manage intellectual property effectively, including employee training and ongoing evaluations to ensure compliance.	Negative
4	Regulatory Compliance	R	Non-compliance with new legislation in certain jurisdictions can lead to penalties, damage to one's reputation, and potential criminal consequences.	<p>By implementing a comprehensive monitoring system, 3i Infotech can enable efficient global compliance oversight.</p> <p>Moreover, by engaging external consulting firms, the Company can ensure the continual updating of Compliance Obligation Registers with the latest regulations.</p>	Negative
5	Third-Party Risk	R	Inadequate management of third-party risks can result in service disruptions, data breaches, and potential legal and financial liabilities for the Company.	<p>3i Infotech conducts due diligence on third-party vendors and has established contingency plans to manage disruptions.</p> <p>Clear SLA is defined to outline performance expectations and security standards. Regular audits and performance assessments are carried out to manage such risks.</p>	Negative
6	Key Management Personnel (KMP) and Senior Management Risk	R	The sudden exit of key management personnel without a ready successor can disrupt leadership, hinder decision-making, and weaken stakeholder confidence. This risk is amplified by SEBI's LODR mandate to fill such roles within three months, with non-compliance leading to penalties and reputational damage. Additionally, a KMP lacking a strong supporting team can further stall operations, worsen inefficiencies, and impact long-term organisational stability.	<p>A structured succession plan supported by a centralised talent repository is created to ensure timely filling of critical roles.</p> <p>Focused on retaining key talent through engagement and growth initiatives, while developing replacement plans and role benchmarks to maintain leadership continuity.</p>	Negative

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
7	Human Resource Management	R	Challenges in hiring top talent, poor lifecycle management, high employee turnover, and skill gaps, which can lead to vacancies, decreased productivity, increased costs, project delays, and reduced organisational agility, hindering growth and competitiveness.	<p>Hiring channels have been strengthened through strategic subscriptions to premium job portals and talent platforms.</p> <p>Referral programmes and internal job postings have been enhanced, while compensation has been aligned with market benchmarks to retain top talent.</p> <p>Investments in platforms like Coursera and Udemy have supported upskilling, with structured learning plans addressing individual development needs.</p> <p>The ESOP policy has been revamped to reward high performers, and leadership development has been prioritised.</p> <p>Proactive hiring efforts include building strong talent pipelines and reviving the Management Trainee programme.</p>	Negative
8	Cyber Security	R	Improper access controls, non-standardised security protocols, and unsecured mobile communication platforms increase cybersecurity risks, leading to potential data breaches, regulatory non-compliance, and legal or reputational damage.	VAPT testing is performed on software, with Role-Based Access Control, restricted Bluetooth and USB access, limited external mail access, no Wi-Fi access on company cell phones, and email flows monitored through a security gateway.	Negative
9	Data Privacy	R	Data privacy risks arises from unauthorised access to sensitive information due to weak security, data breaches, or mishandling, and are heightened when third-party vendors lack proper protocols, potentially leading to legal penalties and loss of client trust.	Security is enhanced through encryption, multi-factor authentication, and secure storage, while ensuring vendor compliance, upgrading servers for data integrity, implementing a privacy policy, training employees, and adhering to legal regulation.	Negative
10	Country	R	Country risk involves potential financial losses due to political, economic, or social instability, impacting businesses with international operations. It includes threats like asset expropriation, trade restrictions, or currency devaluation, which can disrupt markets and erode investor confidence. For IT companies, outsourcing to foreign countries adds exposure to such risks, especially amid policy changes or economic uncertainty in the host nation.	<p>Expert consultants have been assigned in each country to manage local compliance.</p> <p>Regular assessment is done with respect to business practices and investments have been diversified across multiple markets.</p>	Negative

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
11	Financial Risk	R	Poor financial risk management can result in unexpected losses, cashflow problems, and, in severe cases, insolvency or bankruptcy of the Company.	The Company employs financial risk management strategies, including budget controls, cost monitoring, and periodic financial reviews to mitigate potential financial risks.	Negative
12	Diversity	O	The organisation is dedicated to fostering an inclusive workplace culture, ensuring that all underrepresented communities have equitable access to upskilling opportunities and empower individuals from diverse backgrounds to create a more robust workforce.	NA	Positive
13	Responsible AI	O	As automation and artificial intelligence continue to advance, the transformation of existing technologies and services becomes increasingly inevitable. In this dynamic landscape, staying ahead of the curve is essential for sustained relevance.	NA	Positive
14	Community development	O	Community development eradicates illiteracy, including IT illiteracy, through education, empowering rural populations with essential skills and economic opportunities. Health education and healthcare provision improve well-being and productivity. Assisting the less fortunate promotes inclusivity and social cohesion, fostering a more equitable and prosperous community	NA	Positive
15	Corporate Governance & Business Ethics	O	Having strong governance is crucial as it can impact a Company's reputation, decision-making processes, risk management, and long-term sustainability. It helps create a culture of integrity, transparency, and accountability	NA	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Sr. No	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Policy and management processes									
	a Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. em(Yes/No/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b Has the policy been approved by the Board? (Yes/No/NA)	Yes	No	No	Yes	Yes	Yes	No	Yes	No
	c Web Link of the Policies, if available	https://www.3i-infotech.com/investors/								
2	Whether the entity has translated the policy into procedures. (Yes / No/ NA)	Yes	No	Yes	Yes	Yes	Yes	No	Yes	Yes
3	Do the enlisted policies extend to your value chain partners? (Yes/No/NA)	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Sr. No	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
4	Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle. ISO9001:2015		ISO 9001: 2015, ISO 20000: 2018, ISO 27001: 2013, CMMi level 5							ISO 9001: 2015, ISO 20000: 2018, ISO 27001: 2013, CMMi level 5
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>Although we do not have mandated targets or commitments for all policies, we have established procedures to effectively track key parameters, which include:</p> <ul style="list-style-type: none"> • Customer Net Promoter Score (NPS) • Shareholder complaints • Employee satisfaction surveys • Resource consumption such as: <ul style="list-style-type: none"> o Water o Paper o Electricity 								
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Not Applicable								

Notes:

1. All policies are framed as per applicable law and as per industry standards. While there may not be formal consultation with all stakeholders, the relevant policies have evolved over a period of time by taking inputs from concerned internal stakeholders.
2. Wherever applicable, policy conforms to relevant national/international standards. All policies are framed based on applicable laws, business needs and industry practices / standards.
3. Policies are approved by respective functional heads. Wherever mandated by the applicable laws, rules and regulations, the policy has been approved by the Board and/or CEO.
4. The implementation of the policies is overseen by Board / Committee / Director/ official wherever mandated by the applicable laws, rules and regulations in force. Implementation of policies is carried out by respective functional heads and is reviewed by the Management.
5. All 3i Infotech policies are uploaded on the Internal Knowledge Management Portal of the Company for the information of and implementation by the internal stakeholders / employees. Access of the same is available to all its employees. Wherever applicable, policies have been formally uploaded on the Company website and/or communicated to all relevant stakeholders.
6. The Company's Internal Audit function is responsible for periodically reviewing the policies.
7. The Company does not have separate policy for advocacy.
8. The Company does not have a separate policy for environment protection. However, this principle is one of the thrust areas in the Corporate Social Responsibility (CSR) policy of the Company.
9. The Company has formulated a CSR policy in compliance with Section 135 of the Companies Act, 2013 read with the Companies (Corporate Social Responsibility Policy) Rules, 2014 ("CSR Rules") and has also constituted a CSR Committee to ensure that implementation and monitoring of the CSR policy is in compliance with CSR objectives and policy of the Company. However, due to accumulated losses from past years, the Company has not been able to spend any amount on CSR activities.
10. At 3i Infotech, we constantly strive to provide best services to our clients. We are committed to have an effective service management system by means of timely and quality deliveries. We always strive for continual improvement by following process-based approach in our business operations. 3i Infotech has received ISO 9001:2015, ISO 20000:2018, ISO 27001:2013; CMMI level 5.

These certifications are an emblem of our capabilities to provide quality services that satisfy our customers.

Governance, leadership and oversight

- 7 Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)

In line with our commitment to responsible and sustainable business practices, we have further intensified our focus on key ESG issues this year, which were identified through collaboration with our stakeholders. Our highly qualified and diverse Board, in conjunction with the ESG Executive Forum, continues to oversee and guide our ongoing ESG efforts. We have strengthened our Comprehensive Code of Conduct and Business Ethics, cultivated a robust risk culture, and advanced our digital transformation initiatives. Furthermore, we have launched innovative products, significantly increased our investments in cybersecurity and information security, and introduced enhanced employee welfare policies. We are also diligently monitoring our resource consumption and have set ambitious targets for reducing electricity, fuel, and paper usage, along with implementing other sustainable practices.

- 8 **Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).**

Mr. Raj Ahuja, Acting Group Chief Executive Officer

- 9 **Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No/ NA).**

Yes

If Yes please provide details

The Board of Directors of the Company had designated Mr. Raj Ahuja, Acting Group Chief Executive Officer, as the person responsible for BRS Report and implementation and oversight of the Business Responsibility policy at its meeting held on August 14, 2024.

- 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								
		P1	P2	P3	P4	P5	P6	P7	P8	P9
a.	Performance against above policies and follow up action	Board of Directors								
c.	Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	Board of Directors								

Subject for Review		Frequency (Annually / Half yearly /Quarterly/ Any other-please specify)								
		P1	P2	P3	P4	P5	P6	P7	P8	P9
a.	Performance against above policies and follow up action	Quarterly								
b.	Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	Quarterly								

Subject for Review		Frequency (Annually / Half yearly /Quarterly/ Any other-please specify)								
		P1	P2	P3	P4	P5	P6	P7	P8	P9
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.	No	Yes	No	No	No	No	No	No	Yes
			BSI Certification							Intertek Certification Limited

12	If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:	P1	P2	P3	P4	P5	P6	P7	P8	P9
	The entity does not consider the Principles material to its business (Yes/No)									
	The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)					NA				
	The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
	It is planned to be done in the next financial year (Yes/No)									
	Any other reason (please specify)					NA				

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.

(This principle focuses on the importance of ethical conduct and transparency in business operations. Companies should follow ethical business practices and adhere to high standards of integrity. They should also be transparent about their activities, operations, and financial reporting, as well as be accountable for their actions)

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	1	Sustainable Growth Model in the interest of all stakeholders	100%
Key Managerial Personnel	1	Business, strategy, risk, update of laws, Principles of Corporate Governance	100%
Employees other than BOD and KMPs	21	Business Etiquette, Essential Skills - Communication, Problem Solving, Team Building, Decision Making, Emotional Intelligence and other managerial skills.	76.14%
Workers	NA		

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

Monetary					
Particular	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR) (For Monetary Cases only)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	-	-	-	-	-
Settlement	-	-	-	-	-
Compounding fee	-	-	-	-	-
Non-Monetary					
Particular	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment	-	-	-	-	-
Punishment	-	-	-	-	-

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.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not Applicable	

4. Does the entity have anti-corruption or anti-bribery policy? (Yes/ No)

Yes

If Yes, provide details in brief

The Company's reputation for honesty, integrity, and ethical conduct is fundamental to its financial performance and to fostering a positive and trustworthy work environment. Compliance with applicable anti-corruption legislation such as the U.S. Foreign Corrupt Practices Act (FCPA), the UK Bribery Act 2010, and the Indian Prevention of Corruption Act, 1988 (PCA) is essential. These laws are binding on the Company, its employees, and any third party agents.

If Yes, Provide a web link to the policy, if available -Web link anti-corruption or anti bribery policy is place

The Company's Anti-Corruption and Anti-Bribery Policy is accessible through the Internal Knowledge Management Portal.

5. Number of Directors/ KMPs/ employees/ workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

Particular	FY 2024-25	FY 2023-24
Directors	0	0
KMPs	0	0
Employees	1	0
Workers	NA	NA

6. Details of complaints with regard to conflict of interest:

Case Details	FY 2024-25		FY 2023-24	
	Number	Remark	Number	Remark
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	-	0	-

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

8. Number of days of accounts payables in the following format:

Particular	FY 2024-25	FY 2023-24
Number of days of accounts payables	207	56

*The Company has revised its calculation methodology to better align with the best practices, including Industry Standards guidelines, resulting in an updated figure for the previous financial year.

Link to the Industry Standards:

<https://nsearchives.nseindia.com/web/sites/default/files/inline-files/Industry%20Standards%20Note%20on%20BRSR%20with%20Annexure.pdf>

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0%	0%
	b. Number of trading houses where purchases are made from	-	-
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	0%	0%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	0%	0%
	b. Number of dealers / distributors to whom sales are made	-	-
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	0%	0%
Share of RPTs in*	a. Purchases (Purchases with related parties / Total Purchases)	55.30%	19.21%
	b. Sales (Sales to related parties / Total Sales)	32.60%	33.47%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	100%	100%
	d. Investments (Investment made in related parties/ Total Investments made)	99.85%	99.85%

*The Company has revised its calculation methodology to better align with the best practices, including Industry Standards guidelines, resulting in an updated figure for the previous financial year.

Link to the Industry Standards: <https://nsearchives.nseindia.com/web/sites/default/files/inline-files/Industry%20Standards%20Note%20on%20BRSR%20with%20Annexure.pdf>

Leadership Indicators

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/ No)

Yes

If Yes, provide details of the same.

The Company maintains a Code of Conduct for its Board of Directors and Senior Management, outlining clear guidelines for identifying, avoiding, and disclosing any conflicts of interest. On an annual basis, both the Board and Senior Management are required to disclose their interests in external entities. Additionally, the Company ensures that all required legal approvals are obtained before engaging in any transactions with such entities. The full Code of Conduct is available at:

<https://3i-infotech.com/investors/#tab-corporate-governance-470>

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

(This principle highlights the importance of sustainable and safe production practices. Companies should strive to minimise the environmental impact of their activities and ensure that their products and services are safe for consumers and the environment.)

Essential Indicator

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.

Sr. No.	Particular	FY 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
1	R&D	0%	0%	-
2	Capex	0%	0%	-

2 a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

No

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

0%

*While we do not have dedicated procedures for sustainable sourcing, our standard supplier selection process does take sustainability-related factors into account.

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)	NA
(b)	E-waste	NA
(c)	Hazardous waste	NA
(d)	other waste	NA

*Since the Company is not in the product manufacturing segment, product reclaim is not applicable.

4. a Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No)*

No

b If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards?

Not Applicable

c If not, provide steps taken to address the same

Not Applicable

*While our firm was rebranded in 2021, we have a legacy spanning over 30 years. As our operations do not involve the manufacturing or handling of products subject to Extended Producer Responsibility (EPR) regulations, EPR does not currently apply to us. However, we continue to uphold our commitment to regulatory compliance and sustainable business practices.

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? (Yes/No)

Not Applicable

If yes, provide details in the following format?

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.
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Not Applicable

*3i Infotech Ltd operates under a service-based model, with no engagement in manufacturing or the production of physical products. Therefore, Life Cycle Assessment (LCA) is not applicable to our services and has not been conducted.

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.

Sr. No.	Name of Product/Service	Description of the risk/concern	Action Taken
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Not Applicable

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Sr. No.	Indicate input material	Recycled or re-used input material to total material (In % to Total Material considering the Value)	
		FY 2024-25	FY 2023-24

While our firm was rebranded in 2021, we have a legacy spanning over 30 years. As our operations do not involve the manufacturing or handling of products subject to Extended Producer Responsibility (EPR) regulations, EPR does not currently apply to us. However, we continue to uphold our commitment to regulatory compliance and sustainable business practices.

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

Sr. No.	Particular	FY 2024-2025			FY 2023-2024		
		Re-Used (In MT)	Recycled (In MT)	Safely Disposed (In MT)	Re-Used (In MT)	Recycled (In MT)	Safely Disposed (In MT)
1	Plastics (including packaging)	As our operations do not involve the production or distribution of physical goods, the reuse of products and packaging materials is not relevant to our business. However, we remain committed to sustainable principles and environmentally responsible practices.					
2	E waste						
3	Hazardous waste						
4	Other waste						

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Sr. No.	Indicate product category	Reclaimed products and their packaging materials (as % of total products sold in respective category)

As our operations do not involve the sale of physical products that necessitate post-consumer collection or reclamation, product reclaim obligations are not applicable to our business model at this time. However, we remain fully committed to upholding responsible and sustainable operational practices.

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

(This principle emphasises the importance of employee well-being. Companies should provide safe and healthy working conditions, fair wages, and opportunities for career development to all employees in their value chains, including suppliers, contractors, and temporary workers.)

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	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	1,114	1,114	100%	1,114	100%	-	-	1,114	100%	0	0
Female	275	275	100%	275	100%	275	100%	-	-	0	0
Total	1,389	1,389	100%	1,389	100%	275	100%	1,114	100%	0	0
Other than permanent employees											
Male	52	43	82.69%	52	100%	-	-	0	0	0	0
Female	24	21	87.50%	24	100%	0	0	-	-	0	0
Total	76	64	84.21%	76	100%	0	0	0	0	0	0

1 b. Details of measures for the well-being of workers:

Category	% of employees covered by										
	Total (A)	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	Not Applicable										
Female											
Total											
Other than permanent employees											
Male	Not Applicable										
Female											
Total											

The Company does not have any staff in 'Workers' category.

1. c. **Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format**

	FY 2024-25	FY 2023-24
Cost incurred on well- being measures as a % of total revenue of the Company*	0.76%	1.00%

*The Company has revised its calculation methodology to better align with best practices, including Industry Standards guidelines, resulting in an updated figure for the previous financial year.

Link to the Industry Standards: <https://nsearchives.nseindia.com/web/sites/default/files/inline-files/Industry%20Standards%20Note%20on%20BRSR%20with%20Annexure.pdf>

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

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Yes	100%	NA	Yes
Gratuity	100%	NA	Yes	100%	NA	Yes
ESI	5.83%	NA	Yes	4.06%	NA	Yes

3. **Accessibility of workplaces**

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

No

If not, whether any steps are being taken by the entity in this regard.

Our head office is equipped with ramps and lift facilities to ensure accessibility for differently-abled employees and workers. We are actively working on extending these accessibility features to all other locations to foster an inclusive environment throughout the organisation. Additionally, we are making gradual progress in providing wheelchairs and stretchers at locations where they are not yet available. The Company is also committed to offering appropriate infrastructure, where feasible, to enable differently-abled employees to access common facilities, including physical spaces, information, and communication technologies, without any difficulty.

4. **Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016?**

Yes

The policy applies to all employees of 3i Infotech Limited and its subsidiaries, promoting inclusivity and equal opportunity. It is available on the Company's Internal Knowledge Management Portal.

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	100%	61%	NA	NA
Female	75%	72%	NA	NA
Total	90%	65%	NA	NA

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

Category	Yes/No	If Yes, then give details of the mechanism in brief
Permanent Workers	No	-
Other than Permanent Workers	No	-

Category	Yes/No	If Yes, then give details of the mechanism in brief
Permanent Employees	Yes	1. Employee to report the concern to the Grievance committee SPOC allocated for their respective location. (Grievance member SPOC details shared in Policy document). 2. The committee will meet the required team regarding the complaint and will resolve the grievances. 3. The Grievance report will be created and shared with the complainants, HRBP and Senior Management.
Other than Permanent Employees	Yes	

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

Category	FY 2024-25			FY 2023-24		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C.)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent employees	1,389	0	0%	1,557	0	0%
Male	1,114	0	0%	1,227	0	0%
Female	275	0	0%	348	0	0%
Total Permanent Workers	Not Applicable					
Male						
Female						

8. Details of training given to employees and workers:

Category	FY 2024-25					FY 2023-24				
	Total (A)	On Health and Safety Measures		On Skill Upgradation		Total (D)	On Health and Safety Measures		On Skill Upgradation	
		Number (B)	% (B / A)	Number (C)	% (C / A)		Number (E)	% (E / D)	Number (F)	% (C / D)
Employees										
Male	1,114	731	65.62%	422	37.88%	1,227	180	14.67%	996	81.17%
Female	275	115	41.82%	116	42.18%	348	86	24.71%	245	70.40%
Total	1,389	846	60.91%	538	38.73%	1,575	266	16.89%	1,241	78.79%
Workers	Not Applicable									
Male										
Female										
Total										

Note - Disclosure is provided for both permanent employees.

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B / A)	Total (D)	No. (E)	% (E / D)
Employees						
Male	1,114	363	32.59%	1,227	511	41.65%
Female	275	118	42.91%	348	169	48.56%
Total	1,389	481	34.63%	1,575	680	43.17%
Workers	Not Applicable					
Male						
Female						
Total						

Note - Disclosure is provided for both permanent employees.

10. Health and safety management system

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No)

Yes

If Yes, the Coverage such systems?

The Company maintains first aid kits, conducts evacuation drills, provides training on the proper use of fire and safety equipment, and ensures the maintenance of workplace hygiene. Furthermore, regular inspections and periodic reviews are carried out to enhance and refine safety protocols.

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

No*

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks? (Yes/ No)

No*

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes

*Due to the nature of the business as an IT company, a formal system for identifying and recording work-related injuries has not been established.

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

Safety Incident/Number	Category*	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0
Total recordable work-related injuries	Employees	0	0
	Workers	0	0
No. of fatalities	Employees	0	0
	Workers	0	0
High-consequence work-related injury or ill health (excluding fatalities)	Employees	0	0
	Workers	0	0

*Including in the contract workforce

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

The Company consistently conducts fire drills and provides safety training to all employees. We always ensure the maintenance of workplace cleanliness and safety. A dedicated team is responsible for 24/7 electrical maintenance, supported by an annual maintenance contract, to ensure the safety and proper functioning of electrical systems. First aid kits are available across all locations, and emergency contact numbers are clearly displayed throughout office areas. In addition, routine housekeeping, regular pest control, and the upkeep of clean workstations and cafeterias are actively managed to maintain a safe and healthy work environment.

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

Particulars	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

14. Assessment for the year:

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

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.

No safety-related incidents, significant risks, or concerns have been reported following any assessments of health and safety practices and working conditions.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of

(A) Employees (Y/N)	Yes
(B) Workers (Y/N)	-

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

To ensure that statutory dues are properly deducted and deposited by our value chain partners, the Company reviews the relevant documents from contractors to confirm that all statutory obligations, such as Income Tax, ESIC, Provident Fund, Professional Tax, GST, and others, are accurately deducted and deposited within the stipulated timelines. This process guarantees that our value chain partners consistently remit the statutory dues to both employees and the appropriate authorities.

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

Particular	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
Employees	Not Applicable			
Workers				

4. Does the entity provide transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No/ NA)

Yes

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

(This principle highlights the importance of stakeholder engagement. Companies should consider the interests and perspectives of all stakeholders, including shareholders, employees, customers, suppliers, and the communities in which they operate. They should also be responsive to stakeholder concerns and feedback.)

Essential Indicators

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

Effective stakeholder management commences with the identification of both internal and external stakeholders. Internal stakeholders refer to individuals within the organisation or team with whom the Company maintains frequent interactions and greater accessibility, thereby exerting more influence. External stakeholders, conversely, are those outside the organisation with whom the Company maintains business relationships, though with relatively less direct control.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other- Please Specify)	Frequency of engagement (Annually, Half-yearly, Quarterly, others- Please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholder	No	Email, Newspaper, Website	Quarterly, Event Basis	Financial Results, Investor related information
Customers	No	Emails, In-person meetings, Customer portals	Monthly as needed	Handling product or service feedback, resolving problems, improving customer satisfaction, collecting improvement suggestions, and discussing new offerings.
Vendors	No	Email, Vendor Portals, Meetings	Quarterly	Ensuring delivery quality, adhering to the code of conduct, fulfilling the Company's environmental, social, and governance standards, and addressing compliance and regulatory requirements.
Employees	No	Email, Workshops, Training sessions	Monthly as needed	Employee satisfaction, professional growth, workplace concerns, input on policies and procedures, and training requirements.
Regulatory Bodies	No	Official Letters, Reports	Quarterly	Following relevant laws and regulations, fulfilling reporting obligations, complying with industry standards, managing legal issues, and accurately documenting activities.
Community	No	Social media	As needed	Corporate social responsibility, community growth, environmental sustainability, and job opportunities for the local population.

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.

The process for consultation between stakeholders and the Board on economic, environmental, and social topics begins with the development of a stakeholder engagement plan. This plan specifies the frequency of communication, the relevant individuals from both sides in each business segment, and the modes of engagement, such as questionnaires, interviews, periodic meetings, and mailers. It also outlines the decisions and approvals required from decision-makers.

Once consultations are delegated, feedback is compiled and presented to the Board, ensuring that regular and accurate interactions with stakeholders take place. This bi-directional communication includes collecting feedback, suggestions, and complaints, as well as providing updates on how their concerns are addressed. It is essential that stakeholders, regardless of race, gender, culture, or language, have an open channel to express their opinions.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No).

Yes

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.

The satisfaction and performance of stakeholders play a crucial role in the organisation's success, requiring continuous monitoring. Periodic assessments, through methods such as public surveys, audits, and evaluations, are vital. When necessary, corrective actions should be implemented to achieve desired outcomes or fulfil stakeholder expectations. Moreover, it is essential to provide stakeholders with updates on the status of commitments made to them.

PRINCIPLE 5 Businesses should respect and promote human rights.

(This principle focuses on the importance of human rights. Companies should respect and promote human rights, including the rights to freedom of expression, association, and privacy. They should also prevent and address human rights violations in their operations and value chains.)

Essential Indicators

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

Benefits	FY 2024-25			FY 2023-24		
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (C)	No. of employees/ workers covered (D)	% (D / C)
Employees						
Permanent	1,389	1,041	74.95%	1,575	891	56.57%
Other than permanent	76	76	100%	71	71	100%
Total Employees	1,465	1,117	76.25%	1,646	962	58.44%
Workers						
Permanent	Not Applicable					
Other than permanent						
Total Workers						

* The Company does not have any staff in the 'Workers' category.

2. Details of minimum wages paid to employees and workers

Category	FY 2024-25					FY 2023-24				
	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										
Male	1,114	2	0.18%	1,112	99.82%	1,227	7	0.57%	1,220	99.43%
Female	275	0	0%	275	100%	348	2	0.57%	346	99.43%
Total	1,389	2	0.14%	1,387	99.86%	1,575	9	0.57%	1,566	99.43%
Other than Permanent										
Male	Minimum wages act is not applicable to other than permanent employees									
Female										
Total										
Workers										
Permanent										
Male	Not Applicable									
Female										
Total										
Other than Permanent										
Male	Not Applicable									
Female										
Total										

*The Company does not have any staff in the 'worker' category.

3. Details of remuneration/salary/wages

a. Median remuneration / wages:

Particular	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BOD)	1	refer note i	0	-
Key Managerial Personnel*	4	68,90,315	1	56,59,311
Employees other than BOD and KMP	1,112	8,27,790	274	7,50,006
Workers	Not Applicable			

Note:

- i. Remuneration to be paid to Mr. Thompson Gnanam, Managing Director and Global CEO from April 1, 2024 to May 31, 2024, in accordance with the provisions of Section 197 and other applicable provisions of the Companies Act, 2013, is under consideration by the Nomination and Remuneration Committee of the Board of the Company. During FY 2024-25, Mr. Gnanam did not receive any remuneration or commission from the Company.
- ii. The remuneration of the Board of Directors (BOD) includes the remuneration paid to Executive Directors but excludes sitting fees paid to Non-Executive and Independent Directors are excluded, as they do not receive any remuneration.
- iii. Key Managerial Personnel (KMP) exclude Executive Directors.

*The remuneration of the former Managing Director, who ceased to hold office effective May 31, 2024, has been included in the calculation of the median remuneration. Accordingly, the number of male Key Managerial Personnel considered is four.

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

Particulars	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	17.99%	18.83%

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

* Employees have the option to approach the Grievance Redressal Committee or their respective Business HRs to address any grievances. Additionally, the Whistle Blower Policy is implemented to offer employees a secure and confidential avenue to report any unethical behaviour or violations, further strengthening our commitment to fostering an ethical and supportive workplace.

The Whistle Blower Policy can be accessed at the following link:

<https://www.3i-infotech.com/investors/#tab-corporate-governance-470>

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

Business HRs serve as the primary point of contact for addressing such concerns, in line with the Company's commitment to human rights and maintaining a safe, respectful work environment. The Company has established a process through which employees can reach out to their respective Business HRs via various communication channels, including verbal, telephonic, or email. This ensures that employees are able to raise concerns and receive timely resolution. The Company actively encourages all employees to utilise this grievance redressal mechanism, reinforcing its dedication to a safe and respectful workplace that upholds human rights standards. Furthermore, a Grievance Redressal Framework has been put in place, featuring a transparent helpdesk ticketing system and an escalation process to address grievances efficiently. Complaints can also be submitted through the whistle blower mechanism.

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

Particulars	FY 2024-25			FY 2023-24		
	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	0	0	-	0	0	-
Discrimination at workplace	0	0	-	0	0	-

Particulars	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Child Labour	0	0	-	0	0	-
Forced Labour / Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

Particulars	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0%	0%
Complaints on POSH upheld	0	0

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

In cases of discrimination and harassment, the complainant's identity is kept confidential to protect them from retaliation or further discrimination. Matters related to POSH and grievances are handled with strict confidentiality for both the complainant and any relevant witnesses. In these instances, it is ensured that the investigation of the complaint is carried out fairly and impartially, allowing the complainant the opportunity to present their case.

9. Do human rights requirements form part of your business agreements and contracts? (Yes/No/NA)* Yes

* Human rights requirements form a part of the Company's business agreements and contracts as and where relevant.

10. Assessments for the year:

Name of the Assessment	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	-

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

Not Applicable

Leadership Indicators

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

As part of our Human Resource Framework, the principles of Natural Justice have been incorporated into the employee lifecycle processes to ensure fair and transparent handling of grievances and complaints related to human rights.

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

In line with our Human Resource Framework, the principles of Natural Justice are institutionalised within the employee lifecycle processes, ensuring thorough due diligence in addressing human rights concerns throughout the organisation.

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? (Yes/No)

Yes

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

(This principle emphasises the importance of environmental stewardship. Companies should minimise their impact on the environment, conserve natural resources, and promote environmental sustainability. They should also take steps to restore and rehabilitate degraded ecosystems.)

Essential Indicators

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

Parameter	FY 2024-25 (in Giga Joules)	FY 2023-24 (in Giga Joules)
From renewable sources		
Total electricity consumption (A)	0	0
Total fuel consumption (B)	0	0
Energy consumption through other sources (C.)	0	0
Total energy consumed from renewable sources (A+B+C)	0	0
From non-renewable sources		
Total electricity consumption (D)	6,534.04	7270.90
Total fuel consumption (E)	138.35	154.80
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	6,672.39	7,425.70
Total energy consumed (A+B+C+D+E+F)	6,672.39	7,425.70
Energy intensity per rupee of turnover [Total energy consumed (in GJ) / Revenue from operations (in rupees)]	0.0000018300	0.0000020781
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) [Total energy consumed (in GJ)/ Revenue from operations in rupees adjusted for PPP]	0.0000378074	0.0000429337
Energy intensity in terms of physical output [Total energy consumed (in GJ) / <mention the physical output details>]	NA	NA
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?		No
If yes, name of the external agency.		-

Note:

The revenue from operations has been adjusted for Purchasing Power Parity (PPP) using the latest PPP conversion factor published by the International Monetary Fund (IMF) for India for the year 2025, which is 20.66

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? (Yes/No)

No

If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not Applicable

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

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	17,020.56	19,317.50
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	17,020.56	19,317.50
Total volume of water consumption (in kilolitres)	17,020.56	19,317.50
Water intensity per rupee of turnover [Total water consumption (in KL) / Revenue from operations (in rupees)]	0.0000046681	0.0000054061
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) [Total water consumption (in KL) / Revenue from operations in rupees adjusted for PPP]	0.0000964426	0.0001116894
Water intensity in terms of physical output [Total water consumption (in KL) / <mention the physical output details>]	NA	NA
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes/No)		No
If yes, name of the external agency.		-

Note:

- i. As per CGWA guidelines, the estimated water consumption for all offices is based on an assumption of 45 litres per person per day and is included in Third party water.

4. Provide the following details related to water discharged:

Parameter	FY 2024-25	FY 2023-24
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
No treatment	0	0
With treatment – please specify level of treatment	0	0
(ii) To Groundwater		
No treatment	0	0
With treatment – please specify level of treatment	0	0
(iii) To Seawater		
No treatment	0	0
With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties		
No treatment	17,020.56	19,317.50
With treatment – please specify level of treatment	0	0
(v) Others		
No treatment	0	0
With treatment – please specify level of treatment	0	0
Total water discharged (in kilolitres)	17,020.56	19,317.50
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)		No
If yes, name of the external agency.		-

Note:

Water consumption at office locations is discharged into community sewage.

5. Has the entity implemented a mechanism for Zero Liquid Discharge?

No

If yes, provide details of its coverage and implementation.

Not Applicable

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

Parameter	Please specify unit	FY 2024-25	FY 2023-24
NOx	-	NA	NA
SOx	-	NA	NA
Particulate matter (PM)	-	NA	NA
Persistent organic pollutants (POP)	-	NA	NA
Volatile organic compounds (VOC)	-	NA	NA
Hazardous air pollutants (HAP)	-	NA	NA
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)			No
If yes, name of the external agency.		-	

*Our operations do not have any continuous sources of air emissions. Diesel generator (DG) sets are used only during power outages, making emissions of pollutants (excluding greenhouse gases) insignificant.

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

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 1 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	768.05	569.99
Total Scope 2 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	1,319.51	1680.29

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 1 and Scope 2 emissions per rupee of turnover [Total Scope 1 and Scope 2 GHG emissions (in MTCO _{2e}) / Revenue from operations (in rupees)]		0.0000005725	0.0000006297
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) [Total Scope 1 and Scope 2 GHG emissions (in MTCO _{2e}) / Revenue from operations in rupees adjusted for PPP]		0.0000118286	0.0000130106
Total Scope 1 and Scope 2 emission intensity in terms of physical output [Total Scope 1 and Scope 2 GHG emissions (in MTCO _{2e}) / <mention the physical output details>		NA	NA
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)			No
If yes, name of the external agency.		-	

Note:

- Source of emission factors used - EPA's GHG Emission Factors Hub, CEA's CDM - CO₂ Baseline Database User Guide Version 20 has been used for the purpose of GHG Emissions calculations.
- The Company has built its capability to monitor and track environment data from FY 2024-25

8. Does the entity have any project related to reducing Green House Gas emission? (Yes/ No)

Yes

If Yes, then provide details.

The Company uses LED lighting, implements energy-saving measures, and encourages public transport to reduce greenhouse gas emissions.

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

Parameter	FY 2024-25	FY 2023-24
Total Waste generated (in metric tonnes)		
Plastic waste (A)	0	0
E-waste (B)	1.58	5
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	0	0
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	0	0
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	6	6
Total (A+B + C + D + E + F + G + H)	7.58	11
Waste intensity per rupee of turnover [Total waste generated (in MT) / Revenue from operations (in rupees)]	0.0000000021	0.0000000031
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) Total waste generated (in MT) / Revenue from operations in rupees adjusted for PPP	0.0000000430	0.0000000636
Waste intensity in terms of physical output Total waste generated (in MT) / <mention the physical output details>	NA	NA

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Category of waste	FY 2024-25	FY 2023-24
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0	0

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

Category of waste	FY 2024-25	FY 2023-24
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	7.58	11
Total	7.58	11
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)		No
If yes, name of the external agency.		-

10. 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.

After the retention period ends, a list of obsolete, unused, or non-functional assets is prepared and submitted for approval to the relevant business head and CFO. Once approved, quotes are obtained from scrap vendors, and a comparison is made. Final approval is taken from the CFO's office, after which an invoice is issued to the chosen vendor. Upon receiving payment or advance, a gate pass is created, and the assets are removed from the premises. Additionally, waste bins are checked daily to ensure proper waste management before handing over to municipal authorities.

11. 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:

Sr. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval/clearance are being complied with? (Y/N)	If no, the reasons thereof and corrective action taken, if any.
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The Company does not have any operation/entity in ecologically sensitive area.

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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Environmental Impact Assessment has not been conducted for any of the project

13. 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 (Y/N/NA).

Yes

If not, provide details of all such non-compliances, in the following format:

Specify the law/regulation/guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
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Not Applicable

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

(This principle highlights the importance of responsible advocacy. Companies should engage in policy advocacy in a responsible and transparent manner, and avoid engaging in activities that could undermine the public interest or the democratic process.)

Essential Indicators

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

3

- 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.

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National/ International)
1	BCCI - Bombay Chamber of Commerce & Industry	State
2	NASSCOM - National Association of Software and Service Companies	National
3	Electronics And Computer Software Export Promotion Council	National

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.

Name of authority	Brief of the case	Corrective action taken
No such adverse order has been received from any regulatory authority on issue related to anti-competitive conduct.		

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development.

(This principle emphasises the importance of promoting inclusive and equitable economic development. Companies should create economic opportunities for all, including disadvantaged and marginalised groups. They should also contribute to the development of local communities and support social and economic empowerment.)

Essential Indicators

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
In line with the Company's business model and operations, 3i did not undertake any new initiatives during FY 2024-25 that would have required a Social Impact Assessment (SIA). As such, no SIA was undertaken in the reporting period.					

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

Sr. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
3i has not initiated any new projects during FY 2024-25 that would require rehabilitation and resettlement. As a result, no rehabilitation and resettlement activities have been undertaken in the reporting period.						

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

Our business model is entirely digital, and we do not own or operate any facilities that have a direct impact on local communities. All concerns from stakeholders are addressed through our corporate Grievance Redressal Mechanism.

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

Particular	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ small producers	3%	10%
Directly from within India	97%	90%

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Particular	FY 2024-25	FY 2023-24
Rural	0%	0%
Semi-urban	0%	0%
Urban	0%	0%
Metropolitan	100%	100%

(Place to be categorised as per RBI Classification System - rural / semi-urban / urban/metropolitan)

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

(This principle highlights the importance of responsible consumer engagement. Companies should provide safe, high-quality products and services, and ensure that they are marketed and sold ethically and responsibly. They should also be transparent about their products and services, and provide consumers with the information they need to make informed choices.)

Essential Indicators

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

At 3i Infotech, we have established a comprehensive Three-Tier Feedback and Grievance Redressal Mechanism to ensure the prompt and effective resolution of customer concerns. The process is structured across three levels: the Operational Management Team addresses routine issues, the Service Management Office manages escalated matters and ensures client alignment, and the Steering Committee provides oversight for strategic improvements. This approach enables us to continuously enhance service delivery, strengthen client relationships, and reinforce our commitment to customer satisfaction.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about*

Particular	As a percentage to total turnover
Environmental and social parameters relevant to the product	NA
Safe and responsible usage	NA
Recycling and/or safe disposal	NA

*Considering the nature of products and services of the Company, this is not applicable.

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

Particular	FY 2024-25		Remark	FY 2023-24		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	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Other	0	0	-	0	0	-

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

Particular	Number*	Reason for recall
Voluntary recalls	NA	-
Forced recalls	NA	-

*Not applicable because we are a services-based company and our products usually don't need recalls.

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No)

Yes

If available, provide a web link of the policy

<https://www.3i-infotech.com/3i-new/privacy-policy/>

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.

Not Applicable

7. Provide the following information relating to data breaches

a. Number of instances of data breaches along-with impact	0
b. Percentage of data breaches involving personally identifiable information of customers	0%

c. Impact, if any, of the data breaches

No incident of any data breach has taken place in FY 2024-25.

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

Information on products and services of the Company can be accessed on <https://www.3i-infotech.com/>

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

To inform and educate consumers about the safe and responsible usage of our products and services, we have conducted workshops for our clients, where we demonstrated the proper use of various Microsoft productivity suites. Additionally, we regularly hold meetings and workshops with clients, such as HDFC AMC, to ensure they are well-informed and equipped with the knowledge to utilise our offerings safely and responsibly.

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

We have a robust Business Continuity Plan (BCP) in place to ensure that any risk of disruption or discontinuation of essential services is effectively managed. We proactively communicate this plan to all our customers well in advance. For example, our global command centres are located across two locations with each serving as a backup for the others in case of an emergency. Additionally, we regularly consult with our delivery heads to ensure that all contingency measures are in place and clients are informed of any potential risks or service interruptions.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/NA)

NA

a. If yes, provide details in brief.

-

b. 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/No)

Yes