



eClerx Sustainability Report

2023-24

Transforming Businesses, Embracing, Sustainability

Innovate, Inspire,
Sustainable Desire



ENVIRONMENTAL, SOCIAL AND GOVERNANCE



Quick Glance

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Corporate Overview

About Us



eClerx provides critical business operations services to over fifty global Fortune 2000 clients, including some of the world's leading companies across financial services, cable & telecom, retail, fashion, media & entertainment, manufacturing, travel & leisure, software and high-tech.

Incorporated in 2000, eClerx is one of India's leading process management and data analytics companies and is today traded on both the Bombay and National Stock Exchanges of India. eClerx employs 17,000+ people across Australia, Canada, Dubai, Germany, India, Italy, Netherlands, Paris, Philippines, Singapore, Switzerland, Thailand, UK, and the USA.

○ We Specialize

in transitioning, managing and transforming complex business-facing functions for many of the world's largest organizations

○ Offices

in Australia, Canada, Dubai, Germany, India, Italy, Netherlands, Paris, Philippines, Singapore, Switzerland, Thailand, UK, and the USA

○ Fortune 2000

Companies Served Globally

○ \$354MM

in Revenue across Financial Markets, Digital, Customer Operations and Technology services



Our Values



Values define our organization; they are our guiding principles.
eClerx stands for EPIC – Excellence, People, Integrity & Client.

EXCELLENCE

Be passionate and commit to doing your best.

PEOPLE

Invest in people and bring out the best in them.



INTEGRITY

Maintain the highest standards of ethics, integrity and fairness.

CLIENT

Make client the focus of what you do.





What We Do



Customer Operations

eClerx Customer Operations specializes in providing operational expertise and process excellence throughout the customer journey. We create solutions and services, utilizing our domain knowledge that supports our clients' evolving needs. Our suite of offerings enhances each step of the customer journey by providing advanced analytics, automation, superior technical operations and digital care. We assist companies in developing, implementing and operating multichannel customer interaction capabilities for the external and the internal customer – facing operations – transforming everyday touchpoints into a superior experience. In this way, we aid our clients in improving sales and retention, while reducing service costs and enhancing customer satisfaction.

Digital

eClerx Digital is the trusted partner of choice to many of the world's largest global brands for creative production, e-commerce/web operations and analytics and insights services. We help clients maximize the results of their digital activities across the customer journey. We complement existing capabilities through data analytics and marketing support. Global industry leaders partner with us to cost-effectively scale their digital activities by leveraging our highly-skilled and blended resource model.

Financial Markets

For financial organizations across the world, eClerx Markets offers consulting, technological innovation, and process management expertise to solve numerous operational challenges. We are powered by digital technologies and robotic process automation that seamlessly integrate resources and capabilities to help financial institutions improve accuracy, flexibility and adaptability. Supported by more than two decades of financial services experience, our team of experts delivers holistic solutions across the trade and client lifecycles including: trade support; settlements and clearing; KYC and client on-boarding; legal documentation services, as well as reference data and advanced analytics.

Technology

eClerx's Technology Group collaboratively delivers Analytics, RPA, AI, and Machine Learning digital technologies that enable our consultants to help businesses thrive in a connected world. Our consultants and specialists' partner with our global clients and colleagues to build and implement digital solutions through a broad spectrum of activities.



Message from the Managing Director & Group CEO

As we reflect on the past year, I am proud to share our progress in sustainability and our commitment to making a positive impact on our planet and communities through responsible business practices. The challenges we face are significant, yet they bring forth remarkable opportunities for innovation and collaboration.

This year has been pivotal for our organization as we have strengthened our ESG initiatives, aligning them closely with our core values and long-term strategic goals. Our dedication to environmental stewardship has led us to implement innovative solutions that reduce our carbon footprint and enhance efficiency. Notable achievements include increasing the share of renewable energy in our offices in India and Manila to 64% of our overall energy consumption, as well as expanding our electric vehicle fleet. We have also broadened our reporting to include locations beyond India.

On the social front, we remain committed to fostering an inclusive workplace and positively impacting the communities we serve. We are focussed on creating a culture where every voice is heard and valued. Our community engagement efforts have expanded, underscoring our commitment to making a tangible difference in the areas where we operate. We believe a sustainable future is not only possible but also essential for our company's long-term success and the well-being of future generations.

Governance remains a cornerstone of our operations. We are enhancing our transparency and accountability practices, ensuring our decision-making processes are guided by ethical standards and stakeholder interests. Our board is actively engaged in overseeing our ESG strategy, reflecting our commitment to responsible leadership. We welcome feedback from our stakeholders as we continue to refine our approach.

We recognize that the journey to sustainability is ongoing and are committed to setting ambitious goals and measuring our progress transparently. Together, we can drive meaningful change and contribute to a more sustainable and equitable world.

Thank you for your support and partnership as we continue on this vital journey.

Kapil Jain
Managing Director
& Group CEO





Message from the ESG Committee Chair



During the last financial year, eClerx significantly advanced its ESG agenda. The company intensified its decarbonization efforts and ensured reporting with reference to Global Reporting Initiative (GRI) and UN Sustainable Development Goals (SDGs).

In FY 2023-24, we have achieved a twofold increase in renewable electricity consumption. This now makes up 64% of our total electricity use in India and Manila locations covering more than 90% of our workforce. We have also expanded our EV fleet to reduce emissions from employee commuting. Compliant with the NGRBC principles and SEBI requirements, we publish our Business Responsibility & Sustainability Reports (BRSR) every year to ensure transparency and accountability.

We continue to promote diversity, equity, and inclusion, and have ensured that our CSR initiatives focus on Education, Employability, and Environment. Through these initiatives, we supported the adoption of green energy and enhanced climate resilience benefiting education from early childhood to university (age 5-22 years) and supporting skill development and job placements for disadvantaged youths (age 18-35 years). Nationally, our tree plantation drives resulted in over 70,000 saplings being planted. Our combined efforts positively impacted approximately 15,000 beneficiaries.

Additionally, our employee engagement activities, such as upcycling wastepaper, career counselling, resume building, communication workshops, job readiness programs, and tree plantation drives benefited around 30,307 individuals.



PD Mundhra
Co-founder and
Executive Director



Message from the Chief Financial Officer



In an era marked by undeniable environmental changes—such as rising temperatures and shifting weather patterns—the call for meaningful environmental action has never been more urgent. This is where eClerx takes center stage.

Our focus has evolved beyond profit to encompass a broader range of stakeholders, including employees, partners, communities, and investors who are increasingly prioritizing ESG factors. With a rapidly changing regulatory landscape and frameworks like the BRSR in India shaping our path, we recognize that our responsibility extends beyond our immediate operations. It spans our entire supply chain, demanding transparency and sustainability at every level.

At eClerx, we have fully embraced our role in this global movement. We have adopted the BRSR framework for non-financial disclosure and actively engage with leading ESG rating agencies such as CDP and S&P, underscoring our commitment to clear and measurable goals.

Our initiatives are ambitious and impactful: we aim to set our net-zero carbon emissions target, ensure that over 60% of our operations in India run on renewable energy, and transition our fleet to emission-free vehicles. Our people remain central to our strategy, as we work towards closing the gender pay gap, fostering continuous learning, and creating a work environment that is both productive and equitable.

Our efforts also extend to grassroots educational programs and a governance framework that promotes transparency and accountability. With a diversified board and rigorous anti-corruption measures, we ensure that our commitments are not merely promises but are realized with integrity.

Through each annual ESG report, we not only document our progress but also transparently address our challenges. At eClerx, we are dedicated to leading the market towards a more sustainable and responsible future.



**Srinivasan
Nadadhur**
Chief Financial Officer



About the Report



This report details our **Environmental, Social and Governance** performance for the fiscal year 2023–24. Our disclosures reflect the advanced maturity of our sustainability management system and reporting practices. They address the increasing interests and expectations of our global stakeholders across environmental, social, and governance areas.

The scope of our environmental, social, and governance disclosures encompasses the operations of eClerx Service Limited and its global subsidiaries (**Australia, Canada, Dubai, Germany, India, Italy, Netherlands, Paris, Philippines, Singapore, Switzerland, Thailand, UK, and the USA**), unless specified otherwise.

Our dedication to transparency and accountability is evidenced by our sustainability report with reference to GRI Standards. Furthermore, our disclosures are strategically aligned with **Sustainability Accounting Standards Board (SASB) Framework** and the targets outlined in the **United Nations Sustainable Development Goals (UNSDGs)**

Our Approach

At eClerx, we are committed to fostering a sustainable business that values our people, their families, and the broader community while driving value for our clients. In alignment with our clients' **ESG goals and GHG targets**, we have embarked on **greenhouse gas (GHG)** accounting to lay the groundwork for setting our own **Net-Zero goal**. This initial step is crucial in guiding our efforts toward achieving GHG targets and ensuring we meet the evolving sustainability expectations of our clients. Our **EPIC values—Excellence, People, Integrity, and Client**—guide us and are deeply embedded in our culture.

In today's world, businesses cannot rely solely on financial metrics due to pressing climate and societal challenges. We have been benchmarking our ESG performance with the help of independent global rating agencies which helps us identify and decide the future course of action towards a better tomorrow. These efforts have led to consistent year-on-year improvements in our ESG performance across EcoVadis, CDP and Corporate Social Assessment by S&P.

At eClerx, our goal is to balance maximizing business potential with a strong sustainability vision, creating lasting value and trust among our key stakeholders.

Assurance statement

Our sustainability/ESG report has undergone limited assurance by TÜV SÜD South Asia Private Limited.



eClerx at Glance



Awards & Recognition



Asia Pacific Stevie® Award

eClerx Secured Dual Gold in Asia-Pacific Stevie® Awards for Innovation in Human Resources Management and use of Technology in Human Resource



2024 Globee® Award for Technology

eClerx GenAI360 Platform won the Silver 2024 Globee® Award for Technology



Big Innovation Award 2024

eClerx GenAI360 Platform won BIG Innovation Award 2024



Technology of the Year Award 2024

eClerx Roboworx won Technology of the Year Award 2024



Innovation in business MarTech Awards

MarTech Innovation in Business Awards 2024

eClerx won MarTech Innovation in Business Awards 2024 as the most client focused web design agency



The Golden Peacock Award 2024

eClerx was awarded Golden Peacock National Quality Award 2024 for most significant achievement in the field of Quality in India



E-Commerce Germany Awards 2024

eClerx won Bronze at the E-commerce Germany Awards for Best Analytics and BI Solution for Market360



eClerx at Glance



Environment

- **Reduced Scope 2 CO2 emissions by 39% in FY 2023-24** compared to FY 2022-23 (3,673 metric tons in FY 2023-24 versus **6,054 metric tons** in FY 2022-23) across our pan-India eClerx and Personiv locations.
- **Saved 639 tons of CO2 through our EV fleet** initiative, equivalent to **19,809 full-grown trees** in FY 2023-24
- **Renewable electricity consumption surged to 64%** of our total electricity use by our operations in India and Manila, which account for over **90%** of our workforce.
- **92%** floor area of our offices in India are in **LEED certified premises.**



Social

- Improved overall **gender diversity** from **37%** in FY 2022-23 to **39% in FY 2023-24.**
- **6,185 freshers hired in FY 2023-24** in India, an **increase of 6%** compared to previous financial year.
- Initiated **Pride@eClerx to celebrate diversity** and promote a work environment which is inclusive and equitable for all our employees
- **Impacted over 30,307 lives through CSR activities in FY 2023-24.**



Governance

- **Independent directors make up 73%** of the total board.
- Achieved an average board **meeting attendance rate of 100%.**
- **Trained 94%** of staff in India on **Anti-Bribery and Anti-Corruption Policies.**
- **Implemented dual approval** for **100%** of vendor spend decisions.
- **Enhanced cybersecurity** by implementing new tools and conducting external vulnerability assessments.





eClerx
Materiality
Assessment

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Materiality Assessment

Materiality Approach

In 2022, eClerx performed its first materiality assessment to identify ESG topics. As the part of current assessment, the materiality assessment process is aligned with Global Reporting Initiative (GRI) Standards and industry best practices to identify topics of material interest to the company and crucial in formulating the business strategy. The assessment provides a foundation for developing effective sustainability strategies, optimizing resource management, ensuring compliance, and improving overall business performance. The following approach outlines the steps taken during this assessment:



Identify of relevant material topics, basis peer review and benchmarking, sustainability rating indices, and standards, sector scans, and secondary sources



Conduct stakeholder engagement via online surveys and in-person meetings to collect their feedback and opinions in order to prioritize the list of identified ESG topics



Calibrate of results by analyzing responses of stakeholder engagement and synthesizing the collected data into finalisation of material topics



Evaluate pertinent risks and opportunities in alignment with the identified material topics

Stakeholder Engagement

Stakeholder groups, both internal and external, were identified, and an engagement plan was crafted to address the significance of each group and their relevance to the assessment.

Stakeholders	Mode of Engagement
Internal Stakeholders	
Board of Directors/CSR & ESG Committee	Online surveys and in-person meetings
Top Management – KMPs	Online surveys and in-person meetings
Senior Management – Dept. Verticals & Business Verticals	Online surveys
Employees	Online surveys
External Stakeholders	
Customers	Online surveys
CSR Agencies	Online surveys
Suppliers/Vendors	Online surveys
Shareholders/Investors	Online surveys and in-person meetings
Industry Bodies	Online surveys



Materiality Assessment

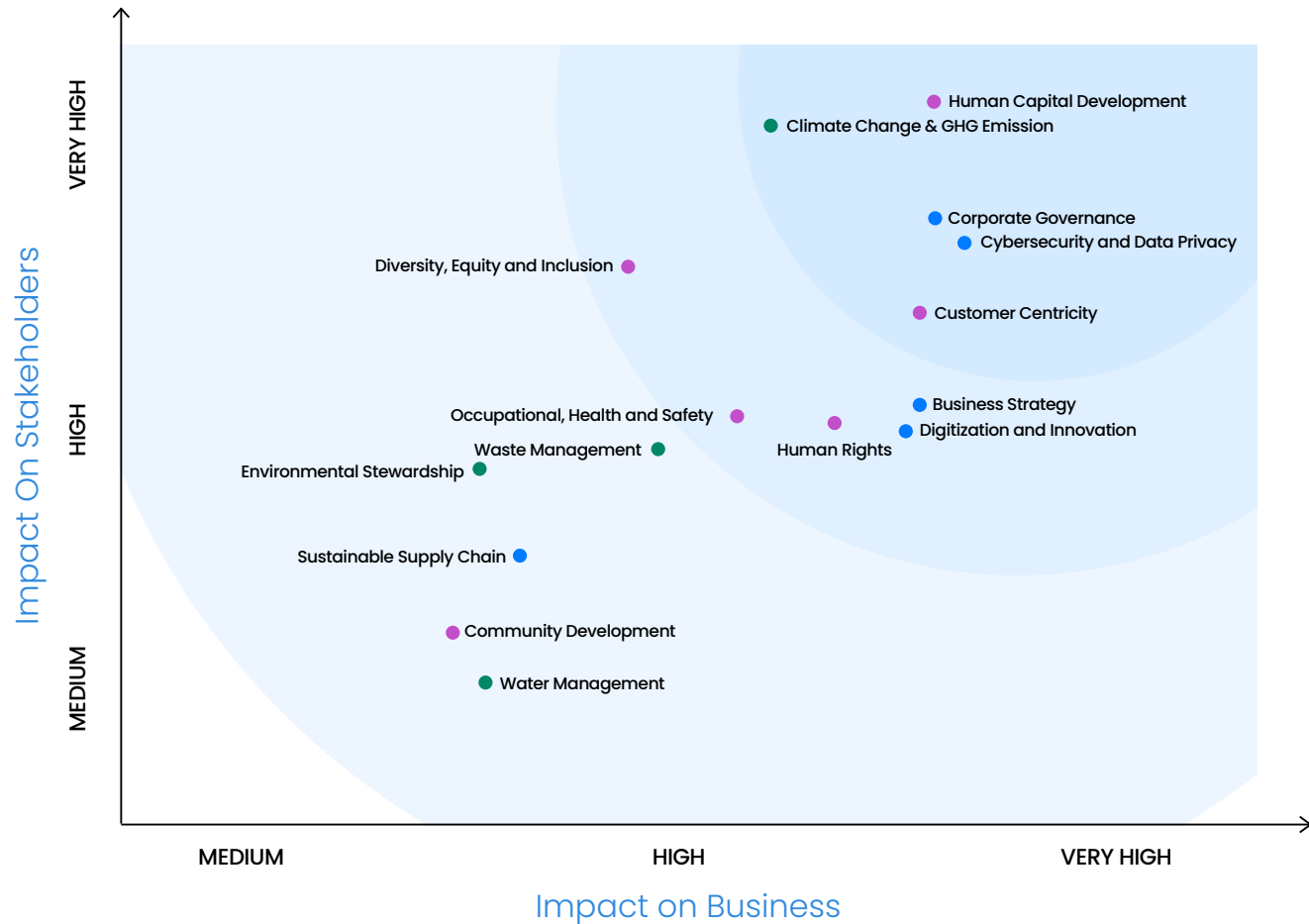
Materiality Matrix

The materiality matrix serves as a strategic tool, guiding eClerx to focus on the most material issues and support in undertaking informed decision-making for sustainability reporting, risk management, investment prioritization and resource allocation, and overall corporate strategy.

● Environment Topics

● Social Topics

● Governance Topics





eClerx Environment

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Environment

Climate Change



Climate change represents one of the most pressing global challenges of our time, with significant implications for environmental stability, economic growth, and societal well-being. Rising greenhouse gas (GHG) emissions, driven largely by human activities such as fossil fuel combustion, deforestation, and industrial processes, are accelerating global temperature increases. This has led to more frequent and severe weather events, rising sea levels, and disruptions to ecosystems and biodiversity.

The impact of climate change on business operations is profound and multifaceted. Extreme weather events, such as hurricanes, floods, and heatwaves, can disrupt supply chains, damage infrastructure, and increase operational costs. Additionally, regulatory changes aimed at mitigating climate change, such as carbon pricing mechanisms and emissions reduction targets, can affect business models and financial performance.

At eClerx, we are deeply committed to reducing our greenhouse gas (GHG) emissions as a core component of our sustainability strategy. We are dedicated to implementing comprehensive measures to minimize our carbon footprint and drive meaningful progress towards a more sustainable future.

Our performance is regularly monitored and reported, with transparency and accountability being central to our approach. We utilize recognized standards and frameworks, such as the Global Reporting Initiative (GRI) and the Carbon Disclosure Project (CDP), to measure and disclose our performance.

To address the impacts of climate change, we are enhancing our resilience through:



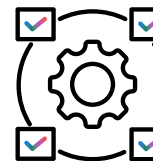
Risk Assessment

Conducting comprehensive risk assessments to identify and mitigate vulnerabilities related to climate impacts on our operations and supply chains.



Infrastructure Resilience

Investing in infrastructure improvements to withstand extreme weather events and adapt to changing climate conditions.



Business Continuity Planning

Developing and updating business continuity plans to ensure operational stability in the face of climate-related disruptions.



Environment

Climate Change



Our company is committed to reducing its carbon footprint through a multi-faceted approach:



Energy Efficiency

Implementation of energy-efficient technologies and practices across operations to reduce energy consumption and associated GHG emissions.



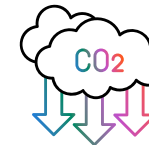
Net Zero

Achieving **Net Zero Carbon emissions by 2050** through a combination of emissions reduction strategies.



Renewable Energy

Transitioning to renewable energy sources, including solar and wind, to power our facilities and reduce reliance on fossil fuels.



Emissions Reduction

We are actively working to streamline our **GHG inventory process** to obtain approval for our emission targets from the **Science Based Targets initiative (SBTi)**, ensuring that our objectives are in line with the latest climate science and effective practices for reducing greenhouse gas emissions.



Sustainable Supply Chain

Partnering with suppliers who prioritize sustainability and have robust climate action plans.



Renewable Energy Commitment

Sourcing 50% of our **electricity** from renewable sources **by 2030**.

We are committed to continuously improving our climate strategies, investing in research and development, and fostering a culture of sustainability within our organization.

In conclusion, our approach to climate change reflects our commitment to environmental stewardship, resilience, and long-term value creation. By addressing both mitigation and adaptation, we aim to contribute positively to global climate goals and ensure a sustainable future for our stakeholders.



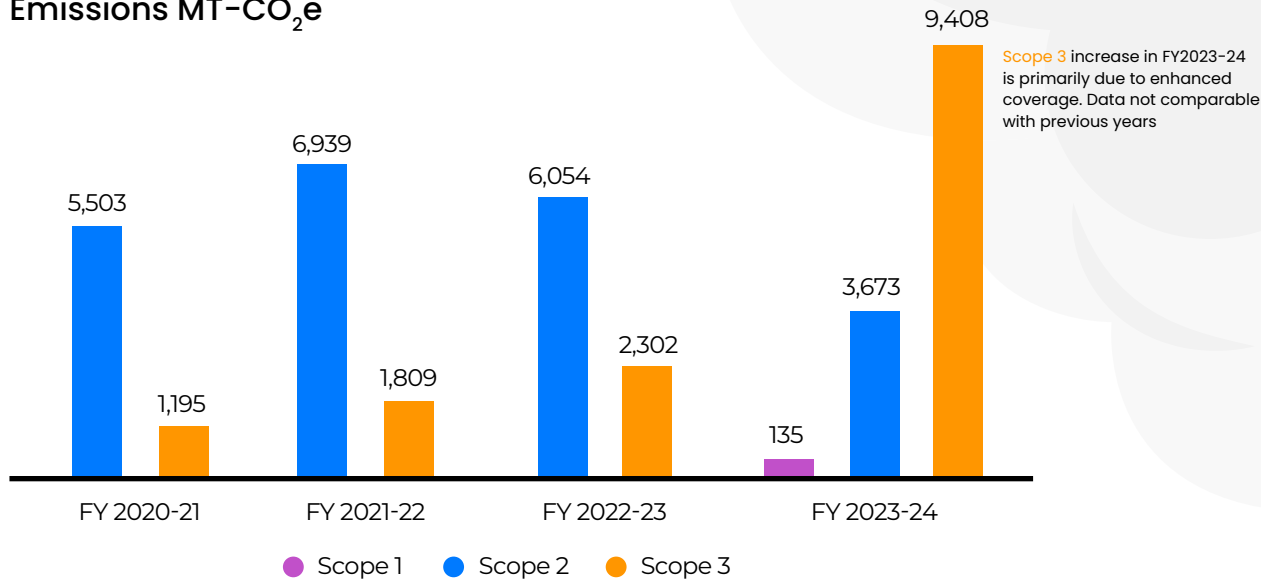
GHG Emissions



In our ongoing efforts to address climate change and enhance our environmental stewardship, we are committed to transparently disclosing our greenhouse gas (GHG) emissions. Understanding and communicating our GHG footprint is crucial for measuring our impact and driving continuous improvement.

In this section, we provide a detailed account of our GHG emissions for the reporting period, including both direct and indirect sources. This disclosure reflects our dedication to accountability and our commitment to setting and achieving meaningful targets for emissions reduction. By sharing this information, we aim to underscore our responsibility to our stakeholders and our determination to contribute to a sustainable future.

Emissions MT-CO₂e





Environment

GHG Emissions



Scope 1

Our **Scope 1** emissions are exceptionally low, reflecting the nature of our operations. Since all our office spaces are leased rather than owned, and we do not operate any company-owned vehicles, our direct emissions are minimal.

Scope 1 GHG emissions at eClerx are primarily attributed to refrigerants and CO₂ fire extinguishers. Additionally, our facility managers own and operate the diesel generators for our premises, hence it is not accounted as our direct carbon footprint in Scope 1 emissions.



Scope 2

We meet our energy needs through electricity procured from the electricity distribution companies and closely monitor usage across all our office locations in India & Manila using meters supplied by the distribution companies.

In the fiscal year 2023-24, our total electricity consumption reached **12,613,207 kWh**, resulting in indirect emissions of **3,673 MT-CO₂e**, which accounted for **28%** of our overall emissions. Notably, we have achieved a significant **39% reduction** in our **Scope 2 emissions** compared to the financial year 2022-23.



In FY 2022-23, we calculated our **Scope 2** emissions for India using the emission factor from the UNFCCC GHG calculator, which we updated this year to align with the CEA emission factors for consistency and comparability. This adjustment represents a shift in our calculation methodology, resulting in **Scope 2** data for all fiscal years now being based on the CEA emission factors. For other locations we used the local grid emission factor for calculating GHG emissions from electricity consumption i.e. for Manila the grid emission factor used in from Department of Energy, Philippines.

Scope 3

Until FY 2022-23, our **Scope 3** emissions disclosure was limited to business travel and partial employee commuting. In FY 2023-24, the significant increase in emissions is attributed to our expanded assessment, which now covers six relevant **Scope 3 categories: purchased goods and services, capital goods, waste, business travel, employee commuting, and upstream leased assets.**

We have employed various methodologies in line with the GHG Protocol for calculating **Scope 3** emissions, tailored to the availability of data across different categories.

For **Categories 1 and 2** (purchased goods and services, and capital goods), we have used a spend-based method, incorporating supply chain emission factors from the EEIO models developed by the US EPA. **Category 5** (waste generated in operations) is calculated using a Waste-type-specific method based on the **DEFRA 2023 emission** factor database. For **Category 6** (business travel), we apply a combination of spend-based and distance-based methods, utilizing emission factors from the **US EPA EEIO & DEFRA 2023 database**, and the **International Civil Aviation Organization (ICAO)** emission calculator. In **Category 7** (employee commuting), we apply a distance-based approach with **DEFRA emission** factors to calculate emissions by analyzing company transport data and surveying employee commuting patterns for both private and public transportation. This year, we introduced a new employee survey to collect detailed commuting information and standardized our methodology for calculating emissions from company transport.

We have accounted for our **leased offices in India and Manila** in our **Scope 2** emissions calculations, given that over **90% of our workforce operates** from these locations. Additionally, our onshore leased offices are included in the upstream leased assets category, using an asset-specific methodology for emissions calculation. This underscores the need for ongoing efforts to mitigate the environmental impact of activities beyond our direct operational control. We are actively developing a framework to assess our value chain emissions and remain committed to implementing strategies that effectively reduce **Scope 3** emissions and promote sustainability throughout our entire value chain.



Energy Management



Renewable Energy

eClerx is committed to enhancing its use of renewable energy across all its offices, with a focus on steadily increasing the proportion of renewable power year-over-year. The company achieves this by procuring renewable energy from electricity distribution companies, which issue green certificates on a monthly basis.

In FY 2023-24, eClerx exceeded its goal of **50% renewable energy**, reaching a commendable 64% renewable energy share of its total electricity consumption including pan India & Manila locations covering more than **90%** of our workforce.

Energy Consumption		
Renewable sources	29,132,211 FY 2023-24 (MJ)	13,675,490 FY 2022-23 (MJ)
Non-Renewable sources	16,275,335 FY 2023-24 (MJ)	26,905,998 FY 2022-23 (MJ)
Total Consumption		
	45,407,546 FY 2023-24	40,581,488 FY 2022-23

*Note - eClerx's office in **Manila** consumed **11,93,134 MJ** of non-renewable electricity which has been included in the above table for **FY 2023-24**. For FY 2022-23, electricity consumption for Manila office was not included due to lack of data availability.

Energy Efficiency

Over **92%** of our office area in India is **certified under** the green building programs (**LEED-Leadership in Energy and Environmental Design / IGBC-Indian Green Building Council**).

We have equipped all our offices with energy efficient appliances, including **5-Star rated appliances, LED lighting, and energy-efficient air conditioning units** for data centers and hub rooms as backups for floor air conditioning systems. We are further optimizing our energy consumption by implementing efficient operational practices for our **HVAC systems**, including maintaining optimal temperature settings across our facilities.

Per capita energy consumption reduced by 33% in FY 2023-24





Environment

Waste Management



Effective waste management is a cornerstone of our environmental strategy, **aimed at minimizing our ecological footprint and enhancing sustainability.** Improper waste handling contributes to pollution, resource depletion, and greenhouse gas emissions. Our commitment to responsible waste management practices is integral to our environmental stewardship and operational efficiency.

eClerx is dedicated to promoting a sustainable waste management system as part of its commitment to environmental responsibility. To achieve this, eClerx has implemented a comprehensive waste segregation program across all its office locations. There are designated bins for collection of different types of waste, including recyclables, and organic and general waste. Periodic briefings are held at the start of the shift to educate housekeeping staff about the importance of 'segregation at source'. Additionally, eClerx diligently tracks and maintains records of the waste generated at its offices.

E-waste such as personal computers (desktops and laptops), mobiles, printers, cartridges and batteries are sent to the pollution control board authorized dismantler who provide certificates on successful recycling. E-waste is regulated through legislation and hence eClerx evaluates the vendor to ensure all compliances are addressed prior to disposal.

More than **90%** of total waste generated is diverted from disposal in FY 2023-24



Parameter	FY 2023-24 (in metric tons)			FY 2022-23 (in metric tons)		
	Generated	Diverted from disposal	Directed to disposal	Generated	Diverted from disposal	Directed to disposal
Plastic waste	1.1	0.25	0.85	0.53	0.05	0.48
E-waste	5.6	5.6	0	2.45	2.45	0
Bio-medical waste	0.01	0	0.01	0.01	0.01	0
Construction & demolition waste	0	0	0	0	0	0
Battery waste	7.35	7.35	0	5.85	5.85	0
Other non-hazardous waste	48.9	45.3	3.6	12.65	9.91	2.74
Total	62.96	58.5	4.46	21.49	18.27	3.22

The rise in waste generation from FY 2022-23 to FY 2023-24 is primarily due to the expanded reporting scope. In FY 2022-23, data was collected from only four offices in India. For FY 2023-24, we've included data from all six Indian offices as well as the Manila office, which together account for over **90% of our headcount** and generate the majority of our waste. Waste data from our remote sales offices outside India is not included because these locations generate minimal waste, and waste management is handled by the landlord, making data collection not feasible.

We focus on reducing waste at the source, ensuring recycling and responsible disposal of non-recyclable materials. Our initiatives include stringent waste segregation, recycling through only certified recyclers, and adherence to safe disposal practices. Through ongoing efforts and strategic initiatives, we aim to advance our waste management goals and contribute to a cleaner, more sustainable future.



Environment

Water Stewardship



Water stewardship is a fundamental aspect of our environmental responsibility, emphasizing the efficient and sustainable use of water resources across our operations. We are committed to reducing water consumption through innovative technologies and practices, **minimizing wastewater generation, and ensuring wastewater treatment and recycling.**

By implementing comprehensive water management strategies, including regular monitoring, conservation efforts, and engagement with facility operators, we strive to minimize water consumption. Our objective is to substantially decrease our water consumption, improve water recycling, and support initiatives that safeguard this vital resource for future generations.

The FY 2022-23 figures differ from those in the published report because the report only included drinking water data from three locations: Mumbai, Pune, and Chandigarh. Whereas, this year, the reporting scope has expanded to include all pan-India locations as well as the Manila office. All our offices in India are situated in water-stressed regions.

eClerx operates out of leased offices, with water sourced from landlords or municipal corporations. Additionally, all waste-water generated is sent back to landlords for treatment and recycling.

Water Withdrawal	FY 2023-24 (in kiloliters)	FY 2022-23 (in kiloliters)
(i) Surface water	0	0
(ii) Ground water	0	0
(iii) Third party water	47,508	43,644
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total Volume of Water Withdrawal (in kiloliters)	47,508	43,644
Total Water Discharge (Sent to Third party for treatment)	45,291	41,908
Total Volume of Water Consumption (in kiloliters)	47,508	43,644





eClerx Social

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Social

This section underscores our dedication to building a positive and inclusive work environment while actively enhancing the well-being of our communities. It outlines our **initiatives to advance diversity, equity, and inclusion, prioritize employee health and safety, and support community development.**

By focusing on these key areas, we strive to foster a workplace that boosts employee engagement and satisfaction, while also making a significant contribution to society. Our approach is rooted in ethical practices, respect for human rights, and a commitment to delivering value for all our stakeholders.



Permanent Employee Turnover Rate
21%



Employees who received workplace health and safety training
42%



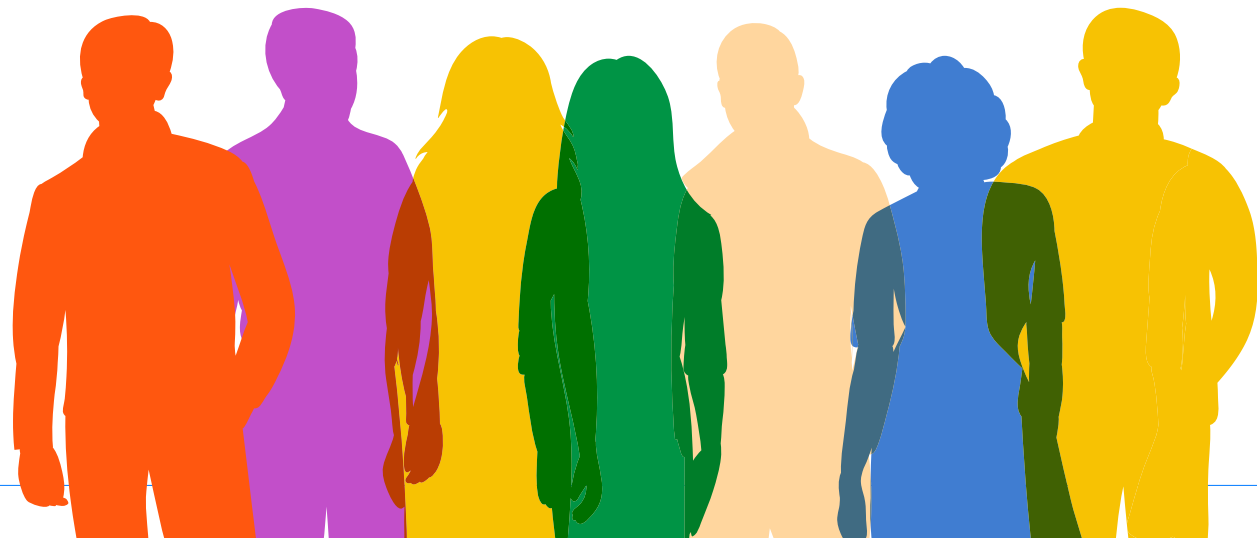
Employees who received Environment awareness & impact training
44%



Maternity leave
182 calendar days



Paternity leave
10 working days





Social

Diversity, Equity & Inclusivity

DEI We are committed to fostering a diverse and inclusive workplace by implementing and regularly reviewing our **diversity, equity, and inclusion (DEI) policies**, developing targeted recruitment and retention strategies, and providing DEI training and education.

Our goal is to empower women employees by offering comprehensive skill development opportunities to thrive in their positions and drive organizational success. At eClerx, we ensure that all employees feel valued and empowered through established employee resource groups and a supportive culture.

Our Equal Opportunity Policy is designed to foster a workplace where all employees and candidates are treated fairly and equitably, regardless of race, color, religion, gender, sexual orientation, national origin, age, disability, or any other characteristic protected by law. This policy ensures that all employment decisions, including recruitment, hiring, promotions, compensation, and termination, are based on individual merit and qualifications. We are committed to creating a diverse and inclusive environment where everyone has an equal chance to succeed and thrive. Our goal is to eliminate discrimination and bias, promote respect and dignity, and support an equitable and supportive work culture for all.

Our DEI practices are underpinned by robust policies, including **Equal Employment Opportunity, POSH, Employee Relations and Human Rights, and a Mediclaim policy for LGBT employees**. We have also implemented a mandatory **DEI eLearning module** for all employees, supplemented by **DEI webinars** from external vendors and leadership chats with eClerx leaders to reinforce our commitment.

88% | **Posh (Prevention of Sexual Harassment) module** coverage on Oracle during FY 2023-24

In FY 2023-24, our diversity hiring from campus sources achieved a **notable 43%, with an increase to 45% in FY 2024-25 till August 2024**. Our target for the future is to reach 60% diversity hiring. To support this goal, we have introduced DEI workshops for recruiters to enhance their awareness and skills. Additionally, we are collaborating with six DEI hiring partners, including **Vividhata, Gift Abled, Pride Circle, Aspire for Her, Enable India, and Sarthak**, to strengthen our recruitment efforts.

Building talent is a priority, with several targeted initiatives in place. Our **Women Coaching Program, Women Mentorship Program, and Women in Tech interventions** are designed to support and advance women in our workforce. On a global scale, we offer curated support for women returning from extended leaves, including orientation, return-to-work plans, skill updates, administrative and asset support, and sessions on time and stress management.





Social



Women@eClerx



Women at eClerx

is an initiative dedicated to empowering women within our organization by providing them with opportunities for growth, leadership, and professional development. This program focuses on fostering an inclusive environment where women can thrive, contribute their unique perspectives, and advance their careers. Through targeted resources, mentorship, and networking opportunities, **W@E** aims to support and elevate female employees, ensuring that they have the tools and support needed to succeed and make a significant impact in their roles.

Ashwini Bhole

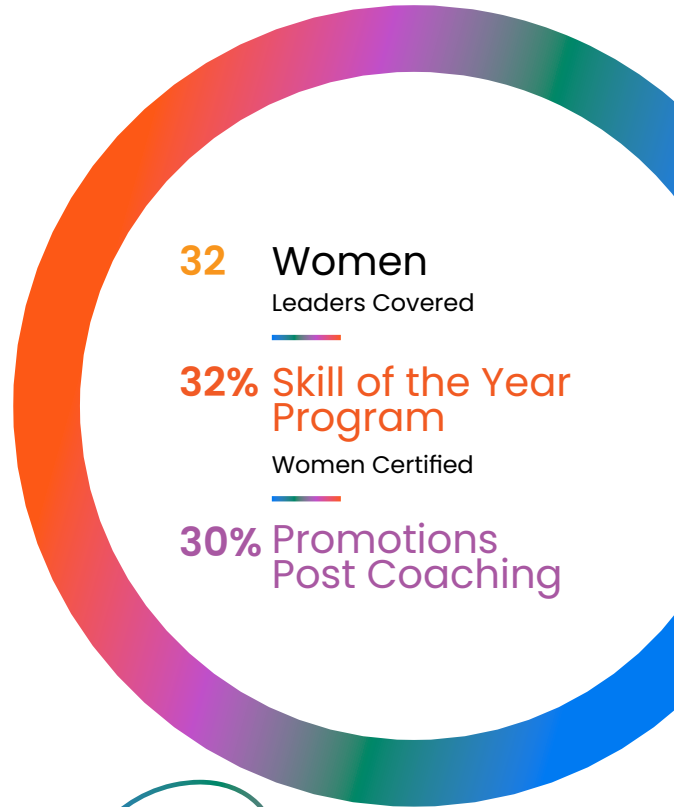
Head of Product Development for Financial Markets at eClerx was recognized as one of the **'Most Iconic Women Leaders to Watch in 2024'** by The Enterprise World. She's a pivotal member of our technology team, driving the development of innovative solutions at eClerx.

LEAD In – Coaching Women Leaders At eClerx

The **W@E program** has launched an innovative initiative designed to support high-potential women leaders at eClerx in both personal and professional growth. This unique journey, named **'LEAD In'**, provides a comprehensive and personalized coaching experience facilitated by external experts.

The program aims to encourage these leaders to engage in deep self-reflection, capitalize on their strengths, and build their personal brand to meet their professional and personal goals. eClerx has collaborated with seasoned **Organization Development (OD) experts from 'My Persona', who bring 35 years of experience in fostering impactful leadership.** The program begins with impactful, emotionally-charged discussions to shift perspectives and introduce the concepts of coaching and mentoring. It also assists leaders in identifying their key strengths and leveraging opportunities effectively.

W@E embodies a global and diverse community committed to advancing women within eClerx. Its mission is to cultivate an inclusive environment that champions equal opportunities for everyone while empowering women to thrive both professionally and personally. The organization values the unique perspectives and experiences each individual contributes, recognizing that these diverse stories have the power to inspire and drive positive change throughout the company.





Social

Leader Chat Unplugged

Our roundtable discussion sessions focus on the impact of diversity and inclusion within the business sphere, offering participants valuable insights and inspiration. These sessions bring together business leaders, experts, and practitioners to explore how diverse perspectives and inclusive practices drive innovation, enhance decision-making, and foster a more dynamic and equitable work environment.

By facilitating open dialogues on the challenges and opportunities associated with diversity and inclusion, we aim to share best practices that can be applied across various organizational contexts. Participants leave with a deeper understanding of how embracing diversity and inclusion can not only improve business outcomes but also create a more vibrant and inclusive workplace culture.



Employee Health & Well-Being

In terms of employee well-being, we **prioritize health, safety, and overall wellness by enhancing health and safety protocols**, offering comprehensive wellness programs, regular employee health risk assessment, and yearly medical health checkup programs to address areas for improvement. We also focus on promoting professional development and career advancement opportunities to support engagement and growth.

Our commitment to human rights is fundamental to our operations and reflects our dedication to ethical practices and respect for individual dignity. We uphold the principles of human rights across all aspects of our business, ensuring that our operations, policies, and practices align with international standards and respect the rights of all individuals. This includes safeguarding fair labor practices, prohibiting discrimination and harassment, and supporting the rights of workers to freely associate and voice their concerns. We are committed to fostering a workplace environment where every employee is treated with respect, has access to opportunities for growth, and is protected from any form of exploitation or abuse. By adhering to these principles, we aim to contribute positively to the global community and uphold the highest standards of integrity and responsibility.

Benefits provided to full-time employees

- | | |
|---|---|
|  Group Mediclaim insurance |  Provident fund |
|  Annual health check-up |  Gratuity |
|  Group Term Life insurance |  Employee Assistance Program |
|  Group personal accident insurance | |

- Gratuity is applicable to all employees in India, provided they complete a tenure of 5 years.
- Other benefits are location specific, for example, in US – 401K, Manila – Social Security System, HDMF, PHIC, London – Pension; Australia – Superannuation



Social



Talent Management

Human capital development is central to our strategy, emphasizing talent management and skill upgradation. We are dedicated to identifying and nurturing talent through structured career pathways, performance management systems, and skill training programs. This approach ensures that employees have the skills and knowledge necessary to excel in their roles and advance within the organization.

98.6% | Percentage of employees receiving regular performance and career development reviews

(Agents at one of our US locations do not go through the annual performance review process but they are evaluated throughout the year on different parameters. The number excludes agents.)

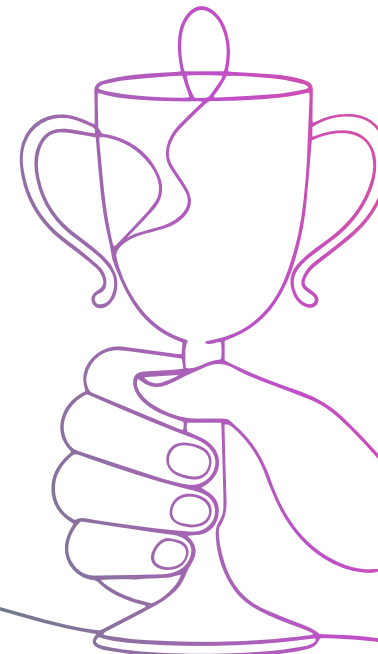
100% of our employees in India and Manila go through annual performance appraisal and career development cycles.)

2024 Brandon Hall Awards

eClerx has been awarded a **Silver Award at the 2024 Brandon Hall Awards for Excellence in Learning & Development in the category of "Best Custom Content"**.

Our award-winning entry was for a transformative Learning & Development project designed to enhance the communication skills of Analysts and SAs in FM operations. This recognition is a testament to our commitment to excellence and continuous innovation in learning and development.

The win marks our 7th consecutive year of winning at the Brandon Hall Awards – a remarkable achievement! The competition was fierce this year, with submissions from around the world, including industry giants like **Accenture, Walmart, Google, Amazon, Microsoft, SAP, Bank of America, TD Bank, PayPal, Dell, Verizon, Comcast** and many others. Kudos to everyone involved in this project and to the partnership between the KM Core team, FM KM, and FM Operations team for their hard work and dedication!





Social



Each year, eClerx partners with a recognized institute / industry expert to introduce a certification program focused on the 'Top Skill' of the year. This program is accessible to employees across all eClerx locations and serves as a valuable contribution to the company's growth in client satisfaction and service delivery excellence. Led by globally recognized experts, these learning sessions are conducted online and then recorded for convenient access by all employees. Upon completion, participants can earn a certificate from the University / Institute through a simple assessment. Top performers in the assessment are given the opportunity to enroll in an in-depth course or pursue an industry certification.

eClerx took pride in offering its global senior management team a distinguished learning program on Gen AI facilitated by the prestigious



Massachusetts Institute of Technology's Computer Science and Artificial Intelligence Laboratory (MIT's CSAIL).

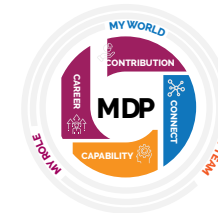
In January 2024, we partnered with **MIT** to extend a **Gen AI course** to our **PGM+ employees**. Renowned expert **Neil Thompson, an Innovation Scholar at MIT's CSAIL** and the Initiative on the Digital Economy, led the sessions. Additionally, Neil serves as an Associate Member of the Broad Institute.

Recognizing the strategic importance of the Gen AI sector, we identified over **300 Program Managers** spanning all verticals to undergo specialized training. Guided by Neil Thompson, these managers were equipped with the knowledge and confidence to engage in substantive discussions on Gen AI with clients, sustaining meaningful conversations for a minimum of 30-40 minutes during initial meetings.

With a robust attendance of 109 **individuals across various geographies (India 79, Canada 1, UK 2, USA 27)**, we achieved an impressive Net Promoter Score **(NPS) of 5**.

Manager Development Program (MDP)

Overall, our MDPs have facilitated the transformation of **3,200 individuals** who have collectively dedicated **8,527 learning hours as of September 2024**.



Throughout this year, iLead has been more than just a program; it's been a catalyst for change, a beacon of opportunity. With tailored sessions catering to the unique needs of our APMs, PMs, and SPMs, we've seen firsthand the power of personalized development through this flagship program. But beyond the metrics lies the real impact – **iLead, with a Net Promoter Score (NPS) of 4.7**, has empowered our managers to embrace their roles with confidence, to lead with purpose, and to unlock their fullest potential.

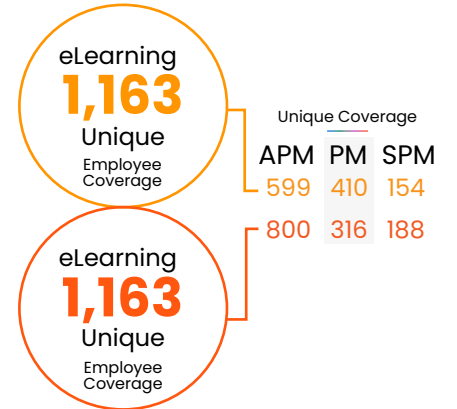


Total Learning Hours

13,440

eLearning **3,995**

Trainer Led **10,036**



Overall Average NPS

TALENTLift
For Newly Hired APM, PMs and SPMs

4.8 NPS

BRIDGE TRAINING
For Newly promoted APMs and SPMs

4.7 NPS

iLEAD
For all APMs, PMs and SPMs to Enhance productivity and performance

4.7 NPS

IN-FOCUS
Leadership Inspire Series for all APMs, PMs and SPMs

4.8 NPS



Social

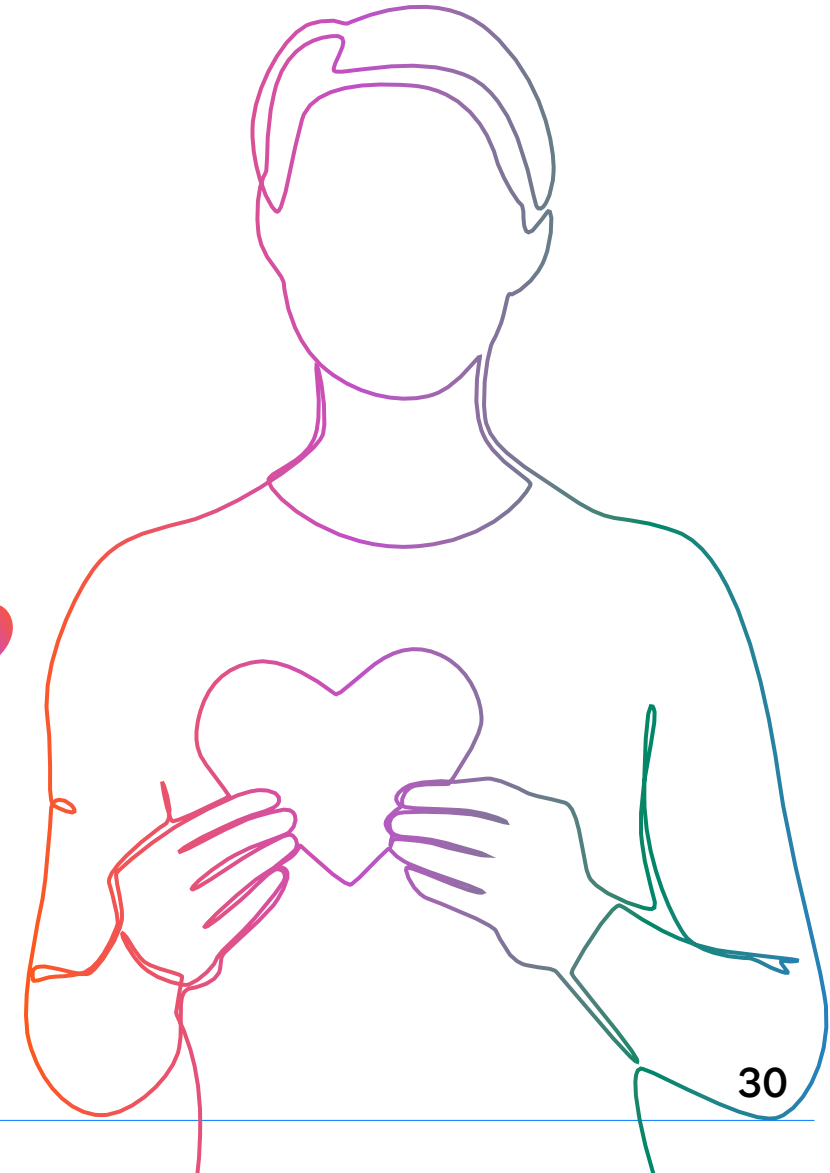


MESH (Mandatory Eight Hour Safety and Health Training)

In line with the **Department of Labor and Employment (DOLE)**, Philippines mandates, Personiv (an eClerx Division) has successfully completed 100% of the **Mandatory Eight-Hour Safety and Health Training (MESH Training) for FY 2023-24**. A total of 1,181 employees participated in this online training, which included a comprehensive assessment. As part of the assessment, each employee outlined their personal commitments to supporting and enhancing the company's occupational safety and health program.

In our commitment to maintaining a safe workplace and ensuring employee safety, it is essential for us to conduct regular safety evacuation drills. These drills are a crucial component of our **Business Continuity Planning (BCP)**, helping us simulate and practice emergency response and evacuation procedures. On March 21, 2024, Personiv (an eClerx Division), along with other companies in the Aeon Center Building, successfully completed a Fire Evacuation Drill. This event, which included participation from the **Bureau of Fire and Protection (BFP)**, also featured a **Fire Safety Seminar and training** on the use of fire extinguishers. A total of **915 participants** took part in the drill, including **139 from Personiv (an eClerx Division)**.

“ I'm committed to contributing and supporting our company's occupational safety and health program by prioritizing safety in all aspects of my work. This includes following safety protocols, participating in safety training and drills, and promptly reporting any unsafe conditions or incidents. I appreciate the company's dedication to creating a safe work environment and will continue to uphold these standards to ensure the well-being of myself, my colleagues, and the organization as a whole. ”





Social



Employee & Community Engagement

Employee Engagement Survey

- 83% Actively engaged
- 12% Passively engaged
- 3% Not engaged
- 2% Actively disengaged

eClerx Cares

For community engagement, we aim to make a positive impact by partnering with local organizations, supporting community projects, and encouraging employee volunteerism. We invest in educational and training programs that benefit local communities and regularly measure and report on the impact of our efforts. This holistic strategy ensures that our social initiatives align with our commitment to ethical practices, human capital development, and creating value for all stakeholders.

The thrust of our Corporate Social Responsibility (CSR) initiatives in the areas of education, employability, and environment yielded substantial impact as we supported education from early childhood through to university, invested in skill development and job placements for disadvantaged youths, and planted **~70,000 saplings** – these CSR programs positively impacted **15,000 lives**. Our eClerx Cares Team enabled our employees to actively participate in a raft of community programs, including upcycling waste paper into notebooks, career counselling, résumé building, communication skills workshops, job readiness programs, and tree plantation – touching approximately **30,307 individuals**.

Our CSR vision is centered around the following three goals:

- Empowering adolescents and adults (ages 10 to 35) through transformative initiatives that enhance their financial independence and improve their quality of life.
- Selecting flagship programs near our office locations to engage our volunteers and foster a culture of giving within our company.
- Allocating resources to programs recommended by our stakeholders – including employees, clients, industry bodies, and government entities – to strengthen our associations and community relationships.





Social



Flagship Programs



Social Action for Manpower Creation (SAMPARC)

Our valuable collaboration with SAMPARC, spanning over a decade, has significantly **impacted ~21,000 individuals across ~113 villages in the Lonavala region of Maharashtra**. SAMPARC has been dedicated to the development of tribal and other backward communities in education, childcare, skill development, and rehabilitation for over three decades. eClerx has played a crucial role in this integrated development effort by enhancing access to quality education, skill development centers, and improving renewable energy infrastructure in rural areas.

In FY 2023-24, we positively impacted nearly **~3,800 individuals through skill development, education, and environmental initiatives**. Our efforts included assisting **406 tribals** with government documentation and connecting **402 beneficiaries** to government schemes. We provided residential and educational support to 296 tribal students, achieving a

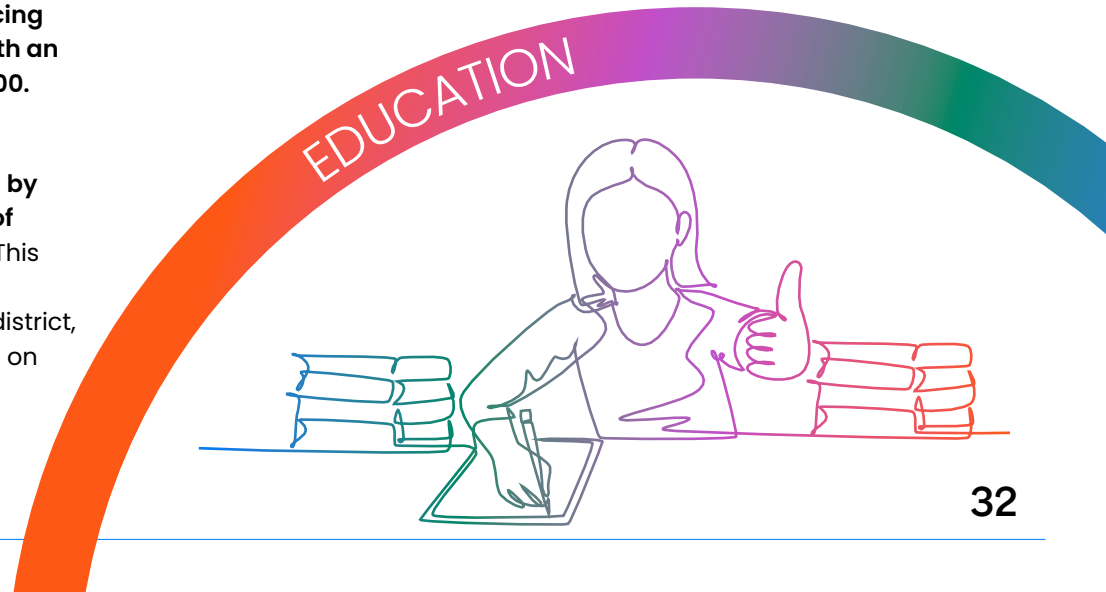
90% annual attendance rate, aimed at breaking the cycle of poverty and promoting equal opportunities through education. Additionally, we **supported 934 tribal students across 60+ government schools with enrollment assistance and educational materials**, ensuring regular school attendance. Through livelihood interventions, eClerx increased **annual incomes by 32%** for 80 supported tribal households. Furthermore, we trained **659 underprivileged** youth in trades like **electrician, wireman, welding, and fashion designing, successfully placing 147 students in nearby industries with an average monthly salary of ~Rs. 14,000**.

Additionally, eClerx enhanced **environmental sustainability efforts by installing 17 biogas plants capable of generating 42.5 m³ of biogas daily**. This initiative benefits approximately **293 individuals** across 2 blocks of Pune district, significantly reducing their expenses on gas purchases.



Lighthouse Communities Foundation (LCF)

Since 2022, we have partnered with LCF to enhance employability for disadvantaged youth, focusing on skill development and career guidance. LCF operates through a Public-Private Partnership model, collaborating with nonprofits, corporates, and the government. Alongside existing **lighthouses in Nigdi and Warje in Pune**, eClerx helped establish a new center at **ITI Mulund, Mumbai**. Here, we supported foundational and vocational training in fields such as office administration, accounting, graphic design, and fashion design to urban youth aged 18-35 years from low-income groups and slum neighborhoods. **Approximately 2,125 youths completed their training, with 1,000 placed in industries including manufacturing, retail, and IT/ITES**.





Social



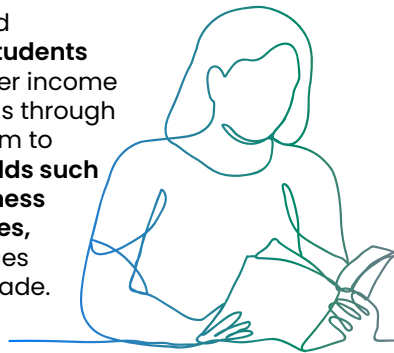
Other Projects

| Aarti Home

eClerx collaborated with **Aarti Home in Kadapa, Andhra Pradesh**, which operates the Bridge Program supporting children (Grade 1 to 10) of migrant laborers and those with limited schooling experience. Initially enrolled in the Creative School to address learning gaps, students transition to mainstream government or private schools upon improvement. Our activity-based sessions at the Creative School, including dramatics, robotics, coding, yoga, painting, and terracotta jewelry making, emphasize experiential learning. As a **result, 82%** of eClerx-supported students achieved scores above **60% in English and Mathematics**, facilitating the transition of **11% of students to mainstream schools**.

| Resourceful Education Foundation (REF)

With REF, eClerx fully sponsored educational expenses for **82 students** (aged 17 to 22 years) from lower income and marginalized backgrounds through scholarships. This enabled them to pursue higher **education in fields such as science, engineering, business administration, and humanities**, overcoming financial challenges and progressing to the next grade.



| Kaveri Vanita Sevashrama (KVS)

eClerx supported **Kaveri Vanitha Sevashrama (KVS), a shelter home in Bengaluru** for underprivileged girls, providing education (primary, secondary, and graduation), accommodation, food, and health expenses to 54 students aged 9 to 22 years. The shelter home, covering ~6,000 square feet, includes a library and computer lab. With our assistance, students maintained high attendance rates, with an average annual **attendance of 96% for 52 students** this year. Additionally, six students graduated last year, demonstrating improved academic performance.

eClerx also supported the Shreyas Rural Development school project at **KVS in Bangalore Rural District**, addressing educational disparities for rural students. Focused on spoken English, life skills, and digital skills, this project resumed after a two-year hiatus due to the COVID-19 pandemic. It aims to **empower over 2,000 government school students from Grades 8 to 10 across eight schools**. We developed a tailored curriculum and conducted train-the-trainer sessions for teachers to ensure effective program delivery using audio-visual content and manuals. An assessment specifically designed for **930 students on English writing skills** showed significant improvement in language proficiency and overall confidence.

| Seva Sadan Society

Seva Sadan's English medium school in Mumbai provides quality education to **103 students from underprivileged backgrounds**. With eClerx's support, teachers received training to enhance interactive **learning for Grade 1 to 4 students**. We also upgraded the school's learning infrastructure with tech-enabled interactive software aligned with the state board syllabus, making learning experiential and enjoyable. Our support increased students' proficiency in **English and Mathematics by 16% and maintained a 90%** average school attendance through advanced teaching techniques and teacher training workshops.

| Jyoti Sarup Kanya Asra Society (JSKAS)

JSKAS supports orphaned, abandoned, and destitute girl children, providing essential services like shelter, clothing, food, and education. The girls are enrolled in private schools and receive additional educational guidance, tuition, and coaching. **eClerx supported 140 girl students aged 5 to 23 years**, achieving an average annual school attendance of **95%**. Many of them are pursuing higher education in fields including engineering, law, and nursing



Social

Other Projects

| Aatmaja Foundation

eClerx partnered with **Aatmaja Foundation to empower academically meritorious girls** aged 15 to 22 years through scholarships. They receive support for values, life skills, and professional training in addition to academic assistance. eClerx has enabled **40 girls** to complete their education and advance to the next grade, achieving an **average of ~80% marks in their semester exams.**

| The Akshaya Patra Foundation

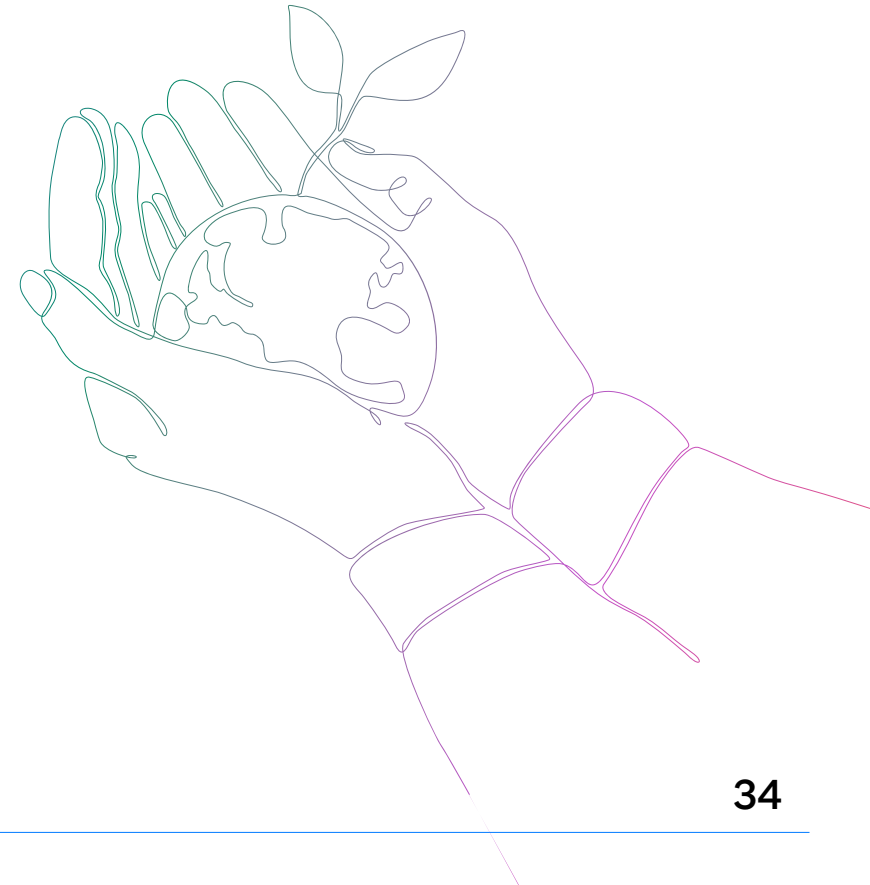
In collaboration with The **Akshaya Patra Foundation (TAPF)**, eClerx supported the midday meal program through which we have served nutritious fortified meals to students from disadvantaged backgrounds in government and government-aided schools in two states. This effort has collectively **impacted 3,800+** government school students in Bengaluru (Karnataka) and Jorhat (Assam) serving **1.5 lakh+ healthy meals.**

Environmental Initiatives

| Sankalptaru Foundation

eClerx collaborated with **Sankalptaru Foundation on agroforestry, enhancing farmer livelihoods** while promoting environmental sustainability. Together, we planted over **72,000 native fruiting tree** species across Bihar, Karnataka, Tamil Nadu, and Andhra Pradesh, spanning **40+ districts.** This agroforestry initiative focuses on jackfruit, coconut, and mango trees, benefiting **168 rural farmers.** Fruit-bearing trees offer stable, long-term income compared to seasonal crops, are drought-resilient, aid soil conservation, and provide essential ecosystem services. The project supports sustainable development, enhances food security, and empowers rural communities through increased green cover and socio-environmental impact.

The Norzagaray Tree Planting initiative in Bulacan, Philippines aims to enhance the Angat Watershed Forest Reserve, a critical conservation area spanning **62,309 hectares** in the Sierra Madre range. This watershed is crucial for Metro Manila, supplying **97%** of its water and contributing significant hydroelectric power. By **planting 500 seedlings,** the project seeks to bolster watershed health, combat soil erosion, and support local biodiversity. The reforestation effort also benefits the community by improving air quality, providing clean water, and creating livelihoods through tree care and maintenance, fostering environmental and social well-being.





Social

Payroll Giving

At eClerx, **2,900+ employees participate in our Payroll Giving Program**, contributing a portion of their salaries for social causes. We support Nanhi Kali, sponsored education for **140+ underprivileged girl children** across six states. Through Sankalptaru Foundation, employees plant trees with each sapling geo-tagged via an app, generating a unique tree URL for every donor.

This year, over **3,300 saplings** were planted nationwide. Additionally, we partnered with The Akshaya Patra Foundation to provide **29,000+ nutritious meals to 631 students** in Government and Government-aided schools.

Employee Engagement

At eClerx, our **employee volunteers drive our CSR initiatives**, impacting over **30,307 lives** this year. They contribute to local causes through activities like:

- Tree planting and mentoring youth.
- In-office events included **diya painting, educational card creation, notebook upcycling, cloth bag making, seed ball creation, incense stick making, green planters, bird shelters, and blood donations**. Virtual activities focused on skills development included mock interviews, AI tool introductions, public speaking, communication skills, job readiness, presentation skills, and CV building.
- Our employees also participated enthusiastically in the **Tata Mumbai Marathon**, supporting implementing agencies like **SAMPARC, Sankalptaru, and Lighthouse Communities Foundation**.
- During the **Joy of Giving month**, we organized office activities such as **clothing and book donations** across all locations.
- We also hosted visits from students supported by **Aatmaja Foundation, JSKAS, and Seva Sadan Society** to engage with our ecosystem.
- A new initiative, the digital walkathon through Impact Premier League, engaged **3,600+ volunteers** who earned points for every kilometer walked or run, contributing to tree plantations in rural areas and supporting marginalized student education initiatives.





eClerx Governance

eClerx Sustainability Report 2023-24
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Governance



Corporate Governance

The Company recognizes that a strong corporate governance system is essential for maintaining and building trust among all stakeholders. This framework serves as a solid foundation for sustained growth and increasing stakeholder value over time. The Company is committed to adopting and implementing best corporate governance practices and strives to ensure that its performance is driven by its core EPIC values.

In the realm of corporate responsibility, good governance is a fundamental aspect of upholding our duties as a conscientious member of the business community. Beyond meeting legal obligations, we have established robust governance frameworks and procedures to enhance transparency, disclosure, internal oversight, and ethical behavior in our workplace. We understand that governance is an ongoing process and we reaffirm our dedication to upholding the highest principles of corporate governance for overall interest of our stakeholders.

All stakeholders including clients, vendors and communities that we are part of, are an integral part of the business and we ensure fairness for each of them through transparency and accountability, two basic tenets of corporate governance. By upholding these values, we strive to create a harmonious and sustainable business environment that benefits everyone involved.

The Board of Directors is responsible for strategic supervision and overseeing the management performance and governance of the Company on behalf of the shareholders and other stakeholders. The Board exercises independent judgement and plays a vital role in monitoring the Company's affairs. The Board also ensures the Company's adherence to the standards of corporate governance and transparency.

Key Management Personnel



PD Mundhra
Co-founder and Executive Director



Kapil Jain
Managing Director & Group CEO



Srinivasan Nadadur
Chief Financial Officer



Pratik Bhanushali
Company Secretary

Board Of Directors



PD Mundhra
Co-founder and Executive Director



Anjan Malik
Co-founder and Director



Kapil Jain
Managing Director & Group CEO



Shailesh Kekre
Chairman and Non-executive, Independent Director



Srinjay Sengupta
Non-Executive, Independent Director



Naresh Chand Gupta
Non- Executive, Independent Director



Naval Bir Kumar
Non- Executive, Independent Director



Bala C Deshpande
Non-Executive, Independent Director



Amit Majmudar
Non- Executive, Independent Director



Governance



Board Committees

The Board discharges some of its responsibilities directly and has delegated specific responsibilities to the mandatory Board Committees formed as per the applicable provisions of the Companies Act, 2013 and Rules framed thereunder (“the Act”) and the Listing Regulations. The Committees deal with specific areas that are assigned to them for either final decision making or giving appropriate recommendations to the Board. All the Committees have a clearly laid down charter and are responsible for discharging their roles and responsibilities as per their charter.

The details about these Committees have been particularly discussed in subsequent sections of this report. For details like composition, number of meetings held, attendance of members etc. at such Committee meetings, please refer to the Corporate Governance Report, which forms a part of our Annual Report. The detailed terms of reference and role of the Committee is available on the website of the Company at <https://eclerx.com/wp-content/uploads/2024/03/Committee-and-its-member-01042024.pdf>

Audit Committee

The Company has a well-qualified and independent Audit Committee consisting of three Non-Executive Independent Directors and an Executive Director, having adequate financial and accounting knowledge. The constitution, powers, duties and responsibilities of the Audit Committee are in line with provisions of the Act and the Listing Regulations. It oversees the financial reporting process of the Company. The power and role of the Audit Committee are in accordance with the Listing Regulations and the Act. The brief terms of reference of the Committee are as under:

- Recommendation for appointment, remuneration and terms of appointment of auditors of the Company;
- Reviewing and monitoring the auditor’s independence and performance, and effectiveness of audit process
- Reviewing the financial statements and draft audit report, including quarterly/half yearly financial information;
- Reviewing, the annual financial statements with the management before submission to the Board;
- Examination of the financial statement and the auditors’ report thereon
- The Company Secretary of the Company acts as the Secretary to the Committee.



Governance



Nomination And Remuneration Committee

The Nomination and Remuneration Committee is responsible for identifying persons to be appointed as Directors and at senior management levels as well as formulating remuneration policy for them. It also reviews the size and composition of the Board to ensure that there is an appropriate balance of skills, knowledge, experience and diversity in its widest sense.

In terms of Section 178 of the Act and the Listing Regulations, the policy on nomination and remuneration of Directors, Key Managerial Personnel (KMP), Senior Management and other employees of the Company had been formulated by the Nomination and Remuneration Committee of the Company and approved by the Board of Directors.

This policy which acts as a guideline for determining inter-alia, qualifications, positive attributes and independence of a Director, and matters relating to the remuneration, appointment, removal and evaluation of performance of the Directors, Key Managerial Personnel, Senior Management and other employees has been hosted on the Company's website at the link "<https://eclerx.com/wp-content/uploads/2021/05/NRC-policy-18032021.pdf>"

The Company Secretary of the Company acts as Secretary to the Committee.

Stakeholder Relationship Committee

The Stakeholders' Relationship Committee looks into matters relating to investors' grievances and the overall services rendered by Registrar and Transfer Agent to the shareholders. The constitution, duties and responsibilities of the Stakeholders' Relationship Committee are in line with the provisions of the Act and Listing Regulations. The brief terms of reference of the Committee are as under:

- Resolving the grievances of the security holders of the Company including complaints related to transfer/transmission of shares, non-receipt of annual report, non-receipt of declared dividends, issue of new/duplicate certificates, general meetings etc.
- Review of measures taken for effective exercise of voting rights by shareholders.
- Review of adherence to the service standards adopted by the Company in respect of various services being rendered by the Registrar & Share Transfer Agent.

The Company Secretary of the Company acts as the Compliance Officer.



Governance



Risk Management Committee

The Company has constituted a Risk Management Committee pursuant to Regulation 21(1) of the Listing Regulations, which assists the Board in fulfilling its responsibilities with regard to identification, evaluation and mitigation of risks. It also reviews the risk management policy and the enterprise-wide risk management framework of the Company. The brief terms of reference of the Committee are as under:

- To formulate a detailed risk management policy and monitor and oversee the implementation of the policy and the EWRM framework, including evaluating the adequacy of risk management systems.
- To ensure that appropriate methodology, processes, and systems are in place to monitor and evaluate risks associated with the business of the Company.
- To periodically review the risk management policy, at least once in two years, including by considering the changing industry dynamics and evolving complexity.
- To keep the Board of Directors informed about the nature and content of its discussion, recommendations and actions to be taken.
- The appointment, removal and terms of remuneration of the Chief Risk Officer shall be subject to review by the Risk Management Committee.

The details about risk management policy and EWRM framework are available in the Directors' Report which is part of our Annual Report FY 2024 on Page No. 41. <https://eclerx.com/wp-content/uploads/2024/09/Annual-Report-2023-24.pdf>



CSR & ESG Board Committee

Pursuant to Section 135 of the Act read with Companies (Corporate Social Responsibility) Rules, 2014, the Board has constituted Corporate Social Responsibility and Environment Social & Governance Committee which recommends the amount of CSR to be spent on the projects as well as monitors the implementation of the same. Corporate Social Responsibility policy of the Company is available on website at <https://eclerx.com/investor-relations/corporate-governance/>. The brief terms of reference of the Committee are as under:

- To suggest and/or formulate CSR Policy of the Company.
- To recommend the amount of expenditure to be incurred on the CSR activities.
- To ensure that the activities included in Corporate Social Responsibility Policy of the Company are undertaken by the Company.
- To ensure that Company spends at least **2%** of average net profit of the Company in every financial year.
- To monitor the CSR Policy of the Company from time to time.

A detailed CSR report containing information about the CSR activities undertaken during the year forms part of the Directors' Report which is part of our Annual Report FY 2024 (<https://eclerx.com/wp-content/uploads/2024/09/Annual-Report-2023-24.pdf>).

The Company Secretary of the Company acts as Secretary to the Committee.



Governance

Board Independence And Familiarization

The Company has received the Certificate of Independence from all the Independent Directors pursuant to Section 149 of the Act and Regulation 16 of the Listing Regulations, confirming and certifying that they have complied with all the requirements of being an Independent Director of the Company. <https://eclerx.com/wp-content/uploads/2022/08/Standard-Terms-and-Condition-of-Appointment-of-Non-Executive-Independent-Director.pdf>

The Independent Directors have also confirmed that they have complied with the Company's Code of Conduct. The Company has also received declarations under Regulation 25(8) of Listing Regulations from the Independent Directors confirming that there were no existing or anticipated circumstances during

the year that could impair their ability to discharge their duties with an objective independent judgement and without any external influence.

In the opinion of the Board, all the Independent Directors have acted with integrity and have the requisite experience and expertise in the context of the business of the Company to make a significant contribution to the deliberations of the Board of Directors.

The Company conducts familiarization programme for Independent Directors to enable them to get a clear understanding about the business of the Company, organizational set-up, functioning of various verticals/departments, industry scenario, and changes in the regulatory framework and its impact on the business of the Company.

The Company has formulated a detailed Induction pack for on-boarding of new Directors, which, inter-alia, covers the following.

- Introduction and meeting with other Directors on the Board and the Senior Management.
- Brief introduction about the business, strategy and nature of industry of the Company in which it operates.
- Roles, rights and responsibilities of Directors including Independent Directors.
- Extant Committees of Board of Directors.
- The Codes of Conduct which are in place and applicable to the Directors.
- Remuneration payable to Directors pursuant to shareholders' approval to that effect.
- Liability Insurances taken by the Company to cover Directors.

Additional details about the Familiarization Programme for Independent Directors can be found on the Company's website. https://eclerx.com/wp-content/uploads/2024/03/Details-of-Familiarisation-Programmes-for-Independent-Directors-March-2024_KM-2.pdf



Governance

The Board Skills And Attributes Matrix

The Directors of the Company bring with them a wide range of skills and experience to the Board, which enhances the quality of the Board’s decision-making process. The Board has identified the following core skills viz. Industry Expertise and Business Acumen, Corporate Governance, Quality Decision making, Ability to contribute to Company’s growth, Sustainable Development and Strategic Planning and Analysis which are required in the context of the business of the Company to function effectively as detailed in the table.

Core Skills		Description
Industry Expertise and Business Acumen		Knowledge of the it-bpm sector, understanding of the business operations of the company, strategic planning, audit, risk management
Corporate Governance		Knowledge of corporate governance, accountancy, understanding of legal & regulatory environment, stakeholder advocacy
Quality Decision Making		Being attentive to risks, solving problems by analysing options, identifying opportunities, being focused and creative in ideas, leadership
Ability to Contribute to Company’s Growth		Sales and marketing, technology and digital, global experience, knowledge of budgeting, M&A, mentoring, networking etc.
Sustainable Development		CSR/ESG Initiatives, Diversity, Empathy
Strategic Planning and Analysis		Ability to critically identify and assess strategic opportunities and threats and develop effective strategies in the context of long-term objectives and the organizations’ relevant policies and priorities



Governance

The **skill matrix displaying Directors' proficiency in core skills** is given hereunder. The table also reflects the number of years that Independent Directors have left to serve, which helps to analyse which skills need to be replaced sooner than others.

Directors	Years left to serve (as applicable)	Core Skills
Kapil Jain Managing Director & Group CEO	NA	
PD Mundhra Executive Director – Promoter	NA	
Anjan Malik Non-Executive Director – Promoter	NA	
Bala C Deshpande Non-Executive Independent Director	4 (1 st Term)	
Shailesh Kekre Non-Executive Independent Director – Chairperson	3 (2 nd Term)	
Srinjay Sengupta Non-Executive Independent Director	2 (1 st Term)	

Directors	Years left to serve (as applicable)	Core Skills
Naresh Chand Gupta Non-Executive Independent Director	4 (1 st Term)	
Naval Bir Kumar Non-Executive Independent Director	4 (1 st Term)	
Amit Majmudar Non-Executive Independent Director	5 (1 st Term)	

Industry Expertise and Business Acumen	Corporate Governance	Quality Decision Making	Ability to Contribute to Company's Growth	Sustainable Development	Strategic Planning and Analysis



Governance



Performance Evaluation Of Board

The Board of Directors of the Company had appointed an external agency for conducting evaluation of the performance of the Chairman, Board, individual Directors including peer review and self-assessment and of the Committees of the Board. The report of the performance evaluation of the individual Directors was submitted to the respective Directors whereas the observations and the report on the performance evaluation of the Board and its Committees was placed before the Nomination and Remuneration Committee. The feedback of the Nomination and Remuneration Committee was then placed before the Board of Directors for review and action on the basis of the findings in the performance evaluation report.

The said evaluation for the Board and individual Directors was carried out based on pre-defined comprehensive checklists, which

were circulated to the Directors covering various evaluation criteria, inter-alia, modelled on the different factors. In addition, the Chairman of the Board was also evaluated on the key aspects of his role and the report on his performance evaluation was placed before the separate meeting of the Independent Directors for review.

During the year, a separate meeting of Independent Directors was held on May 25, 2023. In this meeting, the performance of the Non-Independent Directors, performance of the Board as a whole and performance of the Chairman was evaluated, taking into account the views of Executive Director and Non-Executive Directors. The same was also discussed in the subsequent Nomination and Remuneration Committee Meeting and Board Meeting that followed the meeting of Independent Directors.



Policy Charter

Governance policies are crucial as they establish a framework for ethical behavior, transparency, and accountability within an organization. They ensure that the company operates with integrity, adheres to legal and regulatory requirements, and aligns with best practices in corporate governance. By clearly defining roles, responsibilities, and procedures,



governance policies help mitigate risks, foster trust among stakeholders, and support sustainable business practices, ultimately driving long-term success and organizational resilience. More details about eClerx's governance policies are available at <https://eclerx.com/investor-relations/corporate-governance-policies/>



Governance



Responsible Business – Code Of Conduct

At eClerx, our Business Code of Conduct serves as a foundational guide for ethical behavior and decision-making across our organization. This Code outlines the principles and standards we expect all stakeholders—employees, managers, and partners—to follow in their interactions and business activities. It addresses key areas such as compliance with laws, conflict of interest management, anti-corruption measures, and maintaining a respectful and confidential work environment. By adhering to these guidelines, we ensure that our business operations are conducted with integrity, fairness, and transparency. This commitment not only protects our company's reputation but also fosters a positive and ethical business environment for all involved.

The Company lays down the Code of Conduct which is expected to be followed by the Directors and the Senior Managerial Personnel in their

business dealings and in particular on matters relating to integrity at work place, in business practices and in dealing with stakeholders. Pursuant to Regulation 17 of the Listing Regulations, the Board has laid down a Code of Conduct for Board Members and Senior Management Personnel of the Company. All the Board Members and Senior Management Personnel including the Chief Financial Officer and Company Secretary have affirmed compliance with the Code of Conduct for FY2023-24. There were no material financial and commercial transactions, in which Board Members or Senior Management Personnel had personal interest, which could lead to potential conflict of interest with the Company during the year. A declaration to this effect signed by the Managing Director & Group CEO is given in our annual report. The aforesaid code has also been hosted on the Company's website at the link <https://eclerx.com/investor-relations/corporate-governance-policies/>.



Enterprise Wide Risk Management System And Risk Management Policy

Risk management is an integral part of the Company's business strategy and the Company believes that its ability to identify and address such risks is central to achieving its objectives. The Company has in place a well-defined Enterprise Wide Risk Management (EWRM) framework and Risk Management Policy which, inter-alia, aims at the following:

- Safeguarding the Company assets, interests and interest of all stakeholders by identifying, assessing and mitigating various risks.
- Laying down a framework for identification, measurement, evaluation, mitigation & reporting of various risks.
- Evolving the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects, which the business and operations of the Company are exposed to.
- Balancing the cost of managing risk and the anticipated benefits.
- Creating awareness among the employees to assess risks on a continuous basis & develop risk mitigation plans in the interest of the Company.



Governance



Business Continuity Management (BCM)

eClerx is committed to ensuring resilience and operational continuity through its dedicated Business Continuity Management (BCM) Policy. This policy outlines comprehensive strategies and procedures to address potential disruptions, ensuring that critical business functions can continue seamlessly during emergencies. Additionally, eClerx is **ISO 22301 certified**, reflecting its adherence to international standards for

Business Continuity Management Systems (BCMS). This certification underscores the Company's proactive approach to managing risks and maintaining business operations under various contingencies, reinforcing its commitment to stability and reliability.

The brief objectives of the BCM system are:

- Identify and plan resources to mitigate disruption risks.
- Establish response strategies for major disruptions.
- Minimize recovery times for key processes.
- Facilitate effective communication during disruptions.
- Continuously enhance BCM and adapt to business changes.
- Increase BCM awareness and integrate it into normal practices.
- Boost credibility with clients and stakeholders.

Anti-Corruption or Anti-Bribery

At eClerx, we uphold the highest standards of integrity and ethics in all our business activities, with a firm commitment to preventing, deterring, and detecting fraud, bribery, and other corrupt practices. Our policy mandates that all operations, regardless of location, are conducted with honesty and transparency, and we strictly enforce a zero-tolerance stance against bribery and corruption.

Our Anti-Bribery and Anti-Corruption (ABAC) Policy applies globally to everyone associated with eClerx, including employees at all levels, directors, consultants, contractors, trainees, and any other affiliated individuals. All individuals are required to familiarize themselves with this policy, avoid any activities that could breach it, and adhere to its principles. Violations of this policy are met with serious consequences, including potential dismissal, substantial fines, or imprisonment.

We encourage a culture of openness and support for those who report suspected wrongdoing or refuse to participate in unethical practices. We protect individuals who raise genuine concerns in good faith from retaliation, ensuring they are not subject to negative consequences for their actions.

Training on this policy is integrated into the onboarding process for all new employees, who must also pass a related test within 15 days of joining. Regular updates and training are provided to ensure ongoing compliance, and employees must annually affirm their commitment to the policy.

Our anti-bribery and anti-corruption stance is communicated clearly to all suppliers, contractors, and business partners from the beginning of our relationships and reinforced as necessary. We continuously review and update our policies and procedures to address any emerging risks, especially when entering new markets or sectors.

The effectiveness of this policy is monitored by our Compliance/HR team, which regularly assesses its adequacy and effectiveness. Any changes to the policy require written approval from the Company's Board of Directors.

94% | Employees trained on anti-corruption and anti-bribery



Governance



Whistle Blower Policy

The Company has zero tolerance policy for any form of unethical behaviour. Pursuant to the provisions of the Act and Listing Regulations, the Company has in place a Whistle Blower Policy to encourage all employees or any other person dealing with the Company to disclose any wrong-doing that may adversely impact the Company, the Company's customers, shareholders, employees, investors, or the public at large. This policy, inter-alia, also sets forth:

- Procedures for reporting of questionable auditing accounting, internal control and unjust enrichment matters.
- Reporting instances of leak or suspected leak of Unpublished Price Sensitive Information and.
- An investigative process of reported acts of wrong doing and retaliation from employees, inter-alia, on a confidential and anonymous basis.

Grievance Redressal

eClerx has a standalone grievance redressal policy which is available on the company's intranet and is not available on public platform as of now. eClerx's grievance redressal process occurs in four stages, beginning with the raising of the grievance.

Employees are encouraged to promptly bring their grievances to the attention of their managers and/or HR Business Partner (HRBP), providing factual details and supporting evidence. This is followed by an investigation of the grievance, during which the HRBP ensures that all involved parties receive a fair hearing. In the third stage, known as the 'closure' stage, the HRBP receives the final recommendations from the investigating authorities (as outlined in the Conduct and Discipline Policy), communicates these recommendations to the immediate manager, and ensures they are implemented within one working day. The final stage, 'appeal,' allows employees who are dissatisfied with the decision to appeal to the vertical head or HR head within three working days of receiving the decision. If it is determined during the investigation that the grievance was fabricated with malicious intent, strict punitive action will be taken against the employee, as approved by both the Head of HR and the Vertical Head.

Anti-Competitive Behavior

All employees and business partners are required to adhere to antitrust and competition laws in every country where we operate. We strictly avoid any agreements, understandings, or plans with competitors that could limit or restrict competition, such as price fixing or market allocation. In our commitment to fair competition, we respect competitors' confidential information with the same diligence as our own. We collect competitive information only through lawful and ethical means, never resorting to deception or misrepresentation.

During the reporting period, the organization has had zero legal actions pending or completed regarding anti-competitive behavior or violations of antitrust and monopoly legislation in which we have been identified as a participant.



Governance



Data Security

eClerx is an IT enabled services company and hence data security plays the most important part in all our transactions. eClerx's cyber security policy aims to protect eClerx's technology infrastructure from threat activity and to protect information from being stolen, compromised or attacked. Adhering to the policy helps in safeguarding the company from human errors, hacker attacks and system malfunctions in turn saving on the financial & reputational damage that may occur and from jeopardizing eClerx and its client's reputation.



eClerx is an ISO 27001 certified company for Information Security Management System (ISMS) and is fully compliant with all the requirements as outlined by the standard.

eClerx's Information Security policy being an evolving process caters to a whole spectrum of people, process and technology. It serves as an umbrella framework for defining and guiding the actions related to Information Security. eClerx's Information Security policy is implemented across the organization by:

- Deploying suitable measures to protect the information assets (People, Physical, Software, Information, Paper, Services and Company Image having business value).
- Preventing unauthorized access, modification, destruction or disclosure whether accidental or intentional to information assets.
- Assuring information asset's authenticity, confidentiality, integrity and availability.

eClerx is committed to maintaining the highest standards in ensuring confidentiality, integrity & availability of internal parties and external parties' available information. It is essential to obtain, handle, process, transfer and store information about our clients. We at eClerx have placed appropriate information security controls to secure and safeguard the data and information available in eClerx environment.

eClerx has adopted the following principles to govern its use, collection, and transmittal of Personal Data, except as specifically provided by this Policy or as required by applicable laws:

- Lawfulness, Fairness and Transparency
- Purpose Limitation
- Data Minimization
- Accuracy
- Data retention Periods
- Data Security
- Accountability

eClerx management is committed to implementation, development, maintenance and improvement of data privacy and protection. eClerx management has created a framework for managing data privacy and protection.

To maintain Confidentiality, Integrity and Availability of personal data at all the stages, Company has implemented various controls as mentioned in the ISMS Policies, including -processes, procedures, organizational structures and software and hardware functions. These controls are established, implemented, monitored, reviewed and improved at regular intervals.

Any Employees (including employees that are working from home), Vendors, Suppliers, and Internal and external parties dealing with personal data are expected to adhere to all the policies & procedures followed by eClerx, including the Non-Disclosure Agreement signed by them. Failure to do so will be taken seriously and may result in action as per the disciplinary policies of eClerx.



Governance



Incident Management

All users, i.e., employees and third party staff shall report any observed or suspected security weaknesses in systems or services to their immediate managers as early as possible in order to prevent any security incident which later shall be communicated to the IS team with evidence.

Information security events are monitored and assessed by the Incident Manager to check Information security incidents. Evidence is collected in a manner that is compliant to the local law of the land and the quality and completeness of the evidence is maintained. Incident Manager reports Information security incidents to the Manager- information Security Group (PGM-ISG) and these incidents are handled as per standard Incident Management Procedures. A follow-up action against a

person or organization after an information security incident may involve legal action (either civil or criminal).

The information gained from the evaluation of information security incidents is used to identify recurring or high impact incidents. A process of continual improvement is applied in response to monitoring, evaluating and overall management of information security incidents.

During the reporting period, the organization has not identified any substantiated complaints related to breaches of customer privacy. This includes both complaints received from outside parties and those from regulatory bodies. Furthermore, there have been no reported incidents of leaks, thefts, or losses of customer data.

Data Retention

eClerx is complying with business and contractual requirements for data retention, ensuring adherence to applicable laws and regulations. Users are currently managing the retention and disposal of emails based on business needs. The internal departments follow the data retention policies in line with business requirements. For external or client data, we retain information according to client requirements, data retention policies, or regulatory standards, whichever is more stringent. The company has a policy for Data Backup Retention and Disposal Management in place to ensure responsible data management.

The company returns all Personal Information to the client within 90 days of the expiration or termination of an agreement, upon client request, or as specified in the agreement, whichever occurs first. If requested by the client, we will also destroy or permanently erase such personal data using appropriate methods.

Any incidents involving personal data breach, including the escalation thereof, shall be dealt with as per the Incident Management policy of eClerx or as per the defined guidelines by the client.

eClerx complies with various data privacy legislations in India as well as globally and adopts best practices of data protection procedures in relation to all of its activities.



Governance



Sustainable Procurement

At eClerx, we are dedicated to partnering with top-tier suppliers to deliver exceptional business solutions to our clients. Our Supplier Code of Conduct and Sustainable Sourcing Policy underscores our commitment to embedding sustainability principles throughout our supply chain. These initiatives are designed to foster long-term socio-economic and environmental benefits for a diverse range of businesses.

We engage with suppliers who uphold robust management systems—encompassing policies, plans, accounting, reporting mechanisms, and performance measures—that ensure compliance, assurance, and ongoing improvement. Additionally, our suppliers are expected to adhere to a Supplier Code of Conduct




and we also mandate that our suppliers implement effective anti-corruption, anti-fraud, and anti-bribery programs, and fully comply with these standards to maintain the integrity of our operations.

Our Sustainable Supply Chain Management (SSCM) Code of Conduct extends to all suppliers, vendors, contractors, and companies providing us with products and services. While we recognize that our suppliers operate as independent entities, their business practices can influence or reflect on ours. We view sustainability as a key driver of success and acknowledge the crucial role suppliers play in this endeavor. Suppliers that adhere to high standards of social, ethical, and environmental practices are essential for producing superior

quality products and services. We require all our suppliers to comply with these standards and encourage them to adopt preferred practices that enhance the sustainability of our supply chain. We have implemented a process for collecting suppliers' ESG-related information through comprehensive questionnaires, which are a mandatory part of the onboarding process.

We expect our suppliers to meet and continually enhance standards in several crucial areas to align with our values and objectives. This includes minimizing their environmental impact to contribute to our sustainability goals. Suppliers are also required to provide a safe and healthy work environment, ensuring the well-being of their employees. Ethical business

practices must be upheld to maintain integrity throughout our supply chain. Furthermore, suppliers must implement robust measures for privacy and data protection to safeguard sensitive information. Compliance with legal standards regarding prohibited business practices is essential, as is the adoption of management practices that respect the rights of employees and the local community. By focusing on these areas, we aim to foster a supply chain that not only supports our commitment to sustainability but also promotes ethical behavior and respect for all stakeholders.

-  Supplier Code of Conduct covers **100%** of suppliers
-  Suppliers signed Compliance certificate integrated with social & environmental clauses – **14%**
-  Supplier ESG assessment questionnaire for critical vendors – **65%**



Governance

Our Commitment Towards Sustainable Sourcing

We prioritize engaging with suppliers who demonstrate a strong commitment to sustainability, encompassing a comprehensive philosophy, effective management approach, and robust governance and policy implementation. Suppliers must align with our dedication to best practices, continuous improvement, and collaborative efforts as outlined in the SSCM Supplier Code of Conduct. Key expectations include acting with integrity, fostering trust, and building long-term relationships through ethical and responsible interactions. Compliance with all relevant local and international laws on social, ethical, and environmental issues is essential.

We seek higher performance standards from our key suppliers through our SSCM Questionnaire, which covers critical social, ethical, and environmental aspects. Suppliers are required to use resources efficiently in accordance with the SSCM Code of Conduct for Suppliers. They should also actively contribute to social and environmental benefits by upholding strong social, ethical, and ecological practices, thereby enhancing value for our suppliers and the broader community.

Additionally, we encourage suppliers to provide cost-effective, environmentally and socially responsible products and services. Our approach also aims to deliver benefits such as reduced costs, improved risk management, enhanced quality, and innovation. We ensure that our SSCM practices are inclusive of SME and local vendors when they meet eClerx's needs and that the accuracy of information from suppliers is maintained through audits, third-party verification, and similar processes.

In our sourcing process, we evaluate potential suppliers by assigning weightage to their social, ethical, and environmental performance, setting minimum standards through the SSCM Code of Conduct, and conducting detailed assessments of high-spend suppliers to gain a deeper understanding of their business practices.

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

FY2023-24

Directly sourced from MSMEs/small producers **15%**

Directly sourced from within India (locally) **95%**



Governance



Stakeholder Engagement

The management team at eClerx connects with diverse stakeholders through formal and informal channels at regular intervals. These stakeholders are shortlisted after extensive brainstorming depending on the material importance to business. The stakeholder relationship committee oversees the overall stakeholder engagement process. Stakeholder inputs are sought that help the company identify its potential material topics and provide insights into the future risks and opportunities of business.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other)	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Project-related calls and meetings; project management reviews; relationship meetings and reviews; executive meetings and briefings; customer visits; responses to RFIs/RFPs; sponsored events; mailers; newsletters; brochures	Continuous, Monthly, Quarterly, Half-yearly, Annually	Investments and capabilities in digital technologies; quality of work; data privacy and security; ethical behaviors; customer growth and transformation opportunities, fair business practices, community development
Employees	No	Town halls; roadshows; project or operations reviews; video conferences; audio conference calls; PEEP; PROPEL (employee forum); one-on-one counselling	Continuous	Safe and comfortable workplace; diversity; engaging assignments; learning opportunities; career development; compensation structure
Investors & Shareholders	No	Annual General Meeting; Annual Reporting; BRSR; press releases; investor conferences; earnings calls	Continuous, Monthly, Quarterly, Half-yearly, Annually	Financial performance; materiality assessment; sustainability reporting



Governance

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other)	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Academia	No	Meetings; presentations; lectures; webinars; website	Continuous, Annually	Job creation; curriculum enhancement; internship opportunities
Recruiting firms; Vendors	No	Review meetings; RFPs/RFQs	As and when required	Talent acquisition; ethical behaviour; fair business practices; creditworthiness; business continuity
Partners and Collaborators	No	Meetings; site visits; conference calls; business review meetings; partner events	Continuous, Monthly, Quarterly, Half-yearly, Annually	Customer feedback; automation opportunities; value addition and value creation; investments and credit-worthiness; expanding capabilities
Industry bodies	No	Conferences and seminars; working council meetings; surveys; summits	As and when required, Annual	Benchmarking; capabilities expansion, credit-worthiness; financial performance; ethics and fair business practices
Government bodies; NGOs; Local communities; Society	Yes, some local communities and NGOs	Project meetings, review calls; surveys; conferences; consultative sessions; due diligence; seminars; pre-releases	Continuous, Monthly, Quarterly, Half-yearly, Annually	Social Responsibility; understanding community needs; sustainable development; legacy building; local economic development, etc.



GRI Content Index

Statement of Use

eClerx Services Ltd. has reported the information cited in this **GRI content index** for the period April 1, 2023 to March 31, 2024 with reference to the **GRI Standards**.

GRI Used

GRI 1: Foundation 2021

Scope of Report

eClerx Services Ltd. and its **global subsidiary companies**.

GRI Standard	Topics	Report	Page No.
GRI 2 General Disclosures 2021	2-1 Organizational details	Annual Report	8, 9,
		Sustainability Report	3
	2-2 Entities included in the organization's sustainability reporting	Sustainability Report	9
	2-3 Reporting period, frequency and contact point	Sustainability Report	9
	2-4 Restatements of information	Sustainability Report	19
	2-5 External assurance	Sustainability Report	61
	2-6 Activities, value chain and other business relationships	Sustainability Report	5
	2-7 Employees	Annual Report	57
	2-8 Workers who are not employees	Annual Report	57
	2-9 Governance structure and composition	Annual Report	14
	2-10 Nomination and selection of the highest governance body	Sustainability Report	39
2-11 Chair of the highest governance body	Sustainability Report	37	



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GRI Standard	Topics	Report	Page No.
GRI 2 General Disclosures 2021	Disclosure 2-12 Role of the highest governance body in overseeing the management of impacts	Sustainability Report	37, 38
	2-13 Delegation of responsibility for managing impacts	Sustainability Report	38, 39, 40
	2-15 Conflicts of interest	Sustainability Report	41
		Annual Report	64
	2-17 Collective knowledge of the highest governance body	Annual report	102, 103
	2-18 Evaluation of the performance of the highest governance body	Sustainability Report	44
	2-19 Remuneration policies	Sustainability Report	39
	2-20 Process to determine remuneration	Sustainability Report	39
	2-22 Statement on sustainable development strategy	Sustainability Report	6, 7, 8
	2-23 Policy commitments	Sustainability Report	45, 46, 47, 48
2-27 Compliance with laws and regulations	Annual report	63	
2-29 Approach to stakeholder engagement	Sustainability Report	52, 53	
GRI 3: Material Topics	3-1 Process to determine material topics	Sustainability Report	13, 14
	3-2 List of material topics	Sustainability Report	13, 14
	3-3 Management of material topics	Sustainability Report	13, 14



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GRI Standard	Topics	Report	Page No.
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Annual Report	10
	201-3 Defined benefit plan obligations and other retirement plans	Annual Report	67
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Annual Report	85
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	Sustainability Report	11
	205-3 Confirmed incidents of corruption and actions taken	Annual Report	64
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Annual Report	85
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Sustainability Report	20
	302-2 Energy consumption outside of the organization	Sustainability Report	20
	302-3 Energy intensity	Annual Report	76
	302-4 Reduction of energy consumption	Annual Report	76
GRI 303: Water and Effluents 2018	303-3 Water withdrawal	Sustainability Report	22
	303-4 Water discharge	Sustainability Report	22
	303-5 Water consumption	Sustainability Report	22



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GRI Standard	Topics	Report	Page No.
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Sustainability Report	18, 19
	305-2 Energy indirect (Scope 2) GHG emissions	Sustainability Report	18, 19
	305-3 Other indirect (Scope 3) GHG emissions	Sustainability Report	18, 19
	305-4 GHG emissions intensity	Annual Report	78
	305-5 Reduction of GHG emissions	Annual Report	79
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Annual Report	78
GRI 306: Waste 2020	306-3 Waste generated	Sustainability Report	21
	306-4 Waste diverted from disposal	Sustainability Report	21
	306-5 Waste directed to disposal	Sustainability Report	21
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Sustainability Report	50
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Sustainability Report	11, 24
	401-2 Benefits provided to full-time employees that are not provided to temporary or part time employees	Annual Report	66
		Sustainability Report	27
	401-3 Parental leave	Sustainability Report	24, 29, 30
		Annual Report	67



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GRI Standard	Topics	Report	Page No.
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	Sustainability Report	26, 29
		Annual Report	68
	404-3 Percentage of employees receiving regular performance and career development reviews	Annual Report	69
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Annual Report	57
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Annual Report	74
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Sustainability Report	50
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Annual Report	88



SASB Alignment

Sustainability Disclosure Topics & Metrics

Topic	Metric	Report	Page No.
Data Security	Description of approach to identifying and addressing data security risks	Sustainability Report	48, 49
	Description of policies and practices relating to collection, usage, and retention of customer information	Sustainability Report	48, 49
	(1) Number of data breaches, (2) percentage that (a) involve customers' confidential business information and (b) are personal data breaches, (3) number of (a) customers and (b) individuals affected 1	Annual Report	88
Workforce Diversity & Engagement	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, and (c) all other employees 2	Annual Report	57
	(1) Voluntary and (2) involuntary turnover rate for employees	Sustainability Report	24
	Employee engagement as a percentage 3	Sustainability Report	31
Professional Integrity	Description of approach to ensuring professional integrity	Sustainability Report	45, 46, 47
	Total amount of monetary losses as a result of legal proceedings associated with professional integrity 4	Annual Report	63

Activity Metric	Report	Page No.
Number of employees by: (1) full-time and part-time, (2) temporary, and (3) contract	Annual Report	57
Employee hours worked, percentage billable	-	-



Alignment with UN-Sustainable Development Goals

We continue to align our ESG strategy on 10 out of the 17 Sustainable Development Goals defined by UNDP

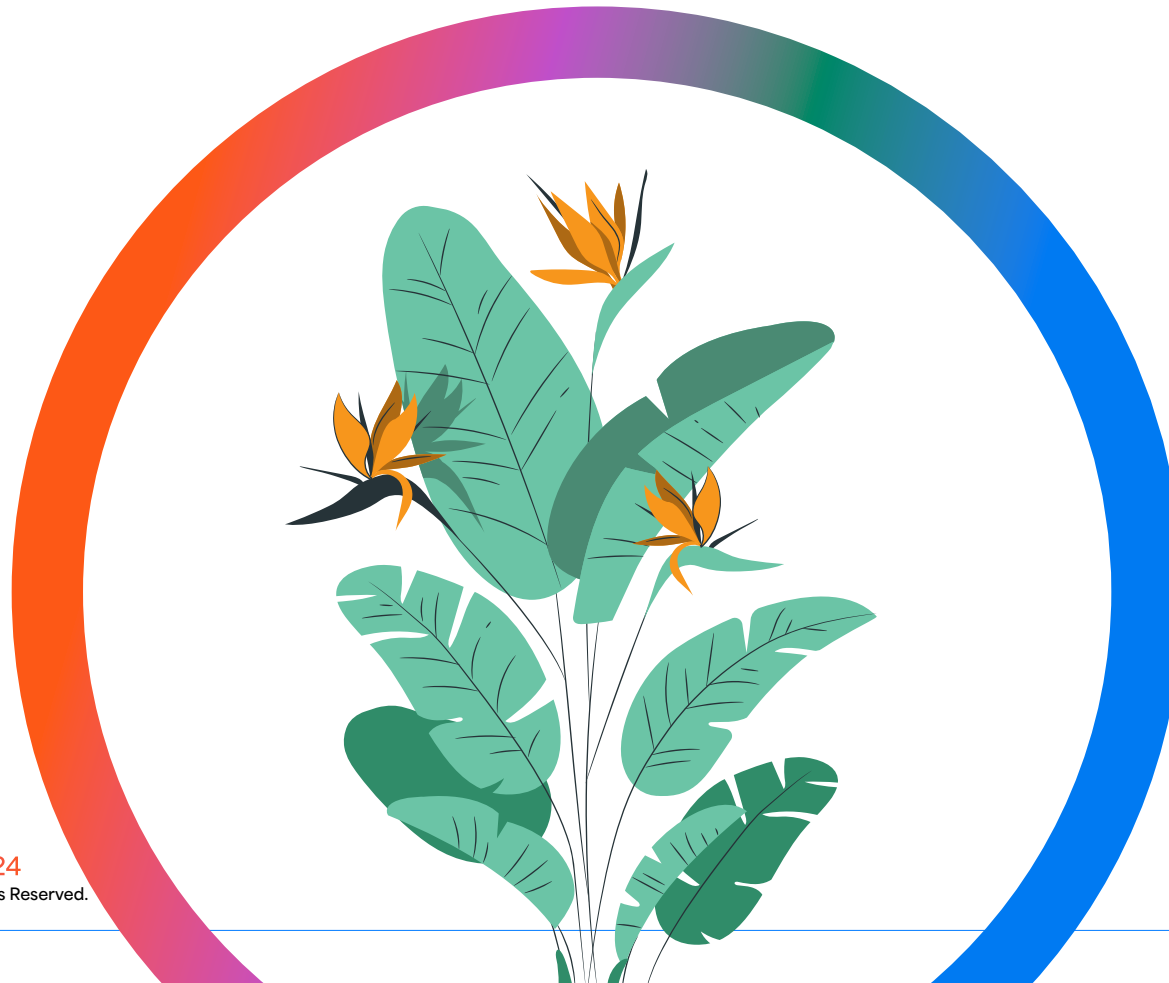
- 1** No Poverty 

- 3** Good Health & Well Being 

- 4** Quality Education 

- 5** Gender Equality 

- 8** Decent Work & Economic Growth 



- 10** Reduced Inequalities 

- 17** Partnership For The Goals 

- 15** Life On Land 

- 12** Responsible Consumption & Production 

- 11** Sustainable Cities & Communities 



Assurance Statement



Assurance statement on third-party verification of sustainability information

Unique identification number: 3153015234

TÜV SÜD South Asia Pvt Ltd. (hereinafter TÜV SÜD) has been engaged by eCLERX SERVICES LIMITED to perform a limited assurance verification of sustainability information in the Sustainability Report of eCLERX SERVICES LIMITED (hereinafter "Company") for the period from 01.04.2023 to 31.03.2024. The verification was carried out according to the steps and methods described below.

Scope of the verification

The third-party verification was conducted to obtain limited assurance about whether the sustainability information is prepared in reference to the reporting criteria of the 2021 Sustainability Reporting Standards of the Global Reporting Initiative (hereinafter "Reporting Criteria").

The following selected disclosures are included in the scope of the assurance engagement: Option "full report" for reporting year April 1, 2023 – Mar 31, 2024.

The following disclosures on sustainability in the "INTEGRATED REPORT", published at [About Us | eClerx](#)

- GRI 2: General Disclosure
- GRI 3: Material Topics – 3-1, 3-2, 3-3;
- GRI 205: Anti-corruption– 205-2, 205-3;
- GRI 206: Anti-competitive behavior– 206-1;
- GRI 302: Energy– 302-1, 302-2, 302-3, 302-4;
- GRI 303: Water– 303-3, 303-4, 303-5;
- GRI 305: Emissions– 305-1, 305-2, 305-3, 305-4, 305-5, 305-7;
- GRI 306: Waste– 306-3, 306-4, 306-5;
- GRI 401: Employment– 401-1, 401-2, 401-3;
- GRI 404: Training and Education – 404-2, 404-3;
- GRI 405: Diversity and Equal Opportunity – 405-1;
- GRI 406: Non-Discrimination – 406-1;
- GRI 418: Customer Privacy – 418-1;

Other than as described in the preceding paragraph, which sets out the scope of our engagement, we did not perform assurance procedures on the remaining information included in the integrated reporting, and accordingly, we do not express a conclusion on this information. It was not part of our engagement to review product- or service-related information, references to external information sources, expert opinions and future-related statements in the Report.

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Responsibility of the Company

The legal representatives of the Company are responsible for the preparation of the sustainability information in accordance with the Reporting Criteria. This responsibility includes in particular the selection and use of appropriate methods for sustainability reporting, the collection and compilation of information and the making of appropriate assumptions or, where appropriate, the making of appropriate estimates. Furthermore, the legal representatives are responsible for necessary internal controls to enable the preparation of a sustainability report that is free of material - intentional or unintentional - erroneous information.

Verification methodology and procedures performed

The verification engagement has been planned and performed in accordance with the verification methodology developed by the TÜV SÜD Group, which is based upon the ISAE 3000, and ISO 17029. The applied level of assurance was "limited assurance". Because the level of assurance obtained in a limited assurance, the engagement is lower than in a reasonable assurance engagement, the procedures the verification team performs in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. A limited assurance engagement consists of making inquiries, primarily of persons responsible for the preparation of the Sustainability information and applying analytical and other limited assurance procedures.

The verification was based on a systematic and evidence-based assurance process limited as stated above. The selection of assurance procedures is subject to the auditor's own judgment.

The procedures included amongst others:

- Inquiries of personnel who are responsible for the stakeholder engagement und materiality analysis to understand the reporting boundaries.
- Evaluation of the design and implementation of the systems and processes for compiling, analysing, and aggregating sustainability information as well as for internal controls
- Inquiries of company's representatives responsible for collecting, preparing and consolidating sustainability information and performing internal controls
- Analytical procedures and inspection of sustainability information as reported at group level by all locations.
- Assessment of local data collection and management procedures and control mechanisms through a sample survey at selected sites located eCLERX SERVICES LIMITED – Mumbai.

Conclusion

On the basis of the assessment procedures carried out from 15-10-2024 to 16-10-2024, TÜV SÜD has not become aware of any facts that lead to the conclusion that the selected sustainability information has not been prepared, in all material aspects, in reference to the Reporting Criteria.

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Limitations

The assurance process was subject to the following limitations:

- The subject matter information covered by the engagement are described in the "scope of the engagement". Assurance of further information included in the integrated reporting was not performed. Accordingly, TÜV SÜD do not express a conclusion on this information.
- Financial data were only considered to the extent to check the compliance with the economic indicators provided by the GRI Standards and were drawn directly from independently audited financial accounts. TÜV SÜD did not perform any further assurance procedures on data, which were subject of the annual financial audit.
- The assurance scope excluded forward-looking statements, product- or service-related information, external information sources and expert opinions.

Use of this Statement

The Company must reproduce the TÜV SÜD statement and possible attachments in full and without omissions, changes, or additions.

This statement is by the scope of the engagement solely intended to inform the Company as to the results of the mandated assessment. TÜV SÜD has not considered the interest of any other party in the selected sustainability information, this assurance report or the conclusions TÜV SÜD has reached. Therefore, nothing in the engagement or this statement provides third parties with any rights or claims whatsoever.

Independence and competence of the verifier

TÜV SÜD South Asia Pvt Ltd. is an independent certification and testing organization and member of the international TÜV SÜD Group, with accreditations also in the areas of social responsibility and environmental protection. The assurance team was assembled based on the knowledge, experience and qualification of the auditors. TÜV SÜD South Asia Pvt Ltd hereby declares that there is no conflict of interest with the Company.

Place, Date

Mumbai, 21st October 2024

Prosenjit Mitra
GM- Audit Services
(Business Line - Verification, Validation & Audit)

Shivram Sohani
Lead Verifier

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We welcome your views

We warmly invite all our stakeholders to provide feedback and comments on our Sustainability Report

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Stay Connected



eClerx Sustainability Report 2023-24

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This document might contain statements that are forward looking in nature. All statements other than statements of historical fact could be deemed as forward-looking in nature. Such statements are inherently subject to risks and uncertainties, some of which cannot be predicted or quantified. By receiving this document, you acknowledge that you will be solely responsible for your own assessment of the market and our market position and that you will conduct your own analysis and be solely responsible for forming your own view of the potential future performance of our business.

No duty to update

eClerx assumes no obligation to update any information or forward-looking statement contained herein, save for any information we are required to disclose by law.

Our reporting ecosystem

We pay special attention on transparency and making content easy to find. This report is part of a broader reporting ecosystem which covers other topics relevant to eClerx. The publications include among others:

Annual Report 2023-24

Business Responsibility and Sustainability Report 2023-24