



July 1, 2025

**BSE Limited**

Corporate Service Department,  
01<sup>st</sup> Floor, P. J. Towers,  
Dalal Street,  
Mumbai 400 001

**National Stock Exchange of India Limited**

Exchange Plaza, Bandra Kurla Complex,  
Bandra (E),  
Mumbai 400 051

**Scrip Code:** 504067

**Symbol:** ZENSARTECH

**Sub: Business Responsibility and Sustainability Reporting ("BRSR")**

Dear Sir/Madam,

In compliance with Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Business Responsibility and Sustainability Report ('BRSR') for the Financial Year 2024-25, along with an Independent Practitioners' Reasonable Assurance Report on the sustainability disclosures in the BRSR Core Format ('Statement'), issued by Forvis Mazars LLP. The BRSR and Statement both form an integral part of the Integrated Annual Report of the Company for the Financial Year 2024-25.

This is for your information and records.

Thanking you,

Yours sincerely,

For **Zensar Technologies Limited**

**Anand Daga**  
Company Secretary



*Encl.: As above*

An  Company

# Annexure D to the Board's Report

## Business Responsibility & Sustainability Reporting (BRSR)

### Section A: General disclosures

#### I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L72200PN1963PLC012621
2. Name of the Entity	ZENSAR TECHNOLOGIES LIMITED
3. Year of Incorporation	29/03/1963
4. Registered office address	Zensar Knowledge Park, Kharadi, Plot No. 4, MIDC, Off Nagar Road, Pune, 411014, Maharashtra, India
5. Corporate address	Zensar Knowledge Park, Kharadi, Plot No. 4, MIDC, Off Nagar Road, Pune, 411014, Maharashtra, India
6. E-mail	<a href="mailto:CompanySecretarial@zensar.com">CompanySecretarial@zensar.com</a>
7. Telephone	020-66057500
8. Website	<a href="http://www.zensar.com">www.zensar.com</a>
9. Financial year for which reporting is being done	2024-25
10. Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited and BSE Limited
11. Paid-up Capital	₹ 454,218,824
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Shubha Kumar Contact details: 020-66325090 Email: <a href="mailto:sustainability@zensar.com">sustainability@zensar.com</a>
13. Reporting boundary Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Disclosures made in this report are on consolidated basis unless otherwise stated. One of the non-operational entities, i.e., Afore LLC, USA, has not been considered in the reporting boundary
14. Name of assessment or assurance provider	FORVIS MAZARS LLP
15. Type of assessment or assurance obtained	BRSR Core: Reasonable Assurance

#### II. Products/services

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

SL. No.	Description of Main Activity	Description of Business Activity	% Of Turnover of the Entity (FY 2024-25)
1.	IT Services	The Company is engaged in providing a complete range of IT Services and Solutions. The Company's industry expertise spans across Manufacturing, Retail, Media, Banking, Insurance, Healthcare, Technology and Telecommunication. The Company earns revenue primarily from software development, maintenance of software/hardware and related services, and sale of software licenses.	100%

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

SL. No.	Product/Service	NIC Code	% Of Total Turnover Contributed
1	Digital Application Services	62013	80%
2	Cloud Infrastructure and Security		20%

#### III. Operations

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

Location	Number of plants	Number of offices	Total
National	-	10	10
International	-	26	26

## 19. Markets served by the entity:

### a. Number of locations

Locations	Number
National (No. of States)	5
International (No. of Countries)	16

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

89%

Note: The contribution provided is specific to Indian entity only.

### c. A brief on types of customers

Zensar is a renowned technology solutions company serving more than 166 clients across the globe. We work with esteemed Fortune 2000 firms across industries such as banking and financial services, insurance, hi-tech, manufacturing, retail, and healthcare. To enhance customer experience, reduce cost of operations and advance digital transformation, these customers often have complex IT infrastructures and require specialized services. Additionally, we collaborate with mid-sized businesses that need scalable, affordable solutions for areas like application development and maintenance, infrastructure management, and data analytics.

We partner with technology companies, including Independent Software Vendors (ISVs), hyperscalers, and product development firms for new solutions and technologies. We also work with public sector organizations, including government agencies, to deliver IT solutions and services that help streamline operations, improve citizen services, and enhance data security.

We have a global presence and serve customers across different regions, including North America, Europe and South Africa. Overall, our customer base is diverse, spanning across industries and geographies. The company focuses on understanding each customer's unique needs and delivering tailored IT solutions and services.

## IV. Employees

### 20. Details as at the end of Financial Year:

#### i. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>Employees</b>						
1.	Permanent (D)	9,975	6,991	70.09%	2,984	29.91%
2.	Other than Permanent (E)	727	538	74.01%	189	25.99%
3.	<b>Total employees (D + E)</b>	<b>10,702</b>	<b>7,529</b>	<b>70.35%</b>	<b>3,173</b>	<b>29.65%</b>
<b>Workers</b>						
4.	Permanent (F)					
5.	Other than Permanent (G)					Not Applicable
6.	<b>Total employees (F + G)</b>					

#### ii. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>Differently abled Employees</b>						
1.	Permanent (D)	41	35	85.37%	6	14.63%
2.	Other than Permanent (E)	0	0	0	0	0
3.	<b>Total employees (D + E)</b>	<b>41</b>	<b>35</b>	<b>85.37%</b>	<b>6</b>	<b>14.63%</b>
<b>Differently abled Workers</b>						
1.	Permanent (D)					
2.	Other than Permanent (E)					Not Applicable
3.	<b>Total employees (D + E)</b>					

Note: The data provided pertains to Indian entity only.

**21. Participation/Inclusion/Representation of women**

Category	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	1	11.11%
Key Management Personnel (KMP)	3	-	-

Key Managerial Personnel (KMP) includes the Managing Director (who also serves as CEO), Chief Financial Officer (CFO), and Company Secretary (CS). As the Managing Director & CEO is part of both the Board of Directors (BOD) and the KMP, the Managing Director & CEO is counted under both categories.

**22. Turnover rate for permanent employees and workers**

Category	FY24-25 (Turnover rate in current FY)			FY23-24 (Turnover rate in previous FY)			FY22-23 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
	Permanent Employees	24.40%	26.10%	24.90%	25%	24.10%	24.70%	39.20%	37.40%
Permanent Workers	Not Applicable								

Note: Calculation methodology was revised based on SEBI guidelines leading to changes in numbers of Previous Financial years

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

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

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Zensar Technologies Inc, USA	Subsidiary	100	No
2.	Zensar Technologies (UK) Limited, United Kingdom	Subsidiary	100	No
3.	Zensar (Africa) Holdings Proprietary Limited, South Africa	Subsidiary	75	No
4.	Zensar (South Africa) Proprietary Limited, South Africa	Subsidiary	100	No
5.	Zensar Technologies (Singapore) Pte Limited, Singapore*	Subsidiary	100	No
6.	Foolproof Limited, United Kingdom	Subsidiary	100	No
7.	Keystone Logic Mexico, S. DE R.L. DE C.V, Mexico	Subsidiary	100	No
8.	Zensar Technologies GmbH, Germany	Subsidiary	100	No
9.	Zensar Technologies (Canada) Inc., Canada	Subsidiary	100	No
10.	Zensar Information Technologies B.V., Netherlands	Subsidiary	100	No
11.	Zensar Colombia S A S, Colombia	Subsidiary	100	No
12.	M3BI LLC, USA	Subsidiary	100	No
13.	M3BI India Private Limited, India	Subsidiary	100	No
14.	BridgeView Life Sciences LLC, USA (Acquired on July 24, 2024)	Subsidiary	100	No
15.	Afore LLC, USA (inoperative subsidiary of BridgeView Life Sciences LLC, USA)	Subsidiary	100	No

\*Foolproof (SG) Pte. Limited has been merged with Zensar Technologies (Singapore) Pte. Limited, w.e.f. April 1, 2024.

## VI. Corporate Social Responsibility (CSR) Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) – Yes
- (ii) Turnover (in ₹) – 22,261 Mn
- (iii) Net worth (in ₹) – 30,981 Mn

## VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2024-25			FY 2023-24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes Grievance Redressal policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Grievance-Redressal-Policy.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Grievance-Redressal-Policy.pdf</a>	0	0	-	0	0	-
Investors (other than shareholders)	Yes Grievance Redressal policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Grievance-Redressal-Policy.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Grievance-Redressal-Policy.pdf</a>	0	0	-	0	0	-
Shareholders	Yes Grievance Redressal policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Grievance-Redressal-Policy.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Grievance-Redressal-Policy.pdf</a>	6	0	-	0	0	-
Employees & workers	Yes Grievance Redressal policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Grievance-Redressal-Policy.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Grievance-Redressal-Policy.pdf</a>	2	0	-	5	0	-
Customers	Yes Grievance Redressal policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Grievance-Redressal-Policy.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Grievance-Redressal-Policy.pdf</a>	0	0	-	0	0	-
Value Chain Partners (Vendors)	Yes Grievance Redressal policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Grievance-Redressal-Policy.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Grievance-Redressal-Policy.pdf</a>	0	0	-	0	0	-

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

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

We conducted a materiality assessment during the year, uncovering three new material aspects: Talent and Skill Management, Diversity and Equal Opportunity, and Supply Chain Management.

Sr. No.	Material issues identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implication of the risk or opportunity (Indicate positive/ negative implications)
1.	Energy and Emission Management	Opportunity	<p>Efficient energy management presents an opportunity to maximize resource utilization while minimizing environmental repercussions. To this end, our initiatives encompass closely monitoring energy consumption in real-time and identifying ways of reducing energy waste across operations. Concurrently, our focus extends to emissions reduction by augmenting the utilization of green energy sources within our global electricity consumption framework.</p> <p>To foster a culture of awareness and innovation, the company is strengthening engagement and communication with employees and partners, highlighting the significance of responsible resource management, and promoting collaborative solutions.</p>	Not Applicable	<p><b>Positive:</b> Well-planned energy and emission management strategies help decrease long-term costs while ensuring increasingly sustainable operations for our business and stakeholders. By reducing energy consumption through the deployment of energy-efficient equipment and supporting policies and processes, we foster a culture of sustainability across our organization. These efforts strengthen our market position by adapting to evolving client expectations. By leveraging our expertise in sustainability, low-carbon transformation, and digital/IT solutions, we empower clients to transition to more sustainable practices and reduce their carbon footprints.</p>
2.	Water Management	Risk	<p>Limited water availability poses a significant risk to operational efficiency by restricting access to essential water resources needed for routine functions. These constraints can lead to interruptions in daily processes and diminish overall productivity. As climate patterns shift and drought conditions become more severe, water scarcity emerges as an increasingly critical risk across various regions.</p>	<p>Zensar has implemented a comprehensive water management program to address water scarcity risks:</p> <p><b>Wastewater Treatment and Reuse:</b> Our in-house sewage treatment plant (STP) recycles 85% of daily water consumption, enabling the reuse of treated water for flushing and gardening.</p> <p><b>Water Conservation Measures:</b> We have implemented various measures, including groundwater recharge, drip irrigation, and sensor-based taps in restrooms, to optimize water usage and enhance efficiency.</p> <p><b>Rainwater Harvesting:</b> By employing rainwater harvesting techniques and developing watershed structures, we further reduce water consumption and promote sustainability.</p>	<p><b>Negative:</b> Operations are vulnerable if there is disruption in continuous water availability. Rising water stress could impact local communities and disrupt productivity, potential regulatory scrutiny towards rules and financial consequences.</p> <p>By implementing water-saving and conservation initiatives, we can enhance resource efficiency across both our operations and the surrounding communities. These efforts help safeguard water availability and support long-term resilience against future demand pressures. Through our water conservation initiatives, we have successfully harvested 25,743 KL of water in FY25.</p>

Sr. No.	Material issues identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implication of the risk or opportunity (Indicate positive/ negative implications)
3.	Waste Management	Opportunity	Zensar's business operations produce waste, categorized into biodegradable, municipal solid, electronic, and hazardous types. As part of our commitment to minimizing environmental impact and adhering to regulatory requirements, we focus on reducing waste generation and ensuring source-level segregation. Our waste management strategy is guided by the 'Reduce, Reuse, Recycle' (3R) principle, presenting an opportunity to enhance sustainability. We regularly inventory all waste streams and responsibly hand them over to authorized third-party agencies for recycling or disposal, in accordance with applicable government norms.	Not Applicable	<p><b>Positive:</b> Lower operational costs are achieved through efficient resource use and minimized waste generation. The organization remains steadfast in its commitment to reducing waste as part of its strategy to deliver both environmental benefits and financial savings.</p> <p>In FY25, we successfully diverted 100% of hazardous and non-hazardous waste from disposal, demonstrating our dedication to sustainable practices and operational efficiency.</p>
4.	Climate Change	Risk	As global climate change results in severe environmental impacts such as rising temperatures and unpredictable flooding, including in urban areas worldwide, Zensar recognizes the potential vulnerability of its operations to extreme weather events like cyclones, heatwaves, and floods. Although the current impact on Zensar's operational areas is high, the likelihood of these occurrences remains low, given that few premises are situated in climate-prone regions. Nonetheless, due to the rapidly changing nature and unforeseen impacts of these events, we continue to promote heightened awareness and preparedness measures throughout the organization.	<p>The company has established a comprehensive Crisis Management framework along with Business Continuity policies to address climate-related risks. These measures ensure stakeholders are informed about the necessary responsibilities during climate emergencies. Crisis managers, initiators, and monitors are appointed at regional and functional levels to handle anticipated and unforeseen crises effectively.</p> <p>In alignment with sustainability goals, Zensar aims for Net-Zero greenhouse gas emissions by 2045, with targets approved by the Science Based Targets initiative for the 1.5°C scenario. We actively participate in initiatives like Transform to Net Zero and the World Economic Forum to advance these efforts.</p> <p>With rising global temperatures leading to frequent heatwaves, our operations could face challenges like increased costs due to employee health issues, energy consumption, and reliance on HVAC systems. To address these, we aim to expand renewable energy generation to meet growing energy needs and minimize environmental impact.</p>	<p><b>Negative:</b> On the downside, climate change presents the challenge of adhering to environmental standards and compliance requirements, elevating operating costs. Conversely, neglecting these standards can result in adverse incidents, potentially leading to financial losses, compromising employee well-being, and tarnishing the organization's reputation.</p> <p>Since FY23, our baseline year, Zensar has achieved a reduction of 50.3% in Scope 1 and Scope 2 emissions through FY25.</p>

Sr. No.	Material issues identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implication of the risk or opportunity (Indicate positive/ negative implications)
5.	Customer Satisfaction	Risk and Opportunity	<p><b>Rationale for Risk:</b> The customer is a pivotal stakeholder and major contributor to an organization's economic growth. Failing to meet expected deliverables or address client-centric issues within stipulated timeframes can adversely impact client satisfaction. This could lead to detrimental effects on both business outcomes and the continuity of relationships.</p> <p><b>Rationale for Opportunity:</b> Recognizing opportunities underscores the critical role of customer satisfaction in driving repeat business, enhancing client retention, and expanding the client base. By targeting key markets and industries with comprehensive digital transformation solutions, we deliver value to our clients and foster business growth.</p>	<p>The organization has implemented proactive measurement mechanisms to assess customer satisfaction levels and gather feedback from diverse perspectives. This includes establishing a dedicated client feedback cell responsible for capturing and evaluating satisfaction levels. Our primary focus is on cultivating enduring strategic partnerships with clients, addressing complex business challenges, and delivering measurable business value.</p>	<p><b>Positive:</b> The company's profitability is significantly bolstered by high levels of customer satisfaction and loyalty, which drive enhanced business prospects and growth opportunities.</p> <p>Our Annual Client Satisfaction Index consistently ranks within the top-quartile, with 95% of our clients expressing being either "Delighted" or "Pleased" with our service delivery.</p> <p><b>Negative:</b> Conversely, dissatisfaction with Zensar's ability to deliver promised quality services can lead to the loss of business opportunities. Major service delays may result in severe consequences such as penalties and the erosion of trust.</p>
6.	Employee Wellbeing	Risk and Opportunity	<p><b>Rationale for risk :</b> Failing to deliver an exceptional employee experience could impede Zensar's ability to attract, recruit, develop, engage, and retain top talent. The rapid pace of technological change demands a highly skilled workforce, yet talent shortages in the market challenge our competitiveness. High attrition rates disrupt project continuity and increase recruitment costs, underscoring the importance of a supportive and motivating work environment. Additionally, inadequate focus on workplace safety and inclusivity can lower employee morale, reduce productivity, damage the company's reputation, and further impede talent acquisition and retention.</p> <p><b>Rationale for opportunity:</b> In the IT industry, employees are crucial in ensuring the delivery of quality services to customers. They bring skills, agility, and innovation, thereby driving enhanced revenue generation and customer satisfaction. By prioritizing employee well-being, we foster greater employee engagement and productivity, leading to improved business outcomes.</p>	<p><b>Risk mitigation approach:</b> Zensar mitigates risks by fostering skill development through comprehensive programs that encompass technical expertise, industry insights, and emerging technology trends. Our wellness framework is anchored on four core pillars—physical, mental, financial, and social well-being—ensuring a holistic approach to employee health and satisfaction. To support continuous learning, we require individualized development action plans that enable personalized growth paths. Furthermore, we have implemented an ISO 45001:2018-certified Occupational Health and Safety Management System. Our Environment, Health, and Safety (EHS) policy, aligned with our core values, underscores our commitment to effectively manage these aspects across all locations.</p>	<p><b>Positive:</b> Investing resources in employee well-being yields significant financial benefits, including higher productivity, reduced healthcare costs, improved employee retention rates, increased job satisfaction, and enhanced employer branding. Zensar's Happiness Score has been maintained above 82 consistently over three, consecutive years, including FY25. We are recognized as a Great Place To Work through the GPTW survey, and we achieve top ratings on Glassdoor.</p> <p><b>Negative:</b> A lack of diversity and inclusion can harm the company's reputation as an employer and result in increased costs due to limited recruitment opportunities. An inclusive culture is crucial for attracting talent, especially among younger generations. Without diversity and inclusion, potential employees may be discouraged from joining. Moreover, excluding diverse perspectives in the design process may overlook comprehensive inclusiveness in solutions, diminishing their overall effectiveness.</p>

Sr. No.	Material issues identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implication of the risk or opportunity (Indicate positive/ negative implications)
7.	Data Security and Privacy	Risk	Safeguarding data security and privacy is essential to protect the organization from financial losses, reputational damage, legal liabilities, and the erosion of trust from customers and consumers.	<p>Risk mitigation strategy:</p> <p>Adopting proven, industry-standard monitoring and continuous testing mechanisms ensures the identification and neutralization of ongoing threats. A comprehensive cybersecurity strategy, backed by a well-defined framework, processes, policies, and controls, enhances our cyber resilience. Regular awareness programs, training initiatives, and a structured consequence management process further bolster security. Additionally, periodic reviews, testing, and audits maintain ongoing effectiveness and ensure compliance.</p>	<b>Negative:</b> A decline in customer trust regarding Zensar's capability to safeguard their data may result in penalties that directly impact the bottom line, along with significant reputational repercussions.
8.	Community Development	Opportunity	Community development empowers individuals and stimulates economic growth by strengthening local businesses and creating employment opportunities. It addresses societal challenges, advocates for social justice, and enhances the well-being of marginalized communities by improving access to essential services. Additionally, it tackles issues of social polarization and cultural divides, where corporates can play a crucial role by promoting inclusivity through community development initiatives. Our approach integrates community engagement across education, primary healthcare, and disaster response, underscoring its integral role in our strategy.	Not applicable	<b>Positive:</b> The organization's CSR division is committed to implementing initiatives that advance community well-being, economic development, and educational progress. These efforts aim to improve the financial and societal conditions of the communities served, actively contributing to enhanced societal standards and fostering cohesive interdependence within the ecosystem. In FY25, Zensar invested INR 105.9 Mn in community development initiatives, demonstrating our commitment to societal enhancement.
9.	Talent and Skill Management	Opportunity	The Learning & Development Team at Zensar provides a diverse array of technical and personal development training programs designed to empower employees to upskill and reskill according to evolving business needs. By prioritizing skill enhancement, career progression, and seamless career transitions, we foster continuous growth and development. Addressing talent challenges enables Zensar to align its work culture with global trends, particularly in the realm of digital transformation, positioning the organization to capitalize on emerging opportunities.	Not Applicable	<b>Positive:</b> Effective talent and skill management boosts productivity, reduces turnover costs, and enhances innovation, resulting in higher revenues and long-term cost savings. It ensures a skilled, motivated workforce that drives superior financial outcomes. In FY25, we achieved an average of 82 hours of upskilling and reskilling per employee, underscoring our commitment to continuous employee development.

Sr. No.	Material issues identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implication of the risk or opportunity (Indicate positive/ negative implications)
10.	Diversity and Equal Opportunity	Opportunity	Cultivating a diverse and inclusive workplace empowers us to leverage a wide array of perspectives, experiences, and skills. We are committed to advancing equity, diversity, and inclusion, acknowledging that these principles are crucial drivers of innovation, motivation, and robust business outcomes. A diverse and inclusive workforce can enhance performance, reputation, innovation, and motivation, contributing to building a fairer world and strengthening the business.	Not Applicable	<p><b>Positive:</b> A workforce enriched with diversity—across genders, age groups, ethnic backgrounds, and varying abilities and experiences—cultivates innovation, enhances employee engagement, and drives greater overall productivity. Through our various initiatives supporting diversity and inclusion, we have achieved 29.9% (permanent headcount) gender diversity in FY25, reflecting our commitment to fostering an inclusive workplace.</p>
11.	Supply Chain Risk and Management Opportunity		<p><b>Rationale for Risk:</b> Disruptions in the supply chain pose substantial risks to Zensar’s service delivery, data security, and regulatory compliance. These risks stem from factors such as vendor instability, cybersecurity vulnerabilities, evolving regulations, and geopolitical tensions. Ensuring sustainable supply chains is crucial in advancing the Company’s progress towards its Net Zero goals.</p> <p><b>Rationale for Opportunity:</b> Sustainable procurement provides Zensar with the opportunity to gain deeper insights into its ESG impact across the value chain, driving long-term value by promoting responsible sourcing. This approach strengthens partnerships with suppliers and clients, enhancing supply chain transparency and governance, and positioning the company to capitalize on emerging market opportunities.</p>	Zensar employs a comprehensive strategy to enhance supplier performance and reinforce sustainability practices. We have established a Supplier Code of Conduct that safeguards human rights, ensures ESG compliance, and promotes robust governance throughout the value chain. Zensar actively minimizes risks associated with unsustainable practices within the supply chain through contractual compliances, while leveraging procurement as a strategic tool to drive sustainable and positive change.	<p><b>Negative:</b> Suppliers’ failure to adapt to evolving sustainability expectations could disrupt the Company’s operations, create negative sentiment among stakeholders, including customers, and adversely affect business performance.</p> <p><b>Positive:</b> Through responsible supply chain practices and securing contractual commitments from suppliers, Zensar aims to address disruptions caused by unforeseen circumstances. Additionally, Zensar’s dedication to responsible sourcing practices enhances its social and environmental impact.</p>

## Section B: Management and process disclosures

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

Disclosure Questions		P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes										
1.	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c. Web Link of the Policies, if available									
		RPG's Code of Conduct: <a href="https://www.zensar.com/sites/default/files/2024-05/Zensar-RPG-Code-of-Corporate-Governance-Ethics-India.pdf">https://www.zensar.com/sites/default/files/2024-05/Zensar-RPG-Code-of-Corporate-Governance-Ethics-India.pdf</a> Code of Conduct for Board and Senior Management: <a href="https://www.zensar.com/sites/default/files/investor/analyst-meet/Code-of-Conduct_1.pdf">https://www.zensar.com/sites/default/files/investor/analyst-meet/Code-of-Conduct_1.pdf</a> Code of Fair Disclosure, Internal Procedures and Conduct for Regulating, Monitoring and Reporting of trading by designated persons, and legitimate purpose policy: <a href="https://www.zensar.com/sites/default/files/investor/analyst-meet/Code-for-Fair-Disclosure-and-Conduct-28012025.pdf">https://www.zensar.com/sites/default/files/investor/analyst-meet/Code-for-Fair-Disclosure-and-Conduct-28012025.pdf</a> Archival Policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Archival-Policy-14042025.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Archival-Policy-14042025.pdf</a> Dividend Distribution Policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Dividend-Distribution-Policy-14042025.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Dividend-Distribution-Policy-14042025.pdf</a> Familiarization Programme for Independent Director: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/FamiliarisationSheet-programmes.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/FamiliarisationSheet-programmes.pdf</a> Policy on Material Subsidiary: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Policy-on-Material-Subsidiaries-14042025.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Policy-on-Material-Subsidiaries-14042025.pdf</a> Policy for Preservation of Documents: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Policy-for-preservation-of-documents.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Policy-for-preservation-of-documents.pdf</a> Policy on determining materiality of events: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Policy-for-determination-of-Material-Events-14042025.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Policy-for-determination-of-Material-Events-14042025.pdf</a> Policy on Related Party Transactions: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Policy-on-Related-Party-Transaction-14042025.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Policy-on-Related-Party-Transaction-14042025.pdf</a> Risk Management Policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Risk-Management-Policy.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Risk-Management-Policy.pdf</a> Terms and Conditions for Appointment of Independent Directors: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Terms-and-conditions-for-appointment-of-ID-14042025.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Terms-and-conditions-for-appointment-of-ID-14042025.pdf</a> Zensar Tax Strategy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Zensar-tax-strategy.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Zensar-tax-strategy.pdf</a> Nomination and Remuneration Policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/NRC-Policy-28042025.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/NRC-Policy-28042025.pdf</a> Whistleblower and Vigil Mechanism Policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Whistle-Blower-Policy-and-vigil-mechanism-14042025.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Whistle-Blower-Policy-and-vigil-mechanism-14042025.pdf</a> Board Diversity Policy (Part of Nomination and Remuneration Policy): <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/NRC-Policy-28042025.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/NRC-Policy-28042025.pdf</a> Freedom of Association and Collective Bargaining (Part of Human rights policy): <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Human-Rights-Policy-updated-24022023.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Human-Rights-Policy-updated-24022023.pdf</a> On intranet – Anti-Bribery and Responsible Gifting Policy								

P1

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
P2	EHSEn Policy and Objectives (Environment, Health, Safety and Energy): <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/EHSEn-Policy-and-Objectives-FY-2024-25.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/EHSEn-Policy-and-Objectives-FY-2024-25.pdf</a>								
P3	Sustainable Procurement Policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Sustainable-Procurement-Policy.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Sustainable-Procurement-Policy.pdf</a> Supplier Code of Conduct: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Supplier-Code-of-Conduct.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Supplier-Code-of-Conduct.pdf</a> RPG's Code of Conduct: <a href="https://www.zensar.com/sites/default/files/2024-05/Zensar-RPG-Code-of-Corporate-Governance-Ethics-India.pdf">https://www.zensar.com/sites/default/files/2024-05/Zensar-RPG-Code-of-Corporate-Governance-Ethics-India.pdf</a> Sustainability Policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Sustainability-Policy.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Sustainability-Policy.pdf</a> RPG's Code of Conduct: <a href="https://www.zensar.com/sites/default/files/2024-05/Zensar-RPG-Code-of-Corporate-Governance-Ethics-India.pdf">https://www.zensar.com/sites/default/files/2024-05/Zensar-RPG-Code-of-Corporate-Governance-Ethics-India.pdf</a> Human Rights Policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Human-Rights-Policy-updated-24022023.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Human-Rights-Policy-updated-24022023.pdf</a> Whistleblower and Vigil Mechanism Policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Whistle-Blower-Policy-and-vigil-mechanism-14042025.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Whistle-Blower-Policy-and-vigil-mechanism-14042025.pdf</a> Nomination and Remuneration Policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/NRC-Policy-28042025.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/NRC-Policy-28042025.pdf</a> Equal Opportunity Policy (Section in Human Rights Policy): <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Human-Rights-Policy-updated-24022023.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Human-Rights-Policy-updated-24022023.pdf</a> Supplier Code of Conduct: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Supplier-Code-of-Conduct.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Supplier-Code-of-Conduct.pdf</a> Zensar Tax Strategy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Zensar-tax-strategy.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Zensar-tax-strategy.pdf</a> Grievance Redressal Policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Grievance_Redressal_Policy.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Grievance_Redressal_Policy.pdf</a> EHSEn Policy and Objectives (Environment, Health, Safety and Energy): <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/EHSEn-Policy-and-Objectives-FY-2024-25.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/EHSEn-Policy-and-Objectives-FY-2024-25.pdf</a> Diversity, Equity, and Inclusion Policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/DEI-policy.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/DEI-policy.pdf</a> On Intranet: POSH Policy On Intranet: Anti-Bribery and Responsible Gifting Policy On Intranet: Certification Reimbursement Policy On Intranet: Global Rewards & Recognition Policy On Intranet: Patent Incentive Policy On Intranet: Zensar Annual Variable Pay Policy On Intranet: Zensar Associate Rotation Policy								
P4	CSR Policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/CSR-Policy-14042025.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/CSR-Policy-14042025.pdf</a> RPG's Code of Conduct: <a href="https://www.zensar.com/sites/default/files/2024-05/Zensar-RPG-Code-of-Corporate-Governance-Ethics-India.pdf">https://www.zensar.com/sites/default/files/2024-05/Zensar-RPG-Code-of-Corporate-Governance-Ethics-India.pdf</a> Stakeholder Engagement Policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Stakeholder-Engagement-Policy.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Stakeholder-Engagement-Policy.pdf</a> Investor Grievance Redressal Policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Investor-Grievance-Redressal-Policy-14042025.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Investor-Grievance-Redressal-Policy-14042025.pdf</a> Grievance Redressal Policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Grievance_Redressal_Policy.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Grievance_Redressal_Policy.pdf</a> Supplier Code of Conduct: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Supplier-Code-of-Conduct.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Supplier-Code-of-Conduct.pdf</a> Whistleblower and Vigil Mechanism Policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Whistle-Blower-Policy-and-vigil-mechanism-14042025.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Whistle-Blower-Policy-and-vigil-mechanism-14042025.pdf</a>								



Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
P9	<p>Information Security Management System Policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/ISMS-Policy-V1.0.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/ISMS-Policy-V1.0.pdf</a></p> <p>RPG's Code of Conduct: <a href="https://www.zensar.com/sites/default/files/2024-05/Zensar-RPG-Code-of-Corporate-Governance-Ethics-India.pdf">https://www.zensar.com/sites/default/files/2024-05/Zensar-RPG-Code-of-Corporate-Governance-Ethics-India.pdf</a></p> <p>Data Privacy policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Zensar-Data-Privacy-Policy-V1.5.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Zensar-Data-Privacy-Policy-V1.5.pdf</a></p> <p>Grievance Redressal Policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Grievance_Redressal_Policy.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Grievance_Redressal_Policy.pdf</a></p> <p>Stakeholder Engagement Policy: <a href="https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Stakeholder-Engagement-Policy.pdf">https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Stakeholder-Engagement-Policy.pdf</a></p> <p>On Intranet: Business Continuity Planning Policy And Strategy @ Zensar</p> <p>On Intranet: Cloud Security Policy</p> <p>On Intranet: Cryptographic Policy</p> <p>On Intranet: Data Destruction Policy</p> <p>On Intranet: Data Loss Preventions Policy</p> <p>On Intranet: Desktop and Laptop Security Policy</p> <p>On Intranet: DMZ Policy</p> <p>On Intranet: Document Classification Policy</p> <p>On Intranet: Door Access Control Policy</p> <p>On Intranet: E-mail Security Policy</p> <p>On Intranet: Firewall Security Policy</p> <p>On Intranet: Information Backup Policy</p> <p>On Intranet: InfoSec Do's and Dont's Policy</p> <p>On Intranet: Intellectual Property Rights Policy</p> <p>On Intranet: Internet Usage Policy for Vendors</p> <p>On Intranet: Intrusion Detection and Prevention Policy</p> <p>On Intranet: Malicious Code Attack Prevention and Response Policy</p> <p>On Intranet: Mobile Equipment Security Policy</p> <p>On Intranet: Network Security Policy</p> <p>On Intranet: Password Policy</p> <p>On Intranet: Patch Management Policy</p> <p>On Intranet: Physical Security Policy - InfoSec</p> <p>On Intranet: Remote Access Policy</p> <p>On Intranet: Router Security Policy</p> <p>On Intranet: Security Awareness Training Policy</p> <p>On Intranet: Server Security Policy</p> <p>On Intranet: Social Media Policy: INFOSEC</p> <p>On Intranet: Software Compliance Policy</p> <p>On Intranet: Supplier Security Policy</p> <p>On Intranet: Teleworking Policy</p> <p>On Intranet: Virtual Private Network Policy</p> <p>On Intranet: Vulnerability Assessment and Penetration Testing Policy</p> <p>On Intranet: Web Application Firewall Policy</p> <p>On Intranet: Wi-Fi Security Policy</p>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/ certifications/ labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) mapped to each principle.	<ul style="list-style-type: none"> <li>• ISO 9001:2015 Quality Management System Standard</li> <li>• ISO 45001:2018 Health and Safety Management System Standard (OHSAS)</li> <li>• ISO 14001:2015 Environment Management System Standard</li> <li>• ISO 50001:2018 Energy Management System Standard</li> <li>• ISO 22301:2019 Business Continuity Management System Standard</li> <li>• ISO 20000-1:2018 Service Management System Standard</li> <li>• ISO 27001:2022 Information Security Management System</li> </ul>								

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p><b>Environment:</b></p> <ul style="list-style-type: none"> <li>• Net-zero*: Net-zero across the value chain by FY2045.</li> <li>• Emissions*:               <ul style="list-style-type: none"> <li>◦ Reduce absolute Scope 1, 2 and 3 GHG emissions by 37.8% by FY30 (as compared to FY23 base year)</li> <li>◦ Reduce absolute scope 1, 2 and 3 GHG emissions up to 90% by FY2045 from FY2023 base year.</li> </ul> </li> <li>• Renewable energy: Percentage of renewable energy share globally by FY30 - 70%</li> <li>• Energy Efficiency: 50% Reduction in energy consumption by FY30 compared to FY19 for India locations</li> <li>• Sustainable Supply Chain: Assess A class suppliers (Top 70% by value of business) for GHG emissions status. Creation of decarbonization action plan for value chain</li> <li>• Water and Waste management:               <ul style="list-style-type: none"> <li>◦ Retain the water positivity** status for own premises in India year-on-year</li> <li>◦ Zero water discharge for owned premises in India in FY2026</li> <li>◦ Achieve zero waste to landfills milestone for owned premises in India in FY2027.</li> </ul> </li> </ul> <p><b>Social:</b></p> <ul style="list-style-type: none"> <li>• Community Outreach: Reaching 2,25,000 lives through community development initiatives by FY30</li> <li>• Employee Wellbeing: Sustain Happiness index score at 82 or higher year-on-year</li> <li>• Gender Diversity: Maintain a gender-balanced workplace with 35% women employees by FY27 and 40% by FY30</li> <li>• Employee Engagement: Maintain an annual average of 80 or more hours for skill development per employee by FY30.</li> </ul>								
6. Performance of the entity against specific commitments, goals, and targets along with reasons in case the same are not met.	<p><b>Environment:</b></p> <ul style="list-style-type: none"> <li>• Net Zero: Net Zero (Scope 1+2): 50.3% reduction in Scope 1 and 2 emissions in FY25 compared to FY23 (Base year).</li> <li>• Energy Efficiency &amp; Emissions: Percentage of renewable energy share in FY25 - 54.3%</li> <li>• Water Management: Maintained water positivity status in FY25 for owned premises</li> <li>• Sustainable Supply Chain: ESG assessment of 86% of class A suppliers</li> </ul> <p><b>Social:</b></p> <ul style="list-style-type: none"> <li>• Community Outreach: 127,000+ lives impacted in last 5 years through community development initiatives of education and employment</li> <li>• Employee Wellbeing: Happiness index for FY'25 – 83</li> <li>• Gender Diversity: Maintained at 29.9% in FY25 in permanent employees</li> <li>• Employee Engagement: Attained an annual average of 82 hours of reskilling/upskilling per employee.</li> </ul>								

\*Zensar has conducted a comprehensive Greenhouse Gas (GHG) inventorisation in alignment with globally accepted standards. This includes Scope 1, Scope 2, and relevant Scope 3 emissions, capturing a holistic view of our carbon footprint.

As part of our climate action commitment, Zensar’s GHG reduction targets have been validated and approved by the Science Based Targets initiative (SBTi), leading to revision in Net Zero commitment year from FY2040 to FY2045.

\*\*Water Positivity: This signifies that our water recycling efforts surpass our consumption. We have achieved Water Positive certification for two consecutive years, FY23 and FY24, and plan to pursue it again for the coming year.

**Governance, leadership and oversight**

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

Zensar remains committed to building a responsible and resilient organization — one that creates long-term value for our people, clients, communities, and planet. We are dedicated to driving meaningful change through our sustainability efforts, grounded in our environmental, social, and governance (ESG) strategy.

Marking a significant milestone, we formally committed to the Science-Based Targets initiative (SBTi), aligning our decarbonization goals with the global objective of limiting the rise in average surface temperature to 1.5°C. Reinforcing our intent to contribute to climate action through data-driven, time-bound targets, we also accelerated our renewable energy adoption, surpassing the set target and achieving 54.3% global green energy share, while continuing efforts to optimize energy efficiency across operations.

Demonstrating our commitment to our people, we expanded programs focused on employee wellness; continuous learning; and diversity, equity, and inclusion (DE&I). These initiatives support a purpose-driven workplace and foster a culture of belonging. Voluntary attrition improved to 9.9% in FY25, compared to 10.9% in FY24, reinforcing the effectiveness of our talent retention efforts and people-centered practices.

**8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies.**

Mr. Manish Tandon

Designation: CEO & MD

**9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.**

Yes. The Sustainability and Corporate Social Responsibility (SCSR) Committee constituted by the Board of Directors helps to enhance the focus on the ESG and sustainability agenda. The Committee is inter-alia responsible for the following:

1. To formulate and recommend to the Board a Sustainability Policy inter-alia covering Environment, Social, and Governance (ESG) principles and to recommend appropriate changes/ modifications to the policy, from time to time.
2. To review performance on Sustainability goals, targets and strategy and provide guidance to achieve the same.
3. To review and recommend Sustainability Report to the Board.

**10. Details of Review of NGRBCs by the Company:**

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/Half yearly/ Quarterly/ Any other- please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Yes, Business responsibility and sustainability policies (including amendments) of the Company are reviewed by department/division heads as per the review frequency mentioned in the policies, business heads and the Managing Director. During these assessments, the efficacy of the company policies is reviewed and adequate changes to policies, procedures and internal controls are also implemented.																	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company complies with the existing regulations as applicable. There have been no instances of non-compliance.																	
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9	No								

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


Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. The entity does not consider the Principles material to its business (Yes/No)	Not Applicable								
2. The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
3. The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
4. It is planned to be done in the next financial year (Yes/No)									
5. Any other reason (please specify)									

**Section C: Principle wise performance disclosure**

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

**Principle 1:**

**Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable**



**Essential Indicators**

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors (BoD)	2	Code of Conduct, ESG	100%
Key Managerial Personnel (KMP)	5	Prevention of Sexual Harassment, Code of Conduct, ESG, Information Security and Data Privacy fundamentals for senior executives, Phishing awareness for senior executives	100%
Employees other than BoD and KMPs	5	1. Prevention of Sexual Harassment, 2. Code of Conduct, 3. ESG, 4. Information Security, 5. Data Privacy	1. 96% 2. 99% 3. 85% 4. 100% 5. 100%
Workers		Not Applicable	

**2. Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity’s website):**

	Monetary				Has an appeal been preferred? (Yes/No)
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	
Penalty/Fine					
Settlement			None		
Compounding fee					

NGRBC Principle	Non-Monetary		Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
	Name of the regulatory/enforcement agencies/judicial institutions				
Imprisonment					
Punishment			None		

**3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.**

Case details	Name of the regulatory/ enforcement agencies/ judicial institution
	None

**4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.**

The organization strictly enforces a zero-tolerance policy against corruption, bribery, illegal activities, or misconduct in its business operations. All employees are expected to uphold high integrity standards and familiarize themselves with the Anti-Bribery and Responsible Gifting Policy available on the company's intranet, as well as the RPG Code of Conduct on the Zensar website. These policies offer clear guidelines and restrictions to inform staff and stakeholders about actions that are prohibited, including unintentional involvement in bribery, facilitation payments, or corruption.

RPG's Code of Conduct: <https://www.zensar.com/> (Please see the footer of the website for reference)

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

Case details	FY 2024-25	FY 2023-24
Directors		
KMPs		None
Employees		
Workers*		Not Applicable

\*The workers section details are not included in the BRSR for Zensar, as it is a digital solutions and technology services company.

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

Monetary	FY 2024-25		FY 2023-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	-	Nil	-

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

Not Applicable

**8. Number of days of accounts payables ((Accounts payable\*365) / Cost of goods/services procured) in the following format:**

	FY 2024-25	FY 2023-24
Number of days of accounts payables	27	24

Note - This number was not reported last year. This year we are reporting for both years.

**9. Open-ness of business**

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

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Nil (We do not have any purchases from trading houses)	
	b. Number of trading houses where purchases are made from		
	c. Purchases from top 10 trading houses as % of total purchases from trading houses		
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	Nil (We do not do any sales to dealers/ distributors from Revenue perse)	
	b. Number of dealers / distributors to whom sales are made		
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors		
Share of Related Party Transactions in	a. Purchases (Purchases with related parties / Total Purchases)	0.014	0.015*
	b. Sales (Sales to related parties / Total Sales)	0	0
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	Nil	Nil
	d. Investments (Investments in related parties / Total Investments made)	Nil	Nil

\*Previous year's number is updated as there was a clerical error last year.

**Leadership Indicators**

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

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	Awareness sessions on ESG and Code of Conduct	43% (Class A Suppliers)

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

On an annual basis, it is ensured that each of the organization's directors provides a formal affirmation of their compliance with the RPG Code of Conduct. This affirmation underscores their unwavering dedication not only to upholding the prescribed standards within the code but also to adeptly addressing any potential conflicts of interest that may arise during the execution of their duties.

**Principle 2: Businesses should provide goods and services in a manner that is Sustainable and Safe**



**Essential Indicators**

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

	<b>FY 2024-25</b>	<b>FY 2023-24</b>	<b>Details of improvements in environmental and social impacts</b>
R&D	32.39%	INR 15 Mn	<p><b>Zen WAF (Well Architected Framework):</b> Zensar’s automated framework enhances understanding of the IT landscape through six key pillars, including sustainability. By optimizing cloud compute, storage, and network resources, it reduces operational costs and energy consumption, promoting efficient resource use. This leads to minimized environmental impact and helps users identify region-specific optimizations, reducing latency and supporting local economies.</p> <p><b>Zen FinOps:</b> This solution provides insights into workload utilization, optimization opportunities, and performance against organizational KPIs. By identifying cost leakages and optimizing workloads across multiple cloud providers, it encourages responsible financial management and resource efficiency.</p> <p><b>Zen Cloudbase:</b> Zen Cloudbase offers a secure, automated cloud landing zone, incorporating governance policies that support sustainability by deploying services closest to users and optimizing networking architecture to reduce carbon footprint. Its resource quota policies ensure efficient resource use, further minimizing environmental impacts.</p> <p><b>Zen Cloud Catalogue:</b> The Cloud Catalog’s Infrastructure as Code templates support streamlined cloud deployment, enabling cost-effective resource scaling up or down as needed. This automation improves environmental sustainability by implementing data lifecycle policies, reducing unnecessary cloud costs, and conserving energy.</p> <p><b>ZContainerShift:</b> This accelerator offers automated pipelines for containerized application deployment, enhancing efficiency with autoscaling and spot instances for stateless applications, reducing compute requirements. By utilizing resources dynamically, it minimizes environmental impact while supporting flexible application deployment.</p> <p><b>Cloud Discovery:</b> Zensar’s cloud discovery tool assesses on-premises infrastructure and applications, guiding optimal cloud migration to minimize resources needed for workloads. Through improved resource utilization, it helps organizations transition to environments that foster resource conservation and reduced ecological footprints.</p> <p>In FY25, the R&amp;D expenditure investments of INR 41.08 million have been made spent on improving environmental and social performance.</p> <p>In FY24, the R&amp;D expenditure investments of INR 15 million have been made.</p>
Capex	2.87%	4.97%	<p>In FY25, the capital expenditure investments of INR 13.80 million have been made to build a 270 kWp Carport Solar Plant and install EC fans</p> <p>In FY24, the capital expenditure investments of INR 4.52 million have been made.</p>

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

Yes, Zensar is dedicated to promoting sustainable sourcing through a range of strategies:

We require our suppliers to follow our Supplier Code of Conduct, ensuring compliance with laws and regulations related to human rights, environmental impact, health and safety, labor conditions, anti-bribery, and anti-corruption to avoid unethical practices. Suppliers are evaluated based on Environmental, Social, and Governance (ESG) criteria during onboarding and annual performance reviews to ensure compliance. The company prioritizes sourcing from local suppliers to reduce transportation needs, fuel consumption, and carbon emissions. Zensar focuses on procurement from key suppliers and marginalized groups to promote inclusivity and support local communities.

Our Sustainability team conducts training sessions to increase awareness and engagement among suppliers, aligning them with our sustainability goals.

Our Sustainable Procurement Policy: <https://www.zensar.com/sites/default/files/legal/Sustainable-Procurement-Policy.pdf>

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

Country	% of Local procurement in respective geographies
India	95%
South Africa	82%
United Kingdom	100%
United States of America	100%
Total	94.25%

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

As we are not in the manufacturing sector, this question does not apply to us. However, Zensar has earned ISO 14001:2015 certification for all its facilities in India, showing our commitment to the environment. We actively manage waste by sorting, safely collecting, and handling both hazardous and non-hazardous waste. We adhere to the 3-R principle: Reduce, Reuse, and Recycle, to manage waste responsibly and protect the environment. All non-hazardous and hazardous waste is handed over to authorized recyclers only.

**4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Since we do not fall into the definition of Producers, Importers, and Brand Owners (PIBOs) as per the EPR guidelines, therefore EPR is not applicable to us.

## Leadership Indicators

**1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format**

NIC Code	Name of Product/ Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link
Not Applicable					

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

Name of Product/Service	Description of the risk/concern	Action Taken
Not Applicable		

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2024-25	FY 2023-24
Not Applicable		

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

	FY 2024-25			FY 2023-24		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Not Applicable			Not Applicable		
E-waste						
Hazardous Waste						
Other Waste						

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

Indicate Product Category	Reclaimed products and their packaging materials as % of total products sold in respective category
	Not Applicable

**Principle 3:**

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



**Essential Indicators**

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

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent Employees</b>											
Male	6,991	6,991	100%	6,991	100%	Not Applicable		6,991	100%	3,155	45.13%
Female	2,984	2,984	100%	2,984	100%	2,984	100%	Not Applicable		1,380	46.24%
<b>Total</b>	<b>9,975</b>	<b>9,975</b>	<b>100%</b>	<b>9,975</b>	<b>100%</b>	<b>2,984</b>	<b>100%*</b>	<b>6,991</b>	<b>100%*</b>	<b>4,535</b>	<b>45.46%</b>
<b>Other than Permanent Employees</b>											
Male											
Female											
<b>Total</b>											

\*Benefits are being provided to all eligible employees, covering 100% of the workforce based on eligibility

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

Category	Total (A)	% of workers covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent Workers</b>											
Male											
Female											
<b>Total</b>											
<b>Other than Permanent Workers</b>											
Male											
Female											
<b>Total</b>											

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

	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the company	3.03%	2.58%

Note: The disclosures reported under this indicator covers the Indian entities and others following applicable regulations similar to Indian regulations.

Cost incurred on measures like Health Insurance, Dental Insurance, Vision Insurance, Maternity, Paternity, SIC/NIC/ LIC Premium is considered.

**2. Details of retirement benefits.**

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	Not Applicable	Yes	100%	Not Applicable	Yes
Gratuity	100%		Yes	100%		Yes
ESI	0		Not Applicable	0		Not Applicable
Others – please specify		Not Applicable			Not Applicable	

Note: Employees who have successfully completed 5 years of tenure are entitled for Gratuity benefits.

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

We have joined the Valuable 500 campaign, a global initiative encouraging businesses to prioritize disability inclusion through the World Economic Forum. As part of our commitment to creating inclusive infrastructure, our Special Economic Zone (SEZ) offices in Hyderabad, Bangalore, and Eon IT Park, along with all onsite locations in the US, UK, and SA, are accessibility compliant. Our facilities offer access to elevators, specially designed washrooms for differently-abled employees and guests, ramps with handrails, wheelchair access, priority evacuation in emergencies, in-person support upon request, and designated parking spaces for people with disabilities for both four-wheelers and two-wheelers. We incorporate sign language into our communications and have updated our DE&I policy to highlight inclusivity as a key aspect of our corporate values. Accessible infrastructure for persons with disabilities (PWD) is in place, ensuring that infrastructure and communication tools are inclusive and accessible to all employees.

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

As an equal opportunity employer, Zensar is dedicated to promoting diversity and inclusive hiring practices. We ensure that qualified long-term unemployed job seekers receive fair consideration for employment. We offer equal opportunities to individuals from all parts of society, including Persons with Disabilities (PWD). Zensar aligns its workplace provisions with the Rights of Persons with Disabilities Act, 2016. We pledge to provide fair employment opportunities to all qualified applicants without bias or discrimination. No person with a disability will be denied employment based on their disability, and job vacancies will be filled based on competence, ability, trainability, and suitability for the role.

<https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Human-Rights-Policy-updated-24022023.pdf>

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	84.10%		
Female	99.43%	77.54%		Not applicable
<b>Total</b>	<b>99.77%</b>	<b>81.22%</b>		

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

Category	If yes, then give details of the mechanism in brief
Permanent Workers	Not Applicable
Other than Permanent Workers	
Permanent Employees	The Company has set up a Grievance Review Committee (GRC) to handle employee concerns at different locations in India. This committee thoroughly investigates grievances, collecting necessary information and evidence. Employees are encouraged to report their concerns to the designated email address, <a href="mailto:GRC@Zensar.com">GRC@Zensar.com</a> . After reviewing the findings, the GRC suggests suitable actions to resolve the issues effectively.
Other than Permanent Employees	

**7. Membership of employees and workers in association(s) or Unions recognized by the listed entity:**

Category	FY 2024-25			FY 2023-24		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association (s) or union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association (s) or union (D)	% (D/C)
<b>Total Permanent Employees</b>						
Male					No such associations	
Female						
<b>Total Permanent Workers</b>						
Male					Not Applicable	
Female						

**8. Details of training given to employees and workers:**

Category	FY 2024-25				FY 2023-24					
	Total (A)	On Health and Safety Measures		On Skill Upgradation		Total (D)	On Health and Safety Measures*		On Skill Upgradation	
	No. (B)	% (B/A)	No. (C)	% (C/A)	No. (E)	% (E/D)	No. (F)	% (F/D)		
<b>Employees*</b>										
Male	7,529	2,872	38.15%	8,099	107.57%	7,239	1,942	26.82%	6,888	95.15%
Female	3,173	1,242	39.14%	3,505	110.46%	3,110	680	21.86%	2,951	94.89%
<b>Total</b>	<b>10,702</b>	<b>4,114</b>	<b>38.44%</b>	<b>11,604</b>	<b>108.43%</b>	<b>10,349</b>	<b>2,622</b>	<b>25.34%</b>	<b>9,839</b>	<b>95.07%</b>
<b>Workers</b>										
Male										
Female										Not Applicable
<b>Total</b>										

Note: The number of people trained during the year is higher than the headcount at the closing of the year. This is because training numbers include those employees who may have left during the year and are no longer part of the organization.

\*We have recalculated and revised numbers for Health and Safety measures training for previous year.

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees*</b>						
Male	6,991	6,285	89.90%	6,742	5,730	85.00%
Female	2,984	2,673	89.58%	2,947	2,528	85.80%
<b>Total</b>	<b>9,975*</b>	<b>8,958</b>	<b>89.80%</b>	<b>9,689*</b>	<b>8,258</b>	<b>85.20%</b>
<b>Workers</b>						
Male						
Female	Not Applicable					
<b>Total</b>						

Note: \*Only permanent employees

**10. Health and safety management system:**

**i. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, what is the coverage of such a system?**

**Commitment to Occupational Health and Safety:**

We are dedicated to continuously improving health and safety measures for all employees, whether permanent or contractual, as well as for service providers and visitors. Our Environment, Health, Safety, and Energy (EHSEn) Policy and Objectives are set at the organizational level and are reviewed annually or as required to align with the organization’s strategic direction. All of our offices in India have received ISO 45001:2018 certification.

**Fostering a Safety Culture:**

Health and safety are integrated into our business planning, decision-making, and management practices. We regularly conduct health awareness initiatives and offer employees access to a dedicated e-learning module on health and safety. Organizational objectives are broken down into functional or delivery-level objectives and are monitored through performance indicators with specific targets. We have strategies in place to achieve these goals, detailing employees’ roles and responsibilities, and we periodically assess progress against these targets.

**Health and Safety Training:**

We provide regular health and safety training sessions, facilitated by both internal and external experts in the field. This ensures our employees have the necessary knowledge and skills to maintain a secure and healthy work environment.

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

Zensar is committed to ensuring health and safety through a series of proactive measures.

We keep a detailed register for risk assessments and regularly conduct fire drills to guarantee readiness. Activities within our workspace are evaluated to identify potential health and safety risks. Once identified, we develop mitigation and contingency plans to address these challenges. To raise awareness and promote overall well-being, these plans are communicated to all employees. Our office spaces are equipped with visual aids, such as safety signage and guidelines, to reinforce safe practices. Additionally, we organize training programs led by both internal and external experts, focused on elevating health and safety standards for our workforce.

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

Yes, we have provided employees with the following means to report such hazards:

- Display of emergency numbers at prominent locations across all the office premises.
- [HealthandSafety@zensar.com](mailto:HealthandSafety@zensar.com) is used to report Work-related hazards

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

Yes, Zensar promotes physical and mental well-being – Doctor is available either onsite or on call across locations in India. Ambulance services tie-ups are available at major locations in India. Zensarian Assistance Program (ZAP) is available for mental wellbeing and promoted strongly through awareness communication.

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

Safety Incident/Number	Category	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employee	Nil	Nil
	Worker	Not Applicable	Not Applicable
Total recordable work-related injuries	Employee	Nil	Nil
	Worker	Not Applicable	Not Applicable
No. of fatalities	Employee	Nil	Nil
	Worker	Not Applicable	Not Applicable
High consequence work-related injury or ill-health (excluding fatalities)	Employee	Nil	Nil
	Worker	Not Applicable	Not Applicable

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

In our commitment to constantly enhancing safety standards and prioritizing employee health and safety, we conduct targeted training programs led by internal and external experts. These initiatives aim to help associates identify potential hazards, respond effectively, minimize accident risks, and improve overall employee health, safety, and well-being.

**Our training programs include:**

- Environment, Health, Safety & Energy (EHSEn) Induction: These programs encompass all associates, permanent and contractual workers, service providers, and visitors to our units. Additionally, a comprehensive eLearning module has been developed to acquaint employees with relevant policies and objectives.
- Systems Improvement and ISO Standards Compliance: Training provided by EHS teams covers systems improvement, environmental impact assessment, and compliance with ISO 14001 and 45001 standards.
- Occupational Health and Safety (OHS): These sessions equip employees with the ability to identify hazards, comprehend risks, and apply safe practices. Topics include the proper use and maintenance of PPEs, and emergency response measures such as first aid, fire safety, and evacuation procedures.
- Specialized Safety Programs: Tailored training in material handling, storage, and chemical safety is offered to employees involved in these specific areas.

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

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

**14. Assessments for the year:**

Aspect	% Of your plants and offices that were assessed (by entity or statutory authorities or third parties)*
Health and safety practices	100% of India locations and Major overseas Locations*
Working Conditions	

Note: \*Assessment was conducted by third party like ISOQAR INDIA Pvt.Ltd and RPG Group – CoE EHS in India and by third parties like MANAGEMENT AND PREVENTION LTD.and LabourNet for overseas locations.

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

There were no such incidents during the year.

**Leadership Indicators**

**1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N)-**

Employees: Zensar ensures its employees are supported even during difficult times by offering life insurance and compensatory packages in case of death including various benefits as per the Death Relief Benefit policy. To provide additional assistance, the company has developed a policy to offer funeral support and aid for children’s education. This demonstrates Zensar’s commitment to the well-being of its employees and their families beyond the workplace.

Workers: Not Applicable

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

To ensure strict adherence, compliance requirements are integrated into our supplier agreements. Supplier audits are then conducted both internally and by external third-party consultants to verify compliance with statutory obligations, such as the proper deduction and deposition of dues related to Provident Fund (PF), Employee State Insurance (ESI), and the Labor Welfare Fund (LWF). These audits also confirm compliance with labor law registrations, the maintenance of document registers, and adherence to minimum wage payments.

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

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

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

No

**5. Details on assessment of value chain partners:**

Category	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Vendor site audits are not conducted to assess their health & safety practices and working conditions. However, our Supplier Code of Conduct, ESG assessment checklist and Contracts are binding on the Suppliers to ensure compliance with these requirements while providing goods or services to Zensar. 86% of A-class suppliers are assessed through checklist.
Working Conditions	

**6. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners.**

Not Applicable; Vendor site audits are not conducted to assess their health & safety practices and working conditions.

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

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

Various key stakeholder groups have been identified based on their significance to the business, their level of involvement, and their primary priorities and concerns. These groups encompass:

Customers	Employees	Shareholders	Investors and Analysts	Communities	Vendors	Regulatory Authorities
Individuals who depend on our products and services to fulfill their needs.	Dedicated professionals who bring their skills and efforts to drive the organization forward.	Investors who hold ownership in the company, contributing to and benefiting from its success.	Financial specialists and entities who closely observe our performance and provide valuable insights.	The local and global communities where our operations make a meaningful impact on people's lives.	Our suppliers and partners who work with us to ensure delivery of high-quality goods and services.	Governing bodies and agencies tasked with overseeing our operations and ensuring we remain compliant.

Through recognition and engagement with these stakeholder groups, the organization ensures that their interests and concerns are addressed in the formulation of business strategies and decision-making processes.

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

Stakeholder Group	Whether identified as Vulnerable & 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
Government & Regulatory Authorities	No	<ul style="list-style-type: none"> <li>Meeting the directives of Regulatory Authority.</li> <li>Submissions of various returns</li> <li>Compliances with statutory authorities</li> <li>Partnerships with industry bodies and associations</li> </ul>	As and when required	<ul style="list-style-type: none"> <li>Compliance and legal requirements</li> </ul>
Employees	Yes	Part of the employees are considered as vulnerable/marginalised <ul style="list-style-type: none"> <li>Happiness index survey</li> <li>Workshops and team building exercises</li> <li>Emails/ newsletters</li> <li>Townhall sessions</li> <li>Ombuds processes</li> </ul>	Monthly/ongoing basis	<ul style="list-style-type: none"> <li>Employee Wellbeing</li> <li>Skill Development</li> <li>Ethical Behavior</li> <li>Employee Feedback</li> <li>Team Building</li> </ul>
Customers	No	<ul style="list-style-type: none"> <li>Strategic discussions on business success and outcome metrics</li> <li>Operational customer feedback</li> <li>Customer engagement surveys</li> <li>Account reviews</li> <li>Regular meetings</li> </ul>	Quarterly/ Annually	<ul style="list-style-type: none"> <li>Quarterly Business Reviews</li> <li>Customer Engagement Survey</li> </ul>
Suppliers	Yes	Part of the suppliers are considered as vulnerable/marginalized <ul style="list-style-type: none"> <li>Vendor engagement interactions</li> <li>Workshops and training</li> <li>Grievance redressal mechanism</li> </ul>	As and when required	<ul style="list-style-type: none"> <li>Vendor engagement and training</li> </ul>

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
Local Community	Yes	<ul style="list-style-type: none"> <li>Community wellbeing and development initiatives</li> <li>Grievance redressal mechanism</li> </ul>	As and when required	<ul style="list-style-type: none"> <li>Educational initiatives</li> <li>Employment initiatives</li> <li>Community wellbeing</li> </ul>
Investors	No	Quarterly briefing analysts meet	Quarterly	<ul style="list-style-type: none"> <li>Business performance briefing</li> </ul>
Shareholders	No	Quarterly and Annual Financial Results <ul style="list-style-type: none"> <li>Annual reports</li> <li>Annual general meetings</li> <li>Investor presentations</li> </ul>	Annually/as and when required	<ul style="list-style-type: none"> <li>Financial results progress</li> <li>Statutory information</li> </ul>

**Leadership Indicators**

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

Zensar engages actively with its stakeholders to discuss important topics and continually assess their relevance. Through these interactions, various issues specific to each stakeholder group are identified. The ESG Council then prioritizes these topics based on their potential economic, environmental, or social impacts on Zensar’s business, reputation, and operations. Feedback is shared with the board during the Annual General Meeting, encouraging shareholder discussions on various matters. To engage stakeholders effectively, we use communication channels like customer surveys and interactions with vendors and partners. Any significant concerns raised are addressed by the SCSR (Sustainability and CSR) committee and in regular board meetings, including financial, audit, and other sessions, ensuring the board is informed about critical issues.

**2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the input received from stakeholders on these topics were incorporated into the policies and activities of the entity.**

Yes. Zensar’s ESG strategy regarding material topics draws upon insights collected through stakeholder consultations involving various parties such as employees, management, external stakeholders including vendors and customers. These inputs are carefully considered and processed through our designated tool to determine our material topics. Following this process, material topics are then assessed, shortlisted, and prioritized based on their significance in relation to both our stakeholders and the overall business operations.

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

As part of the RPG Foundation, Zensar is committed to supporting underprivileged communities and fostering opportunities for a more equitable future through its CSR initiatives. The Foundation actively engages with vulnerable and marginalized groups, focusing on areas like women, youth, heritage, and the environment. Our programs aim to empower these communities through targeted support and inclusive development, with Zensar’s CSR team ensuring effective implementation and regular engagement. No concerns or complaints have been reported from these groups so far.

Additionally, the Commercial team builds relationships with MSMEs and enterprises that focus on women’s empowerment. Zensar has a dedicated cell for customer engagement and feedback. Investors and shareholders are encouraged to express their concerns through the whistleblower mechanism or during specific sessions and meetings.

**Principle 5: Businesses should respect and promote human rights**

**Essential Indicators**

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	9,975	9,940	99.65%	9,689	9,547	98.53%
Other than permanent	727	727	100%	660	638	96.67%
<b>Total Employees</b>	<b>10,702</b>	<b>10,667</b>	<b>99.67%</b>	<b>10,349</b>	<b>10,185</b>	<b>98.42%</b>
<b>Workers</b>						
Permanent						Not Applicable
Other than permanent						
<b>Total Workers</b>						

2. Details of minimum wages paid to employees and workers, in the following format

Category	FY2024-25					FY-2023-24				
	Total (A)	Equal to Minimum Wage		More than minimum Wage		Total (D)	Equal to Minimum Wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Permanent	9,975	0	0%	9,975	100%	9,689	0	0%	9,689	100%
Male	6,991	0	0%	6,991	100%	6,742	0	0%	6,742	100%
Female	2,984	0	0%	2,984	100%	2,947	0	0%	2,947	100%
Other than Permanent	727	0	0%	727	100%	660	0	0%	660	100%
Male	538	0	0%	538	100%	497	0	0%	497	100%
Female	189	0	0%	189	100%	163	0	0%	163	100%
<b>Workers</b>										
Permanent										
Male										
Female										
Other than Permanent										Not Applicable
Male										
Female										

3. a. Details of remuneration/salary/wages, in the following format:

**Median remuneration / wages**

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	8	36,80,000	1	3,111,000
Key Managerial Personnel (KMP)	3	32,40,000	0	-
Employees other than BoD and KMP				Provided Below
INR	5,857	1,983,730	2,501	1,300,000
USD	598	123,128	227	115,000
GBP	258	72,418	92	66,480

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
SA	140	587,050	77	420,000
COL	87	45,600,000	54	48,960,000
MXN	15	400,865	10	396,150
CAD	21	185,000	10	142,500
SGD	1	108,000	5	97,000
CHF	4	142,537	1	128,144
PLN	3	151,177	4	172,835
EUR	7	89,875	3	68,530

Note:

- KMP include CEO and MD, CFO and CS.
- CEO and MD is also part of BoD. However, the median remuneration for CEO and MD is not included with BoD
- During the year, there was a change in the CFO and CS positions.
- Two of the Independent Directors ceased to be a Director in FY25.

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

	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	24.24%	23.40%*

Note: Contractual workers engaged through third-party have not been considered in this calculation, being on their rolls and immaterial.

\*We have recalculated and revised number for previous year.

**4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)**

Our Grievance Redressal Committee (GRC) serves as the primary point of contact for addressing human rights issues within the company. Complementing this, the Internal Compliance Committee (ICC) specifically manages complaints related to the Prevention of Sexual Harassment (POSH). Employees are encouraged to report any grievances related to human rights violations, reinforcing our proactive approach to addressing and resolving such concerns.

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

Zensar has instituted a Grievance Review Committee (GRC) to effectively address employee concerns across its various locations in India. This committee undertakes thorough investigations to comprehend grievances raised, systematically gathering relevant information and evidence as necessary. Employees are encouraged to report their grievances using the designated email address, [GRC@Zensar.com](mailto:GRC@Zensar.com). Based on the investigation findings, the GRC members recommend appropriate actions to resolve issues effectively.

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

Aspect	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	2	0	-	5	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/ Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

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

	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	2	5
Complaints on POSH as a % of female employees / workers	0.064%	0.16%
Complaints on POSH upheld	2	5

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

Zensar has established policies that delineate guidelines for complaint management, ensuring protection for complainants in cases related to human rights and sexual harassment. All complaints, irrespective of their nature, are subject to impartial investigation and are addressed based on the findings. We are dedicated to guaranteeing that no individual faces retaliation for raising a complaint. Engaging in retaliatory behavior will lead to disciplinary actions, including potential termination. As standard practice, all complaints and investigation details are treated with the utmost confidentiality.

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

Yes. In all contractual agreements, whether with vendors or customers, Zensar places a strong emphasis on compliance with legal mandates. The Constitution of India and pertinent labor laws underscore fundamental aspects of human rights, such as the right to work, fair working conditions, equitable remuneration, and privacy protection. These rights are pivotal not only for the organization but also for its vendors, customers, and partners. It is crucial that all parties actively uphold these rights and ensure their effective implementation within collaborative endeavors.

**10. Assessments of the year**

Aspects	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labor	Nil
Forced labor	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

Not Applicable

**Leadership Indicators**

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

There have been no reports of human rights violations within the organization, so no changes to business processes were required.

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

At Zensar, we believe everyone deserves to be treated with fairness, respect, and dignity. We strive to conduct our business in a responsible way, respecting the human rights of our associates and everyone we come in contact with. Zensar is highly engaged in societal commitments and humanitarian initiatives. However, specific human rights due-diligence is not conducted.

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

Yes. Zensar’s facilities prioritize accessibility, encompassing features such as elevator access, washrooms tailored for differently abled individuals, ramps with accompanying handrails, wheelchair accessibility, expedited evacuation procedures during emergencies, on-demand in-person assistance, designated parking areas for both four-wheelers and two-wheelers for persons with disabilities, as well as dedicated spaces like healing rooms, doctors’ offices, and lactation rooms at most of our offices.

**4. Details on assessment of value chain partners:**

<b>Human rights</b>	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Sexual Harassment	86% of our Class A suppliers were assessed. Our Supplier Code of Conduct, ESG assessment checklist, and contracts bind suppliers to meet compliance requirements when providing goods or services to Zensar.
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	Suppliers are evaluated on ESG parameters, including child labor, forced or compulsory labor, freedom of association and collective bargaining, non-discrimination and prohibition of harassment policies, fair wages and working hours, and occupational health and safety standards.
Wages	
Others – please specify	


Additionally, we perform quarterly audits under the Contract Labour (Regulation and Abolition) Act (CLRA) for vendor personnel at our site. These audits ensure compliance with labor law registrations, document maintenance, minimum wage regulations, and payment of statutory dues by suppliers.

**5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.**

There were no significant risks / concerns reported.

**Principle 6:**

**Businesses should respect and make efforts to protect and restore the environment.**



**Essential Indicators**

**1. Details of total energy consumption (in Joules or multiples) and energy intensity:**

<b>Parameter</b>	<b>FY 2024-25</b>	<b>FY 2023-24</b>
<b>From renewable sources (in gigajoules)</b>		
Total electricity consumption (A)	11,275.72	7,443.89
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumption from renewable sources (A+B+C) (GJ)</b>	<b>11,275.72</b>	<b>7,443.89</b>
<b>From non - renewable sources (in gigajoules)</b>		
Total electricity consumption (D)	9,254.60	15,983.10
Total fuel consumption (E)	632.81	214.58
Energy consumption through other sources (F)	-	-
<b>Total energy consumption from non - renewable sources (D+E+F) (GJ)</b>	<b>9,887.41</b>	<b>16,197.68</b>
<b>Total energy consumption (A+B+C+D+E+F) (GJ)</b>	<b>21,163.13</b>	<b>23,641.57</b>
Energy intensity per rupee of turnover (Total energy consumption in GJ/ turnover in rupees in million)	0.4/million rupee of turnover	0.48/million rupee of turnover
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)*</b> (Total energy consumed / Revenue from operations adjusted for PPP)	8.28	9.96
<b>Energy intensity in terms of physical output</b>	Not Applicable	Not Applicable
Energy intensity** (optional) – the relevant metric may be selected by the entity (Energy Consumed in GJ/FTE)	1.98	2.28

\* The source for Purchasing Power Parity (PPP) is International Monetary Fund (IMF). The PPP rates considered is 20.66 as per the 2025 update

\*\*We used employee headcount to work our energy intensity.

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

Yes, reasonable assurance for BRSR core indicators has been carried out by FORVIS MAZARS LLP.

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not Applicable

3. Provide details of the following disclosures related to water

Parameter	FY 2024-25	FY 2023-24
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	Nil	Nil
(ii) Groundwater	Nil	Nil
(iii) Third party water	21,020.44	20,097.95*
(iv) Seawater / desalinated water	Nil	Nil
(v) Others	Nil	Nil
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>21,020.44</b>	<b>20,097.95</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>18,791.27</b>	<b>20,097.95</b>
Water intensity per rupee of turnover (Water consumed / revenue from operations)	0.36/million rupee of turnover	0.41/million rupee of turnover
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP)	7.35	8.47
<b>Water intensity in terms of physical output</b>	Not Applicable	Not Applicable
Water intensity** (optional)- the relevant metric may be selected by the entity (Water Consumed in KL/FTE)	1.76	2.46

\*The sources of water withdrawal for FY2023-24 is corrected

\*\*We used employee headcount to work our water intensity

Note:

For office locations where direct measurement of water withdrawal and consumption is not available, water usage has been estimated in accordance with the guidelines issued by the Central Ground Water Authority (CGWA), as recommended by the Industry Standard Forum under the BRSR Core framework. As per CGWA, the standard water consumption for office settings is 45 litres per head per working day. Accordingly, withdrawal and consumption figures have been derived by multiplying the average number of employees at such locations by 45 litres.

In the absence of specific discharge data:

- For facilities where a zero-discharge system is not in place, it has been assumed that 50% of the withdrawn water is consumed and the remaining 50% is discharged.
- For facilities having zero discharge system, the entire water withdrawn is considered as consumed.

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

Yes, reasonable assurance for BRSR core indicators has been carried out by FORVIS MAZARS LLP.

**4. Provide the following details related to water discharged:**

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water	-	No water discharge by Zensar*
- No treatment	-	
- With treatment – please specify level of treatment	-	
(ii) To Groundwater	-	
- No treatment	-	
- With treatment – please specify level of treatment	-	
(iii) To Seawater	-	
- No treatment	-	
- With treatment – please specify level of treatment	-	
(iv) Sent to third-parties	-	
- No treatment	-	
- With treatment – please specify level of treatment	-	
(v) Others	-	
- No treatment	2,229.16	
- With treatment – please specify level of treatment	-	
<b>Total water discharged (in kilolitres)</b>	<b>2,229.16</b>	

\*For Zensar’s owned premises in India

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

Yes, reasonable assurance for BRSR core indicators has been carried out by FORVIS MAZARS LLP.

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

**Sewage Treatment Plant (STP)**

At our Pune-owned campus locations in India, we operate an in-house Sewage Treatment Plant (STP) that processes all generated sewage. The treated water is then recycled and used for irrigation purposes. For locations that are leased premises, we do not maintain operational control over sewage treatment processes.

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

Parameter	Unit	FY 2024-25	FY 2023-24
NOx	tonnes/annum	0.09	0.05
SOx	tonnes/annum	0.07	0.02
Particulate Matter (PM)	tonnes/annum	0.01	0.01
Persistent organic pollutants	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify	-	-	-

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

No

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

Parameter	Unit	FY 2024-25	FY 2023-24
<b>Scope 1</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	469.12	487.09
<b>Scope 2</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	1,388.81	2,459.00
<b>Total</b>	Metric tonnes of CO <sub>2</sub> equivalent	<b>1,857.93</b>	<b>2,946.09</b>
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	(tCO <sub>2</sub> e/Revenue from operations)	<b>0.04/million rupee of turnover</b>	<b>0.06/million rupee of turnover</b>
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	(tCO <sub>2</sub> e/Revenue from operations adjusted for PPP) (revenue is in INR million)	0.73	1.24
Total Scope 1 and Scope 2 emission intensity in terms of physical output	NA		-
Total Scope 1 and Scope 2 emission intensity* (optional) – the relevant metric may be selected by the entity	(tCO <sub>2</sub> e/Full Time Employee)	0.17	0.28

\*Intensity calculated based on employee headcount

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

Yes, reasonable assurance for BRSR core indicators has been carried out by FORVIS MAZARS LLP.

**8. Does the entity have any project related to reducing Greenhouse Gas emission? If yes, then provide details.**

**Rooftop Solar Installation:**

At our Pune campus, we have a 350 kWp rooftop solar plant installed since FY21. This installation not only serves as a renewable energy source but also helps keep our terraces cool by providing shade and promoting airflow, thus reducing the AC load. It currently generates 516,701 units of energy annually, resulting in a reduction of 370 tCO<sub>2</sub>e.

**Carport Solar Solution:**

In February 2025, we installed a 270 kWp solar carport covering open areas. This installation has already generated 22,159 units of energy, with an annual estimated generation of 350,000 units, contributing to a reduction of 250 tCO<sub>2</sub>e each year.

**Green Energy Procurement:**

To further increase the share of renewable energy in our mix, our Pune office procured 1,561,131 kWh of green energy from MSEDCL in FY25.

**Renewable energy percentage & Energy Star Ratings across our offices**

- Pune Campus 65%
- \*Cessna 75%
- Hyderabad office is 100%
- EON-Ph 2 office is 90%
- UK Reading 100%
- London office 100%
- The Dallas office has 78 Energy Star Score, represent a building's energy performance is in the top 22% of its peer group
- The Johannesburg office is 4 Star Rating building

\*Vacated on Sep 24

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

Parameter	FY 2024-25	FY 2023-24
<b>Total Waste generated (in metric tons)</b>		
Plastic waste (A)	6.89	0.18
E-waste (B)	27.47	53.38
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	64.05	15.76
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G) -Oil waste	0.80	0.41
Other Non-hazardous waste generated (H).- Biodegradable waste (paper, newspaper, cardboard), Dry waste, Garden waste, Wet/Food Waste, wood waste, metal waste	51.91	228.11
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>151.13</b>	<b>297.84</b>
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.003/million rupee of turnover	0.006/million rupee of turnover
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP)	0.06	0.13
<b>Waste intensity in terms of physical output</b>	NA	NA
<b>Waste intensity (optional)</b> – the relevant metric may be selected by the entity (Employee headcount)	0.01	0.03

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

Category	FY 2024-25	FY 2023-24
(i) Recycled	151.13	297.84
(ii) Re-used	Nil	Nil
(iii) Other recovery operations	Nil	Nil
<b>Total</b>	<b>151.13</b>	<b>297.84</b>

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

Category of waste	FY 2024-25	FY 2023-24
(i) Incineration	Nil	Nil
(ii) Landfilling	Nil	Nil
(iii) Other disposal operations	Nil	Nil
<b>Total</b>	<b>Nil</b>	<b>Nil</b>

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

Yes, reasonable assurance for BRSR core indicators has been carried out by FORVIS MAZARS LLP.

Note: For foreign entities, data on non-hazardous waste generation was not directly available. Therefore, the quantity of non-hazardous waste has been estimated by applying the per capita waste generation rate observed in Indian entities to the average headcount at the respective foreign office locations.

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

At Zensar, we manage waste systematically from its origin to final disposal through a comprehensive waste management process, prioritizing the 3R approach (Reduce, Reuse, Recycle). The main types of waste generated at our office include organic waste, paper, plastic, glass, metal, electronics, electricals, and batteries. We have designated areas for segregating various waste streams into recyclables, compostables, and general waste for proper processing. All waste is sorted into dry and wet categories. Dry waste and e-waste are sent to authorized recyclers, while organic waste is recycled onsite. Hazardous waste is carefully segregated, stored, and disposed of safely through authorized recyclers, following our waste management policy.

Our technical experts conduct waste audits to identify opportunities for asset repurposing and waste reduction. We have also invested in innovative recycling technologies and initiatives such as Organic Waste Converters (OWC) and Sewage Treatment Plants (STP) for wastewater recycling. We also strategically repurpose old assets for minor office modifications and renovations.

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval/clearance are being compiled with? (Y/N) If no, the reasons thereof and corrective action taken, if any
Not Applicable, as the Company does not have any operations/offices in/around ecologically sensitive areas.			

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

Name and brief details of project	EIA Notification no.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant web link
Not Applicable					

**13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:**

Sr. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the noncompliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective taken, if any action
Yes, Zensar is compliant with all applicable environmental law/ regulations/ guidelines.				

**Leadership Indicators**

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

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

- (i) Name of the area (s): Bangalore – India, Cape Town – South Africa
- (ii) Nature of operations: IT services
- (iii) Water withdrawal, consumption, and discharge in the following format:

Parameter	FY 2024-25	FY 2023-24*
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	611.11	885.26
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kl)</b>	<b>611.11</b>	<b>885.26</b>
<b>Total volume of water consumption (in kl)</b>	<b>558.68</b>	<b>831.76</b>
Water intensity per rupee turnover (Water consumed / turnover)	0.01/million rupee of turnover	0.02/million rupee of turnover
Water intensity (optional) – the relevant metric may be selected by the entity (Water consumed / FTE)	0.05	0.08
<b>Water discharge by destination and level of treatment (in kl)</b>		
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into ground water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
a. No treatment	-	-
b. With treatment – please specify level of treatment	-	-
(iv) Sent to third parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	52.43	53.50
- With treatment – please specify level of treatment	-	-
<b>Total water discharged (in KL)</b>	<b>52.43</b>	<b>53.50</b>

\*FY2023-24 are revised based on recalculation.

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No**

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

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tons of CO2 equivalent	6,043.51	7,810.33*
Total Scope 3 emissions per rupee of turnover	Metric tons of CO2 equivalent	0.11/million rupee of turnover	0.15/ million rupee of turnover
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity (per FTE)	Metric tons of CO2 equivalent	0.56	0.75

*\*Scope 3 emissions for FY2023-24 are revised as per recalculation done for Category - 3 Fuel and energy related other emissions based on validation exercise with SBTi.*

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

Yes, limited assurance of the aforesaid numbers has been carried out by FORVIS MAZARS LLP as published in Integrated Report.

**3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.**

Not Applicable, as the Company does not have any operations/offices in/around ecologically sensitive areas.

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

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Optimizing UPS Capacity and Energy Savings in Data Centers	Upgrades to server and network equipment have led to a reduction in UPS capacity from 120 KVA x 4 to 40 KVA x 4.	~78,000 kWh of energy savings on UPS and 10,000 kWh on air conditioning annually.
2	Enhancing Cooling Efficiency through PAC Optimization	Reevaluation of equipment and heat load has resulted in reduced PAC capacity from 13 TR x 2 to 10 TR.	Savings of ~84,000 kWh energy annually
3	EC Fan Retrofit for Air Handling Units	Retrofitting seven Air Handling Units with EC fans for our Fuji Buildings	Annual energy savings of approximately 60,000 kWh
4	Upgrading HVAC Systems for Greater Efficiency	Replacement of old R22 gas ACs and VRV Ver-3 ACs with R407A and VRV Ver-X	Saves approximately 16,000 kWh per year
5	Downsizing UPS Systems for Workstations	The UPS system for workstations has been further reduced with the smaller capacity UPS	Annual energy savings of approximately 25,000 kWh.
6	Infrastructure Reassessment for Operational Efficiency	Under operational efficiency we have reevaluated the infrastructure rearrangement, some of the individual floor UPS power connected to common UPS	Helped us to save on UPS and AC requirement and saved approximately 8,000 kWh units
7	Motion Sensors	Adding motion sensors to 100% LED facilities at the Pune Campus to improve energy consumption and extend LED lifespan.	Enhanced energy efficiency
8	As a part of operational efficiency, we have conducted internal audits and received help from all the AMC vendors and OEMs.	The following actions identified and implemented: a) The power transformers shall be optimized based on the current and future load for which we are modifying our distribution panels to run only the required transformers and disconnect the additional capacities. b) The Diesel Generating sets were optimized by repurposing additional capacities to other offices. c) The Data center infrastructure opportunities such as UPS replacement, Precision Airconditioning replacement, Racks and Service Modernization and optimization, isolating the Network and Production center units by physical partitions.	Reduced energy consumption and costs

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
		d) The work halls are distributed with UPS & RAW power. This helped us to reduce UPS capacity of workstation UPS.	
		e) The Main & exit stairs, Parking, External periphery, Fresh Air and Exhaust Air Systems operation and lights controlled through timer and need based operations.	
		f) Washrooms and Passages lights are controlled with motion sensors.	
		g) The Cafeteria and Kitchen equipment and appliances are services and optimized by operating with optimum capacity and the less utilized are switched off.	
		h) Energy efficient Pumps and leak detections helped us to save pump running hours.	

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

Yes. Zensar holds a certification for ISO 22301 for India locations, ensuring the establishment of an Organization-Level Business Continuity and Disaster Recovery Plan. This comprehensive plan encompasses various potential disruption scenarios along with their corresponding mitigation strategies, addressing potential impacts on the organization's operations. Furthermore, apart from the Organization-Level Plan, project teams, function teams, and application owners are responsible for developing and maintaining project-specific, function-specific, and application-specific Business Continuity and Disaster Recovery (BCDR) plans. These plans are tailored to address unique disruption scenarios and mitigation strategies relevant to each project, function, or application. Testing of these plans is conducted at both the Organization-Level and subsequently at the project, function, and application levels. Test outcomes and insights gathered are documented and stored in a centralized SharePoint repository for review and continuous enhancement of the Business Continuity Management System (BCMS).

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

This study is not conducted

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

Zensar aims to evaluate all its value chain partners on sustainability criteria by the end of FY 2030.

Our Supplier Code of Conduct, ESG assessment checklist, and contracts bind suppliers to meet compliance requirements when providing goods or services to Zensar. At present, 86% of Class A suppliers have submitted the ESG assessment checklist and agreed to our Code of Conduct in relation to sustainable procurement practices.

While suppliers have not yet been assessed for the environmental impact of their operations and supply chains, we plan to conduct a greenhouse gas (GHG) inventory to determine Scope 3 emissions from purchased goods and services. We are collaborating with key suppliers to lower emissions and reduce energy consumption.

**8. How many Green Credits have been generated or procured:**

a. By the listed entity: Nil

b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners: Nil

According to SEBI's circular issued on March 28, 2025, Green Credits has been identified as a new non-mandatory leadership indicator. Zensar is committed to incorporate this in VCP disclosures in line with SEBI's guidelines.

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



**Essential Indicators**

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

Sl. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Nasscom	National
2	Confederation of Indian Industry (CII)	National

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

Name of Authority	Brief of the case	Corrective action taken
	No Issues emerged during the year	

**Leadership Indicators**

1. Details of public policy positions advocated by the entity:

Sr No	Public Policy advocated	Method resorted for such advocacy	Whether information available in public domain (yes/no)	Frequency of review by board (annually/ Half yearly/ quarterly / Others please specify)	Web link if available
				None	

**Principle 8:** Businesses should promote inclusive growth and equitable development.



**Essential Indicators**

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether information available in public domain (yes/no)	Results communicated in public domain (yes/No)	Relevant Web link

Not Applicable

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

S. No	Name of project for which R&R is ongoing	State	District	No of Project affected families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)

Not Applicable

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

Zensar has a structured grievance redressal mechanism in place to address community concerns. Community stakeholders can share their grievances via the dedicated email ID listed in our Grievance Redressal Policy on the company website.

In addition to this channel, we prioritize regular field visits by regional leaders. These visits allow for direct interaction with beneficiaries, helping us understand their needs and feedback firsthand. Based on these engagements, we take proactive steps to address any concerns.

To date, no complaints or grievances have been reported by the community.

<https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Grievance-Redressal-Policy.pdf>

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

	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ small producers	17%	13%
Sourced directly within India	95%	95%

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

Location	FY 2024-25	FY 2023-24
Rural		
Semi-urban	Not Applicable	
Urban		
Metropolitan	100%	100%

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

**Leadership Indicators**

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

Not applicable

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

Sr. No.	State	Aspirational District)	Amount Spent in ()
		The Company has not undertaken any CSR projects in designated aspirational districts as identified by the government bodies during the current financial year	

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

Yes

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

Women owned, Disabled/Veteran/LGBTQ owned

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

1% current spend directed via diverse suppliers

(Supplier count - women owned - 19, Disabled/Veteran/ LGBTQ owned - 2)

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

SL. No.	Intellectual property based on traditional knowledge	Owned / Acquired (Yes/ no)	Benefit shared (Yes/No)	Basis of calculating benefit share
			Not Applicable	


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

SL. No.	Name of authority	Brief of the case	Corrective action taken
		Not Applicable	

**6. Details of beneficiaries of CSR Projects:**

SL. No.	CSR Project	No of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1	ESD Program (Employability Skills Development Program)	3,000	100%
2	GDA (General Duty Assistant)	235	100%
3	SHG (Self Help Group)	43	100%
4	FDA Program (Faculty Development Program)	200	60%
5	Shelnspires Women Hackathon	1200	80%
6	Clean Cook	10,275	100%
7	Community Development	245	100%
8	Education PAF (Pehlay Akshar Foundation)	7,184	100%
9	Heritage & Environment	10,000	Mostly all the beneficiaries are from marginalized groups.
10	Fever Clinics	6,701	100%

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



**Essential Indicators**

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

At Zensar, client complaints are managed through our Escalation Management process, which systematically addresses and resolves escalations at various levels to improve client experience and satisfaction. This process also facilitates trend analysis and ensures root causes are promptly identified and corrected. We utilize a centralized system to register customer complaints, notifying all relevant stakeholders. This system supports the creation of detailed action plans, assigns ownership, and monitors progress. An accountable escalation manager oversees these actions until resolution, ensuring stakeholders remain informed throughout the process.

- Our Annual Customer Experience Index remains in the top quartile, with 95% of our clients reporting they are either “Delighted” or “Pleased” with our service
- A growing number of CXOs and decision-makers are trusting Zensar as a strategic and advisory partner, highlighting a steady increase over the years
- Our Continuous Listening score has exceeded targets by 360 basis points, underscoring our commitment to responsive and client-centric engagement

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

	<b>As a percentage to total turnover</b>
Environmental and social parameters relevant to the product	As Zensar operates outside the realm of product sales and product-related services, this aspect does not apply to our business model.
Safe and responsible usage	
Recycling and/or Safe Disposal	

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

	FY 2024-25		Remarks	FY 2023-24		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	None	0	0	None
Advertising	0	0		0	0	
Cyber-security	0	0		0	0	
Delivery of essential services	0	0		0	0	
Restrictive Trade Practices	0	0		0	0	
Unfair Trade Practices	0	0		0	0	
Others	0	0		0	0	

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

Aspect	Number	Reason for Recall
Voluntary recall /Mock recall	As Zensar operates outside the realm of product sales and product-related services, this aspect does not apply to our business model	
Forced recall		

**5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.**

Yes; <https://www.zensar.com/privacy-notice/>

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

Since there are no complaints, corrective actions are not required.

**7. Provide the following information relating to data breaches:**

**a. Number of instances of data breaches**

None

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

None

**c. Impact, if any, of the data breaches**

None

**Leadership Indicators**

**1. Channels / platforms where information on products and services of the entity can be accessed.**

<https://www.zensar.com/> (Company's Website)

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

Zensar does not engage directly with consumers, as we do not deal in product sales or product-related services. Therefore, this is not applicable to our business model.

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

Zensar has implemented a robust, organization-wide Business Continuity and Disaster Recovery framework, certified under ISO 22301 for its India locations. This mechanism ensures that potential disruption scenarios are proactively identified and addressed through well-defined mitigation strategies.

### 4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief.

Not applicable

### Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes, Zensar conducts customer satisfaction surveys to understand customer expectations, evaluate experiences, and assess the strength of our relationships. Feedback from these surveys is closely monitored, with necessary improvements identified and tracked to ensure timely resolution.

- Our Annual Customer Experience Index remains in the top quartile, with 95% of our clients reporting they are either “Delighted” or “Pleased” with our service
- A growing number of CXOs and decision-makers are trusting Zensar as a strategic and advisory partner, highlighting a steady increase over the years
- Our Continuous Listening score has exceeded targets by 360 basis points, underscoring our commitment to responsive and client-centric engagement

## INDEPENDENT AUDITOR'S REASONABLE ASSURANCE REPORT ON IDENTIFIED SUSTAINABILITY INFORMATION IN ZENSAR TECHNOLOGIES LIMITED'S BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (BRSR CORE)

To the Board of Directors of Zensar Technologies Limited

We have undertaken to perform a reasonable assurance engagement for Zensar Technologies Limited (the 'Company') and its Legal Entities (the 'Group'), the details of which are as described in the "Scope, Boundary and Limitations" paragraph given below, vide agreement dated 18 February 2025 in respect of the agreed Sustainability Information listed below in accordance with the "Criteria" stated below. This Sustainability Information is as included in the Business Responsibility and Sustainability Report (BRSR) of the Group for the year ended 31 March 2025. This engagement was conducted by a multidisciplinary team, including professionals with suitable skills and experience in auditing environmental, social, and economic information (Chartered Accountants, Company Secretary, Lawyer, Engineers and Environment Professionals).

### Identified Sustainability Information

The Identified Sustainability Information for the year ended 31 March 2025 is summarized below:

The Identified Sustainability Information of the Group are the nine Key Performance Indicators out of BRSR of the Group for the year ended 31 March 2025 (BRSR Core). The Reporting Boundary for BRSR is on a consolidated basis as disclosed under Question No. 13 of Section A of the BRSR.

Our reasonable assurance engagement was with respect to the year ended 31 March 2025 information only unless otherwise stated and we have not performed any procedures with respect to earlier periods and, therefore, do not express any opinion thereon.

### Criteria

The Criteria used by the Group to prepare the Identified Sustainability Information is summarized below:

The Group prepared the Identified Sustainability Information based on the requirements of:

- Regulation 34(2)(f) of the Securities and Exchange Board of India (the "SEBI") (Listing Obligations and Disclosure Requirements) Regulations, 2015 (as amended);
- BRSR Requirements for listed entities per Master Circular No. SEBI/HO/CFD/PoD2/CIR/P/0155 dated 11 November 2024;
- SEBI Press Release PR No.36/2024 dated 18 December 2024;
- Industry Standards on Reporting of BRSR Core per SEBI Circular No. SEBI/HO/CFD/CFD-PoD-1/P/CIR/2024/177 dated 20 December 2024; and
- SEBI Circular SEBI/HO/CFD/CFD - PoD- 1/P/CIR/2025/42 dated 28 March 2025.

### Management's Responsibilities

The Group's management is responsible for establishing the "Criteria" for preparing Identified Sustainability Information, including the reporting boundary of BRSR taking into account applicable Laws and Regulations, if any, related to reporting on Identified Sustainability Information, identification of key aspects, engagement with stakeholders, content, preparation and presentation of the Identified Sustainability Information in accordance with the "Criteria". This responsibility includes design, implementation and maintenance of internal controls relevant to the preparation of BRSR and the measurement of Identified Sustainability Information, which is free from material misstatement, whether due to fraud or error.

### Inherent limitations

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities.

Measurement of BRSR Core metrics, some of which are estimates, is subject to inherent measurement uncertainty, for example, GHG footprint, Water footprint, Energy footprint, Waste. Obtaining sufficient appropriate evidence to support our opinion does not reduce the uncertainty in the amounts and metrics

## Our Independence and Quality Control

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence, and due care, confidentiality, and professional behavior.

Our firm applies International Standard on Quality Management ('ISQM') 1, "Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements" and accordingly maintains a comprehensive system of quality management, including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

## Our Responsibility

Our responsibility is to express a reasonable assurance opinion on the Identified Sustainability Information with respect to the Entities covered in the "Scope, Boundary, and Limitations" paragraph given below, based on the procedures we have performed and evidence we have obtained.

We conducted our engagement in accordance with the International Standard on Assurance Engagements ('ISAE') 3000 (Revised), "Assurance Engagements other than Audits or Reviews of Historical Financial Information", issued by the International Auditing and Assurance Standards Board. This standard requires that we plan and perform our engagement to obtain reasonable assurance about whether the Identified Sustainability Information are prepared, in all material respects, in accordance with the Reporting "Criteria". A reasonable assurance engagement involves assessing the risks of material misstatement of the Identified Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances.

We also followed the data and assurance approach provided under Annexure I of SEBI's Circular no. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122, dated 12 July 2023, prescribing the format of BRSR Core.

## Scope, Boundary and Limitations

### Scope and Boundary

- The scope of our reasonable assurance covers the Identified Sustainability Information for the period 1 April 2024 to 31 March 2025.
- Out of the boundary used for the preparation of the audited Consolidated Financial Statements of the Group for the Financial Year 2024-25, the boundary used for the purpose of preparation of the Identified Sustainability Information includes the data and the information of the Group, as mentioned in point no. 13 of Section A: General Disclosures of BRSR of the Group for the Financial Year 2024-25, except for one of its non-operational entities i.e., Afore LLC, USA .
- The data review and validation of these Entities was performed through physical site visits and/or together with desktop reviews.

### Limitations

Our reasonable assurance scope excludes the following and therefore we do not express an opinion on the same:

- Operations of the Group other than those covered in the "Scope and Boundary".
- Aspects of BRSR and data/information (qualitative or quantitative) other than Identified Sustainability Information.
- Data and information outside the defined reporting period i.e., Financial Year 2024-25.
- The statements that describe expression of opinion, belief, aspiration, expectation, aim, or future intentions provided by the Group.
- Data related to Group's environmental, economic and financial performance, strategy and other related linkages expressed in the Group's Integrated Annual Report FY 2024-25 or any other Report, containing Identified Sustainability Information.

- Effectiveness of management's internal controls of the Group, while we considered the same when determining the nature and extent of our procedures; however, our reasonable assurance engagement was not designed to provide assurance on these internal controls.
- The Group's compliance with Acts, Regulations and Guidelines, other than those as specified in Identified Sustainability Information.
- The GHG footprint, Water footprint, Energy footprint and details of Waste Management with respect to the following, based on management's assessment of being immaterial to the Group's reporting:
  - Registration Offices
  - Co-working spaces.
- In addition, please note the following matters:
  - Some of the financial figures in the Identified Sustainability Information are extracted from the Integrated Annual Report for the Financial Year 2024-25 and hence are not audited by us. Further, for the purpose of Identified Sustainability Information, full consolidation method has been used, based on the management's assessment of operational control. Accordingly, the financial figures include inter-company consolidation adjustments as per the applicable financial reporting framework (net figures), the non-financial data in the Identified Sustainability Information are reported without adjustments (gross figures). Further, some of the Entities included in the Integrated Annual Report, may have been excluded from the "Scope, Boundary and Limitations" in this report.
  - The Group currently follows manual processes for non-financial (ESG) data management systems and currently not integrated with other Reporting Systems.

Our opinion is not modified in respect of these matters.

### Assurance Procedures

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, evaluating the appropriateness of quantification methods and reporting policies, analytical procedures and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above, we:

- Obtained an understanding of the following:
  - Group's business activities, processes and its operating locations, as identified by the Group.
  - Identified Sustainability Information and related disclosures.
  - Assessment criteria and their suitability for the evaluation and/or measurements of the Identified Sustainability Information.
- Interviewed people involved to understand the reporting process, governance, data management systems and controls in place during the reporting period.
- Performed substantive testing on a sample basis of Identified Sustainability Information for the Entities, as covered in the "Scope, Boundary and Limitations" to verify whether the data was appropriately recorded, collated, measured and reported with underlying supporting documents.
- Checked the consistency of the data/information within the Identified Sustainability Information.
- Checked the consolidation for the Entities as covered in the "Scope, Boundary and Limitations" for ensuring the completeness of data being reported.
- Tested the mathematical accuracy of the data provided on a test-check basis.

- Assessed the level of adherence of the “Criteria”, as mentioned above by the Group while reporting.
- Verified the financial numbers, which are also used for Identified Sustainability Information from the Integrated Annual Report FY 2024-25.
- Assessed the appropriateness of various assumptions, estimations and thresholds used by the Group in the preparation of Identified Sustainability Information.
- Undertook analytical review procedures to support the reasonableness of the data used in Identified Sustainability Information.
- Enquired to corroborate with the relevant management personnel to understand the progress against the Sustainability commitments.
- Obtained written representations from Group’s Management.

We also performed such other procedures as we considered necessary in the circumstances.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our reasonable assurance opinion.

## Other information

The Group’s management is responsible for the other information. The other information comprises the information included in the Company’s Integrated Annual Report (but does not include the Identified Sustainability Information and assurance report thereon).

Our opinion on the Identified Sustainability Information does not cover the other information and we do not express any form of assurance thereon.

In connection with our assurance engagement of the Identified Sustainability Information, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the Identified Sustainability Information or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

## Opinion

Based on the procedures we have performed and the evidence we have obtained, Identified Sustainability Information for the year ended 31 March 2025 are prepared in all material respects, in accordance with the “Criteria”.

## Intended use or purpose

The Identified Sustainability Information and our reasonable assurance report are intended for users who have reasonable knowledge of the BRSR Core attributes, the reporting criteria and Identified Sustainability Information and who have read the information in the Identified Sustainability Information with reasonable diligence and understand that the Identified Sustainability Information is prepared and assured at appropriate levels of materiality.

Our opinion is not modified in respect of this matter.

For **FORVIS MAZARSLLP**  
Firm Registration No.: AAI-2887

**Sarika Gosain**

Partner

Gurugram  
23 June 2025

# Annexure E to the Board's Report

Form No. MR-3

## Secretarial Audit Report

For the Financial Year Ended March 31, 2025

Pursuant to section 204(1) of the Companies Act, 2013 and  
Rule No. 9 of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014  
&

Pursuant to Regulation 24A of SEBI (Listing Obligation and Disclosure Requirements) Regulations, 2015

To,  
The Members,  
**Zensar Technologies Limited**  
Zensar Knowledge Park, Kharadi,  
Plot No. 4 MIDC, Off Nagar Road, Pune- 411014

We have conducted the Secretarial Audit of the compliance of applicable statutory provisions and the adherence to good corporate practices by **Zensar Technologies Limited** bearing **CIN: L72200PN1963PLC012621** (hereinafter referred as **the Company**). Secretarial Audit was conducted in a manner that provided us a reasonable basis for evaluating the corporate conducts/ statutory compliances and expressing our opinion thereon.

Based on our verification of the Company's books, papers, minute books, forms and returns filed and other records maintained by the Company and also the information provided by the Company, its officers, agents and authorized representatives during the conduct of secretarial audit, we hereby report that in our opinion, the Company has, during the audit period covering the **financial year ended on March 31, 2025** (audit period) complied with the statutory provisions listed hereunder and also that the Company has proper board-processes and compliance-mechanism in place to the extent, in the manner and subject to the reporting made hereinafter:

We have examined the books, papers, minute books, forms and returns filed and other records maintained by the Company for the financial year ended on March 31, 2025 according to the provisions of:

- i. The Companies Act, 2013, as amended from time to time (the Act) and the rules made thereunder;
- ii. The Securities Contracts (Regulation) Act, 1956 (SCRA) and the rules made there under;
- iii. The Depositories Act, 1996 and the Regulations and Bye-laws framed thereunder;
- iv. Foreign Exchange Management Act, 1999 and the rules and regulations made thereunder to the extent of Foreign Direct Investment, External Commercial Borrowings and Overseas Direct Investment, wherever applicable;
- v. The following Regulations and Guidelines prescribed under the Securities and Exchange Board of India Act, 1992 ('SEBI Act'):-

- a. Securities and Exchange Board of India (Issue of Capital and Disclosure Requirements) Regulations, 2018; (SEBI ICDR) **(not applicable during the audit period)**
- b. Securities and Exchange Board of India (Substantial Acquisition of Shares and Takeovers) Regulations, 2011; (SEBI SAST)
- c. Securities and Exchange Board of India (Buyback of Securities) Regulations, 2018; **(not applicable during the audit period)**
- d. Securities and Exchange Board of India (Share Based Employee Benefits and Sweat Equity) Regulations, 2021; (SEBI SBEB)
- e. Securities and Exchange Board of India (Issue and Listing of Non-Convertible Securities) Regulations, 2021; **(not applicable during the audit period)**
- f. Securities and Exchange Board of India (Prohibition of Insider Trading) Regulations, 2015;
- g. Securities and Exchange Board of India (Depositories and Participants Regulations), 2018;
- h. Securities and Exchange Board of India (Registrars to an Issue and Share Transfer Agents) Regulations, 1993 regarding the Companies Act and dealing with client;
- i. The Securities and Exchange Board of India (Delisting of Equity Shares) Regulation 2021 **(not applicable to the Company during the audit period)**
- vi. The management has identified and confirmed the compliances of the following laws as Specifically applicable to the Company:
  - a. The Special Economic Zones Act, 2005
  - b. Trade Marks Act, 1999
  - c. The Information Technology Act, 2000
  - d. Regulations of Software Technology Parks of India
  - e. Customs and Excise Act 1996,

- f. The Foreign Trade (Development and Regulation) Act, 1992
- g. The Export and Import Policy of India.

We have also examined compliance with the applicable clauses and regulations of the following:

- i. Secretarial Standards issued by 'The Institute of Company Secretaries of India'; and
- ii. The Listing Agreement entered into by the Company with Stock Exchange(s) pursuant to SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (hereinafter referred as 'Listing Regulations').

During the year under review, the Company has complied with the provisions of the Act, rules, regulations, guidelines, standards made thereunder.

### **We further report that,**

The Board of Directors of the Company is duly constituted with proper balance of Executive Directors, Non-Executive Directors and Independent Directors. The changes in the composition of the Board of Directors that took place during the period under review were carried out in compliance with the provisions of the Act.

Adequate notice is given to all directors to schedule the Board Meetings, agenda and detailed notes on agenda were sent at least seven days in advance and a system exists for seeking and obtaining further information and clarifications on the agenda items before the meeting and for meaningful participation at the meeting. Further, in the incidences where, for the purpose of any Board or Committee Meeting, notice, agenda or notes to agenda are circulated with shorter period of less than seven days, all the Directors including Independent Directors have consented to the shorter period of circulation of the same.

All decisions at Board Meetings and Committee Meetings are carried out unanimously as recorded in the minutes of the meetings of the Board of Directors or Committees of the Board, as the case may be.

### **We further report that,**

There are adequate systems and processes in the Company commensurate with the size and operations of the Company to monitor and ensure compliance with applicable laws, rules, regulations and guidelines.

### **We further report that.**

During the audit period, there were no specific events / actions having a major bearing on the Company's affairs in pursuance of the above-referred laws, rules, regulations, guidelines, standards, etc. except the following:

- i. Merger of two wholly owned subsidiaries viz. Foolproof Singapore Pte Ltd (WOS) and Zensar

Technologies (Singapore) Pte Ltd (WOS) was approved by Accounting and Corporate Regulatory Authority (ACRA) under Government of Singapore, vide its order dated April 2, 2024. Accordingly, Foolproof Singapore Pte Ltd, Singapore has merged into Zensar Technologies (Singapore) Pte Ltd, Singapore and ceases to exist as a separate legal entity from the effective date i.e. April 1, 2024.

- ii. Zensar Technologies Inc, USA, wholly owned subsidiary, has acquired membership interest in BridgeView Life Sciences, LLC w.e.f. July 24, 2024, whereby it has become a step down subsidiary of the Company.
- iii. The Shareholders of the Company have approved the following Resolutions vide Postal Ballot dated January 9, 2025:
  - a. Ordinary Resolution to amend to the terms of remuneration of Manish Tandon (DIN: 07559939), Chief Executive Officer and Managing Director ("CEO & MD") to enable further grant of Performance Award Unit ("PAUs"/"ESOPs") under the Employee Performance Award Unit Plan, 2016 ("EPAP 2016"/"ESOP PLAN")
  - b. Special Resolution to increase the limit of managerial remuneration payable to Manish Tandon, Chief Executive Officer and Managing Director ("CEO & MD") of the Company, in excess of 5% of the net profits of the Company and consequential increase in overall maximum managerial remuneration limit from 11% to 18% of the net profits of the Company in any financial year(s) during his tenure as CEO & MD.
  - c. Special Resolution to amend to Zensar Technologies Limited – Employee Performance Award Unit Plan, 2016 ("EPAP 2016"/"ESOP Plan").
- iv. During the year the Company has allotted shares through ESOP Scheme in the following manner:
  - a. Under Employee Performance Award Unit Plan, 2016 Scheme: 4,47,651 Equity Shares of INR 2.00 each
  - b. Under 2006 Employee Stock Option Plan: 28,570 Equity Shares of INR 2.00 each

For **SVD & Associates**  
Company Secretaries

**Sridhar Mudaliar**  
Partner  
FCS No: 6156  
C P No: 2664

Place: Pune  
Date: April 25, 2025

Peer Review No: 6357/2025  
UDIN: F006156G000186930

*Note: This report is to be read with letter of even date by the Secretarial Auditors, which is annexed as **Annexure A** and forms an integral part of this report.*

# ANNEXURE A

To,  
The Members  
**Zensar Technologies Limited**  
Zensar Knowledge Park, Kharadi,  
Plot No. 4 MIDC, Off Nagar Road, Pune- 411014

Our Secretarial Audit Report of even date is to be read along with this letter.

## Management's Responsibility

1. It is the responsibility of the management of the Company to maintain secretarial records, devise proper systems to ensure compliance with the provisions of all applicable laws and regulations and to ensure that the systems are adequate and operate effectively.

## Auditor's Responsibility

2. Our responsibility is to express an opinion on these secretarial records, standards and procedures followed by the Company with respect to secretarial compliances.
3. We believe that audit evidence and information obtained from the Company's management is adequate and appropriate for us to provide a basis for our opinion.
4. We have relied on the documents and evidences provided physically and through electronic mode.
5. Wherever required, we have obtained the management's representation about the compliance of laws, rules and regulations and happening of events, etc.

## Disclaimer

6. The Secretarial Audit Report is neither an assurance as to the future viability of the Company nor of the efficacy or effectiveness with which the management has conducted the affairs of the Company.
7. We have not verified the correctness and appropriateness of financial records and books of accounts of the Company.

For **SVD & Associates**  
Company Secretaries

**Sridhar Mudaliar**  
Partner  
FCS No: 6156  
C P No: 2664

Place: Pune  
Date: April 25, 2025

Peer Review No: 6357/2025  
UDIN: F006156G000186930

# Annexure F to the Board’s Report

## ANNUAL REPORT ON CSR ACTIVITIES FOR FINANCIAL YEAR 2024-25

1. Brief outline on Sustainability and Corporate Social Responsibility (“SCSR”) Policy of the Company.  
<https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/CSR-Policy-14042025.pdf>

2. Composition of SCSR Committee:

Sr. No.	Name of the Director	Designation / Nature of Directorship	Number of meetings of SCSR Committee held during the year	Number of meetings of SCSR Committee attended during the year
1.	Anant Goenka	Chairman/Non-Executive, Non-Independent Director	2	1
2.	A.T. Vaswani <sup>1</sup>	Member/Non-Executive, Independent Director		2
3.	Arvind Agarwal <sup>2</sup>	Member/Non-Executive Independent Director		1
4.	Ben Druskin <sup>3</sup>	Member/Non-Executive, Independent Director		1
5.	Radha Rajappa <sup>3</sup>	Member/Non-Executive, Independent Director		1

<sup>1</sup> The term of appointment of A.T. Vaswani, Independent Director completed on close of business hours on March 31, 2025. Accordingly, the Board reconstituted the Committee effective from April 1, 2025.

<sup>2</sup> Arvind Nath Agrawal, Non-Executive, Independent Director, ceased to be a Member of Committee from close of business hours of April 30, 2024.

<sup>3</sup> Ben Druskin and Radha Rajappa, Non-Executive, Independent Directors, were appointed as members of committee w.e.f. May 1, 2024.

3. Provide the web-link(s) where Composition of SCSR committee, SCSR Policy and CSR projects approved by the Board are disclosed on the website of the Company.
- <https://www.zensar.com/sites/default/files/2025-04/Composition-of-Sustainability-and-CSR-Committee-17042025.pdf>
- <https://www.zensar.com/sites/default/files/2025-04/CSR-Policy-17042025.pdf>
- <https://www.zensar.com/sites/default/files/2025-04/Project-wise-details-24-25.pdf>
4. Provide the executive summary along with web-link(s) of Impact Assessment of CSR Projects carried out in pursuance of sub-rule (3) of rule 8, if applicable. NA
5. (a) Average net profit of the company as per sub-section (5) of section 135. INR 4,647.08 million
- (b) Two percent of average net profit of the company as per sub-section (5) of section 135. INR 93.00 million
- (c) Surplus arising out of the CSR Projects or programmes or activities of the previous financial years. NIL
- (d) Amount required to be set-off for the Financial Year, if any. NA
- (e) Total CSR obligation for the Financial Year [(b)+(c)-(d)]. INR 93.00 million
6. (a) Amount spent on CSR Projects (both Ongoing Project and other than Ongoing Project). INR 81.00 million
- (b) Amount spent in Administrative overheads. NIL
- (c) Amount spent on Impact Assessment, if applicable. NA
- (d) Total amount spent for the Financial Year [(a)+(b)+(c)]. INR 81.00 million
- (e) CSR amount spent or unspent for the Financial Year:

(INR Million)

Total Amount Spent for the Financial Year	Amount Unspent				
	Total Amount transferred to Unspent CSR Account as per sub-section (6) of section 135.		Amount transferred to any fund specified under Schedule VII as per second proviso to sub-section (5) of section 135.		
	Amount	Date of transfer	Name of the Fund	Amount	Date of transfer
81.00	12.00	18.04.2025		NA	

The total CSR obligation for the Financial Year 2024-25 was 93.00 million. However, the Company undertook CSR spend target as INR 81.00 million for the year.

(f) Excess amount for set-off, if any:

(INR Million)

Sr. No.	Particular	Amount
1	2	3
(i)	Two percent of average net profit of the company as per sub-section 5 of section 135	-
(ii)	Total amount spent for the Financial Year	-
(iii)	Excess amount spent for the Financial Year [(ii)-(i)]	-
(iv)	Surplus arising out of the CSR projects or programmes or activities of the previous Financial Years, if any	-
(v)	Amount available for set off in succeeding Financial Years [(iii)-(iv)]	-

7. Details of Unspent Corporate Social Responsibility amount for the preceding three Financial Years:

(INR Million)

1	2	3	4	5	6	7	8
Sr. No.	Preceding Financial Year(s)	Amount transferred to Unspent CSR Account under sub-Section 6 of section 135	Balance Amount in Unspent CSR Account under sub section (6) of section 135	Amount spent in the Financial Year	Amount transferred to any fund specified under Schedule VII as per section 135(6), if any	Amount remaining to be spent in succeeding Financial Years	Deficiency, if any
					Amount	Date of transfer	
1	2023-24	24.90	-	24.90	NA	NA	NA
2	2022-23	8.55*	-	-	NA	NA	
3	2021-22	3.43**	-	-	NA	NA	
<b>TOTAL</b>		<b>36.88</b>	<b>-</b>	<b>24.90</b>			

\*Spent in FY 2023-24

\*\*Spent in FY 2022-23

8. Whether any capital assets have been created or acquired through Corporate Social Responsibility amount spent in the Financial Year:

Yes  No

If Yes, enter the number of Capital assets created/ acquired- NA

Furnish the details relating to such asset(s) so created or acquired through Corporate Social Responsibility amount spent in the Financial Year:

Sr. No.	Short particulars of the property or asset(s) [including complete address and location of the property]	Pincode of the property or asset(s)	Date of creation	Amount of CSR amount spent	Details of entity/ Authority/ beneficiary of the registered owner		
					CSR Registration Number, if applicable	Name	Registered Address
1	2	3	4	5	6	6	
Not Applicable							

9. Specify the reason(s), if the company has failed to spend two per cent of the average net profit as per sub-section 5 of section 135.

The Company allocates CSR funds to on-going project(s) which are implemented beyond 1 Financial Year. These projects have set milestones, upon achievement of which, the next tranche(s) of funds is released. A part of the total CSR allocation is earmarked for such ongoing projects and will be released/utilised in the next Financial Year(s) with the intent to achieve optimal objective of CSR funds, so allocated by the Company.

**Manish Tandon**  
(Chief Executive Officer and Managing Director)

**Anant Goenka**  
(Chairman-SCSR Committee)

Date: April 25, 2025  
Place: Mumbai