

Business Responsibility and Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity:

Sr. No.	Particulars	Details
1.	Corporate Identity Number (CIN) of the Listed Entity	L72200PN1990PLC059594
2.	Name of the Listed Entity	Birlasoft Limited
3.	Year of Incorporation	28 December 1990
4.	Registered office address	35 & 36, Rajiv Gandhi Infotech Park, Phase-I, MIDC, Hinjawadi, Pune-411057, Maharashtra, India.
5.	Corporate address	Assotech Business Cresterra, Tower 3, Plot No. 22, Sector 135, Expressway Noida - 201301, India.
6.	E-mail	contactus@birlasoft.com
7.	Telephone	+91 20 66525000
8.	Website	www.birlasoft.com
9.	Financial year for which reporting is being done	2023-24
10.	Name of the Stock Exchange(s) where shares are listed	• The National Stock Exchange of India Limited (NSE) • BSE Limited
11.	Paid-up Capital (₹)	551.87 million
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name: Poonam Jindgar Designation: Global Head, ESG and Sustainability Email Id: poonam.jindgar@birlasoft.com Telephone: +91 20-66525000
13.	Reporting boundary (Standalone or Consolidated basis)	Standalone, unless stated in the sections of the report.
14.	Name of assurance provider	Not Applicable
15.	Type of assurance obtained	Not Applicable

II. Products/Services:

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

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Information and Communication	Computer Programming, Consultancy, and related activities	100%

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

Sr. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Computer programming, consultancy, and related activities	62011	100%

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	-	8	8
International	-	21	21

19. Markets Served by the entity:

a. Number of Locations:

Locations	Number
National (No. of States)	5
International (No. of Countries)	18

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

Birlasoft's export contribution was 91% of its total turnover.

c. A brief on types of customers?

Industries that are served:

- Manufacturing – Help manufacturers to expedite their Industry 4.0.
- Energy and Utilities – Help customers in the Energy and Utilities sectors modernize processes across the value chain.
- Life sciences – Help pharmaceutical and medical devices sector to innovate faster and deliver more effective products and services.
- Banking, Financial Services and Insurance (BFSI) – Help BFSI sector in core system modernization, business process overhaul, digital technologies, core infrastructure, data management and CRM.
- Communications, Media, and Technology – Help customers become leaner, optimize processes, and streamline their content value chain by providing holistic design thinking and innovative tactical solutions.

IV. Employees:

20. Details as at the end of Financial Year 2023-24:

a. Employees and Workers (including differently abled)

Employees (including differently abled)

Sr. No.	Particulars	Total (A)	Male		Female		Others*	
			Number (B)	Percentage (B/A)	Number (C)	Percentage (C/A)	Number (D)	Percentage (D/A)
1.	Permanent Employees	11,332	8,504	75%	2,791	25%	37	0.33%
2.	Other than Permanent Employees	1,551	890	57%	410	26%	251	16%
3.	Total Employees (1+2)	12,883	9,394	73%	3,201	25%	288	2%

*Others here means those employees whose gender is undisclosed.

Note: The headcount data includes data of Birlasoft Limited's subsidiaries.

Workers (including differently abled)

Sr. No.	Particulars	Total (A)	Male		Female	
			Number (B)	Percentage (B/A)	Number (C)	Percentage (C/A)
4.	Permanent Workers	Not Applicable to Birlasoft as the Company's business is related to IT service offerings to customers and the Company does not categorize its workforce as workers.				
5.	Other than Permanent Workers					
6.	Total Workers (4+5)					

b. Differently abled Employees and Workers

Differently Abled Employees

Sr. No.	Particulars	Total (A)	Male		Female		Others*	
			Number (B)	Percentage (B/A)	Number (C)	Percentage (C/A)	Number (D)	Percentage (D/A)
1.	Permanent Employees	29	25	86%	4	14%	0	0%
2.	Other than Permanent Employees	1	0	0	0	0	1	100%
3.	Total differently abled employees (1+2)	30	25	83%	4	14%	1	3%

* Others here means those employees whose gender is undisclosed.

Differently Abled Workers

Sr. No.	Particulars	Total (A)	Male		Female	
			Number (B)	Percentage (B/A)	Number (C)	Percentage (C/A)
4.	Permanent Workers	Not Applicable, the Company does not identify its workforce as workers				
5.	Other than Permanent Workers					
6.	Total differently abled workers (4+5)					

21. Participation/Inclusion/Representation of Women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	Percentage (B/A)
Board of Directors	7	3	43%
Key Management Personnel	3	2	67%

Note: There have been changes in the composition of Board of Directors during the year, which are detailed in the Board's Report. The number of Directors and KMPs given above is as on March 31, 2024.

22. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

Particulars	FY 2023-24				FY 2022-23				FY 2021-22			
	Male	Female	Others*	Total	Male	Female	Others*	Total	Male	Female	Others*	Total
Permanent Employees	13.8%	16.2%	2.1%	14.1%	28.8%	30.8%	8.7%	28.6%	34.7%	37.3%	11.4%	34.3%
Permanent Workers	Not Applicable, the Company does not identify its workforce as workers											

* Others here means those employees whose gender is undisclosed.

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

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

Sr. No.	Name of the holding/subsidiary/associate companies/joint ventures (A)	Indicate whether holding/subsidiary/associate/joint venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Birlasoft Inc.	Subsidiary	100%	No
2	Birlasoft Sdn. Bhd.	Subsidiary	100%	No
3	Birlasoft Solutions Limited	Subsidiary	100%	No
4	Birlasoft Solutions France	Subsidiary	100%	No
5	Birlasoft Solutions Inc.	Subsidiary	100%	No
6	Birlasoft Computer Corporation	Subsidiary	100%	No
7	Birlasoft Solutions ME FZE	Subsidiary	100%	No
8	Birlasoft (UK) Limited	Subsidiary	100%	No
9	Birlasoft Solutions GmbH	Subsidiary	100%	No
10	Birlasoft Solutions Mexico, S.A. DE C.V.	Subsidiary	100%	No
11	Birlasoft Solutions Ltda.	Subsidiary	100%	No
12	Birlasoft Consulting, Inc.	Subsidiary	100%	No
13	Birlasoft Technologies Canada Corporation	Subsidiary	100%	No

Note: As on March 31, 2024, the Company has 13 subsidiaries, including step-down subsidiaries. The Company has two material subsidiaries, namely, Birlasoft Solutions Inc. & Birlasoft Inc.

VI. CSR Details:

24.	(i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Yes
	(ii) Turnover (in ₹)	26,445.27 million
	(iii) Net Worth (in ₹)	14,681.98 million

VII. Transparency and Disclosures Compliances:

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

Stakeholder Group from whom complaint is received	Grievance Redressal Mechanism in place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	Current Financial Year 2023-24			Previous Financial Year 2022-23		
		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. Grievances are solved at the community level through informal and participatory processes that involve the affected parties and NGO program managers. The dialogue is facilitated between both parties to help resolve grievances quickly, and amicably while preserving project objectives and expected outcomes. The unresolved grievances are escalated at the corporate level for resolution.	Nil	Nil	Complaints are addressed on spot	Nil	Nil	Complaints are addressed on spot
Shareholders	Yes. The Company provides adequate mechanism to address the grievances of the shareholders. There is a dedicated e-mail ID: grievances@birlasoft.com for redressal of shareholders' grievances. For speedy redressal of grievances & for other requests pertaining to share transfers, correspondence relating to shares, dividend; the details of Compliance Officer & the Registrar & Transfer Agent ("RTA") are available on https://www.birlasoft.com/company/investors . In case of further dispute against the Company and/or RTA on delay or default in processing shareholders' request, the member may raise grievances/complaints/disputes as per the process provided on the website of Company at https://www.birlasoft.com/sites/default/files/resources/downloads/investors/information-to-members-dec-2023.pdf .	1	Nil	All complaints were satisfactorily resolved	6	Nil	All complaints were resolved satisfactorily
Employees and workers	The Company has adopted the Whistle Blower Policy that lays down the principles and standards governing the actions of the Company and its employees. It encourages all its stakeholders to communicate and raise any behavior or practice, they may be aware of and suspect to be unethical, illegal, or otherwise inappropriate and harmful to the Company. Birlasoft is committed to undertaking a prompt examination of any concern or issue raised by employee. The employee who wishes to raise a concern can do so by writing to internal grievance mailbox at grievanceredressal@birlasoft.com . Also, the employees can reach out for any issues related to workplace at the email id- workplacesafety@birlasoft.com	9	2	The pending complaints will be resolved as per the process	4	1	All complaints were resolved within the stipulated timelines

Stakeholder Group from whom complaint is received	Grievance Redressal Mechanism in place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	Current Financial Year 2023-24			Previous Financial Year 2022-23		
		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
Customers	The customer complaints are technology specific and get resolved at the appropriate level through the defined resolution process, at time of delivery of the Services/Software before contract closure.	16	0	All complaints resolved	13	0	All complaints resolved
Value Chain Partners	Birlasoft has a Supplier Conduct Guidelines and Procurement and Supplier Management Policy. As per the Guidelines, suppliers may report any unethical activity anonymously to the Birlasoft team during the quarterly business review meeting with the supplier.	Nil	Nil	-	Nil	Nil	-

The Policies are available on the website at - <https://www.birlasoft.com/company/investors/policies-reports-filings>.

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

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

Sr. No.	Material issue Identified	Indicate whether Risk or Opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial Implications of the risk or opportunity (Indicate positive or negative implications)
1.	Data Privacy and Cyber Security	Risk	Risk: Data privacy and cybersecurity are major global concerns, with legislation like GDPR, CCPA, and equivalents imposing severe consequences for non-compliance. Ensuring data privacy across the information life cycle is critical. As companies adopt new technologies like mobile computing, IoT, and cloud computing, cybersecurity becomes a crucial risk, with threats including targeted attacks, ransomware, malware, and data leakage.	The Company employs a robust information security management system to mitigate data privacy and cybersecurity risks. It maintains governance mechanisms for regular evaluation of the privacy program's effectiveness. Cutting-edge data-security measures are in place, including PII Repositories, Privacy Impact Assessment, Incident Management Procedures, Breach Notification Management, and Subject Access Request Management. External assessments ensure compliance with global regulations, supported by ISO/IEC 27701:2019 certification. Periodic reviews ensure sustained ISO 27001:2013 certification and external third-party validation of compliance with the NIST Cyber Security framework.	Negative: Any violation, non-compliance, or inadequacy in privacy policies and procedures can lead to potential liabilities, penalties, and reputational damage. Cyber-attacks breaching our information network or failure to protect sensitive information of the Company's stakeholders in line with applicable laws may impact our operations or incur significant regulatory penalties, posing legal and reputational risks for Birlasoft.
2.	Customer Engagement and Satisfaction	Risk & Opportunity	Opportunity: The Company prioritizes growth by leveraging its portfolio of top multi-service accounts, emphasizing client management, cross-selling, and revenue generation through business transformation. The Company ensures not only sustained growth, but also lasting partnerships built on trust and value delivery.	The Company is expanding its service technology offerings to align with customer business needs, fostering annuity revenue and long-term client relationships. Additionally, it actively assesses strategic partnerships to manage competition, enhance technological capabilities, and facilitate organic growth.	Positive: The profitability of the Company is significantly influenced by consumer retention and happiness. Better business opportunities for growth and expansion can also result from improved customer satisfaction.

Sr. No.	Material issue Identified	Indicate whether Risk or Opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial Implications of the risk or opportunity (Indicate positive or negative implications)
			<p>Risk:</p> <p>The Company's strategy is to focus on a select number of industry verticals, geography, customers, and offerings, with a possibility of business being concentrated in a particular area with consequential volatility.</p>	<p>Birlasoft employs a Voice of Customer (VOC) process to gauge customer perception of its deliverables and services. This process operates at both the project and engagement levels, with reviews conducted every six months. The goal is to maintain a VOC score of 4 or higher on a scale of 5, ensuring quality products and services for a positive customer experience. Customer feedback is collected and analyzed to identify actionable insights, with progress tracked to enhance VOC ratings over time.</p>	<p>Negative: In absence of continued customer service and engagement, customers can lose trust in Birlasoft's reliability to provide proposed quality service and will have adverse impact on growth of business</p>
3.	Talent Attraction, Retention and Development	Risk & Opportunity	<p>Risk:</p> <p>The nature of the IT services business mandates the Company to recruit and retain professionals with requisite skill sets, adequate to meet customer demands and in alignment of Company's long-term business strategy.</p> <p>Opportunity:</p> <p>Birlasoft cultivates a culture of equality, self-awareness, authenticity, and accountability, emphasizing gender and cross-cultural diversity. Through initiatives like BCares, BEngaged, and STAR, the Company showcases its values and culture of employee care and appreciation, positively impacting talent attraction and retention.</p>	<p>The Company maintains an effective talent acquisition function, strategizing to attract skilled professionals from diverse talent pools and sources. Working closely with business managers, the talent acquisition team implements a rigorous selection process to identify suitable candidates. Additionally, the Company prioritizes learning and development, providing a comprehensive training infrastructure for continuous skill enhancement and competency development across the organisation. The Learning and Development team also addresses any project-specific skilling requirements as needed.</p> <p>To mitigate risks and maintain business continuity, the Company dedicates considerable effort to identifying critical roles and conducting succession planning. This involves a thorough talent review process enabling leadership to identify development areas, role enhancements, and succession opportunities for key talent.</p>	<p>Negative:</p> <p>Insufficient or inadequately skilled resources, along with delays or absence of necessary resources, may lead to missed business opportunities or customer delivery escalations.</p> <p>Positive:</p> <p>Birlasoft values and respects its employees, offering fair opportunities for growth and development. This approach boosts creativity, productivity, and overall business performance. The Company also focuses on nurturing long-term and high-potential employees, including promoting gender diversity, to prepare them for senior roles.</p>
4.	Diversity, Equity, and Inclusion	Risk & Opportunity	<p>Risk:</p> <p>A lack of diversity and inclusion within the organization can hinder productivity and innovation, as diverse teams bring varied perspectives that contribute to building better solutions. Moreover, insufficient inclusion may impede teams' ability to respect differences and engage in meaningful collaboration.</p> <p>Opportunity:</p> <p>Birlasoft has made deliberate and continuous effort to create and sustain a culture of equality, self-awareness, authenticity, and accountability in the realm of gender, cross-cultural diversity, persons with disabilities and LGBTQ+ inclusion.</p>	<p>Birlasoft have a DEI charter with focus on affirmative hiring, sensitization, and development. To ensure the culture of Diversity, Equality, and Inclusion the Company has various sensitization platforms for propagating our focus on DEI and unconscious bias training with a target to cover all employees by FY 2025. Enhance Combined PWD+ Veterans diversity to 1%.</p>	<p>Positive:</p> <p>Birlasoft is committed to increase gender diversity from 24% to 28% in FY 2023-24 and 30% by FY2025.</p> <p>Birlasoft won 'Growth Diversity Award' by Synchrony for enhancing gender diversity by 5% across the year 2022-2023.</p>

Sr. No.	Material issue Identified	Indicate whether Risk or Opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial Implications of the risk or opportunity (Indicate positive or negative implications)
5.	Climate Change and Energy Management	Risk & Opportunity	<p>Risk:</p> <p>Climate change poses both physical and transition risks to our industry, impacting customer behavior, disrupting Company operations, and affecting infrastructure and supply chains. These risks also extend to the welfare of our staff and corporate strategy. Additionally, data centers, significant energy consumers and carbon emitters, contribute to environmental concerns. Birlasoft has identified three key areas of energy consumption: air conditioning (40%), computers and servers (38%), and utility usage (22%).</p> <p>Opportunity:</p> <p>Birlasoft continues to invest in building functional capabilities (Digital, Digital Analytics, Platforms, etc.) in desired verticals with swiftness and agility.</p>	<p>Birlasoft has implemented several mitigation strategies to address climate change and energy management risks. In line with its commitment to environmental sustainability, the Company has introduced Electric Vehicles (EVs) for its office transportation fleet to reduce diesel consumption. Additionally, Birlasoft has identified environment sustainability as a key focus area for Corporate Social Responsibility (CSR). Through Project Shodhan, a community initiative, the Company aims to significantly reduce pollution from crop stubble burning in 120 adopted villages of Punjab and Haryana by 2024. Furthermore, Birlasoft is dedicated to increasing its Renewable Energy (RE) share in the total energy mix by adopting the Power Purchase Agreement (PPA) model or sourcing power from solar parks located on the outskirts of its operational areas.</p>	<p>Negative:</p> <p>Extreme weather events like cyclones, heatwaves, and floods can disrupt our operations, leading to increased operational costs and lost business opportunities. Additionally, meeting environmental and CSR norms may incur higher operating expenses.</p>

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Ethics and Integrity	Sustainable Business	Employee Well-being	Stakeholder Inclusiveness	Human Rights	Environment Sustainability	Public Advocacy	Social Development	Customer Well-being
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. Policies covered under each principle and web-link of the Policies, if available	1. Code of Business Ethics and Conduct Policy 2. Whistle Blower Policy	Procurement and Supplier Management Policy#	1. Environment, Occupational Health and Safety (EOHS) Policy 2. Global Diversity and Inclusion (DE&I) Policy 3. Procurement and Supplier Management Policy# 4. Grievance Redressal Policy# 5. POSH Policy 6. Equal Opportunity Employer Policy#	Corporate Social Responsibility (CSR) Policy	1.POSH Policy 2. Human Rights Policy 3. Equal Opportunity Employer Policy# 4. Whistle Blower Policy	1. Environment, Occupational Health and Safety (EOHS) Policy 2. Energy Management Policy# 3. Water Management Policy# 4. Waste Management Policy#	Code of Business Ethics and Conduct Policy	Corporate Social Responsibility (CSR) Policy	Policies on Intranet 1. Cloud Security Policy# 2. Data Protection Policy# 3. Information Security Policy# 4. Privacy Policy# 5. Information Security Awareness and Training Policy#
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) adopted by your entity and mapped to each principle.	ISO 14001:2015 – Environment Management System ISO 45001:2018 – Occupational Health and Safety Management System ISO 27701:2019 – Privacy Information Management System ISO 27001:2013 – Information Security Management System ISO 9001:2015 – Quality Management System ISO 20000:2018 – Information Technology Service Management System								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Ethics and Integrity	Sustainable Business	Employee Well-being	Stakeholder Inclusiveness	Human Rights	Environment Sustainability	Public Advocacy	Social Development	Customer Well-being
5. Specific commitments, goals, and targets set by the entity with defined timelines, if any.	The Company is actively developing specific commitments, goals and targets that align with the nine principles with regards to ESG and overall business development and growth. Moreover, the Company has identified the below goals and has started working towards it. The progress on these goals shall be disclosed in the next reporting year. 1. To reduce carbon footprint of the Company by adopting energy efficiency initiatives. 2. Transition to renewable energy solutions and clean technology. 3. Create employee awareness on mental wellbeing and overall health and safety. 4. Achieving zero discharge through water conservation and wastewater treatment initiatives. 5. Enhancing gender diversity across levels i.e., increase overall gender diversity to 30% by FY 2025 and 100% employees to be sensitized and trained on overcoming unconscious bias in the workplace by FY 2025.								
6. Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.	Birlasoft has witnessed steady progress against the set Environmental, Social and Governance (ESG) goals and targets during the reporting period, as result of its innovative solutions, technological improvements, social improvements, commitment towards ethical business and regulatory compliances. The Company has been recognized for its focused achievement and efficient initiatives, pro-active implementation of action items that have been outlined by internal and external audit teams as process improvements. All these initiatives cumulatively have resulted in positive outlook for Company's future as a sustainable and responsible business in the software and services industry, at the global level.								

Governance, leadership, and oversight

7. Statement by the director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure)	We are delighted to present our Business Responsibility and Sustainability Report (BRSR) for the financial year April 1, 2023 to March 31, 2024 (FY 2023-24). Birlasoft has diligently compiled this report to highlight our commitment to sustainability and responsible business practices. We are committed to continuing the CK Birla Group's 161-year heritage of building sustainable communities. Birlasoft's consultative and design thinking approach helps customers run businesses and, in turn, makes societies more productive. Birlasoft combines the power of domain, enterprise, and digital technologies to reimagine business processes for its customers and its ecosystem. Our ESG vision guides us towards becoming a well-governed organization that values diverse talent and fosters an inclusive workplace and community. We believe in leveraging technology and aligning our strategies to create positive impacts on society and the environment. As we embark on our journey towards sustainable business practices, we remain steadfast in our pursuit of excellence and responsibility in all aspects of our operations. In addition to the BRSR, a separate sustainability report for FY 2023-24 will be published, providing further insights into our sustainability strategy implementation and performance against commitments and goals.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies)	Name: Angan Guha Designation: CEO & Managing Director								
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	The Board of Directors have the onus to review and oversee the Environmental, Social and Governance (ESG) risks and opportunities. However, the Board has entrusted powers to the Risk Management Committee (RMC) to oversee ESG related risks, in addition to business, geopolitical, and other operational related risks while formulating the risk management framework. In addition, the ESG Committee is constituted internally to oversee ESG related risks, threats, and opportunities while formulating the business strategy and overall risk enterprise management framework.								

* Most of the policies in respect of the aforesaid principles have been approved by the Board and some the policies have been approved by the CEO & Managing Director who is entrusted by the Board to approve the business relevant policies. The remaining policies are internal policies, which have been approved by the concerned Department Heads. The policies which have been approved by the Board can be viewed on the website of the Company at <https://www.birlasoft.com/company/investors/policies-reports-filings> and the remaining policies are internal documents and are available on intranet for all employees.

Indicate policies that are approved by the leadership team of Birlasoft and not by the Board of Directors.

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	Policies and procedures are periodically reviewed by the Board/Board Committees/Functional Heads, as and when applicable.									Annually/Half-Yearly/Periodically								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	We comply with all the applicable laws of land where we operate in. The compliance with statutory requirements is reviewed by the Board/Board Committees/Functional Heads of the Company on a periodic basis.																	

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

P1	P2	P3	P4	P5	P6	P7	P8	P9
Birlasoft has not carried out independent assessment of its policies through an external agency.								
However, all Company policies are regularly reviewed and updated by respective functional heads, followed by the Board/Board Committees, as and when need arises due to external environment changes or geopolitical scenarios.								

12. If Answer to Question (1) above is “NO”, i.e. not all Principles are covered by a policy, reasons to be stated:

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

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 2023-24:

Segment	Total number of training and awareness programs held	Topics/Principles covered under training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors (BoD)	7	Training and capacity on ESG landscape, regulatory requirements, and Birlasoft performance and strategy. Various Board meetings held during the year covering Company’s business strategy, governance, ethics, growth trajectory, business expansion, sustainability plans, governance framework and financial performance/review.	100%
Key Managerial Personnel (KMP)	13	Birlasoft’s mandatory trainings, Technical, Leadership, and Process Training, Code of Conduct and Anti Bribery & Anti-Corruption, Enterprise Risk Management at Birlasoft, Information Security Awareness, Prevention of Sexual Harassment, Prevention of Insider Trading, Privacy Training Certification.	100%
Employees other than BoD and KMPs	2,773	Technical Training (Generative AI, AWS Cloud Technical Essentials, AWS Fundamentals: Building Serverless Applications & Containerized Applications on AWS); Power Skills Training (Work Smarter, Not Harder: Time Management for Personal & Professional Productivity, Lesson Small Talk & Conversational Vocabulary, Business English: Networking & Business Storytelling); Mandatory Training (Code of Business Ethics and Conduct, POSH, Information Security Awareness & Privacy Training Certification); Leadership Training (Essentials of Customer Interactions, Business Writing, Competency Based Interviewing Skills, Communication Strategies for Hybrid Workplace); Domain Training (MFG Learning Lounge with Paul - Semiconductor Manufacturing, MFG Learning Lounge with Paul - EV Value Chain, LSS : Life Sciences Domain Introduction - Level 1 & BFSI KYC Sessions); Project Management Training (Agile Scrum Essentials, Agile Fundamentals, SAFe Agile Overview & Project Management: Foundations and Initiation); Functional Training (Lean and Automation, Risk Management, TechXchange - Execution and standardization of AMS projects (MFG) & Procurement & Sourcing Introduction); and Process Training (SkillFolio, BE Induction – All Employees, Secure SDLC Training (0923) & CMMI Overview).	98%
Workers		Not Applicable. There are no workers in Birlasoft.	

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 based on materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the entity's website)

Monetary

	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (in ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine					
Settlement			Nil		
Compounding Fee					

Non-Monetary

	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment				
Punishment			Not Applicable	

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

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
Not Applicable since no cases of non-compliances registered for Birlasoft Limited.	

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

Yes, Birlasoft has released anti-corruption and anti-bribery policy disclosed on the website of the Company at <https://www.birlasoft.com/sites/default/files/resources/downloads/investors/anti-bribery-anti-corruption-2023-24.pdf>. Birlasoft takes a zero-tolerance approach to bribery and corruption and is committed to acting professionally, fairly, and with integrity in all our business dealings and relationships wherever we operate. We implement and enforce effective systems to counter bribery.

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

	Current Financial Year 2023-24	Previous Financial Year 2022-23
Directors		
Key Managerial Personnel (KMPs)	Nil	Nil
Employees		
Workers		

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

	Current Financial Year 2023-24		Previous Financial Year 2022-23	
	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.

During the FY 2023-24, there was no instance of corruption nor bribery, therefore, no corrective action was required.

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

	Current Financial Year 2023-24	Previous Financial Year 2022-23
Number of days of accounts payables	84	89

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	Current Financial Year 2023-24	Previous Financial Year 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of the total purchases		
	b. Number of trading houses where purchases are made from	Not Applicable, Birlasoft does not engage in export or import via trading houses	
	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		
	b. Number of dealers/distributors to whom sales are made	Not Applicable, Birlasoft is in service sector industry	
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors		
Share of RPTs in	a. Purchases (Purchases with related parties/Total Purchases)	2%	3%
	b. Sales (Sales to related parties/Total Sales)	86%	85%
	c. Loans & advances (Loans & advances given to related parties/Total loans & advances)	48%	17%
	d. Investments (Investments in related parties/Total Investments made)	30%	49%

Leadership Indicators

1. Awareness programmes conducted for the value chain partners on any of the principles during the financial year 2023-24:

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
2	Vendor engagement and capacity building of suppliers/vendors on ESG landscape and sustainable business practices.	20%*

* The training on sustainability issues was restricted to Business-Critical Suppliers of Birlasoft Limited.

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.

At Birlasoft, the Company receives periodic and ongoing declarations from its Board members, on the entities they are interested in and ensures requisite approvals, as required under the statute as well as the Company's policies, are in place before transacting with such individuals and entities.

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 environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

	Current Financial Year 2023-24	Previous Financial Year 2022-23	Details of improvements in environmental and social impacts
R&D	-	-	-
Capex	93%	9%	Energy Efficiency Initiatives: <ol style="list-style-type: none"> 1. Replacement of HVAC system with more efficient VRF system. 2. Replacement of CFL with LED lighting for improving energy efficiency. 3. Modular UPS replaced with conventional unit in Pune office SDB2 and PAC unit in SDB2 UPS and battery room. Water Conservation Initiatives: Birlasoft has implemented CAMUS-SBT (Continuous Advanced Multistage System – Soil Biotechnology) sewage treated plant which is a unique innovation to treat sewage water using terrestrial ecology for optimum utilization of water.

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

b. If “Yes”, what percentage of inputs were sourced sustainability?

Responsible sourcing is becoming an area of focus for Birlasoft, and the Company is committed to conduct its business with the highest standards of ethics and integrity and expects the same level of commitment from its business partners i.e., suppliers, contractors, and consultants. The ‘Suppliers Conduct Guidelines’ mandates following ethical standard requirements from its suppliers:

- Labor Force, Employment Laws, and Non-Discrimination
- Payment of statutory dues such as PF, ESI, etc.
- Focus on supplier diversity
- Compliance with Environmental Laws, Environmental Permits, and Product Safety and Health Laws
- Intellectual Property and Confidential Information
- Cyber Security, Confidential Information and Data Privacy
- Equipment and Information Security
- Integrity of Business Records and Compliance with Accounting Procedures
- Laws Relating to Government and Regulatory Agencies and Dealings with public officials, competition laws, Antiboycott, Export Control and Anti-Corruption Laws and Conflicts of Interest.

At Birlasoft, while onboarding strategic suppliers, the above-mentioned factors are rigorously reviewed as part of supplier due diligence checklist by our supplier management team. The onboarded suppliers digitally acknowledge Birlasoft’s Group Supplier Conduct Guidelines, whereby they conform to comply with the laid down obligations mentioned in the Guidelines. As a result of these practices, 100% of the inputs are sourced sustainably at Birlasoft and as a step towards sustainability in logistics and transportation, the Company has sourced electric vehicles for day-to-day transport operations in partnership with an industry pioneer in this domain to reduce its carbon emissions in transport activities.

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.

Birlasoft is an IT Service provider Company and its nature of business does not manufacture products that can be reclaimed at end-of-life, therefore, question is not applicable.

The Company acknowledges its commitment towards waste management and all the waste generated in operation is safely disposed to authorized vendors for either recycling/reuse or safe disposal as per the respective State Pollution Control Board (SPCB) guidelines and standards.

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.

Extended Producer Responsibility (EPR) is not applicable to Birlasoft business operations, as the Company is neither manufacturing products nor engages in packaging business; it is an IT Software Company.

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective/Assessment (LCA) for any of its products (for manufacturing industries) 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 web-link.
----------	--------------------------	---------------------------------	---	---	---

Not Applicable to Birlasoft Limited, as it is an IT Company.

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
Birlasoft is in IT service sector and does not manufacture products; therefore, it has not undertaken Life Cycle Assessment (LCA). However, the Company acknowledges its commitment towards environment responsibility and most categories of waste are appropriately disposed with authorized vendors for reuse/recycling, and safe disposal as per the applicable regulatory requirements.		

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	
	Current Financial Year 2023-24	Previous Financial Year 2022-23

Not Applicable, the nature of business of the Company is to provide IT services to clients. The Company is not engaged in manufacturing of goods.

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

	Current Financial Year 2023-24			Previous Financial Year 2022-23		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Not Applicable, the nature of business of the Company is to provide IT services to clients. The Company is not engaged in manufacturing of goods.					
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 % total products sold in respective category
Not Applicable to Birlasoft Limited, as being an IT services Company, the Company does not manufacture products nor packaging materials.	

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	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	8,504	8,504	100%	8,504	100%	-	-	8,504	100%	-	-
Female	2,791	2,791	100%	2,791	100%	2,791	100%	-	-	-	-
Others*	37	37	100%	37	100%	-	-	-	-	-	-
Total	11,332	11,332	100%	11,332	100%	2,791	25%	8,504	75%	-	-
Other than Permanent Employees											
Male	890	Not Applicable. The benefits are provided by third-party, hence, the details are not available.									
Female	410										
Others*	251										
Total	1,551										

*Others here means those employees whose gender is undisclosed.

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

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	Not Applicable, the Company does not identify its workforce as workers										
Female											
Total											
Other than Permanent Workers											
Male	Not Applicable, the Company does not identify its workforce as workers										
Female											
Total											

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

	Current Financial Year 2023-24	Previous Financial Year 2022-23
Cost incurred on well-being measures as a % of total revenue of the company	2%	1%

2. Details of retirement benefits, for Current FY 2023-24 and Previous FY 2022-23

Benefits	Current Financial Year 2023-24			Previous Financial Year 2022-23		
	No. of employees covered as % of total employees	No. of workers covered as % of total workers	Deducted and deposited with the authority (Yes/No/N.A.)	No. of employees covered as % of total employees	No. of workers covered as % of total workers	Deducted and deposited with the authority (Yes/No/N.A.)
PF	100%	Not Applicable	Yes	100%	Not Applicable	Yes
Gratuity	100%		N.A.	100%		N.A.
ESI	100%*		Yes	100%*		Yes

*Eligible employees

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", then whether any steps are being taken by the entity in this regard.

Yes, the premises/offices of Birlasoft are accessible to differently abled employees, as per the requirements of the Rights of Persons with Disabilities Act, 2016. Our offices have been designed with a strong emphasis on inclusivity and accessibility, as the office spaces are equipped with wheelchair parking areas, height-adjustable workstations, and access ramps at entrances.

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

Birlasoft believes in being an 'equal opportunity employer, where all qualified applicants will receive consideration for employment based on merit without regard to race, color, religion, gender, sexual orientation, gender identity or expression, age, nationality, disability status, genetic information, veteran status, or any other characteristic protected by law'. The Company intends to apply this Equal Opportunity Employer (EOE) Policy consistently throughout the period of employment of the individual right from the recruitment process till retirement/separation.

The Equal Opportunity Employer Policy is available at: <https://www.birlasoft.com/sites/default/files/resources/downloads/investors/equal-opportunity-policy.pdf>

5. Return to work and Retention rates of permanent employees and workers that took parental leave for FY 2023-24.

Gender	Permanent Employees		Permanent Workers	
	Return to Work Rate	Retention Rate	Return to Work Rate	Retention Rate
Male	100%	100%	Not Applicable, the Company does not identify its workforce as workers	
Female	100%	100%		
Total	100%	100%		

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:

Permanent Workers	Not Applicable, the Company does not identify its workforce as workers
Other than Permanent Workers	
Permanent Employees	Yes, at Birlasoft we have mechanism for receiving and redressing various types of grievances of both permanent and other than permanent employees. Few of the mechanisms are: 1) Whistle Blower Policy and mechanism to raise any concern or grievance related to business ethics, integrity, or unfair business practices. The policy is available on the website of the Company. 2) POSH Policy and POSH complaint tool for handling all sexual harassment related grievances and complaints. This policy is as per the POSH Act and available on the website of the Company. 3) Grievance Redressal Policy: Employees can raise grievances related to their concern on the grievance portal. The grievances so raised are managed by the grievance handling team, who ensures that the grievances are addressed and resolved appropriately, and status is communicated to the aggrieved person. 4) Incident Management Tool: We also have an online incident management tool in ServiceNow where employees can raise their general incidents or service tickets or regular grievances related to salary, reimbursements, systems, software, facilities, infrastructure, transportation etc. This is also monitored and resolved by the concerned teams and resolution is provided to the aggrieved person. There is inbuilt escalation mechanism in case the issue is not resolved within timeframe.
Other than Permanent Employees	

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

Category	Current Financial Year 2023-24			Previous Financial Year 2022-23		
	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 Unions (D)	% (D/C)
Total Permanent Employees	There are no employee associations or unions recognized by the Company, as there has not been any such demand or interest expressed by any employee group for formation of any association or union.					
- Male						
- Female						
Total Permanent Workers						
- Female						

8. (a) Details of training given to employees and workers on "Health and Safety Measures"

Category	Current Financial Year 2023-24			Previous Financial Year 2022-23		
	Total (A)	Number (B)	% (B/A)	Total (C)	Number (D)	% (D/C)
Employees						
Male	8,504	-	-	8,484	-	-
Female	2,791	-	-	2,766	-	-
Others*	37	-	-	-	-	-
Total	11,332	7,153	63%	11,250	1,582	14.06%
Workers						
Male	Not Applicable, the Company does not identify its workforce as workers					
Female						
Total						

*Others here means those employees whose gender is undisclosed.

Note: The above data for employees pertains to 'permanent employees' only, as health and safety measures related training and Bcares Initiative of Birlasoft is provided to them; however, the break-up of male, female & others is not available.

(b) Details of training given to employees and workers on "Skill Upgradation"

Category	Current Financial Year 2023-24			Previous Financial Year 2022-23		
	Total (A)	Number (B)	% (B/A)	Total (C)	Number (D)	% (D/C)
Employees						
Male	8,504	8,147	96%	8,484	7,131	84%
Female	2,791	2,596	93%	2,766	2,297	83%
Others*	37	34	92%	-	-	-
Total	11,332	10,777	95%	11,250	9,428	84%
Workers						
Male	Not Applicable, the Company does not identify its workforce as workers					
Female						
Total						

* Data for 'Others' i.e., Undisclosed gender is available for the financial year 2023-24.

Note: The skill training data pertains to permanent employees, includes capacity building on technical, soft skill, and behavior training aspects.

9. Details of Performance and Career Development reviews of employees and workers:

Category	Current Financial Year 2023-24			Previous Financial Year 2022-23		
	Total (A)	Number (B)	% (B/A)	Total (C)	Number (D)	% (D/C)
Employees						
Male	9,394	8,143	87%	8,356	8,356	100%
Female	3,201	2,617	82%	2,726	2,726	100%
Others*	288	33	11%	46	46	100%
Total	12,883	10,793	84%	11,128	11,128	100%
Workers						
Male	Not Applicable, the Company does not identify its workforce as workers					
Female						
Total						

* Others i.e., Undisclosed gender is available for the financial year 2022-23 and financial year 2023-24.

Note: Performance review and career development feedback is undertaken for both permanent and other than permanent employees of Birlasoft through a formal and informal communication channel and feedback mechanism.

10. Health and Safety Management System:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No) If "Yes", then coverage of the system.	Yes, Our Head office at Pune location is certified with ISO 14001:2015 Environment Management System (EMS) and ISO 45001:2018 Occupation Health and Safety (OHS) Management System.
b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis of the entity?	Birlasoft undertakes risk assessment as per ISO 45001 standards and has a Hazard Identification Risk Assessment (HIRA) template for identifying routine and non-routine risks and hazards.
c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks? (Yes/No)	Yes, employees can report such issues through feedback over mail or feedback over online Service tool (Service Now). In addition to this, for Pune location, an email ID: workplacesafety@birlasoft.com is available to report work related hazards, address their grievances, and remove themselves from any risk or hazard.
d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services? (Yes/No)	Yes, all employees have medical insurance which has tie ups with various hospitals in different localities.

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

Safety Incidents/Number	Category*	Current Financial Year 2023-24	Previous Financial Year 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	N.A.	N.A.
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	N.A.	N.A.
Number of fatalities	Employees	Nil	Nil
	Workers	N.A.	N.A.
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	N.A.	N.A.

*Including in the contract workforce

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

Birlasoft has an Environment, Occupational Health and Safety (EOHS) Policy which is based on ISO 14001:2015 and 45001:2018 standards and is committed to provide a safe and healthy work environment to all its associates, business partners and other stakeholders affected by Company's operation. The Company strives towards zero accident workplace, physical and emotional well-being, and safety of all stakeholders, which is achieved by implementing training, counseling, preventing, and risk-control programs. The section below highlights some key initiatives undertaken by Birlasoft to ensure safe and healthy workplace:

- 1. Finance related sessions** - BCares sessions are organized to aid employees understand the nuances of financial wellbeing and planning, which includes financial wellbeing programs as mentioned below:
 - Financial Wellness for Women: aimed at educating the female employees of all age groups on financial and retirement planning, thus helping them to take charge of their finances.
 - Session on Income Tax Returns Filing: This session focuses on awareness of the process and the avenues of ITR Filing along with a comprehensive tax return segment.
 - Financial Planning Module: focuses on planning finances and investments, exploring the power of compounding and diversification of investment portfolio to maximize wealth.
- 2. Focused session on Diabetes, Sleep Apnea** - Holistic sessions on Ergonomics, Joints Pain, Heart Health, Hepatitis, Cervical Cancer, Diabetes and Sleep Apnea have brought about awareness in terms of prevention and management of such conditions. These sessions were conducted in collaboration with the country's finest hospitals and senior medical professionals who helped employees by answering their questions.
- 3. Mental well-being including Counselling sessions** - to foster a culture of employee emotional well-being, mental health awareness month campaign, the workshop - barefoot counselling that aims at educating the leaders and managers to help their team members in times of distress and Regular Face-to-face sessions with counsellors have been organized. The response has been positive, where the employees appreciate the opportunity to be able to seek trustworthy, optimistic and sensitive advice.

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

	Current Financial Year 2023-24			Previous Financial Year 2022-23		
	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	Nil	Nil	-	Nil	Nil	-
Health & Safety	Nil	Nil	-	Nil	Nil	-

14. Assessments for the Year (2023-24):

	% of plants and offices that were assessed (by entity or statutory authorities or third party)
Health and Safety Practices	100%
Working Conditions	100%

Note: Birlasoft, Pune location is ISO 45001 certified from TUV-Nord.

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

During FY 2023-24, no such incident was recorded.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees; (B) Workers (Yes/No).

Birlasoft's GPA/GTL and Benevolent Fund have death coverage for its employee's basis the grade ranging from ₹ 10 lakhs to ₹ 2 crores. In addition, IKSHANA - Benevolent Fund provides support or assistance in form of education assistance, differential cost treatment of hospitalization before death, and support for major life-threatening medical exclusions from health insurance scheme for its employees.

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

At Birlasoft, we have engaged external compliance partner, who audits all our manpower engaged vendors for their statutory and labor law compliances, including PF, ESIC, minimum wages etc. The compliance dashboard highlights level of compliance against various acts and laws and appropriate remedial or corrective action taken by the respective function(s), based on the audit findings.

3. Provide the number of employees/workers having suffered high consequence work-related injury/ill-health/fatalities (as reported in Q 11 of Essential Indicators above), who have been/are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total Number of affected employees/workers		No. of employees/workers that are rehabilitated or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	Not Applicable, no injury was recorded in the reporting period.			
Workers				

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)

At Birlasoft, currently there is no formal procedure for transition assistance to retiring employees, since we have a young workforce and count of retiring employees is not beyond 5 per year. For retiring employees, based on their expertise and business need the Company helps by extending their services on contract, post-retirement. For the terminated employees, the Company does not currently provide any assistance (The terminations are majorly on the grounds of disciplinary actions or violation of employment agreement).

5. Details on assessment of value chain partners (FY 2023-24):

	% of value chain partners (by value of business done with such partners) that were assessed
Health and Safety Practices	100%
Working Conditions	100%

Note: Birlasoft undertakes health and safety training and assessment of its on-site third-party partners or vendors deployed at their premises as per the requirement of ISO 45001.

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.

No significant risk nor concern was identified; all its third-party vendors deployed at premises adhere to Birlasoft's health and safety norms and as per ISO 45001 requirements.

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.

Identification of the primary and secondary stakeholders who are directly or indirectly affected by or interested in the CSR project is the first step in CSR project cycle. Primary stakeholders are those who have a direct stake in the project, such as customers, employees, suppliers, and local communities. Secondary stakeholders are those who have an indirect stake or influence, such as NGOs, governments, media, and investors. The process of NGO identification is based on the approval of CSR Committee, Request For Proposal ("RFP") is floated to the NGOs with shared values. NGO's credentials are validated in the due diligence process; all required approvals are must before onboarding NGO as vendor and required documentations are done before initiating the project. Analysis of the needs, expectations, and interests of the target beneficiaries are taken into consideration in Baseline survey, and the Company follows the approach of socially responsible investments through implementation agencies. While Birlasoft funds the project, the Company ensures that investments are optimally utilized, and verifications are done through utilization certificates, rigorous personal visits, and open communication with the community. Social development projects can have a better impact, qualitative and quantitative outcomes, and mass reach if done in collaboration. For this, the Company partners with organizations with shared values and objectives. The PPP model is what Birlasoft vouches for and has experienced success. The Company partners with Government, local bodies, sector experts, industry partners, and federations to implement socio-development projects. The Company follows a standardized project implementation process based on milestones, timelines, and outcomes. Birlasoft's strategy is based on the need and ends with the exit plan for the community, ensuring the continuity and sustainability of the intervention. The Company provides an application of required tools and techniques for behavioral change in the community for successful and sustainable project implementation.

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 or Marginalized Group (Yes/No)	Channels of Communication	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors	No	Annual General Meeting, Investor presentation, Press Release, Mails, Website, and Direct Communication	Quarterly and Annually	Business strategic investment, business growth and success stories, including sustainable business practices and performance, CSR activities, and Company's financial performance.
Shareholder(s)	No			
Customers (Customer PM, DM, AM)	No	Weekly Status Report (WSR)	Weekly, Monthly & Quarterly	Mentioning the current progress, performance & update as agreed in Kick-off meeting highlighting the Risk, Issues and Support required.
Customer Leads/Manager, Sub-Vertical Head /Vertical Head, AM, HBU SPOC, DM, PM	No	Monthly Business Review (MBR)	Monthly	Current program status and customer feedback including satisfaction level.
Engagement Manger/CIO/ Vendor Manager, VBU Head, HBU Head, Cross Functional team, Sales Head, DM/ Sub-Vertical Head	No	Quarterly Business Review (QBR)	Quarterly	Engagement Level Status, feedback, and satisfaction level.
Implementing Agency (NGO)	No	Mails, online and offline Meetings	Continuous	Project governance, milestones achieved, challenges during project implementation and remedial measures.

Stakeholder Group	Whether identified as Vulnerable or Marginalized Group (Yes/No)	Channels of Communication	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Communities	Yes	Online and offline connects, emails, Phone calls, collaterals, printed materials, workshops, door-to-doors visits, announcements	Continuous	Change management, behavioral change, impact assessment, Grievance redressal, mentoring, trainings, and governance.

Leadership Indicators

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

The responsibility for engaging and seeking feedback from stakeholders on addressing Environmental, Social and Governance (ESG) topics is assigned to various departmental heads and senior management personnel within our organization. The heads and personnel are further tasked with ensuring ongoing communication and relationship building with stakeholders on various sustainable issues across diverse geographical locations, industries, and range of services. Our sphere of material concerns is intricate and multifaceted, closely linked with the decisions we make and the value we aim to generate through our business activities, and we regularly prioritize key issues within the realms of environmental sustainability, social responsibility, and corporate governance, and proactively plan for them through stakeholder engagements.

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

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

Birlasoft values the feedback and insights of its internal and external stakeholders; as part of material assessment exercise, the Company sought feedback and opinion from its stakeholders to identify the ESG material topics impacting the Company.

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

As a responsible corporate citizen, Birlasoft believes in contributing to social and economic development on a regular basis. Birlasoft is committed to society at large and encourages its employees to serve the community in need and give back to society through various developmental activities designed around thematic areas of women and child development and environment sustainability (including natural calamities). Birlasoft aims to create a need-based, sustainable, community-driven model for its CSR initiatives. Identification of the primary and secondary stakeholders who are directly or indirectly affected by or interested in the CSR project is the first step in CSR project cycle. The process of NGO identification is based on the approval of CSR Committee, Request For Proposal (RFP) is floated to the NGOs with shared values. NGO's credentials are validated in the due diligence process; all required approvals are must before onboarding NGO as vendor and required documentations are done before initiating the project. Analysis of the needs, expectations, and interests of the target beneficiaries are taken into consideration in Baseline survey, and the Company follows the approach of socially responsible investments through implementation agencies. Social development projects can have a better impact, qualitative and quantitative outcomes, and mass reach if done in collaboration, therefore, Birlasoft has partnered with Government, local bodies, sector experts, industry partners, and federations to implement socio-development projects.

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	Current Financial Year 2023-24			Previous Financial Year 2022-23		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
Employees						
Permanent	11,332	11,130	98%	10,201	10,201	100%
Other than permanent	1,551	124	8%	1,049	1,049	100%
Total Employees	12,883	11,254	87%	11,250	11,250	100%
Workers						
Permanent	Not Applicable, as the Company does not identify its workforce as workers					
Other than permanent						
Total Workers						

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

Category	Total (A)	Current Financial Year 2023-24				Total (A)	Previous Financial Year 2022-23			
		Equal to Minimum Wage		More than Minimum Wage			Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	The minimum wage notification as released by the authorities is shared with our Compensation and Benefits ("C&B") function, who in turn checks salaries of all our employees to ensure that the salary is above the stipulated minimum wages. In case the salary is found to be less than the minimum wages for any employee, the C&B function revises the salary in accordance with the revised wages. For contractors, the minimum wage payment is checked by our compliance partner.									
- Male										
- Female										
Other than Permanent										
- Male	Not Applicable, as the Company does not identify its workforce as workers									
- Female										
Other than Permanent										
- Male										
- Female	Not Applicable, as the Company does not identify its workforce as workers									
Other than Permanent										
- Male										
- Female										

3. Details of remuneration/salary/wages, in the following format for FY 2023-24:

a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/salary/wages of respective category (₹ in million)	Number	Median remuneration/salary/wages of respective category (₹ in million)
Board of Directors (BoD)				
- Executive Directors	1	12.00	-	-
- Non-Executive Directors	3	N.A.	3	N.A.
Key Managerial Personnel (KMP)	1	12.00	2	14.50
Employees other than BoD and KMP	9,394	1.66	3,201	1.20
Workers	Not Applicable, as the Company does not identify its workforce as workers			

Notes:

- There have been changes in the composition of Board of Directors during the year, which are detailed in the Board's Report. The number of Directors and KMPs given above is as on March 31, 2024.
- KMP includes the Executive Director. Hence, the same figure has been repeated.
- To provide a fair interpretation of the median, the annual Cost to Company (CTC) has been considered and not actual payout during the year, which could vary on account of several reasons, for instance, perquisite value on account of ESOPs allotment.
- Non-Executive Directors received no remuneration, except sitting fee for attending Board/Committee meetings and an annual commission. Hence these details are not applicable.

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

	Current Financial Year 2023-24	Previous Financial Year 2022-23
Gross wages paid to females as % of total wages	20.69%	20.79%

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)

Yes. Birlasoft has set up an internal complaints committee, known as 'Secure Workplace Council,' to address harassment issues at workplace, that has a minimum of four members and the Head of the Council is a senior employee. The Council seeks assistance from external bodies who are associated with the cause of workplace safety & security/legal experts during investigation, wherever the council deems it necessary or as required under the law of the land, for the purpose of advice and investigation. Such external bodies/experts must be associated in the field of working on social safety/empowerment or matters dealing with welfare of people, especially in support of women.

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

The details of the Secure Workplace Council members are available on Company's intranet portal and at the notice boards. An associate can reach out to the council at e-secure@birlasoft.com for submitting his/her complaint. An associate must report any incident of threat or harassment or grievance to either location HR SPOC or write to the Council as soon as the incident has occurred, but not later than 90 days of the incident. The complaint also may be sent in writing duly signed and dated, addressed to the Head of Secure Workplace Council at the Corporate Office of Birlasoft. If an employee is unable to make a complaint on account of physical/mental incapacity or death, the employee's legal heir or any other person prescribed or who has full knowledge of the incident can submit a complaint on behalf of the employee.

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

	Current Financial Year 2023-24			Previous Financial Year 2022-23		
	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	Complaints received and closed appropriately as per the POSH Policy.	4	1	Complaints received and closed appropriately as per the POSH Policy.
Discrimination at workplace	Nil	Nil	-	Nil	Nil	-
Child Labour	Nil	Nil	-	Nil	Nil	-
Forced Labour/ Involuntary Labour	Nil	Nil	-	Nil	Nil	-
Wages	Nil	Nil	-	Nil	Nil	-
Other human rights related issues	Nil	Nil	-	Nil	Nil	-

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

	Current Financial Year 2023-24	Previous Financial Year 2022-23
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	2	4
Complaints on POSH as a % of female employees/workers	0.1%	0.1%
Complaints on POSH upheld	2	2

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

The Secure Workplace Council ensures that the particulars of the affected parties are maintained strictly confidential, especially of the complainant (of both the parties). It also ensures that a congenial work environment is maintained and followed by both the parties even after the incident in case strict disciplinary action is not taken against the accused (i.e., if services are not terminated). The Council and HR also ensure that the complainant is not harassed or victimized in any way by anybody in the Company for having made the complaint. When an associate formally raises a grievance on the system, confidentiality to the utmost will be respected for all the parties and will remain the basic expectation from all parties. Those intruding confidentiality can be reprimanded basis the severity. The respective investigating committee will investigate any concerns raised by any associate and will take appropriate action under the circumstances and as guided by contract or policies up to and including termination of employment. If inappropriate behavior or conduct is substantiated as per the investigation, then the consequences may vary based on the severity as mentioned below-

- Verbal counselling
- Additional trainings
- Reprimand - Warning letters
- Reverse Reprimand
- Impact on performance appraisal output and/or financial benefits
- Termination of employment including impact on any possibilities of rehiring

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

Yes, Human Rights aspects are covered as part of the Birlasoft Group Supplier Conduct Guidelines which is accepted by the suppliers during the vendor onboarding process. By signing the Supplier Conduct Guidelines, suppliers are expected to comply with all the applicable laws, regulations and Birlasoft's requirements mentioned in the Guidelines.

10. Assessments for the FY 2023-24:

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

Note: The Company through its statutory compliance audit and internal audit process ensures assessment of its locations on the sub-heads of human right related themes.

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

Birlasoft ensures ethical and responsible business practices and continuously updates its Code of Business Ethics and Conduct Policy and Human Rights Policy as applicable.

Leadership Indicators

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

Birlasoft has not recorded any instances necessitating modifications to the current processes.

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

No, Birlasoft has not undertaken any human rights due diligence.

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, the premises/offices of the entity are accessible to differently abled employees, as per the requirements of the Rights of Persons with Disabilities Act, 2016. Our offices have been designed with a strong emphasis on inclusivity and accessibility, as the office spaces are equipped with wheelchair parking areas, height-adjustable workstations, and access ramps at entrances.

4. Details on assessment of Value Chain Partners:

	% of value chain partners (by value of business done with such partners) that were assessed:
Sexual Harassment	100%
Discrimination at workplace	100%
Child Labour	100%
Forced/Involuntary Labour	100%
Wages	100%

Note: Birlasoft undertakes quarterly vendor audit to check the compliance status of its vendors, especially the business-critical vendors, and during the period July-September 2023, 24 vendors/suppliers underwent audit, encompassing human rights related topics.

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

During the quarterly vendor audit, neither major nor significant risks were identified by the Company.

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

Essential Indicators

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

Parameter	(in terms of Giga Joules - GJ)	
	Current Financial Year 2023-24 [#]	Previous Financial Year 2022-23 [*]
From Renewable Sources		
Total Electricity Consumption (A)	2,735	1,761
Total Fuel Consumption (B)	-	-
Energy consumption through Other Sources (C)	-	-
Total Energy Consumption from renewable sources (A+B+C)	2,735	1,761
From Non-Renewable Sources		
Total Electricity Consumption (D)	17,805	15,518
Total Fuel Consumption (E)	8,245	1,020
Energy consumption through Other Sources (F)	-	-
Total Energy Consumption from non-renewable sources (D+E+F)	26,050	16,538
Total energy consumed (A+B+C+D+E+F)	28,785	18,299
Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations)	0.0000011	0.00000076
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)	0.0000244	0.0000168
Energy intensity in terms of physical output (Total Energy/Total Employees)	2.2343	1.6266

* Data for Pune location only i.e., owned premises for FY 2022-23

[#] Data for all locations (owned and leased premises) for FY 2023-24

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

2. Does the entity have any sites/facilities identified as designated consumers (DCs) under the Performance, Achieve, and Trade (PAT) Scheme of the Government of India? (Yes/No)

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 to Birlasoft as the Company's nature of business is IT service offering to clients and not manufacturing of goods.

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

Parameter	Current Financial Year 2023-24 [#]	Previous Financial Year 2022-23 [*]
Water withdrawal by source (in kilolitres- Kl)		
(i) Surface Water	0	0
(ii) Groundwater	0	0
(iii) Third party Water: Municipal Water	32,589	15,252
(iv) Seawater/Desalinated water	0	0
(v) Others (Tanker water and bottled drinking water)	3,033	0
Total volume of water withdrawal (in KL) (i + ii + iii + iv + v)	35,622	15,252

Parameter	Current Financial Year 2023-24 [#]	Previous Financial Year 2022-23 [*]
Total volume of water consumption (in kilolitres)	31,902	15,252
Water intensity per rupee of turnover (Total water consumed/ Revenue from operations)	0.0000012	0.0000063
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/ Revenue from operations adjusted for PPP)	0.0000270	0.0000140
Water intensity in terms of physical output (Total Water Consumed/Total Employees)	2.4763	1.3557

*Data for Pune location only i.e., owned premises for FY 2022-23

[#]Data for all locations (owned and leased premises) for FY 2023-24

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

4. Provide the following details related to water discharged:

Parameter	Current Financial Year 2023-24	Previous Financial Year 2022-23
Water discharge by destination and level of treatment (in kiloliters)		
(i) To Surface Water		
- No treatment	0	0
- With treatment - please specify level of treatment		
(ii) To Groundwater		
- No treatment	0	0
- With treatment - please specify level of treatment		
(iii) To Seawater		
- No treatment	0	0
- With treatment - please specify level of treatment		
(iv) Sent to third-parties		
- No treatment	0	0
- With treatment - please specify level of treatment		
(v) Others		
- No treatment	3,720	0
- With treatment - please specify level of treatment	0	0
Total water discharged (in kiloliters)	3,720	0

* Data for Pune location only i.e., owned premises for FY 2022-23

[#] Data for Mumbai location only for FY 2023-24

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

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

Yes, Birlasoft is planning to implement a mechanism for Zero Liquid Discharge (ZLD) by setting up the Sewage Treatment Plants (STP) across its locations. Birlasoft acknowledges that treating wastewater is important and wastewater which is generated within its own premise is treated through STP. The treated water is tested to ensure that all parameters comply with the standards as specified by the State Pollution Control Boards and used for gardening and landscaping, which helps us to reduce our fresh-water requirement and intake.

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

Parameter	Please specify unit	Current Financial Year 2023-24 [#]	Previous Financial Year 2022-23
NOx	Tonnes	5.86	Data not available
Sox	Tonnes	4.97	
Particulate Matter (PM)	Tonnes	10.43	
Persistent Organic Pollutant (POP)	Not Applicable to Birlasoft as the nature of business is to provide IT services to clients and the Company does not engage in manufacturing of goods.		
Volatile Organic Compounds (VOC)			
Hazardous Air Pollutant (HAP)			

[#] Data for Pune location only i.e., owned premises for FY 2023-24.

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

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

Parameter	Unit	Current Financial Year 2023-24 [#]	Previous Financial Year 2022-23 [*]
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	158	76
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	3,570	3,405
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations)	MT/rupee	0.00000014	0.00000014
Total Scope 1 and Scope 2 emissions per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 & 2 emissions/Revenue from operations adjusted for PPP)	MT/USD (PPP)	0.00000316	0.00000319
Total Scope 1 and Scope 2 emission intensity in terms of physical output	MT/FTE	0.2894	0.3094

* Data for Pune location only i.e., owned premises for FY 2022-23

[#]Data for all locations (owned and leased premises) for FY 2023-24

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

8. Does the entity have any project related to reducing Greenhouse gas emissions?

If “Yes”, then provide details.

At Birlasoft, we believe energy conservation and emission reduction is a continuous and enduring process, and this core belief is at the forefront of our strategy. The key initiatives contributing to the reduction in Greenhouse Gas (GHG) emission are:

- a. We have replaced the Monolithic UPS with modular UPS; this will reduce the power consumption by 1 lac units as compared to previous consumption which will reduce the CO₂ emission about 84 Ton.
- b. Beyond the preference for clean energy and energy efficiency measures, transport has been a key area for our attempt at reducing emissions.
- c. Introduced EV and CNG vehicles in transport fleet. The Smart commute Application that we use for end-to-end automation of employee transportation creates automated optimum routes based on address data.
- d. We continue to encourage the use of clean energy to reduce our dependence on non-renewable energy sources. To achieve our objective, we are exploring various aspects such as solar plants.

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

Parameter	Current Financial Year 2023-24 [#]	Previous Financial Year 2022-23 [*]
Total Waste Generated (in metric tonnes)		
Plastic Waste (A)	0	0.10
E-Waste (B)	44.30	20
Bio-medical Waste (C)	0.02	0
Construction and Demolition Waste (D)	0	4
Battery Waste (E)	10.63	0
Radioactive Waste (F)	0	0
Other Hazardous Waste. Please specify, if any (G) (DG filters)	1.60	0
Other Non-Hazardous Waste generated. (H) Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	89.63	0
Total (A+B+C+D+E+F+G+H)	146.18	24.10
Waste intensity per rupee of turnover (Total waste generated/ Revenue from operations)	0.000000006	0.000000010
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP)	0.000000124	0.000000022
Waste intensity in terms of physical output (Total waste generated/Total Employees)	0.01134	0.00214
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	68.36	8.14
(ii) Re-used	22.97	0
(iii) Other recovery operations	0	0
Total	91.33	8.14

Parameter	Current Financial Year 2023-24 [#]	Previous Financial Year 2022-23 [*]
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	0	0
(ii) Landfilling	0	2.77
(iii) Other disposal operations	53.70	0
Total	53.70	2.77

* Data for Pune location only i.e., owned premises for FY 2022-23

[#] Data for all locations (owned and leased premises) for FY 2023-24

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

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.

Birlasoft is dedicated towards enabling a circular economy through the 3R's principles of 'reduce, reuse, recycle'. Birlasoft recognizes the strategic importance of waste management and is committed to investing in technologies that encourages reusability/recyclability and promotes waste minimization. The goal is to ensure zero waste to landfill, and we pursue this goal by focusing on minimizing waste to landfill and finally leading to 'Zero waste to landfill.'

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

Sr. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval/clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
	None of the Birlasoft offices are in/around ecologically sensitive zone. Birlasoft offices are built on government approved land in industrial zones.		

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year 2023-24:

Name and brief of the project	EIA Notification No.	Date	Whether conducted by independent agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web-link
Not Applicable to the Company as no EIA undertaken as per compliance regulations.					

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 compliant	Provide details of the non-compliance	Any fines/penalties/action taken by regulatory agencies such as pollution control board or by courts	Corrective action taken, if any
Yes, All Birlasoft offices follow 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. No fine/penalty/action was initiated against the entity under any of the applicable environmental laws/regulation/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
- ii. Nature of operations
- iii. Water withdrawal, consumption, and discharge in the following format:

None of Birlasoft office located in water stress zone, therefore Not Applicable.

Parameter	Current Financial Year 2023-24	Previous Financial Year 2022-23
Water withdrawal by source (in kilolitres)	Not Applicable	
(i) Surface Water		
(ii) Ground Water		
(iii) Third party Water		
(iv) Seawater/desalinated Water		
(v) Others		
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed/Turnover)		
Water discharge by destination and level of treatment (in Kilolitres)	Not Applicable	
(i) To Surface water		
- No treatment		
- With treatment - please specify level of treatment		
(ii) To Groundwater		
- No treatment		
- With treatment - please specify level of treatment		
(iii) Sent 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		
- With treatment- please specify level of treatment		
Total water discharged (in kilolitres)		

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

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

Parameter	Unit	Current Financial Year 2023-24	Previous Financial Year 2022-23
Total Scope 3 Emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	4,698	Not available, since scope 3 data collection and collation initiated in FY 2023-24 for selected categories
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO ₂ e per rupee of turnover	0.00000018	i.e., business travel, hotel & accommodation stay, and air travel.

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

3. With respect to the ecologically sensitive areas reported in 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, since none of the Birlasoft offices are in ecologically sensitive zone.

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:

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along with summary)	Outcome of the Initiative
1	Energy Conservation Program	Optimization of UPS Replacement of T5 Lights to LED Lights	1.25 Lac KWH units projected saving per annum
2	Environment friendly activities in ES apps	Dark Mode in myWorld 2.0 has the facility of switching into echo mode which helps to lower power consumption on machines. Screen brightness adjuster implies the eye health of employees. Employee HR letters, this Functionality has removed almost 500 paper consumption per month. All HR letters are now automated on system. Vendor Invoicing Application, finance and procurement are now using the automated process in this application, which reduced their paper consumption to manage invoicing process. Vendor Onboarding Application has reduced all manual work done by vendor/procurement department and save paper consumption globally. This application reduced most of the vendor onboarding paperwork.	Reduces power consumption by optimizing the device's operations, which can lead to energy savings i.e., saves 8% to 10% energy on each machine. Almost saves 1,000 papers per month. Almost saves 5,000 papers per month. Almost saves 1,000 papers per month.
3	Water Conservation Program	Installation of sensor-based taps for optimum utilization of water	Reduced water wastage and enhanced water consumption efficiency
4	Waste Management	Waste segregation at source, recycling, on-site composting	This will reduce the burden on landfilling

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

Yes, we have Business Continuity Plan (“BCP”) in place. The BCP is based on best practices referred from ISO 22301:2019 framework and Birlasoft Information Security Policy (which is based in ISO 27001:2013). At an account level, Business Impact Analysis (“BIA”) is conducted for the in scoped new projects and existing projects. The process helps in identifying, selecting, and prioritizing the Account/Projects/Critical Resources for which an in-depth Business Continuity Planning exercise needs to be carried out.

At a function level, BIA is conducted to understand the criticality based on the impact due to loss of the function. Functions shall include manual processes, automated processes, applications, end-user activities. Then events that can cause interruptions to these resources/services shall be identified.

The business continuity strategy represents a critical aspect of the BCP and is derived from the information collected during the BIA process. BCPs shall be supported by various team members and support functions as needed and similarly all the support function BCPs shall leverage other functions as deemed necessary. The BCP shall consider and include the below aspects:

- Critical personnel, facilities, computer systems, operations, and equipment
- RTO and MBCO before recovery of operations

To be actionable, we constantly practice and refine our BCP. Constant testing and training of employees lead to a seamless deployment when an actual disaster strikes. Rehearse realistic scenarios like cyberattacks, fires, floods, human error, massive outages, and other relevant threats so team members can build confidence in their roles and responsibilities. BCDR clearly outlines responsibilities and ensure that team members have what they need to perform their required duties.

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.

No adverse impact identified by the Company regarding their value chain activities.

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

Birlasoft has not undertaken any assessment of its value chain on environmental impacts.

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

Essential Indicators

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

We currently maintain affiliations with a total of ten trade and industry chambers/associations.

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

Sr. No.	Name the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1	NASSCOM	National
2	Software Technology Parks of India - Noida, Bengaluru, Mumbai, Pune, Chennai	National
3	Special Economic Zone - Hyderabad, Coimbatore, Mumbai	National
4	Export Promotion Council for EOUs & SEZs	State
5	Society for Cyberabad Security Council	State
6	Visakhapatnam Special Economic Zone	State
7	Madras Export Processing Zone, Coimbatore	State
8	Directorate of Industries, Government of India	State
9	Hinjawadi Industries Association, Pune (HIA)	State
10	Mahratta Chamber of Commerce Industries and Agriculture (MCCIA)	State

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
Not Applicable since no complaint filed on account of anti-competitive conduct by Birlasoft.		

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
---------	-------------------------	-----------------------------------	--	---	------------------------

Not Applicable, the Company has not undertaken any specific public advocacy; however, the Company engages on public issues and regulatory concerns through associations and forums.

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 2023-24:**

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant web-link
-----------------------------------	----------------------	----------------------	---	--	-------------------

Not Applicable as the Company has not undertaken any SIA in the reporting period as per regulatory norms.

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

Sr. No.	Name of Project for which R&R is ongoing	State	District	No. of project Affected families (PAFs)	%of PAFs covered by R&R	Amounts paid to PAFs in the FY (in ₹)
---------	--	-------	----------	---	-------------------------	---------------------------------------

Not Applicable as the Company has not undertaken any SIA in the reporting period as per regulatory norms.

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

Grievances are solved at the community level through informal and participatory processes that involve the affected parties and NGO program managers. The dialogue is facilitated between both parties to help resolve grievances quickly and amicably while preserving project objectives and expected outcomes. The unresolved grievances are escalated at the corporate level for resolution.

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

	Current Financial Year 2023-24	Previous Financial Year 2022-23
Directly sourced from MSMEs/Small producers	24.78%	19.36%
Directly from within India	76%	74%

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 the total wage cost:**

Location	Current Financial Year 2023-24	Previous Financial Year 2022-23
Rural	N.A.	N.A.
Semi-urban	N.A.	N.A.
Urban	23%	N.A.
Metropolitan	77%	100%*

Note: Place to be categorized as per RBI Classification System- rural/semi-urban/urban/metropolitan

* 100% of India employees are hired in Metropolitan cities as per RBI definition.

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).**

Details of negative social impact identified	Corrective action taken
Not Applicable as the Company has not undertaken any SIA in the reporting period as per regulatory norms.	

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 ₹)
1	Odisha	Koratpur*	₹ 50 lakhs appx.

*This project intervenes in the mental health awareness area and provides free psychiatric treatment to Persons With Mental Illness (PwMIs), rehabilitation for PwMIs and their careers, and creates a sustainable model of prevention and treatment of mental illness. The program also aims to build awareness about mental health and normalize mental illness. The project identifies the person with mental illness and defines their treatment and recovery path by connecting them to available treatment options and ensuring continued treatment.

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

Birlasoft does not have a preferential procurement policy and the Company prioritized business partnership to (T1) technically the best supplier and aim to go for vendor that are commercially L1 (lowest). However, the Company also promotes diversity in terms of procurement from local vendors, MSME, and women-led enterprises.

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

Not Applicable as the Company does not categorize its suppliers/vendors as vulnerable/marginalized groups.

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

Nil

4. **Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year 2023-24), based on traditional knowledge:**

Sr. No.	Intellectual Property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit Shared (Yes/No)	Basis of calculating benefit share
Not Applicable to the Company				

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.**

Name of authority	Brief of Case	Corrective action taken
Not Applicable to the Company		

6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Project	No. of persons benefited from CSR Projects	% beneficiaries from vulnerable and marginalized groups
1	Shodhan: Birlasoft's flagship, award-winning Project Shodhan, launched in 2017, focuses on reducing crop residue burning in the villages of Indian states of Haryana and Punjab. The project educates farmers on alternative farming practices to prevent stubble burning. Birlasoft has received five awards for Project Shodhan in the past five years. As per the Impact Assessment report, Project Shodhan has enhanced agricultural productivity, fostered economic empowerment, and contributed to conservation of environment by controlling air pollution. Lately, Birlasoft has collaborated with the CII Foundation to study the impact of in-situ paddy straw management using innovative machinery on soil quality and health. The project aligns with the following SDG Goals- SDG 2: Zero Hunger; SDG 3: Good Health and Wellbeing; SDG 6: Clean Water and Sanitation; SDG 8: Decent Work and Economic Growth; SDG 9: Industry, Innovation and Infrastructure; SDG 12: Responsible Consumption and Production; SDG 13: Climate Action; SDG 15: Life on Land. In FY 2023-24, the Project has covered 16 villages and around 11,600 acres of agricultural land in Punjab, benefiting around 1800+ farmers. The project also provided a livelihood opportunity for local village-level volunteers and farmers, promoting community involvement and participation. More than 3,300 hours have been contributed by 60+ volunteers to spread awareness about the crop residue management initiative through the means of Door-to-Door Campaigns, Community gathering and street plays.	1800+ farmers	100%
2	e-vidya: e-Vidya program is designed to enhance digital literacy among women on the emerging IT technologies, along with career guidance and operational skills training, preparing them for success in the corporate world. More than 170 women, including graduates with backgrounds in BE/B-Tech (CS/IT), BSC/BCA, and other associated streams, are chosen for this project. The placement drive for this project is on-going, and around 40% of the beneficiaries have been placed. The project aligns with the following SDG's- SDG 1: No Poverty; SDG 4: Quality Education; SDG 10: Reduced Inequalities.	170+ women	100%
3	Disha: The objectives of this initiative are multifaceted and aim to address various aspects of empowering underprivileged meritorious girls. Apart from financial assistance, the scholars are also provided soft skill trainings, mentorship, and corporate exposure visits. The project aligns with the following SDG's- SDG 1: No Poverty; SDG 4: Quality Education; SDG 10: Reduced Inequalities.		
a.	Disha Phase 1: Financial assistance to 74 girls for 3rd year of graduation in Delhi-NCR;	74 scholars	100%
b.	Disha Phase 2: Financial assistance to 383 girls for 2nd year of graduation in Hyderabad, Bangalore, and Chennai;	383 scholars	100%
c.	Disha Phase 3: Financial assistance to 658 girls to pursue graduation in 1st year of the project across India;	658 scholars	100%

Sr. No.	CSR Project	No. of persons benefited from CSR Projects	% beneficiaries from vulnerable and marginalized groups
4	Community Rural Mental Health Program: This program promotes mental health awareness and provides essential care to Persons With Mental Illness (PwMIs) by offering free psychiatric treatment and rehabilitation services, thereby establishing a sustainable model for prevention and treatment. This project has touched the lives of more than 4,000 PwMI's and more than 8,000 Caregivers. The Community Rural Mental Health Program aligns with SDG 3: Good Health and Well Being.	4,000+ PwMIs 8,000+ caregivers	100%
5	Project Cyber Safe: To address the issue of Cyber security, Birlasoft launched the CSR Project Cyber Safe which aims to bring awareness amongst the children and parents on cybercrime reporting, identity theft, and cyber stalking. The project provides hands on training on cyber security modules and ensures development of safe online practices. Through this project, training has been imparted to more than 1,800 kids and 1,100 parents and teachers. Over 6,000 hours of training have been provided as a part of this project, which also includes the Trainings Of Teachers (TOT). The project aligns with SDG 4: Quality Education.	1,800+ students 1,100+ parents & teachers	100%
6	Cervical Cancer Awareness- Cervical Cancer is a significant public health issue and is the second most common Cancer among Indian Women. The high rates of Cervical Cancer in India are primarily due to a lack of screening and treatment services. Birlasoft helps in ensuring availability of essential commodities and infrastructure for screening women and donates equipment necessary to support the treatment of Pre-Cancerous Lesions. The program aims to increase screening of women by capacity building, regular monitoring, and targeted campaigns. Under this project, more than 35,000+ women have been screened for Cervical Cancer and more than 1400 women have been provided with pre-cancer treatment. Along with this, around 350 ASHA (Accredited Social Health Activist) workers have been oriented on Cervical Cancer screening and prevention and 65+ program sites have been established so far. Birlasoft employees, along with the CSR team have visited the project location 6 times and have played a pivotal role in fostering awareness about Cervical Cancer, actively engaging with beneficiaries and healthcare workers to disseminate information about the disease. 650+ hours have been contributed by 40 volunteers towards this project. This Project aligns with SDG 3: Good Health and Well Being.	35,000+ beneficiaries	100%
7	Capacity building and Volunteer engagement activities such as I-pledge, Joy of Giving, Miles for Smiles, Each one Teach one, and various other donation and fund-raising drives.	6,400 + beneficiaries	100%

Principle 9: Business 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.

Birlasoft has a process to receive and respond to consumer complaints and feedback i.e., Voice of Customer (VOC) also known as CSAT (Customer Satisfaction Survey). CSAT survey helps to gauge customer’s feedback on Company’s deliverables through DRONA tool on a six-monthly period for the Managed and Staff Aug (SAS) projects. Project level VOC mandatory during the project closure and Transition VOC (after transition completion) is also applicable; project VOC is measured on a scale of 1 to 5 and WOW. Projects with WOW rating prepare WOW story; projects with 4 or 5 rating prepare WOW plan as well and projects with low rating need to perform Root Cause Analysis in consultation with the customer. In case of Low rating, VOC is re-initiated once all actionable are closed for feedback to ensure client concern is adequately addressed.

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

Parameters	As percentage to total turnover
Environmental and social parameters relevant to the product	Not Applicable, as Birlasoft is a software service sector Company
Safe and responsible usage	
Recycling and/or safe disposal	

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

	Current Financial Year 2023-24		Remarks	Previous Financial Year 2022-23		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data Privacy	Nil	Nil	-	Nil	Nil	-
Advertising	Nil	Nil	-	Nil	Nil	-
Cyber-security	Nil	Nil	-	2	Nil	All complaints resolved
Delivery of essential services	Nil	Nil	-	Nil	Nil	-
Restrictive Trade Practices	Nil	Nil	-	Nil	Nil	-
Unfair Trade Practices	Nil	Nil	-	Nil	Nil	-
Other - Customer Complaints	16	Nil	Based on customer complaint RCA done	11	Nil	Based on customer complaint RCA done

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

	Number	Reasons for recall
Voluntary recalls	Not Applicable to the Company	
Forced recalls		

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.

The Company has a mature information security management system with policies, processes, and controls to minimize Cybersecurity risks. The governance and management of security compliance and risk is reviewed periodically; evident in the

sustained ISO 27001:2013 certification and external third-party validation of compliance to NIST Cyber Security framework. The organization is ISO/IEC 27701:2019 certified across functions and client delivery projects which exhibit our ongoing commitment to global data protection requirements.

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.

Nil

7. Provide the following information relating to data breaches:

- (a) Number of instances of data breaches: Nil
- (b) Percentage of data breaches involving personally identifiable information of customers: Nil
- (c) Impact, if any, of the data breaches: Not Applicable

Leadership Indicators

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

Information regarding the Birlasoft’s products and services is available on the Company’s website at www.birlasoft.com.

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

Birlasoft provides its customers with a 'Technical Document' i.e., quality procedure encompassing the reference documents, entry criteria, input and output details, process workflow, process description, customer feedback and grievance reporting mechanism, quality standards and parameters, work products, and quality records, for the customer consideration and information.

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

At Birlasoft, our delivery system processes are designed with resiliency in mind, and we proactively embrace hybrid working, which ensures that our associates can continue to work from anywhere if they have access to internet. Further, our Business Continuity Plan (BCP) processes are defined at project levels and includes test cases for disruptions, which are tested at regular intervals. Finally, our Incident Management plan defines the incidents that may require informing clients, and this would include disasters that effect delivery to one or more clients. As per process, Infosec team will intimate the respective Project Leads, who will, in turn, inform their client connects.

4. a) Does the entity display product information on the product over and above what is mandated as per the local laws? (Yes/No/Not Applicable).

If yes, provide details in brief.

Not Applicable

b) Did your entity carry out any survey about customer 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, Birlasoft focuses on customer satisfaction survey and on a yearly basis undertakes VOC to gauge the perception and overall satisfaction level of its customers. In December 2023, VOC was undertaken, and the overall score was 4.66 across varied parameters like sales, quality of delivery, timelines, resources, communication, and value add, which clearly demonstrates an overall satisfaction level among customers.