

28<sup>th</sup> June 2024

**National Stock Exchange of India Limited**

Exchange Plaza,  
Plot no. C/1, G Block,  
Bandra-Kurla Complex,  
Bandra (East),  
Mumbai - 400 051

**(Stock Code: "FSL")**

Dear Madam/Sir,

**BSE Limited**

Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai - 400 001

**(Scrip code: "532809")**

**Sub: Business Responsibility and Sustainability Reporting FY 2023-24**

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for Financial Year 2023-24, which also forms part of the Annual Report for FY 2023-24, submitted to the Exchanges 28<sup>th</sup> June 2024.

Request you to kindly take the same on record.

For **Firstsource Solutions Limited**

**Pooja Nambiar**

**Company Secretary**

**Encl. A/a**

**Firstsource Solutions Ltd.**

5<sup>th</sup> Floor, Paradigm 'B' Wing, Mindspace, Link Road, Malad (West), Mumbai - 400 064 India.  
Tel: +91 (22) 6666 0888 | Fax: +91 (22) 6666 08887 | Web: [www.firstsource.com](http://www.firstsource.com)

(CIN: L64202MH2001PLC134147)

# Business Responsibility & Sustainability Report

## Section A: General Disclosures

### I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L64202MH2001PLC134147
2. Name of the Listed Entity	Firstsource Solutions Limited
3. Year of incorporation	December 6, 2001
4. Registered office address	5 <sup>th</sup> Floor, Paradigm 'B' Wing, Mindspace, Link Road, Malad - West, Mumbai - 400 064, India
5. Corporate address	5 <sup>th</sup> Floor, Paradigm 'B' Wing, Mindspace, Link Road, Malad - West, Mumbai - 400 064, India
6. E-mail	<a href="mailto:investor.relations@firstsource.com">investor.relations@firstsource.com</a>
7. Telephone	+ 91 22 6666 0888
8. Website	<a href="https://www.firstsource.com">https://www.firstsource.com</a>
9. Financial year for which reporting is being done:	April 1, 2023 – March 31, 2024
10. Name of the Stock Exchange(s) where shares are listed	BSE Limited, NSE Limited
11. Paid-up Capital	₹ 6,969.91 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: Mr Aftab Javed E-mail id: <a href="mailto:investor.relations@firstsource.com">investor.relations@firstsource.com</a> Designation: Chief Human Resource Officer Contact: + 91 22 6666 0888
13. Reporting boundary	The disclosures under this report are made on standalone basis pertaining to Firstsource Solutions Limited
14. Name of assurance provider	No assurance obtained on non-financial indicators in FY 2023-24.
15. Type of assurance obtained	No assurance obtained on non-financial indicators in FY 2023-24.

### 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	BPS services (NIC Code: 63999)	To provide IT enabled BPS services to Banking and Financial services, Healthcare, Communication Media and Technology and Other Diverse Industries.	100%

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

Sr. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Banking, Financial Services	63999	38.4%
2	Healthcare	63999	21.0%
3	Communication Media & technology	63999	40.2%
4	Other Diverse Industries	63999	0.4%



### 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	-	12	12
International	-	28	28

#### 19. Markets served by the entity:

##### a. Number of locations

Locations	Number
National (No. of States)	6 (India) 2 (Philippines)
International (No. of Countries)	4

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

The contribution of exports as a percentage of the total turnover of Firstsource is 99.44% (standalone).

##### c. A brief on types of customers

Firstsource assist customers in reimagining business processes and enhancing efficiency through digital interventions and solutions in the banking and financial services, healthcare, communications, media & technology, and other diverse industries. Firstsource's customers represent a wide range of industry sectors across the world. Firstsource serve more than 150 clients, including Fortune 500 and FTSE 100 companies across diversified sectors.

### IV. Employees

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

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

S.No. Particulars	Total (A)	Male		Female	
		No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>					
1 Permanent (D)	4,171	2,887	69.2%	1,284	30.8%
2 Other than Permanent (E)	4	4	0.0%	0	0.0%
<b>3 Total employees (D + E)</b>	<b>4,175</b>	<b>2,891</b>	<b>69.2%</b>	<b>1,284</b>	<b>30.8%</b>
<b>WORKERS</b>					
1 Permanent (F)	12,762	8,075	63.3%	4,676	36.6%
2 Other than Permanent (G)	2,265	1,317	58.1%	948	41.9%
<b>3 Total workers (F + G)</b>	<b>15,027</b>	<b>9,392</b>	<b>62.5%</b>	<b>5,624</b>	<b>37.4%</b>

Note: 11 Permanent workers have not disclosed gender.

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

S.No. Particulars	Total (A)	Male		Female	
		No. (B)	% (B/A)	No. (C)	% (C/A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>					
1 Permanent (D)	18	13	72%	5	28%
2 Other than Permanent (E)	0	0	0%	0	100%
<b>3 Total differently abled employees (D + E)</b>	<b>18</b>	<b>13</b>	<b>72%</b>	<b>5</b>	<b>28%</b>
<b>DIFFERENTLY ABLED WORKERS</b>					
1 Permanent (F)	29	19	66%	9	31%
2 Other than Permanent (G)	3	1	33%	2	67%
<b>3 Total differently abled workers (F + G)</b>	<b>32</b>	<b>20</b>	<b>63%</b>	<b>11</b>	<b>34%</b>

## Business Responsibility & Sustainability Report

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

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	12	2	16.66
Key Management Personnel	3	1	33.33

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

(Disclose trends for the past 3 years)

	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)			
	Male	Female	Total	Male	Female	Total	Male	Female	Total	
	Permanent employees	15.71%	20.16%	17.00%	26.1%	28.1%	26.6%	28%	28.4%	28.1%
	Permanent workers	36.50%	39.12%	37.51%	41.4%	47.2%	43.5%	47.9%	49.8%	48.6%

Note - Firstsource continued its efforts on wellness, skill up-gradation, I&D drives like WiN and mentor programs have played a role. Also, Firstsource has launched REACCH code - its value code.", a guide that provides and helps all of us with behavioral attributes to make it a better and more inclusive workplace.

### 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	RPSG Ventures Limited	Holding	53.66%	No, Firstsource is reporting on Business Responsibility and Sustainability Reporting on Standalone basis
2	Firstsource Process Management Services Limited [Wholly Owned Subsidiary ("WOS") of the Company];	Subsidiary	100%	
3	Firstsource Solutions UK Limited, UK (WOS of the Company);	Subsidiary	100%	
4	Firstsource Solutions S.A., Argentina (Subsidiary of Firstsource Solutions UK Limited);	Subsidiary	99.98%	
5	Firstsource BPO Ireland Limited (WOS of Firstsource Solutions UK Limited);	Subsidiary	100%	
6	Firstsource Group USA, Inc., USA (Subsidiary of the Company);	Subsidiary	100%	
7	Firstsource Business Process Services, LLC, USA (WOS of Firstsource Group USA, Inc);	Subsidiary	100%	
8	Firstsource Advantage, LLC, USA (WOS of Firstsource Business Process Services, LLC);	Subsidiary	100%	
9	One Advantage, LLC, USA (WOS of Firstsource Business Process Services, LLC);	Subsidiary	100%	
10	MedAssist Holding, LLC, USA (WOS of Firstsource Group USA, Inc);	Subsidiary	100%	
11	Firstsource Solutions USA, LLC, USA (WOS of MedAssist Holding, LLC);	Subsidiary	100%	
12	Firstsource Health Plans and Healthcare Services, LLC, USA (Formerly known as Firstsource Transaction Services, LLC) (WOS of Firstsource Solutions USA, LLC);	Subsidiary	100%	
13	Sourcepoint, Inc. (WOS of Firstsource Group USA, Inc);	Subsidiary	100%	
14	Sourcepoint Fulfillment Services, Inc. (WOS of Sourcepoint, Inc.);	Subsidiary	100%	
15	Firstsource Dialog Solutions (Private) Limited (Subsidiary of the Company);	Subsidiary	74%	



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)
16	PatientMatters LLC (WOS of Firstsource Solutions USA, LLC);	Subsidiary	100%	
17	Kramer Technologies, LLC (WOS of PatientMatters LLC);	Subsidiary	100%	
18	Medical Advocacy Services For Healthcare, Inc. (WOS of PatientMatters LLC);	Subsidiary	100%	
19	The StoneHill Group, Inc (WOS of Sourcepoint, Inc.);	Subsidiary	100%	
20	American Recovery Services, Inc. (WOS of Firstsource Business Process Services, LLC, USA);	Subsidiary	100%	
21	Firstsource Solutions Mexico, S. de R.L. de C.V. (WOS of Firstsource Group USA, Inc)	Subsidiary	100%	
22	Firstsource Solutions Jamaica Limited (WOS of Firstsource Group USA, Inc)	Subsidiary	100%	
23	Firstsource BPO South Africa (Pty) Ltd. (WOS of Firstsource Solutions UK Limited)	Subsidiary	100%	
24	Firstsource Solutions Australia Pty Limited (WOS of the Company)	Subsidiary	100%	
25	Nanobi Data and Analytics Private Limited	Associate	21.79%	

## VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes  
 (ii) Turnover (in ₹): 15,988.40 million  
 (iii) Net worth (in ₹): 24,107.27 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	Grievance Redressal Mechanism in place (Yes/No)	FY 2023-24			FY 2022-23		
		No. of complaints filed	No. of complaints pending	Remarks	No. of complaints filed	No. of complaints pending	Remarks
Communities	Yes	0	0	NA	0	0	NA
Investors (other than shareholders)	Yes	0	0	NA	0	0	NA
Shareholders	Yes	76	0	NA	95	0	NA
Employees and workers	Yes	208	2	The pending complaints are under resolution	79	6	The pending complaints are resolved
Customers	Yes	0	0	NA	0	0	NA
Value Chain Partners	Yes	0	0	NA	0	0	NA
Other (Anonymous/email/letters)	NA	NA	NA	NA	NA	NA	NA

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### 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

S. No.	Material issue identified	Indicate whether risk or opportunity / 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.	Cyber Security / Data Privacy Risk	Risk & Opportunity	<p><b>Risk</b></p> <ul style="list-style-type: none"> <li>Cyber attacks pose a major threat to data safety and privacy protection.</li> <li>Firstsource may suffer due to cyber-attacks/data breach incidents which can harm Firstsource's reputational image.</li> </ul> <p><b>Opportunity</b></p> <ul style="list-style-type: none"> <li>Leading information security practices &amp; implementing global information security standards will result in higher client confidence and business</li> </ul>	<p><b>Certifications and Compliance:</b> Negative</p> <ul style="list-style-type: none"> <li>Operation centers are ISO 27001 certified, with processes certified under HIPAA, HITRUST, and SOC2. Regular audits ensure adherence, with a zero-tolerance policy for non-compliance.</li> </ul> <p><b>Technical Controls and User Security:</b></p> <ul style="list-style-type: none"> <li>Deployment of controls at network perimeters, servers, data centers, and end-user computing. End users access systems via a High Secure VPN with Two-Factor Authentication and are protected by EDR, DLP, Encryption, DNS Layer Security, and a Secure Mail Gateway.</li> </ul> <p><b>Threat and Vulnerability Management:</b></p> <ul style="list-style-type: none"> <li>Proactive detection and mitigation of infrastructure vulnerabilities, complemented by third-party assessments, including vulnerability and penetration tests, web application security assessments, PCI DSS compliance scans, source code reviews, and cloud infrastructure reviews.</li> </ul> <p><b>Continuous Monitoring:</b></p> <ul style="list-style-type: none"> <li>A Security Operations Center provides 24/7 monitoring to enhance security posture and respond to incidents in real-time. Digital footprint monitoring through Security Scorecard ensures comprehensive cybersecurity analysis.</li> </ul>	<p><b>Costs of Implementation:</b></p> <ul style="list-style-type: none"> <li>The financial outlay for maintaining certifications, conducting regular audits, and deploying advanced security technologies can be significant.</li> </ul> <p><b>Potential Fines:</b></p> <ul style="list-style-type: none"> <li>Non-compliance with security standards can result in substantial fines and penalties.</li> </ul> <p><b>Positive Risk Mitigation:</b></p> <ul style="list-style-type: none"> <li>Effective security measures reduce the risk of costly data breaches, ransomware attacks, and related financial losses.</li> </ul> <p><b>Reputation and Trust:</b></p> <ul style="list-style-type: none"> <li>Robust security enhances the company's reputation, leading to increased customer trust and potentially higher revenue.</li> </ul> <p><b>Operational Efficiency:</b></p> <ul style="list-style-type: none"> <li>Proactive threat management and continuous monitoring can prevent disruptions, ensuring stable business operations and avoiding revenue loss.</li> </ul>



S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2.	Technology Risks (leveraging AI & emerging tech)	Risk	In the rapidly evolving business landscape, emerging disruptive technologies are reshaping the dynamics between clients and suppliers. Clients, facing persistent budget constraints, are increasingly inclined to reduce back-office costs, while suppliers are innovating to offer additional services and generate supplementary revenues. Technologies like Cloud Computing, Artificial Intelligence, Data Analytics software, Social Media platforms, and Process Automation software are revolutionizing the Business Process Services (BPS) industry, empowering businesses to enhance efficiency and lower operational costs. BPS companies are swiftly adapting, leveraging these technologies to provide value-added services through strategic technology enablement, partnerships, and alliances.	<b>Digital Solutions Development:</b> <ul style="list-style-type: none"><li>Recognizing the importance of digital transformation, the Company has invested in the development of a wide suite of Digital Solutions. These solutions encompass Robotics Process Automation, Digital, and Analytics, aligning with the industry's shift towards automation and data-driven decision-making.</li></ul> <b>Productization Initiatives:</b> <ul style="list-style-type: none"><li>As part of its productization strategy, the Company has integrated domain expertise with cutting-edge technology to create innovative offerings. By combining industry knowledge with best-in-class digital tools, it aims to deliver high-value solutions that address the evolving needs of clients and capitalize on emerging market opportunities.</li></ul>	<b>Digital Solutions Development:</b> <ul style="list-style-type: none"><li><b>Positive</b> Investing in digital solutions enhances competitiveness and revenue potential. Automation efficiencies lead to long-term cost savings and profitability.</li><li><b>Negative</b> Initial investment costs may arise but are offset by potential revenue streams and efficiency gains.</li></ul> <b>Productization Initiatives:</b> <ul style="list-style-type: none"><li><b>Positive</b> Leveraging expertise for specialized offerings boosts customer satisfaction and revenue. Scalable streams lead to improved financial performance.</li><li><b>Negative</b> Upfront investment in development and marketing is required but yields long-term growth and market positioning benefits.</li></ul>

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S. 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)
3.	Human Resource Risk	Risk and opportunity	<p><b>Risk:</b></p> <ul style="list-style-type: none"> <li>Attrition threatens operational disruption, increased costs, and performance inconsistency. Difficulty in recruiting and retaining skilled talent may exacerbate wage inflation, impacting profitability and competitiveness. Inadequate succession planning and leadership changes can disrupt business continuity, impede strategic execution, and affect employee morale. Ethical lapses and misconduct pose reputational damage, legal liabilities, and trust erosion among stakeholders.</li> </ul> <p><b>Opportunity:</b></p> <ul style="list-style-type: none"> <li>Effectively managing attrition fosters talent retention, stability, and a conducive environment for growth and innovation. Overcoming recruitment challenges and managing wage inflation enhances workforce stability, supports expansion, and bolsters market position. Strong succession planning ensures organizational resilience, sustains client relationships, and fosters employee commitment, driving long-term success. Upholding ethical standards enhances brand reputation, builds trust, and differentiates the company as an ethical and responsible business entity in the market.</li> </ul>	<ul style="list-style-type: none"> <li>Strengthening talent retention through upskilling and career development initiatives.</li> <li>Implementing effective Reward &amp; Recognition programs to enhance employee engagement and morale.</li> <li>Innovating recruitment practices, including strong employee referral programs and campus hiring strategies.</li> <li>Establishing a robust Code of Conduct and whistleblowing mechanism to address unethical behavior.</li> <li>Ensuring competitive compensation and succession planning aligned with career aspirations.</li> </ul>	<p><b>Positive</b></p> <ul style="list-style-type: none"> <li>Effective retention strategies can reduce turnover costs and improve productivity, potentially enhancing financial performance.</li> <li>Successful recruitment practices and wage management can lead to workforce stability and operational efficiency, possibly improving financial outcomes.</li> <li>Strong succession planning ensures leadership continuity, mitigating risks and maintaining stability, potentially supporting long-term financial growth.</li> <li>Upholding ethical standards and fostering a culture of integrity can enhance brand reputation, build trust, and attract investors, potentially resulting in long-term financial gains.</li> </ul> <p><b>Negative</b></p> <ul style="list-style-type: none"> <li>Attrition-related costs, such as recruitment and training expenses, may negatively impact profitability.</li> <li>Difficulty in recruiting skilled talent and wage inflation can increase personnel expenses, potentially reducing profit margins.</li> <li>Inadequate succession planning may result in leadership gaps and disruptions, negatively affecting business continuity and performance.</li> <li>Ethical breaches and misconduct may lead to legal liabilities, reputational damage, and loss of business opportunities, impacting financial results.</li> </ul>



S. 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)
4.	Empowering workplace	Risk & Opportunity	<b>Risk</b> <ul style="list-style-type: none"><li>Health and safety of employees is a critical aspect for ensuring employee welfare and overall productivity.</li></ul> <b>Opportunity</b> <ul style="list-style-type: none"><li>Participation of employees from diverse background creates an inclusive business ecosystem which is conducive for talent retention.</li></ul>	<ul style="list-style-type: none"><li>Firstsource have implemented a comprehensive and robust occupational health &amp; safety policy and effective mechanisms to protect employees from workplace hazards/injuries.</li><li>Recurrent training programs are conducted for all relevant stakeholders in order to mitigate health &amp; safety risks from Firstsource's business operations.</li></ul>	<b>Positive</b> <ul style="list-style-type: none"><li>Workforce diversity fosters creativity, improves performance, and enables a healthy organisational culture by bringing fresh perspectives, experiences, and ideas.</li></ul> <b>Negative</b> <ul style="list-style-type: none"><li>Any health &amp; safety incident occurrence has the potential to result in loss of productive work time, delay in business response and eventually leading to monetary loss thereby impacting profitability.</li></ul>
5.	Environment and Climate Action	Risk & Opportunity	<b>Risk</b> <ul style="list-style-type: none"><li>Economic disruptions due to climate related transition risk (new regulations/policies) can impact Firstsource's growth and profitability.</li><li>Extreme weather events due to climate change (water scarcity/heavy rainfall) pose a physical risk of disruption to Firstsource's business operations and the safety and wellbeing of its employees.</li></ul> <b>Opportunity</b> <ul style="list-style-type: none"><li>Better brand image/ reputation as environmentally responsible business.</li><li>Monetary savings from use of low emission/ renewable sources of energy, operating from energy efficient green buildings and usage of low carbon fuel transport.</li></ul>	<ul style="list-style-type: none"><li>Establishing climate change action plans integral to overall business strategy.</li><li>Implementing carbon emission reduction targets/ decarbonization roadmap.</li><li>Establishing business continuity/crisis management plans.</li></ul>	<b>Positive</b> <ul style="list-style-type: none"><li>Adopting climate change mitigation as an integral part of business strategy will help us to proactively prepare for future change in national/ international climate related regulations.</li><li>Enhanced reputation with customers and shareholders for being resilient to climate change related business disruptions.</li></ul> <b>Negative</b> <ul style="list-style-type: none"><li>Investment to undertake climate change impact assessment and formulate business strategic plans to mitigate the climate change impacts may result in significant cost and require investments</li></ul>

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S. 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)
6.	Customer Centricity	Opportunity	<ul style="list-style-type: none"> <li>This gives the opportunity to be the leaders in this segment by being the preferred choice for all customers across different business segments.</li> <li>Achieving customer delight and satisfaction provides an excellent opportunity for business leadership and growth.</li> </ul>	Not a risk	<p><b>Positive</b></p> <ul style="list-style-type: none"> <li>Positive brand image and a strong customer satisfaction rate will help in being the platform of choice, resulting in increased business and profitability.</li> </ul>
7.	Community Impact	Opportunity	Firstsource consistently work to foster social development as it firmly believe that doing so is an essential element of its success.	Not a risk	<p><b>Positive</b></p> <ul style="list-style-type: none"> <li>Through Firstsource's values and principles, it created a positive impact in communities and foster growth in education, skill development, women empowerment, healthcare, and livelihood for the impoverished, and contribute to the UN SDGs</li> </ul>

## 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.



4. Name of the national and international codes/ certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g.SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	P1 – The employees are guided to conduct business legally and ethically by Firstsource's publicly available <b>Business Conduct and Global Ethics Policy</b> . To manage these risks and protect the value of all stakeholders, Firstsource has trained all its employees in ethics and integrity.  P2 – Firstsource has incorporated <b>ISO 9001:2008</b> into its Quality Management System. Firstsource follow <b>Kaizen, Lean, and Six Sigma</b> methodologies for process improvement. <b>Sustainable Supply Chain policy</b> is available publicly on the website.  P3 – The principles outlined in <b>International Labor Organization (ILO)</b> conventions are followed by us. Our policies cover a wide range of topics, including global inclusion and diversity, human rights and equal opportunity, and business conduct and ethics. While some of our centers have received <b>ISO 45001:2018 and ISO 14001:2015</b> certification, we make sure that the standards of <b>ISO 45001:2018 and ISO 14001:2015</b> certification are upheld in the non-certified centers as well.  P4 – The <b>policy on materiality provides</b> guidance on <b>stakeholder engagement</b> .  P5 – Human rights violations are forbidden by Firstsource's publicly available <b>Human Rights and Equal Opportunity policy</b> . Additionally, Firstsource follow the rules outlined in the <b>International Labor Organization (ILO)</b> conventions.  P6 – Some of our centers have received <b>ISO 45001:2018 and ISO 14001:2015</b> , but we make sure that the standards of <b>ISO 45001:2018 and ISO 14001:2015</b> certification are upheld in the non-certified centers as well. On the website, you can access Firstsource's <b>Global Quality, Health, Safety, Environment &amp; Energy Management Policy and ESG policy</b> for public access.  P7 – The <b>Code of Conduct</b> has elements of ethical dealing in public platforms.  P8 – The <b>CSR policy</b> complies with Companies Act, 2013.  P9 – Firstsource holds certifications in line with prominent global standards, including the <b>Payment Card Industry Data Security Standard (PCI DSS), ISO 27001:2013, and HITRUST</b> . To guarantee the privacy, availability, and integrity of the data that Firstsource give to each of its clients, Firstsource also abide by a few legal and regulatory compliance principles.
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	To meet Firstsource's sustainability goals and targets, Firstsource is currently reviewing and establishing them, along with a clear timeline and implementation strategy. Firstsource is working to address global challenges by aligning business practices with sustainable development principles. Firstsource hope to make significant progress toward a more sustainable future by setting ambitious but attainable goals. Firstsource is dedicated to transparency and accountability, contributing to a more resilient and equitable world.
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Firstsource's targets and goals are currently being established. This report's "Section C" contains the information about Firstsource's governance, social, and environmental performance.
<b>Governance, leadership, and oversight</b>	
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure)	The change is centered on sustainability to significantly improve the lives of Firstsource's community, shareholders, staff, and clients. Firstsource is currently updating and setting interim and long-term targets on a variety of environmental criteria as part of its target oriented ESG strategy. Firstsource is dedicated to sustainable growth, which entails improving its digital goods, empowering people, and broadening Firstsource's portfolio.  Firstsource has established an impact sourcing program with the goal of hiring people from a variety of backgrounds to reduce socioeconomic gaps and offer opportunities for high-potential talent.  Firstsource wants to keep analyzing the effects of its operations along the value chain and enhancing its ESG reporting as Firstsource proceed. Firstsource's frameworks and initiatives are in line with the United Nations Sustainable Development Goals (UN SDGs) and the Global Reporting Initiative (GRI) standards.
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr Pankaj Kapoor, Head of Strategy & Investor Relations.

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9. Does the entity have a specified Committee? The Risk Management Committee does, in fact, assess the risks associated with ESG of the Board/Director responsible for decision as well as the performance of these strategies. making on sustainability related issues? (Yes/No). If yes, provide details.

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

Subject for Review	Indicate whether review was undertaken by Director/Committee of the Board									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	Y	Y	Y	Y	Y	Y	Y	Y	Y	As part of the ESG review, the Risk Management Committee assesses and reviews the business responsibility and sustainability policies on a regular basis or as needed.								
										The effectiveness of the policies is assessed during the review, and any necessary changes to the policies or procedures are made.								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y	Firstsource diligently adhere to all relevant regulations, ensuring full compliance without any instances of non-compliance.								
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	N	N	N	N	N	N	N	N	N									
12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:																		

This question is not applicable as the answer to above question is “No”.

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
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 to 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

Ethics and integrity are fundamental pillars for establishing a sustainable business and achieving consistent operational excellence. Firstsource promotes a robust corporate governance structure that upholds values of responsibility, transparency, and honesty.

As a responsible business entity, Firstsource is dedicated to fostering effective governance practices while cultivating a culture that actively manages risks and upholds the highest standards of business conduct throughout the organization.

Firstsource's Business Conduct and Ethics Policy, as well as its Global Ethics Policy, are publicly available resources designed to guide its employees in conducting business with legality and integrity. Additionally, Firstsource has conducted ethics and integrity training for all employees to equip them with the necessary tools to manage risks effectively and uphold the interests of all stakeholders.



## Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	Pursuant to Regulation 25 of the Listing Regulations, the Company has put in place a system to familiarize its Independent Directors with the Company, their roles, rights and responsibilities in the Company, nature of the industry in which the Company operates, business model of the Company, etc. Newly appointed Independent Directors are taken through roles and responsibilities. To ensure that they uphold the highest standards of business conduct, Code for Independent Directors, Code of Conduct for Non-Executive Directors and Code of Conduct for Prevention of Insider Trading as issued by the Company are also shared with them at the time of their appointment/re-appointment. Further, presentations are made at the Board and its Committee meetings, on a quarterly basis, covering changes and developments in the domestic/global corporate and industry scenario, the Company's sustainability initiatives, the business and financial performance of the Company and its subsidiaries, quarterly/annual financial results, revenue and capital budget, review of Internal Audit findings, etc. The details of such familiarization programmes are published on the Company's website: <a href="https://www.firstsource.com/wp-content/uploads/2024/02/Policy-on-Familiarisation-of-Independent-Directors-IN.pdf">https://www.firstsource.com/wp-content/uploads/2024/02/Policy-on-Familiarisation-of-Independent-Directors-IN.pdf</a>		100%
Key Managerial Personnel	11	<p>Groups</p> <ul style="list-style-type: none"><li>• Anti-Bribery</li><li>• Cyber Security and IT Training Programs</li><li>• Communication Training Programs</li><li>• Human Right/Human Resource Training Programs</li><li>• Health and Safety Programs</li></ul>	55%
Employees other than BoD and KMPs	54	<p>Groups</p> <ul style="list-style-type: none"><li>• Client Specific</li><li>• Cyber Security and IT Training Programs</li><li>• Anti-Bribery</li><li>• Ethics and Compliance Programs</li><li>• Human Right/Human Resource Training Programs</li><li>• Health and Safety Programs</li><li>• Ethics and Compliance Programs</li><li>• Communication Training Programs</li><li>• Consumer related training programmes</li></ul>	90%
Workers	54	<p>Group</p> <ul style="list-style-type: none"><li>• Ethics and Compliance Programs</li><li>• Anti-Bribery</li><li>• Human Right/Human Resource Training Programs</li><li>• Cyber Security and IT Training Programs</li><li>• Client Specific</li><li>• Communication Training Programs</li><li>• Consumer related training programmes</li><li>• Ethics and Compliance Programs (Client specific training)</li><li>• Health and Safety Programs</li></ul>	94%

## Business Responsibility & Sustainability Report

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

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		There have been no instances of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings with regulators/law enforcement agencies/judicial institutions, in the FY 2023-24 based on materiality as specified in Regulation 30 of SEBI (LODR) Reg 2015.		
Settlement				
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	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil

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

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
NA	NA

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

Firstsource has 'zero tolerance' towards bribery. The anti-bribery policy outlines the Company's prohibition of any conduct that could be seen as bribery. Anti-corruption components are also included in this policy. The policy aims to provide guidance to all employees acting on behalf of the company, including employees, agents, representatives, vendors, business partners, and others, in order to ensure adherence to applicable anti-bribery laws, rules, and regulations. Firstsource's anti-bribery policy is available on website: [Click here](#)

To uphold the standards of corporate conduct, Firstsource's executive directors and senior management are bound by a code of conduct. The Code aims to prevent misconduct and promote ethical business practices, including anti-bribery guidelines. The code is available on the website: [Click here](#)

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directors	No complaints against Firstsource's Directors, KMPs, Employees and Workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/corruption	No complaints against Firstsource's Directors, KMPs, Employees and Workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/corruption
KMPs		
Employees		
Workers		



## 6. Details of complaints regarding conflict of interest

	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	NIL	NIL
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	NIL	NIL

**7. Provide details of any corrective action taken or underway on issues related to fines/penalties/action taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest:**  
Not Applicable

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payables	41	34

## 9. Open-ness of business

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

Parameter	Metrics	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of Purchases	a. Sales to dealers/distributors as % of total sales	-	-
	b. Number of dealers/distributors to whom sales are made	-	-
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	-	-
Share of RPTs in	a. Purchases (Purchases with related parties/ Total Purchases)	-	-
	b. Sales (Sales to related parties/Total Sales)	88.5%	84.1%
	c. Loans & advances (Loans & advances given to related parties/Total loans & advances)	-	-
	d. Investments (Investments in related parties/Total Investments made)	97.4%	95.4%

## Leadership Indicators

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

Total number of awareness programmes held	Topics/principles covered under the training	% age of value chain partners covered (by value of business done with such partners) under the awareness programmes
Nil	Nil	Nil

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

Yes, Firstsource has adopted the Code of Conduct for the Board of directors, which sets out clear guidelines for avoiding and disclosing actual or potential conflict of interest with the Company. The Code is communicated to all directors and senior management members, and they are obliged to provide individual declaration of benefits and interests. The code is available on the website and can be viewed at [Code of conduct for Executive Directors and Senior management](#).

## Business Responsibility & Sustainability Report

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

Firstsource supports the ethical and sustainable procurement of goods and services. Firstsource has a sustainable supply chain policy in place that encourages moral and responsible behavior across the value chain. By doing so, Firstsource aims to lessen negative environmental impact and contribute to a better society, while also generating overall value for its stakeholders.

As part of the Quality Management System, Firstsource has adopted ISO 9001:2008 in some of its centers. Firstsource adheres to Six Sigma, Lean and Kaizen process improvement approaches.

#### **Essential Indicators**

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

Firstsource's goal is to boost the effectiveness of operations and customer service while ensuring sustainability through digitalization. Firstsource has implemented projects to reduce energy consumption and promote digitalization across all its processes. At present, Firstsource does not track the percentage of R&D and CAPEX investments in specific technologies to improve product and processes' environmental and social impacts. Going forward, Firstsource intends to track the data on R&D and Capital expenditure (CAPEX) investments.

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

Yes, Firstsource is committed to procuring goods and services in a safe and sustainable manner. Firstsource has implemented a Sustainable Supply Chain policy comprising processes and guidelines to ensure sustainable and ethical practices across its value chain.

Sustainable Supply Chain policy: [Click here](#)

Supplier Code of Conduct: [Click here](#)

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

Yes. As a part of the onboarding process, all the value chain partners are required to complete background verification on ethical business conduct and compliance. Firstsource assesses all new vendor partners on ESG compliance and encourage sustainable sourcing. Firstsource has evaluated the top 20 critical vendors based on the business value that accounts for 75% of the total procurement spend (includes global data). This evaluation is done through a third party who annually assesses health and safety practices, environment, human rights, sexual harassment, child labor, forced labor/involuntary labor and working conditions of value chain partners.

- 3. Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for**

Waste type	Waste management procedure in place
Plastic (including packaging)	As a BPS company, Firstsource focus on providing various Business Process Services services rather than manufacturing products. Therefore, discussions about health and safety issues related to manufacturing operations would not be applicable to Firstsource's operations.
E-waste	
Hazardous waste	However, Firstsource has waste management strategies in place for its own operations. Firstsource has introduced the 5R framework- Refuse, Reduce, Reuse, Repurpose, and Recycle for the products or components it uses in its operation.
other waste.	As a technology company Firstsource generates electronic waste (e-waste) such as laptops, printers, scanners, batteries, air conditioners and other electronic hardware. Firstsource diligently monitors and manages its e-waste ensuring that it undergoes proper recycling, repair, or repurpose through approved vendors at the end of its life cycle.
	All waste generated within Firstsource's premises is segregated into individual waste streams and disposed of according to local legislation requirements.



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.

Not applicable. Firstsource is a Business Process Services (BPS) Company and do not manufacture any products.

### Leadership Indicators

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

NIC Code	Name of Product/Service	% of total Turnover Contributed	Boundary for which the Life Cycle Perspective/Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
Not applicable. Firstsource is a provider of Business Process Services (BPS) services and do not manufacture any products.					

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

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

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-24	FY 2022-23
	Current Financial Year	Previous Financial Year
Not Applicable		

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

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)						
E-waste						
Hazardous Waste						
Other waste						

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

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

## Business Responsibility & Sustainability Report

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

Creating a healthy work environment for employees is critical to achieving long-term growth. Firstsource's mission is to create a workplace where everyone feels valued, thus they are constantly working to improve employee well-being while maintaining a safe and productive workplace. Firstsource has developed policies that promote diversity, equal opportunity, and non-discrimination throughout the company. Firstsource offers additional benefits to ensure everyone's well-being.

A safe and healthy work environment is essential for our emotional and physical well-being. We follow the rules outlined in ILO conventions. We have several policies in place, including a business conduct and ethics policy, a human rights and equal opportunity policy, and a global inclusion and diversity policy. While some of our centers have received ISO certification, we make sure that the standards of ISO certification are upheld in the non-certified centers as well. We are continually striving to add value to our stakeholders by advocating for their best interests and ensuing everyone's prosperity.

#### **Essential Indicators**

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent employees</b>											
Male	2,887	2,887	100%	2,887	100%	0	0%	2,887	100%	2,887	100%
Female	1,284	1,284	100%	1,284	100%	1,284	100%	0	0%	1,284	100%
<b>Total</b>	<b>4,171</b>	<b>4,171</b>	<b>100%</b>	<b>4,171</b>	<b>100%</b>	<b>1,284</b>	<b>31%</b>	<b>2,887</b>	<b>69%</b>	<b>4,171</b>	<b>100%</b>
<b>Other than Permanent employees</b>											
Male	4	4	100%	4	100%	0	0%	4	100%	4	100%
Female	0	0	0%	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>4</b>	<b>4</b>	<b>100%</b>	<b>4</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>4</b>	<b>100%</b>	<b>4</b>	<b>100%</b>

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

Category	Total (A)	% of workers covered by									
		Health insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent workers</b>											
Male	8,075	8,075	100%	8,075	100%	0	0%	8,075	100%	8,075	100%
Female	4,676	4,676	100%	4,676	100%	4,676	100%	0	0%	4,676	100%
Not Disclosed	11	11	100%	11	100%	-	-	-	-	11	100%
<b>Total</b>	<b>12,762</b>	<b>12,762</b>	<b>100%</b>	<b>12,762</b>	<b>100%</b>	<b>4,676</b>	<b>37%</b>	<b>8,075</b>	<b>63%</b>	<b>12,751</b>	<b>100%</b>
<b>Other than Permanent workers</b>											
Male	1,317	1,317	100%	1,317	100%	0	0%	1,317	100%	1,317	100%
Female	948	948	100%	948	100%	948	100%	0	0%	948	100%
<b>Total</b>	<b>2,265</b>	<b>2,265</b>	<b>100%</b>	<b>2,265</b>	<b>100%</b>	<b>948</b>	<b>42%</b>	<b>1,317</b>	<b>58%</b>	<b>2,265</b>	<b>100%</b>

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Cost incurred on well-being measures as a % of total revenue of the company	0.22%	0.23%



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

Benefits	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year*		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Yes	100%	100%	Yes
Gratuity	100%	100%	Yes	100%	100%	Yes
ESI	1%	42%	Yes	3%	55%	Yes
Others – please specify	NA	NA	NA	NA	NA	NA

Note: \* Last year's FY 2022-23 data included only India, while this FY 2023-24 data includes both India and Philippines.

## 3. Accessibility of workplaces

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

Yes, most (59.42%) of Firstsource's offices are accessible to differently abled employees and workers, as required by the Rights of Persons with Disabilities Act of 2016. Firstsource consistently strives to establish a work culture that fosters inclusivity and diversity.

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

Yes, Firstsource has a Human Rights and Equal Opportunity Policy, which can be referred to on [Human Rights and Equal Opportunity Policy](#). Firstsource is committed to promoting equal opportunities in the organization. Firstsource values diversity, encourages fairness and justice, and advocates equal chances for everyone to work, learn and grow within the organization, free from any form of discrimination or victimization.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	88.43%	88.43%	85.86%	85.86%
Female	50%	76.32%	53.80%	79.75%
Total	69.79%	82.55%	66.15%	82.10%

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

Yes/No (If Yes, then give details of the mechanism in brief)	
Permanent Workers	Firstsource has a Global Grievance Policy that applies to all the employees, communities, investors, shareholders, clients, vendors, and value chain partners of Firstsource Solutions Limited and its subsidiaries.
Other than Permanent Workers	Firstsource's employees can raise grievance through the Grievance Resolution System application ("FirstConnect") on the Firstsource intranet <a href="https://firstconnect.firstsource.com/firstconnect/GrievanceStatusQueue.aspx">https://firstconnect.firstsource.com/firstconnect/GrievanceStatusQueue.aspx</a>
Permanent Employees	Firstsource's other stakeholders including employees/ex - employees have the option of writing to <a href="mailto:grs@firstsource.com">grs@firstsource.com</a> . They can also submit grievance via Firstsource's website link <a href="https://www.firstsource.com/contact/">https://www.firstsource.com/contact/</a>
Other than Permanent Employees	Upon receipt of the grievance, the convener forwards it to the appropriate point of contact depending on the nature of the complaint. If an aggrieved person is not satisfied with the resolution provided, they can escalate to <a href="mailto:whistle.blowing@firstsource.com">whistle.blowing@firstsource.com</a>

## Business Responsibility & Sustainability Report

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

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total employees/ workers in the respective category (A)	No. of employees/ workers in the respective category, who are part of the association(s) or Union (B)	% (B/A)	Total employees/ workers in the respective category (C)	No. of employees/ workers in the respective category, who are part of the association(s) or Union (D)	% (D/C)
<b>Total Permanent Employees</b>	NIL	NIL	NA	NIL	NIL	NA
- Male	NIL	NIL	NA	NIL	NIL	NA
- Female	NIL	NIL	NA	NIL	NIL	NA
<b>Total Permanent Workers</b>	NIL	NIL	NA	NIL	NIL	NA
- Male	NIL	NIL	NA	NIL	NIL	NA
- Female	NIL	NIL	NA	NIL	NIL	NA

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

Category	FY 2023-24 Current Financial Year				FY 2022-23 Previous Financial Year*			
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)
<b>Employees</b>								
Male	2,891	1,676	57.97%	1,400	48.43%	1,802	1,722	95.56%
Female	1,284	740	57.63%	570	44.39%	638	601	94.20%
<b>Total</b>	<b>4,175</b>	<b>2,416</b>	<b>57.87%</b>	<b>1,970</b>	<b>47.19%</b>	<b>2,440</b>	<b>2,323</b>	<b>95.20%</b>
<b>Workers</b>								
Male	9392	7694	81.92%	2092	22.27%	6300	5325	84.52%
Female	5624	4544	80.80%	3557	63.25%	3655	3088	84.49%
Undisclosed	11	9	81.82%	-	-	-	-	-
<b>Total</b>	<b>15027</b>	<b>12247</b>	<b>81.50%</b>	<b>5649</b>	<b>37.59%</b>	<b>9955</b>	<b>8413</b>	<b>84.15%</b>
<b>Total</b>	<b>15027</b>	<b>12247</b>	<b>81.50%</b>	<b>5649</b>	<b>37.59%</b>	<b>9955</b>	<b>8413</b>	<b>84.15%</b>
<b>Total</b>	<b>15027</b>	<b>12247</b>	<b>81.50%</b>	<b>5649</b>	<b>37.59%</b>	<b>9955</b>	<b>8413</b>	<b>84.15%</b>
<b>Total</b>	<b>15027</b>	<b>12247</b>	<b>81.50%</b>	<b>5649</b>	<b>37.59%</b>	<b>9955</b>	<b>8413</b>	<b>84.15%</b>

Note: \* Last year's FY 2022-23 data included only India, while this FY 2023-24 data includes both India and Philippines.

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year*		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	2,887	2,887	100%	1,802	1,802	100%
Female	1,284	1,284	100%	638	638	100%
<b>Total</b>	<b>4,171</b>	<b>4,171</b>	<b>100%</b>	<b>2,440</b>	<b>2,440</b>	<b>100%</b>
<b>Workers</b>						
Male	8,075	8,075	100%	6,300	6,300	100%
Female	4,676	4,676	100%	3,655	3,655	100%
NA	11	11	100%	-	-	-
<b>Total</b>	<b>12,762</b>	<b>12,762</b>	<b>100%</b>	<b>9,955</b>	<b>9,955</b>	<b>100%</b>

Note: \* Last year's FY 2022-23 data included only India, while this FY 2023-24 data includes both India and Philippines.

Column A represents employees eligible for annual performance review and excludes employees who are not eligible.

**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, what is the coverage of such a system?**

Yes, Firstsource thinks that creating a safe and healthy work environment is not only critical for employees' well-being, but also necessary for a happy workplace. Two of Firstsource's centers are ISO 45001:2018-certified. Firstsource has a Global Quality, Occupational Health and Safety, Environment, and Energy (QOHSEE) Policy in place. It identifies the health and safety of Firstsource's employees, contractors, and visitors, customer satisfaction, environmental protection, and community development as integrated key drivers of Firstsource's business; the entire company is committed to achieving these goals in an open and transparent manner.

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

As part of Firstsource's organization, periodic assessments are conducted to identify risky and unsafe practices and to guarantee that appropriate controls are put in place to reduce and potentially eliminate hazardous risk. The internal audit team and an external certification body evaluate the Health and Safety Management System on a regular schedule.

The internal core audit team monitors and complies with the risks identified during internal and external certification, as well as the observations made during that process.

**C Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)**

We promote a safe and risk-free workplace for our employees and workers by offering regular safety training. These trainings help identify workplace dangers and develop control mitigation strategies, establishing a strong health and safety management system. We provide routine fire safety training, emergency mock training, electrical safety training, and cross-functional training on cleanliness, security policies, and chemical safety. Additionally, we extend these trainings to our on-site suppliers, including housekeeping, security, and facilities personnel, who are vendor employees. We also have a website and portal known as FirstRequest, which includes a Facilities ticketing system for employees and workers to report work-related hazards. Additionally, Firstsource extends these trainings to its on-site suppliers, including housekeeping, security, and facilities personnel, who are vendor employees. Firstsource also has a website and portal known as FirstRequest, which includes a Facilities ticketing system for employees and workers to report work-related hazards.

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

Firstsource recognizes its employees' overall physical and mental wellness directly proportionate to the corporate success. Firstsource takes a people-first approach, counselling, and teaching staff on physical, mental, and emotional wellness. Firstsource also provides full-time employees with life insurance, Mediclaim and personal accident cover benefits.

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

Safety Incident/Number	Category*	FY 2023-24		FY 2022-23
		Current Financial Year	Previous Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.05	0	0
	Workers	0.19	0.22	0
Total recordable work-related injuries	Employees	2	0	0
	Workers	7	5	0
No. of fatalities	Employees	0	0	0
	Workers	0	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0	0
	Workers	0	0	0

\*Including in the contract workforce

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

Firstsource understand that reaching our performance and growth goals depends critically on the general physical and mental well-being of its employees as well as their health and safety. The goal is to reduce sickness and injuries while providing secure working environments. As part of implementing ISO 45001: 2018 for workplace safety, risks and hazards are frequently identified and analyzed. Preventive measures for mitigation are then established in response. Regular electrical safety training, emergency exercises to be ready for anything, cross-functional training on chemical safety, security protocols, and hygiene are all provided to all Firstsource's employees. Regular fire safety training is also provided. Firstsource extends these trainings to our on-site suppliers, including housekeeping, security, and facilities personnel, who are vendor employees. In addition, Firstsource has conducted workshops on financial, physical, and emotional wellness. Prominent guests, along with Firstsource experts, delivered lectures on a variety of themes such as high-intensity interval training, mental health awareness, burnout and anxiety, stress management, self-care, and good food and nutrition.

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

	FY 2023-24 (Current Financial Year)			FY2022-23 (Previous Financial Year)		
	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	82	3	NA	30	0	NA
Health & Safety	45	2	NA	4	0	NA

### 14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100% of the offices were assessed internally on health and safety practices and working conditions.
Working Conditions	

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

Firstsource maintains a robust system in place to ensure the ongoing safety of its operations. Firstsource has a daily mechanism where a safety officer in each of its sites reports all health and safety incidents and reports are reviewed by the senior management through the weekly governance. Any repeated occurrence of health and safety issues get reported in a grievance management tool by employees which is further reviewed by the top management and task is assigned to the respective team for closure.

### Leadership Indicators

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

Yes, Firstsource offers compensatory package to employees and workers in the event of death.

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

Firstsource's statutory obligations are restricted to labour laws pertaining to PF payments, ESI, and minimum wage. Every payment made by Firstsource to third parties is tracked, and its value chain partners provide compliance certificates. Additionally, Firstsource is subject to a third-party agency's monthly evaluation of payment and compliance, and any variation from the norm is promptly addressed.



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

	Total no. of affected employees/ workers	No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment		
	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Employees	NA. There have been no instances of high consequence work-related injury/ill-health/fatalities in the mentioned period.	NA. There have been no instances of high consequence work-related injury/ill-health/fatalities in the mentioned period.	NA. There have been no instances of high consequence work-related injury/ill-health/fatalities in the mentioned period.	NA. There have been no instances of high consequence work-related injury/ill-health/fatalities in the mentioned period.

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

Yes, Firstsource provide a dedicated program for transition support to assist in maintaining employability and managing career endings due to retirement or job termination. In India, severance pay in cases of redundancy aligns with the notice period employees are entitled to receive. The standard retirement age is set at 60 years. However, under exceptional circumstances and at the employee's request, management has the discretion to either grant early retirement without forfeiting benefits or extend the employment period as required. In Philippines, under the new Retirement Pay Law (RA 7641), all employees, regardless of their position or designation, are entitled to retirement pay equivalent to half a month's salary for each year of service, amounting to 22.5 days for every year served.

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

	% of value chain partners (by value of business done with such partners) that were assessed*
Health and safety practices	75%
Working Conditions	75%

\*Includes the global percentage

**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.**

In the assessment done, Firstsource found no health, safety and working condition concerns. In case there is an issue identified, based on the severity, the actions will be taken, which can go as harsh as black listing the supplier from Firstsource's vendor database.

**PRINCIPLE 4 - Businesses should respect the interests of and be responsive to all its stakeholders**

Firstsource recognizes that its operations have wide-ranging impacts not only on shareholders but also on employees, clients, suppliers, communities, and the environment. Firstsource emphasizes its commitment to engaging with stakeholders in a transparent and meaningful manner. This involves actively listening to feedback, addressing concerns, and integrating stakeholder perspectives into decision-making processes. By fostering open dialogue and collaboration, Firstsource endeavors to build trust and strengthen relationships with its diverse stakeholder groups.

Firstsource demonstrates its dedication to operating as a responsible corporate citizen, prioritizing the long-term interests of all stakeholders over short-term gains.

**Essential Indicators**

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

Firstsource is aware that building trusting relationships is essential to the Company's long-term survival and success. Firstsource cultivates synchronistic connections with internal and external stakeholders and recognizes the need of maintaining open channels of communication for collaboration and ideas.

Firstsource has established a structured internal process for identifying its internal and external stakeholders. Firstsource's internal team evaluates the business impact of each stakeholder on its business activities. Firstsource fosters a synchronistic relationship with both internal and external stakeholders and understand the value of keeping open channels of communication for suggestions and teamwork, which has been implemented a thorough stakeholder engagement process in which important stakeholder groups are identified from a greater pool of all potential stakeholders. This is done after taking into consideration the significant impact that each group has on the Company's capacity to generate value (and vice

## Business Responsibility & Sustainability Report

versa). Firstsource has identified internal and external stakeholder groups, including Employees, Customers, shareholders/Investors, Suppliers/Vendors, and Community/NGO. This results in the prioritization of essential stakeholders depending on their level of responsibility, dependence, and influence over Firstsource's business, and vice versa.

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

Stakeholder group	Whether identified as vulnerable & marginalized group (Yes/No)	Channels of communication (E-mail, SMS, Newspaper, Pamphlets, Advertisement, Community meetings, Notice board, Website), Other	Frequency of engagement (Annually/half-yearly/quarterly/others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	<ul style="list-style-type: none"> <li>• Employee satisfaction surveys</li> <li>• Face-to-face meetings</li> <li>• Engagement sessions</li> <li>• HR sessions</li> <li>• Rewards and recognition</li> <li>• Team building workshops</li> <li>• Employee newsletters</li> </ul>	On a regular basis	<ul style="list-style-type: none"> <li>• Employees growth and benefits</li> <li>• Compensation structure</li> <li>• Career growth opportunities</li> <li>• Professional development</li> <li>• Continuing education</li> <li>• Skill development</li> </ul>
Customers	No	<ul style="list-style-type: none"> <li>• Customer engagement surveys</li> <li>• Quality Business Review</li> </ul>	On a regular basis	<ul style="list-style-type: none"> <li>• Customer requirements</li> <li>• Customer satisfaction and feedback</li> <li>• Project delivery</li> <li>• Timeline</li> <li>• Challenges</li> </ul>
Suppliers and Vendors	Yes (Partially) - Only some of the Admin suppliers	<ul style="list-style-type: none"> <li>• Channel partner meetings</li> <li>• One-to-one meetings</li> <li>• Regular operational reviews</li> </ul>	On a regular basis	<ul style="list-style-type: none"> <li>• Regulatory compliance requirements</li> <li>• Supply schedule</li> <li>• Vendor needs and expectations</li> <li>• Need for sustainability awareness and trainings</li> <li>• Sustainability performance</li> </ul>
Shareholders/investors	No	<ul style="list-style-type: none"> <li>• Annual general shareholders meeting</li> <li>• Financial information release</li> <li>• Media release</li> <li>• Investor calls and meetings</li> </ul>	On a regular basis	<ul style="list-style-type: none"> <li>• Financial performance</li> <li>• Understanding their needs/expectations which is material to Firstsource</li> <li>• ESG performance</li> </ul>
Community/NGO	Yes	<ul style="list-style-type: none"> <li>• Project meetings</li> <li>• Community interactions with NGOs</li> <li>• Grievance mechanisms</li> </ul>	On a regular basis	<ul style="list-style-type: none"> <li>• Community expectations and feedback on impact/success of CSR project</li> <li>• Engagement scope for CSR projects</li> </ul>

### Leadership Indicators

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

Firstsource utilizes a comprehensive four-step methodology to engage for ESG topics, encompassing material issue identification, survey organization, scoring/ranking, and mapping. Through consistent communication with both internal and external stakeholders, Firstsource gain valuable insights into how its business activities impact them, enabling us to effectively address their concerns.

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

Yes, in order to identify significant challenges, Firstsource has conducted a materiality assessment in FY 2021-22 involving all key stakeholders, including employees, customers, shareholders/investors, suppliers/vendors, and community/NGOs. Stakeholders were provided with a "Materiality Survey questionnaire" to facilitate this evaluation, with ESG-related material components sourced from international standards such as the GRI standards 2021.



Utilizing a scale ranging from “No Opinion” to “Extremely High,” Firstsource assessed various elements based on the importance of each stakeholder group to Firstsource’s business, assigning weights accordingly. Over 40 sustainability concerns were scrutinized for strategic consideration, aligning the viewpoints of diverse stakeholders and business perspectives into eight major themes: ethical governance, empowering workplace, customer centricity, economic performance, environment and climate action, sustainable economic growth, community impact, and responsible supply chain.

During FY 2021-22, Firstsource completed our first comprehensive materiality assessment, including internal and external stakeholders. This assessment assisted us in identifying material issues and developing our ESG strategy accordingly. Firstsource selected 40+ topics for evaluation based on a review of material topics recognized by peer groups and prevalent standards (GRI, MSCI, SASB). These were then rationalized to 24 for prioritization and divided into eight main strategy-building themes. The leadership was proactively involved in the prioritization and strategy-building phases. In FY23, despite minimal changes in the business model and operating environment, Firstsource reviewed the material topics through relevant functions and leadership, confirming that no alterations were necessary. Firstsource has initiated the alignment with double materiality principles and has integrated its materiality framework into Firstsource enterprise risk management (ERM) process.

In FY 2023-24 Firstsource has conducted the materiality assessment considering the double materiality principles and has integrated its materiality framework into Firstsource enterprise risk management (ERM) process. This move will enable Firstsource to comply with upcoming regulations and enhance its ability to conduct a structured impact assessment of the Company's operations on society and the environment. By embedding these principles into its ERM process, Firstsource position itself to understand better and address the broader impacts of its activities, ensuring a more sustainable and responsible approach to its business practices. This proactive alignment underscores its commitment to comprehensive risk management..

Firstsource started with the 24 topics it prioritized for assessment in the previous two years and rationalized them to 10 broad topics. Firstsource excluded topics like business ethics and integrity, ESG governance setup, economic performance, and protecting human rights as they were either foundational for any business and/or are matured (for example, ESG governance setup). Firstsource removed topics like waste and water management as material topics. Given the nature of operations, our footprint in these areas is insignificant, and its adherence to the regional rules on managing water and waste covers the required actions. Nevertheless, Firstsource remain committed to reducing its footprint through various initiatives and continue to report on these in its annual/ESG reports.

Firstsource introduced decarbonization and energy management as a specific topic in alignment with the industry trend and the sustainability maturity pathway that Firstsource is already adopting as a part of its climate strategy.

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

Firstsource prioritizes the inclusion of vulnerable and marginalized groups, such as rural women, students from economically disadvantaged backgrounds, unemployed youth, patients from under-represented communities, individuals with disabilities, and children with special needs, when selecting beneficiaries for any CSR projects. Firstsource's CSR team and employee volunteers work closely with the communities to understand their social problem and come out with feasible solutions to address them. Firstsource regularly connect with its on-ground volunteers to gather any feedback or grievance received from the communities

Furthermore, all Firstsource's stakeholders including communities have the option of writing to [grs@firstsource.com](mailto:grs@firstsource.com) in case of any grievance. They can also submit grievance via Firstsource's website link <https://www.firstsource.com/contact/>

### **PRINCIPLE 5 - Businesses should respect and promote human rights**

Firstsource is unwavering in its commitment to upholding the human rights of all individuals, ensuring that no violations occur within its business operations. Firstsource's publicly available Human Rights and Equal Opportunity policy explicitly prohibits any infringement of human rights. Embracing human diversity, Firstsource foster an environment of fairness, justice, and equal opportunities for all, fostering a workplace where individuals can work, learn, and thrive without facing discrimination or victimization.

Aligned with the principles outlined in International Labor Organization (ILO) conventions, Firstsource ensures that the guidelines set forth in these policies are effectively communicated to all stakeholders involved in daily operations. Additionally, stringent supplier assessments are conducted to eradicate human rights violations within the supply chain.

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Furthermore, all employees and workers undergo comprehensive training on the Code of Conduct, Human Rights and Equal Opportunity policy, and Prevention of Sexual Harassment (POSH) Policy, promoting responsible behavior and reinforcing the Company's commitment to upholding human rights standards.

### Essential Indicators

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Permanent	4,171	3,741	90%	2,440	2,180	89%
Other than permanent	4	4	100%	127	53	42%
<b>Total Employees</b>	<b>4,175</b>	<b>3,745</b>	<b>90%</b>	<b>2,567</b>	<b>2,233</b>	<b>87%</b>
<b>Workers</b>						
Permanent	12,762	11,920	93%	9,955	7,481	75%
Other than permanent	2,265	1,941	86%	0	0	0%
<b>Total Workers</b>	<b>15,027</b>	<b>13,861</b>	<b>92%</b>	<b>9,955</b>	<b>7,481</b>	<b>75%</b>

Note: 11 Permanent workers have not disclosed gender.

Note: \* Last year's FY 2022-23 data included only India, while this FY 2023-24 data includes both India and Philippines.

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

Category	FY 2023-24 Current Financial Year				FY 2022-23 Previous Financial Year					
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>	4,171	NA	NA	4,171	100%	2,440	NA	NA	2,440	100%
Male	2,887	NA	NA	2,887	100%	1,802	NA	NA	1,802	100%
Female	1,284	NA	NA	1,284	100%	638	NA	NA	638	100%
<b>Other than Permanent</b>	4	NA	NA	4	100%	127	NA	NA	127	100%
Male	4	NA	NA	4	100%	56	NA	NA	56	100%
Female	0	NA	NA	0	100%	71	NA	NA	71	100%
<b>Total employee</b>	<b>4,175</b>	<b>NA</b>	<b>NA</b>	<b>4,175</b>	<b>100%</b>	<b>2,567</b>	<b>NA</b>	<b>NA</b>	<b>2,567</b>	<b>100%</b>
<b>Workers</b>										
<b>Permanent</b>	12,762	1,055	8.3%	11,707	92%	9,955	99	1%	9,856	99%
Male	8,075	673	8.3%	7,402	92%	6,300	95	2%	6,205	98%
Female	4,676	382	8.2%	4,294	92%	3,655	4	0.1%	3,651	99.9%
Undisclosed	11	-	-	11	100%	-	-	-	-	-
<b>Other than Permanent</b>	2,265	NA	NA	2,265	100%	0	NA	NA	NA	NA
Male	1,317	NA	NA	1,317	100%	0	NA	NA	NA	NA
Female	948	NA	NA	948	100%	0	NA	NA	NA	NA
<b>Total workers</b>	<b>15,027</b>	<b>NA</b>	<b>NA</b>	<b>13,972</b>	<b>93%</b>	<b>9,955</b>	<b>99</b>	<b>1%</b>	<b>9,856</b>	<b>99%</b>

Note: 11 Permanent workers have not disclosed gender.

Note: \* Last year's FY 2022-23 data included only India, while this FY 2023-24 data includes both India and Philippines.



### 3. Details of remuneration/salary/wages

#### a) Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	9	6,50,000	2	4,00,000
Key Managerial Personnel	2	1,51,18,634	1	44,78,406
Employees other than BoD and KMP	2886	6,67,326	1283	6,75,480
Workers	8075	3,01,128	4,676	3,00,000

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Gross wages paid to females as % of total wages	31.9%	30.6%

### 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, Firstsource has an established Whistle-blower committee, Grievance Redressal committee and Prevention of Sexual Harassment (POSH) committee to address human rights-related grievances.

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

Firstsource upholds the values expressed in the United Nations Global Compact (UNGCG) and the International Labor Organization's (ILO) Declaration on Fundamental Principles and Rights at Work, as well as international human rights standards. Firstsource has policies in place for human rights, POSH, equal opportunity, diversity and inclusion, whistle-blower, and human trafficking and slavery.

Firstsource offers a human rights grievance portal at <https://www.firstsource.com/contact/> enabling all relevant stakeholders to voice their concerns. Further, Firstsource has also defined grievance mechanism in the Human Rights and Equal Opportunity Policy. Please refer the policy for more details: [Click here](#). Employees can also report any sexual harassment at workplace to the central POSH committee and the local POSH committee.

Every complaint is thoroughly investigated, and the relevant steps are taken to address the issue or complaint. Serious breaches by employees will be considered gross misconduct and may lead to their summary dismissal.

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

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	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	24	8	The open cases are under investigation and within the prescribed turnaround time	14	5	The open cases are under investigation and within the prescribed turnaround time
Discrimination at workplace	Nil	Nil	NA	NIL	NIL	NA
Child Labor	Nil	Nil	NA	NIL	NIL	NA
Forced Labor/Involuntary Labor	Nil	Nil	NA	NIL	NIL	NA
Wages	3	Nil	NA	1	Nil	NA
Other human rights related issues	Nil	Nil	NA	NIL	NIL	NA

Note: \* Last year's FY 2022-23 data included only India, while this FY 2023-24 data includes both India and Philippines.

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	24	18
Complaints on POSH as a % of female employees/workers	0.35%	0.37%
Complaints on POSH upheld	21	15

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

Firstsource is dedicated to cultivating a workplace environment that is devoid of any form of discrimination and sexual harassment. Firstsource has established Whistle-blower Policy and Prevention of Sexual Harassment (POSH) Policy, ensuring that all employees can report instances of discrimination and harassment without fear of reprisal. Every concern regarding discrimination and harassment is handled with the utmost confidentiality.

In compliance with Chapter IV, Section 19 of the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013, as well as Firstsource's Whistle-blower policy and Employee Code of Conduct, Firstsource provides comprehensive awareness training to all its employees.

The link to the policy addressing grievance and redressal mechanism: [Click here](#)

Diversity & Equal Opportunity Policy: [Click here](#)

Prevention of Sexual Harassment: [Click here](#)

Whistle-blower Policy: [Click here](#)

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

Yes. Firstsource shares and discuss its human rights policy with each and every one of its business partners. Aspects of human rights are also covered by the Sustainable Supply Chain Policy and the Supplier Code of Conduct. All business partners are required by the business agreements to ensure adherence to these guidelines.

**10. Assessments for the year:**

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

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

Not applicable, as Firstsource has not come across any significant concerns from assessments conducted at its offices.

### Leadership Indicators

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

Firstsource ensures that the existing policies on human rights, POSH, and grievance redressal are applied consistently throughout all of the offices. On its website, Firstsource has created a new portal where any stakeholders can file complaints, which will be suitably looked into as soon as possible. Every employee must participate in the POSH/grievance redressal process training and awareness programmes. Wherever Firstsource observes an increase in harassment complaints, targeted sensitization sessions are conducted. Vendors must create and implement a human rights policy in accordance with their contractual obligations and adhere to the POSH Act as part of the onboarding process.



Firstsource has a Global Grievance redressal policy which describes the process through which employees can bring into notice their problems. The employees can choose to share their grievance by approaching their immediate supervisor or concerned POC/department. The employee can also raise the grievance through the Grievance Redressal System application ("FirstConnect") at <https://firstconnect.firstsource.com/firstConnect/GRSLogin.aspx> or by writing to HYPERLINK "mailto:grs@firstsource.com" grs@firstsource.com.

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

Firstsource has not carried out any due diligence related to human rights in FY 2023-24.

**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?**

As required by the Rights of Persons with Disabilities Act, 2016, the majority (59.42%) of Firstsource's offices are accessible to workers and employees with disabilities. In the future, Firstsource intends to have all of its operations fully accessible to individuals with disabilities. Firstsource is committed to creating a diverse and inclusive work environment.

**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	
Discrimination at workplace	
Child labour	
Forced Labor/Involuntary Labor	75%
Wages	
Others – please specify	

\*Includes the global percentage

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

Not applicable, as Firstsource has not come across any significant concerns from assessments of its value chain partners.

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

Firstsource consistently strives to conduct business in a manner that has a greater positive influence on the environment and society. Firstsource's ESG policy serves as inspiration for its commitment to conducting business in a sustainable manner while minimizing negative impact.

The policy's approach stresses responsible resource management and emphasizes important areas such as water stewardship, energy efficiency, responsible waste management, and emission reduction strategies. Global Quality Health, Safety, Environment & Energy Management Policy, and ESG policy are available to the public on our website. Additionally, while some of Firstsource's centers have received ISO 14001:2015 certification, Firstsource make sure that the standards of ISO 14001:2015 certification are upheld in the non-certified centers as well.

Note: \* All Essential Indicators under PRINCIPLE 6 Last year's FY 2022-23 data included only India, while this FY 2023-24 data includes both India and Philippines.

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>From renewable sources</b>		
Total electricity consumption (A)	8,585	11,271
Total fuel consumption (B)	Nil	Nil
Energy consumption through other sources €	Nil	Nil
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>8,585</b>	<b>11,271</b>

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Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>From non-renewable sources</b>		
Total electricity consumption (D)	55,063	46,194
Total fuel consumption €	403	319
Energy consumption through other sources (F)	Nil	Nil
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>55,466</b>	<b>46,513</b>
<b>Total energy consumed. (A+B+C+D+E+F)</b>	<b>64,051</b>	<b>57,784</b>
Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations)	0.00000040	0.00000042
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP) (Requirement of BRSR Core)	0.19085	0.20039
Energy intensity in terms of physical output	3.333	4.614
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: Firstsource has closed two of its centers which had a higher mix of renewable energy. However, Firstsource has converted a building to 100% RE towards the last quarter of the year.

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

No assurance obtained on non-financial indicators in FY 2023-24.

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

Not applicable. No sites or facilities under Firstsource have been designated as Designated Consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	168,724.2	106,587
(iv) Seawater/desalinated water	0	0
(v) Others	0	0
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>168,724.2</b>	<b>106,587</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>10,123.45</b>	<b>6,395.26</b>
<b>Water intensity per rupee of Turnover</b> (Total water consumption/Revenue from operations)	0.63	0.0000047
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP)	0.0276	0.0221
Water intensity in terms of physical output	0.527	0.510
Water intensity (optional) – the relevant metric may be selected by the entity	--	--

The water withdrawal calculation is based on per capita usage of 50 liters per person. The water discharge is estimated at 47 liters per person, with 3 liters accounted for as consumption.

\*Water consumption has escalated owing to an increase in the headcount during FY 2023-24.

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

No assurance obtained on non-financial indicators in FY 2023-24.



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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(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) To Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	100,192*
- No treatment	5,335.111	100,192*
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	<b>5,335.111</b>	<b>100,192*</b>

\*Note- Firstsource has 11 STP in its centers through which 153265.6 kl of water is getting recycled and used for gardening purpose.

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

No assurance obtained on non-financial indicators in FY 2023-24.

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

All Firstsource's facilities are leased properties. Firstsource keeps track of its water usage and have established procedures for recycling water throughout all the facilities. Some of Firstsource's facility have STPs.

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

Parameter	Please specify unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
NOx	Tons	74.51	59.04
Sox	Tons	113.32	89.80
Particulate matter (PM)	Tons	15.21	12.05
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please Specify	-	-	-

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

No assurance obtained on non-financial indicators in FY 2023-24.

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

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric Tons of CO <sub>2</sub> equivalent	Total 109.91 tCO <sub>2</sub> e Absolute (GHG wise) CO2: 108.61 tCO <sub>2</sub> e CH4: 0.12 tCO <sub>2</sub> e N2O: 1.18 tCO <sub>2</sub> e	Total 2,014.25 t CO <sub>2</sub> e* Absolute (GHG wise) CO <sub>2</sub> : 21.23 t CO <sub>2</sub> e CH <sub>4</sub> : 0.02 t CO <sub>2</sub> e N <sub>2</sub> O: 0.25 t CO <sub>2</sub> e
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric Tons of CO <sub>2</sub> equivalent	Total 12,642.8 tCO <sub>2</sub> e Absolute (GHG wise) CO <sub>2</sub> : 12,499.55 tCO <sub>2</sub> e CH <sub>4</sub> : 52.81 tCO <sub>2</sub> e N <sub>2</sub> O: 90.43 tCO <sub>2</sub> e	Total 11,546.3 tCO <sub>2</sub> e Absolute (GHG wise) CO <sub>2</sub> : 11,416.74 tCO <sub>2</sub> e CH <sub>4</sub> : 47.77 tCO <sub>2</sub> e N <sub>2</sub> O: 81.80 tCO <sub>2</sub> e
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations)	Metric Tons of CO <sub>2</sub> equivalent	0.79	0.86
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations adjusted for PPP)	-	0.0348	0.0367
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>	NA	0.664	0.923
<b>Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity</b>	-	-	-

\*Note - Updated scope 1 emission calculations for FY 2022-23 to cover all the offices within our reporting boundary. Therefore, emissions have been changed from 21.49 t CO<sub>2</sub>e to 2014.25 t CO<sub>2</sub>e

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

No assurance obtained on non-financial indicators in FY 2023-24.

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

Firstsource is actively looking to contribute towards climate change solutions by adopting strategic measures and controls to minimize its impact. Although the environmental impacts of Firstsource's operations are relatively small, Firstsource constantly look for ways to innovate and reduce carbon footprint across the business.

Some of the key initiatives Firstsource adopted for reducing its carbon footprint as follows:

Firstsource's office paper consumption is extremely minimal; however, Firstsource has partnered with Rescript in an effort to further reduce its carbon footprint. Rescript is a sustainable stationery provider, who makes all their products using discarded paper as their raw material. By doing this, they are eliminating the need to cut trees to make paper and are actively contributing to four of the Sustainable Development Goals of the United Nations. For making 1 ton of paper (approximately 430 reams of paper with 500 A4 sheets each), Rescript recycled paper uses less than 40,000 liters of water as compared to 80,000 liters used by normal wood pulp paper. The emissions released are also significantly lower (1,450 kgs compared with 2,500 kgs for normal paper), and the absence of any bleaching chemicals during manufacturing also makes discharged water pollution-free and reusable. The recycled paper is 100% Forest Stewardship Council (FSC) certified.

Firstsource has partnered with Padcare Labs, who provide eco-friendly disposal and recycling of sanitary pads. Under their menstrual hygiene management (MHM) process, they take care of recycling used sanitary napkins, from collection to processing. Sanitary pads are collected from all locations and brought to a material recovery facility (MRF) which, in 20 minutes, recovers close to 99 percent of the material at low cost, separating it into pulp and plastic. This pulp can be used across various industries such as paper, packaging etc. Partnership with Padcare has led to savings of 323 kgCO<sub>2</sub>e GHG emissions.



Additionally, to reduce its carbon footprint, Firstsource has transitioned to energy efficient technology within Firstsource's offices. Some key initiative includes energy efficient data centers, refurbished IT systems, sensor based low energy LED lighting, transition to electric vehicles (EVs) and use of renewable energy certificates. Firstsource has also installed smartracks in Firstsource's largest data center to minimize power requirement.

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Total Waste generated (in metric tons)</b>		
Plastic waste (A)	0.31	0.2
E-waste (B)	22.96	65.363
Bio-medical waste (C)	0.01503	0.00261
Construction and demolition waste (D)	956.006	520
Battery waste (E)	0	6.2
Radioactive waste (F)	Nil	Nil
Other Hazardous waste. Please specify, if any. (G)	Nil	Nil
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	148.369	Nil
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>1,127.66003</b>	<b>591.76</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated/Revenue from operations)	0.07042	0.0004301
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated/Revenue from operations adjusted for PPP)	0.003077	0.00205
<b>Waste intensity in terms of physical output</b>	0.05873	0.0471
<b>Waste intensity</b> (optional) – the relevant metric may be selected by the entity	-	
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)</b>		
<b>Category of waste</b>		
(i) Recycled	22.96	71.563
(ii) Re-used	Nil	NIL
(iii) Other recovery operations	Nil	NIL
<b>Total</b>	<b>22.96</b>	<b>71.563</b>
For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)	-	-
<b>Category of waste</b>		
(i) Incineration	Nil	0.00261
(ii) Landfilling	Nil	520
(iii) Other disposal operations	0	0.2
<b>Total</b>	<b>0</b>	<b>520.20261</b>

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

No assurance obtained on non-financial indicators in FY 2023-24.

#### 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.

While some of Firstsource centers have received ISO 14001:2015 certification, Firstsource make sure that the standards of ISO 14001:2015 certification are upheld in the non-certified centers as well. Under the environmental management system, comprehensive waste management procedures are established and implemented. As a responsible organization Firstsource has fully integrated the principles of the circular economy into its daily business operations. Through proactive measures Firstsource has successfully reduced the amount of waste generated within its offices.

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Additionally, Firstsource actively encourage the reuse of recyclable materials in line with circular strategies. Firstsource's commitment to material optimization and waste minimization is evident throughout its operational processes. By embracing these practices, Firstsource contributes to a more sustainable future while maximizing the value derived from resources. At Firstsource's organization it strongly believes in maximizing resource utilization and minimizing waste generation by fully utilizing the products it uses. To achieve this, Firstsource proactively follows the 5R concept: Refuse, Reduce, Reuse, Repurpose and Recycle.

Firstsource is implementing a zero waste to landfill policy globally. Within its offices, it meticulously segregate waste into predefined categories. Additionally, Firstsource actively encourages the reuse of recyclable materials in line with circular strategies. Firstsource's commitment to material optimization and waste minimization is evident throughout its operational processes. By embracing these practices, Firstsource contribute to a more sustainable future while maximizing the value derived from resources. At Firstsource's organization it strongly believe in maximizing resource utilization and minimizing waste generation by fully utilizing the products Firstsource use. To achieve this, Firstsource proactively follow the 5R concept: Refuse, Reduce, Reuse, Repurpose and Recycle. 100% waste disposed to responsible waste handler in FY 2023-24 for this as a business Firstsource resell the e-waste which plays a crucial role in minimizing environmental impact by extending the lifecycle of electronic devices. The business has taken a conscious call to sell their outdated or unused electronics instead of discarding them, they contribute to a circular economy where resources are reused rather than wasted. This practice not only reduces the amount of e-waste that ends up in landfills but also lessens the demand for new raw materials, thereby decreasing the environmental footprint associated with the manufacturing process.

- 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 is being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Not applicable. Firstsource is a technology-based company and do not have operations in or around ecologically sensitive areas.			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web Link
Not applicable as no such projects have been undertaken by the entity.					

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

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

### Leadership Indicators

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

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

- (i) **Name of the area:** Mumbai, Hyderabad, Makati, Indore
- (ii) **Nature of operations:** BPS



**(iii) Water withdrawal, consumption, and discharge in the following format:**

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	Nil	Nil
(ii) Groundwater	Nil	Nil
(iii) Third party water	91,420.65	61,132
(iv) Seawater/desalinated water	Nil	Nil
(v) Others	Nil	Nil
<b>Total volume of water withdrawal (in kilolitres)</b>	<b>91,420.65</b>	<b>61,132</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>5,485.239</b>	<b>6,395</b>
<b>Water intensity per rupee of turnover</b> (Water consumed/turnover)	0.342	0.00000026
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>		
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into Surface water	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(ii) Into Groundwater	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iii) Into Seawater	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iv) Sent to third-parties		100,192
- No treatment	1,871.73	Nil
- With treatment – please specify level of treatment	Nil	Nil
(v) Others	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
<b>Total water discharged (in kilolitres)</b>	<b>1,871.73</b>	<b>100,192</b>

Note- Firstsource has STPs in most of the centers that are in water stressed areas. Through these STPs 84063.68 kl of water is getting recycled and used for gardening purpose.

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

No assurance obtained on non-financial indicators in FY 2023-24.

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

Parameter	Unit	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tons of CO <sub>2</sub> equivalent	Total 19,933 t CO <sub>2</sub> e Absolute (GHG wise) CO <sub>2</sub> : 4,456 tCO <sub>2</sub> e CH <sub>4</sub> : 1.90 tCO <sub>2</sub> e N <sub>2</sub> O: 28.96 tCO <sub>2</sub> e	Total 13,844.18 tCO <sub>2</sub> e Absolute (GHG wise) CO <sub>2</sub> : 2782.38 tCO <sub>2</sub> e CH <sub>4</sub> : 1.14 tCO <sub>2</sub> e N <sub>2</sub> O: 20.54 tCO <sub>2</sub> e
<b>Total Scope 3 emissions per rupee of turnover</b>	tCO <sub>2</sub> e/INR	1.24	1.01
<b>Total Scope 3 emission intensity (optional) – the relevant metric</b> may be selected by the entity	-	-	-

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

No assurance obtained on non-financial indicators in FY 2023-24.

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

Not applicable. Firstsource does not conduct business in environmentally sensitive locations.

- 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	In India, Firstsource has partnered with Rescript, a sustainable stationery provider, who makes all their products using discarded paper as their raw material. By doing this, they are eliminating the need to cut trees to make paper and are actively contributing to four of the Sustainable Development Goals of the United Nations. For making 1 ton of paper (approximately 430 reams of paper with 500 A4 sheets each), Rescript recycled paper uses less than 40,000 liters of water as compared to 80,000 liters used by normal wood pulp paper. The emissions released are also significantly lower (1450 kgs compared with 2500 kgs for normal paper), and the absence of any bleaching chemicals during manufacturing also makes discharged water pollution-free and reusable. The recycled paper is 100% Forest Stewardship Council (FSC) certified.		
2	Firstsource has partnered with Padcare Labs, who provide eco-friendly disposal and recycling of sanitary pads. Under their menstrual hygiene management (MHM) process, they take care of recycling used sanitary napkins, from collection to processing. Sanitary pads are collected from all locations and brought to a material recovery facility (MRF) which, in 20 minutes, recovers close to 99 percent of the material at low cost, separating it into pulp and plastic. This pulp can be used across various industries such as paper, packaging etc. Partnership with Padcare has led to savings of 323 kgCO <sub>2</sub> e GHG emissions.		
3	Firstsource has partnered with AirOWater in India which utilizes technology to extract drinking water from the humidity present in the air. Firstsource stores the water in glass bottles which aligns with its efforts to reduce single-use plastic within its office premises.		
4	Firstsource has introduced the 5R framework- Refuse, Reduce, Reuse, Repurpose, and Recycle for the products or components it uses in their operation.		
5	As a technology company Firstsource generates electronic waste (e-waste) such as laptops, printers, scanners, batteries, air conditioners and other electronic hardware. Firstsource diligently monitor and manage its e-waste ensuring that it undergoes proper recycling, repair, or repurpose through approved vendors at the end of its life cycle. All waste generated within Firstsource's premises is segregated into individual waste streams and disposed of according to local legislation requirements.		

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

Firstsource has a policy for business continuity management (BCM) system that enables us to provide clients with the best service in the event of an interruption to business operations. To detect any risks to business continuity, Firstsource uses the PDCA (Plan, Do, Check, Act) approach. The BCM architecture conforms to the ISO 22301: 2019 standard framework. Firstsource conducts both internal and external audits on a regular basis in order to spot possible risks and implement efficient measures to mitigate them. In the event of a disruption, the "Crisis Management Steering Committee" at each data centre acts as the first point of contact for resolving the problem.

Detailed "Business continuity management Policy" to be assessed through following link: [Click here](#)

Additionally, Firstsource has conducted a comprehensive scientific assessment in FY 2022-23 to identify specific climate risks within its value chain and operations. Firstsource's findings highlight potential physical risks, including infrastructure damage from cyclones and strong winds, as well as increased rainfall and flooding that could impact employee safety and commuting. To address these risks, Firstsource is implementing robust Business Continuity Plans (BCPs) designed to ensure operational resilience. These BCPs are tailored to mitigate the impact of these climate risks, safeguarding Firstsource's infrastructure and ensuring the safety and well-being of its employees while maintaining uninterrupted service delivery.



**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 significant adverse impact to the environment is reported from value chain partners. The Code of Conduct is extended to value chain partners which covers the need for compliance with environmental regulations and environmental conservation. All new value chain partners are required to sign the code as part of the empanelment process. We have established a process to evaluate the top 20 critical value chain partners/vendors (includes data on consolidated basis) based on the business value through a third party who annually assesses them on environmental, social and governance performance.

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

Firstsource recognizes that its value chain partners are independent entities; however, their business practices and actions may impact on or reflect on its business.

In view of this, Firstsource evaluated the top 20 critical vendors based on the business value that accounts for 75% of the total procurement spend (includes global data). The evaluation is done through a third party who annually assesses health and safety practices, environment, human rights, sexual harassment, child labour, forced labour/involuntary labour and working conditions of value chain partners.

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

Firstsource actively participates in forums to voice concerns, share efforts, and promote policies and programmes that aim to protect the interests of all stakeholders and communities. Firstsource is a member of multiple trade associations and industry associations. Working with numerous trade and industry associations, and other comparable platforms, Firstsource demonstrates comprehensive support for moral corporate practices, sustainability, social stability, and respect for human rights. There are components of ethical behaviour on public platforms in Firstsource's code of conduct.

**Essential Indicators**

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

Firstsource is a member of 11 trade and industry chambers/associations.

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

Sr. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1	Credit Services Association (CSA)	UK
2	National Association of Software and Service Companies (NASSCOM)	National
3	Hyderabad Software Enterprises Association (HYSEA)	National
4	ACA – American Collectors Association	International
5	Mortgage Banking Associations (MBA)	National (USA)
6	Structured Finance Association	National (Canada)
7	American Land Title Association	National (USA)
8	California Mortgage Bankers Association	State
9	Florida Land Title Association	State
10	Florida Mortgage Bankers Association	State
11	Healthcare Financial Management Association (HFMA) Regional Chapters'	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
Nil	Nil	Nil

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### **PRINCIPLE 8 - Businesses should promote inclusive growth and equitable development**

Firstsource is dedicated to fulfilling its civic and social responsibilities by taking part in socio-economic initiatives that benefit the underprivileged. Firstsource aims to responsibly use its position and resources to raise the standard of living for underprivileged communities and societal groupings. Firstsource's corporate social responsibility policy conforms to the 2013 Companies Act.

Firstsource CSR Vision: To be a preeminent, socially conscious organization that improves lives by giving people access to healthcare, education, opportunity for skill development, and livelihoods to guarantee equitable growth for all.

#### **Essential Indicators**

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

Name and brief details of project	SIA Notification No.	Date of Notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web-link
A third-party social impact assessment was conducted, covering key CSR projects implemented during financial year 2022-23 across thematic areas of environment, healthcare, empowerment and gender equality. Projects across geographical locations were evaluated on key parameters of efficiency, effectiveness and stakeholder participation.	NA	April 12, 2024	Yes	Yes	<a href="#">Click here</a>

##### **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)	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
Not applicable. Firstsource has not undertaken any projects for which rehabilitation and resettlement is being undertaken							

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

Firstsource has a grievance redressal policy, which includes its diverse stakeholders, including communities, who can file complaints by emailing [grs@firstsource.com](mailto:grs@firstsource.com) or visiting Firstsource's website at <https://www.firstsource.com/contact/>

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Directly sourced from MSMEs/small producers	61%	16%
Directly from within India	97%	97.40%

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

Location	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Rural	-	-
Semi-urban	1.80%	2.21%
Urban	0.60%	0.94%
Metropolitan	97.6%	96.85%

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



## Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
No negative social impact was identified	

- 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	Osmanabad	Maharashtra	0.90 million

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

Yes. Firstsource has a preferential procurement policy under Sustainable Supply Chain policy. Link to sustainable supply chain policy: [Click here](#)

Firstsource's vision is to institutionalize supplier diversity in all contracting and procurement initiatives within the organization to promote, increase, and improve the participation of minority-owned, woman-owned, disadvantaged-owned, LGBTQIA+ owned, veteran-owned, HUBZone and small businesses suppliers.

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

To promote local economic growth, Firstsource provides preference to local vendors such as minority-owned, woman-owned and disadvantaged-owned businesses in India.

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

Procurement from marginalized/vulnerable groups constitutes 68% of total procurement.

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

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

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

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

## 6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Projects	No. of persons benefited from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1	Women Artisans program to empower rural women in Madhya Pradesh	176	100%
2	Dignity For Work to support rural community from Maharashtra	3,054	100%
3	Digital Classroom Support for students from Govt. schools, Maharashtra	204	100%
4	FSP (Firstsource Scholarship Program) to support scholars across pan India	12	100%
5	Employment Van to empower underprivileged youth of Telangana	1,565	100%
6	Medical Camps to support rural Communities of Telangana & Andhra Pradesh	3,372	100%
7	Providing Ramps at Public Places to provide hassle-free accessibility for Persons with Disabilities	2,000	100%
8	Empowering students from disadvantaged communities by providing education through Arts to bring out their skills	1,134	100%

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Sr. No.	CSR Projects	No. of persons benefited from CSR projects	% of beneficiaries from vulnerable and marginalized groups
9	Support 15 hearing impaired people with providing the hearing aid which will help them to be independent	15	100%
10	Supporting visually challenged students on their education	3	100%
11	Cataract Surgery to support underprivileged community in Maharashtra	100	100%
12	Cataract Surgery and insulin to support underprivileged community in Tamil Nadu	77	100%

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

Firstsource is committed to continuous innovation and improving the user experience, with client and customer input being especially important. Firstsource prioritizes client feedback and incorporate it effortlessly into its ongoing efforts to strengthen its position and increase customer satisfaction with its services.

Firstsource is certified in compliance with top international standards including PCI DSS, ISO 27001:2013, and HITRUST. Firstsource also follow several legislative and regulatory compliance standards to assure the confidentiality, integrity, and availability of data provided to each of Firstsource's clients.

#### Essential Indicators

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

Firstsource prioritizes addressing client concerns at all levels of interaction. Firstsource has built effective mechanisms for receiving and resolving client complaints. Firstsource is committed to handling grievances in accordance with applicable laws and internal procedures. Customers can file their grievances at [grs@firstsource.com](mailto:grs@firstsource.com). Grievances will be closed according to a turnaround time (TAT), which may vary depending on the severity and complexity of the issue. Firstsource aim to handle complaints within fifteen (15) working days of receipt, unless an extension is requested owing to complexity, in which case an extra 15 days may be allowed. The designated convener diligently tracks and reports on all cases until they are closed.

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

As a percentage to total turnover		
Environmental and social parameters relevant to the product		
Safe and responsible usage		Not applicable. Firstsource is a Business Process Services (BPS) company and do not manufacture any products
Recycling and/or safe disposal		

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

	FY 2023-24 (Current Financial Year)		Remarks	FY 2022-23 (Previous Financial Year)		Remarks
	Received during the year	Received during the year		Received during the year	Pending resolution at end of year	
Data privacy	0	0		0	0	No cases of Data privacy in India
Advertising	NA	NA		NA	NA	
Cyber-security	0	0		0	0	No complaints received
Delivery of essential services	0	0		0	0	No complaints received
Restrictive Trade Practices	0	0		0	0	No complaints received
Unfair Trade Practices	0	0		0	0	No complaints received
Other	0	0		0	0	No complaints received

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

Number	Reasons for recall
Voluntary recalls	Not applicable. Firstsource is a Business Process Services (BPS) company and do not manufacture any products.
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.**

Yes. Firstsource is committed towards protecting the data of customers and all of its employees. Firstsource maintains a dedicated policy governing the collection of personal data from employees, clients, and vendors. This policy applies to all employees of Firstsource and its subsidiaries and joint ventures where it holds a controlling interest, as well as to business partners processing personal data on behalf of Firstsource.

Firstsource's commitment entails ensuring that personal data collection adheres to policy guidelines, processed lawfully and transparently, with consent sought prior to collection. Any violation of the policy is taken very seriously and may lead to disciplinary action.

Additionally, individuals have the option to withdraw consent by contacting [dataprivacy@firstsource.com](mailto:dataprivacy@firstsource.com)

Link to the Global Cyber Security policy: [Click here](#)

Link to Global Corporate Privacy policy: [Click here](#)

Link to Global Website Privacy policy: [Click here](#)

Link to data privacy policy: [Click here](#)

**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: Nil

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

All information about Firstsource's services is available on the Company's website. [Click here](#)

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

Not applicable because Firstsource does not provide products or services that are intended for safe and responsible use.

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

Firstsource recognizes the importance of providing uninterrupted services to its clients/customers. To ensure this, Firstsource has implemented many procedures. Firstsource's Business Continuity Planning and Disaster Recovery solutions have been created in compliance with industry standards ISO 27001 and 22301, which are aligned with the Business Continuity Management System.

The BCMS policy can be found here: [BCMS policy](#)

**4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

Not applicable because Firstsource does not manufacture products.