

1<sup>st</sup> July 2025

**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 2024-25**

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 2024-25, which also forms part of the Annual Report for FY 2024-25, submitted to the Exchanges 1<sup>st</sup> July 2025.

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, 2024 – March 31, 2025
10	Name of the Stock Exchange(s) where shares are listed	<ul style="list-style-type: none"> <li>BSE Limited</li> <li>National Stock Exchange of India Limited (NSE)</li> </ul>
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: Ms Shamita Mukherjee Designation: Chief Human Resource Officer E-mail id: <a href="mailto:investor.relations@firstsource.com">investor.relations@firstsource.com</a> Contact: + 91 22 6666 0888
13	Reporting boundary	The disclosures under this report are made on a standalone basis and pertain specifically to Firstsource Solutions Limited operations in India and the Philippines. Other international subsidiaries and affiliates are not covered within the scope of this reporting period.
14	Name of assessment or assurance provider	NA
15	Type of assessment of assurance obtained	NA

### 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	35.3%
2	Healthcare	63999	17.0%
3	Communication Media & technology	63999	46.9%
4	Other Diverse Industries	63999	0.8%

### 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	-	16	16
International	-	35	35

## Business Responsibility & Sustainability Report

### 19. Markets served by the entity:

#### a. Number of locations

Location	Number
National (No. of States)	6
International (No. of Countries)	8

#### 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 99.81% (standalone).

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

Firstsource assists 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 serves 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):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	%(C/A)
EMPLOYEES						
1	Permanent (D)	6,136	4,009	65.3%	2,124	34.6%
2	Other than Permanent (E)	12	11	91.7%	1	8.3%
3	Total employees (D + E)	6,148	4,020	65.4%	2,125	34.6%
WORKERS						
1	Permanent (F)	14,570	8,821	60.5%	5,725	39.3%
2	Other than Permanent (G)	4,033	2,173	53.9%	1,860	46.1%
3	Total workers (F + G)	18,603	10,994	59.1%	7,585	40.8%

**Note:** 24 Employees have not disclosed gender (Employees – 3, Workers – 21)

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

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	%(C/A)
DIFFERENTLY EMPLOYEE ABLED						
1	Permanent (D)	24	16	66.7%	8	33.3%
2	Other than Permanent (E)	0	0	-	0	-
3	Total employees (D + E)	24	16	66.7%	8	33.3%
DIFFERENTLY WORKERS ABLED						
1	Permanent (F)	32	23	71.9%	9	28.1%
2	Other than Permanent (G)	7	3	42.9%	4	57.1%
3	Total workers (F + G)	39	26	66.7%	13	33.3%

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

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	11	2	18.18
Key Management Personnel	3	1	33.33

**Note:** Key Management Personnel (KMP) includes Chief Executive Officer and Managing Director (CEO & MD), Chief Financial Officer (CFO) and Company Secretary (CS).



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

	FY 2024-25 (Turnover rate in current FY)			FY 2023-24 (Turnover rate in previous FY)			FY 2022-23 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent employees	16.68%	18.98%	17.46%	15.71%	20.16%	17.00%	26.1%	28.1%	26.6%
Permanent workers	33.30%	31.17%	32.49%	36.50%	39.12%	37.51%	41.4%	47.2%	43.5%

**Note** - The attrition % mentioned above are for employees with Tenure >180days

**Note-** Firstsource continued its efforts on wellness, skill up-gradation, Diversity, Equity & Inclusion (DE&I). Key initiatives include expanding Employee Resource Group (ERGs) like WiN, Source of Pride, Culture Collective, and Diverse Abilities Alliance launching a DE&I Learning Campaign, and hosting the first DE&I Week. The DE&I Commitment Pledge was introduced to foster inclusivity, alongside celebrations of key inclusion days like Pride Month, International Day of Persons with Disabilities, Black History Month and International Women's Day to support a more inclusive culture.

## 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 Provider Services Private Limited (formerly known as Quintessence Business Solutions & Services Private Limited) [WOS of the Company]	Subsidiary	100%	
4	Accunai India Services Private Limited (WOS of the Company)	Subsidiary	100%	
5	Firstsource Solutions UK Limited, UK (WOS of the Company)	Subsidiary	100%	
6	Firstsource Solutions S.A., Argentina (Subsidiary of Firstsource Solutions UK Limited)	Subsidiary	100%	
7	Firstsource BPO Ireland Limited (WOS of Firstsource Solutions UK Limited)	Subsidiary	100%	
8	Firstsource Group USA, Inc., USA (Subsidiary of the Company)	Subsidiary	100%	
9	Firstsource Business Process Services, LLC, USA (WOS of Firstsource Group USA, Inc)	Subsidiary	100%	
10	Firstsource Advantage, LLC, USA (WOS of Firstsource Business Process Services, LLC)	Subsidiary	100%	
11	One Advantage, LLC, USA (WOS of Firstsource Business Process Services, LLC)	Subsidiary	100%	
12	MedAssist Holding, LLC, USA (WOS of Firstsource Group USA, Inc)	Subsidiary	100%	
13	Firstsource Solutions USA, LLC, USA (WOS of MedAssist Holding, LLC)	Subsidiary	100%	
14	Firstsource Health Plans and Healthcare Services, LLC, USA (WOS of Firstsource Solutions USA, LLC)	Subsidiary	100%	
15	Sourcepoint, Inc. (WOS of Firstsource Group USA, Inc.)	Subsidiary	100%	
16	Sourcepoint Fulfillment Services, Inc. (WOS of Sourcepoint, Inc.)	Subsidiary	100%	
17	Firstsource Dialog Solutions (Private) Limited (Subsidiary of the Company)	Subsidiary	74%	
18	PatientMatters LLC (WOS of Firstsource Solutions USA, LLC)	Subsidiary	100%	

## Business Responsibility & Sustainability Report

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)
19	Kramer Technologies, LLC (WOS of PatientMatters LLC)	Subsidiary	100%	
20	Medical Advocacy Services for Healthcare, Inc. (WOS of PatientMatters LLC)	Subsidiary	100%	
21	The StoneHill Group, Inc (WOS of Sourcepoint, Inc.)	Subsidiary	100%	
22	American Recovery Services, Inc. (WOS of Firstsource Business Process Services, LLC, USA)	Subsidiary	100%	
23	Firstsource Solutions Mexico, S. de R.L. de C.V (Subsidiary Company of Firstsource Group USA, Inc.)	Subsidiary	100%	
24	Firstsource Solutions Jamaica Limited (WOS of Firstsource Group USA, Inc.)	Subsidiary	100%	
25	Firstsource BPO South Africa (Pty) Ltd (WOS of Firstsource Solutions UK Limited)	Subsidiary	100%	
26	Firstsource Solutions Australia Pty Limited (WOS of the Company)	Subsidiary	100%	
27	Quintessence Health LLC (WOS of Firstsource Provider Services Private Limited {formerly known as Quintessence Business Solutions & Services Private Limited})	Subsidiary	100%	
28	Ascensos Limited, UK (WOS of Firstsource Solutions UK Limited)	Subsidiary	100%	
29	Ascensos Trinidad Limited (WOS of Ascensos Limited)	Subsidiary	100%	
30	Ascensos South Africa (RF) (PTY) Ltd (WOS of Ascensos Limited)	Subsidiary	100%	
31	Ascensos Contact Centres Romania SRL (WOS of Ascensos Limited)	Subsidiary	100%	
32	Firstsource Solutions Limited Colombia S.A.S. (WOS of Firstsource Group USA Inc)	Subsidiary	100%	
33	Nanobi Data and Analytics Private Limited	Associate Company	22.93%	

### VI. CSR Details

- 24.** (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes  
(ii) Turnover (in ₹): 23,121.29 million  
(iii) Net worth (in ₹): 25,758.45 million



## VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2024-25			FY 2023-24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0	NA	0	0	NA
Investors (other than shareholders)	Yes	0	0	NA	0	0	NA
Shareholders	Yes	52	0	NA	76	0	NA
Employees and workers	Yes	241	8	Investigation process is underway for open cases	208	0	NA
Customers	Yes	0	0	NA	0	0	NA
Value Chain Partners	Yes	0	0	NA	0	0	NA
Other (please specify)	Yes	NA	NA	NA	NA	NA	NA

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

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

Sr. No.	Material issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Cyber security/ Data Privacy	Risk & Opportunity	<b>Risk:</b> <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> <b>Opportunity:</b> <ul style="list-style-type: none"> <li>By adopting leading information security practices and aligning with global information security standards, we have the opportunity to enhance client trust, gain a competitive edge, and secure long-term business growth.</li> </ul>	<b>Certifications and Compliance:</b> <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> <b>Technical Controls and User Security:</b> <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>	<b>Negative Costs of Implementation:</b> <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> <b>Potential Fines:</b> <ul style="list-style-type: none"> <li>Non-compliance with security standards can result in substantial fines and penalties.</li> </ul> <b>Positive Risk Mitigation:</b> <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> <b>Reputation and Trust:</b> <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>

## Business Responsibility & Sustainability Report

Sr. No.	Material issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
				<b>Threat and Vulnerability Management:</b> <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> <b>Continuous Monitoring:</b> <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>	<b>Operational Efficiency:</b> <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>
2.	Technology Risks (leveraging AI & emerging tech)	Risk	<p>In the rapidly evolving business landscape, emerging disruptive technologies are reshaping the dynamics between clients and suppliers.</p> <p>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.</p>	<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> <li>As part of its productization strategy, the Company has integrated domain expertise with cutting edge technology to create innovative offerings.</li> <li>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> <p><b>Positive</b> Investing in digital solutions enhances competitiveness and revenue potential. Automation efficiencies lead to long-term cost savings and profitability.</p> <p><b>Negative</b> Initial investment costs may arise but are offset by potential revenue streams and efficiency gains.</p> <p><b>Productization Initiatives:</b></p> <p><b>Positive</b> Leveraging expertise for specialized offerings boosts customer satisfaction and revenue. Scalable streams lead to improved financial performance.</p> <p><b>Negative</b> Upfront investment in development and marketing is required but yields long-term growth and market positioning benefits.</p>





Sr. No.	Material issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
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>



## Business Responsibility & Sustainability Report

Sr. No.	Material issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4.	Empowering Workplace	Risk & Opportunity	<p><b>Risk</b></p> <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> <p><b>Opportunity</b></p> <ul style="list-style-type: none"> <li>Participation of employees from diverse backgrounds creates an inclusive business ecosystem, which is conducive to talent retention.</li> </ul>	<ul style="list-style-type: none"> <li>Firstsource has implemented a comprehensive and robust Occupational Health &amp; Safety Policy and effective mechanisms to protect employees from workplace hazards and injuries.</li> <li>Recurrent training programs are conducted for all relevant stakeholders to mitigate health and safety risks arising from Firstsource's business operations.</li> </ul>	<p><b>Positive</b></p> <ul style="list-style-type: none"> <li>Workforce diversity fosters creativity, improves performance, and enables a healthy organizational culture by bringing fresh perspectives, experiences, and ideas.</li> </ul> <p><b>Negative</b></p> <ul style="list-style-type: none"> <li>Any health and safety incident has the potential to result in the loss of productive work time, delay in business response, and ultimately lead to monetary loss, thereby impacting profitability.</li> </ul>
5.	Environment and Climate Action	Risk & Opportunity	<p><b>Risk</b></p> <ul style="list-style-type: none"> <li>Economic disruptions due to climate-related transition risks (such as new regulations and policies) can impact Firstsource's growth and profitability.</li> <li>Extreme weather events resulting from climate change (e.g., water scarcity or heavy rainfall) pose physical risks to Firstsource's business operations and the safety and wellbeing of its employees.</li> </ul> <p><b>Opportunity</b></p> <ul style="list-style-type: none"> <li>Enhanced brand image and reputation as an environmentally responsible business.</li> <li>Monetary savings through the use of low-emission and renewable energy sources, operating from energy-efficient green buildings, and using low-carbon transportation.</li> </ul>	<ul style="list-style-type: none"> <li>Establishing climate change action plans as an integral part of the overall business strategy.</li> <li>Implementing carbon emission reduction targets and a decarbonization roadmap.</li> <li>Developing business continuity and crisis management plans.</li> </ul>	<p><b>Positive</b></p> <ul style="list-style-type: none"> <li>Adopting climate change mitigation as a core business strategy enables proactive preparation for future changes in national and international climate-related regulations.</li> <li>Strengthened reputation with customers and shareholders for demonstrating resilience to climate change-related business disruptions.</li> </ul> <p><b>Negative</b></p> <ul style="list-style-type: none"> <li>Investments required to assess climate change impacts and develop strategic mitigation plans may lead to significant costs.</li> </ul>
6.	Customer Centricity	Opportunity	<p><b>Opportunity</b></p> <ul style="list-style-type: none"> <li>This presents an opportunity to lead the segment by becoming the preferred choice for customers across various business domains.</li> <li>Achieving customer delight and satisfaction offers a strong avenue for business leadership and growth.</li> </ul>	Not a risk	<p><b>Positive</b></p> <ul style="list-style-type: none"> <li>A positive brand image and high customer satisfaction rate contribute to becoming the platform of choice, resulting in increased business and profitability.</li> </ul>



Sr. No.	Material issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
7.	Community Impact	Opportunity	<b>Opportunity:</b> Firstsource consistently works to foster social development, firmly believing it to be an essential element of its long-term success.	Not a risk	<b>Positive</b> <ul style="list-style-type: none"> <li>Through its values and principles, Firstsource has created a positive impact in communities by advancing education, skill development, women empowerment, healthcare, and livelihood opportunities for the underprivileged, while contributing to the achievement of the UN Sustainable Development Goals (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.

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and Management Disclosures</b>										
1.	a) Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	b) Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	c) Web Link of the Policies, if available	All policies can be viewed under 'Corporate Governance' at- <a href="#">Corporate Governance   Firstsource</a>								
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
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.	<p><b>P1</b> – Employees are guided to conduct business legally and ethically through Firstsource's publicly available Business Conduct and Global Ethics Policy. To manage associated risks and uphold stakeholder value, all employees are trained in ethics and integrity</p> <p><b>P2</b> – Firstsource has incorporated <b>ISO 9001:2008</b> into its Quality Management System. Firstsource follow <b>Kaizen, Lean, and Six Sigma</b> methodologies for continuous process improvement. The Sustainable <b>Supply Chain Policy</b> is also publicly accessible on our website.</p> <p><b>P3</b> – Firstsource adheres to the principles of the <b>International Labour Organization (ILO)</b> Conventions. Our policies comprehensively address global inclusion and diversity, human rights, equal opportunity, and business conduct. Several of our centers are certified with <b>ISO 45001:2018 and ISO 14001:2015</b>, and we maintain these standards even in non-certified centers.</p> <p><b>P4</b> – The <b>Policy on Materiality</b> provides structured guidance on <b>stakeholder engagement</b> and responsiveness.</p> <p><b>P5</b> – Human rights violations are strictly prohibited under our publicly available <b>Human Rights and Equal Opportunity Policy</b>. We also follow the principles outlined in the <b>ILO</b> Conventions.</p> <p><b>P6</b> – Several centers are certified under <b>ISO 45001:2018</b> (Occupational Health and Safety) and <b>ISO 14001:2015</b> (Environmental Management). These standards are upheld across all operations, including non-certified locations. Firstsource's <b>Global Quality, Health, Safety, Environment &amp; Energy Management Policy and ESG Policy</b> are publicly accessible on our website.</p> <p><b>P7</b> – Our <b>Code of Conduct</b> includes provisions for ethical conduct on public platforms and responsible advocacy.</p>								

## Business Responsibility & Sustainability Report

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	<p><b>P8 – The CSR Policy</b> complies with the requirements of the Companies Act, 2013, ensuring accountability in community investment initiatives.</p> <p><b>P9 – Firstsource</b> is certified in globally recognized standards such as <b>Payment Card Industry Data Security Standard (PCI DSS)</b>, <b>ISO 27001:2013</b>, and <b>HITRUST</b>. We also adhere to applicable legal and regulatory compliance frameworks to ensure data privacy, integrity, and availability for all client engagements.</p>								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Firstsource is in the process of reviewing and establishing its sustainability goals and targets, along with defined timelines and an implementation strategy. The company is committed to aligning its business practices with sustainable development principles to address global challenges effectively. By setting ambitious yet achievable goals, Firstsource aims to make measurable progress toward a more sustainable future. The organization remains 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 sustainability targets and goals are currently being established. Details of the company's governance, social, and environmental performance are provided in "Section C" of this report.								
<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 Dinesh Jain, President & CFO								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	The Risk Management Committee actively evaluates ESG-related risks and monitors the performance of associated strategies.								

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

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee										Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P 1	2	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 its ESG oversight, the Risk Management Committee regularly reviews the Company’s Business Responsibility and Sustainability policies in alignment with all nine NGRBC principles or as needed.  The effectiveness of these policies is assessed, and necessary changes are recommended to ensure continued relevance, compliance, and alignment with responsible business practices.									
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 adheres to all applicable statutory requirements, ensuring full compliance with no reported instances of non-compliance.									
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.	P1		P2		P3		P4		P5		P6		P7		P8		P9		
	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

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

### PRINCIPLE 1 - Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable

#### Essential Indicators

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

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.

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		<p>Pursuant to Regulation 25 of the Listing Regulations, the Company has instituted a structured familiarisation programme for its Independent Directors. This programme is designed to acquaint them with the Company's operations, business model, industry landscape, and their roles, rights, and responsibilities.</p> <p>Newly appointed Independent Directors are briefed on their governance responsibilities. To uphold high standards of business conduct, the following codes are shared at the time of appointment or re-appointment:</p> <ul style="list-style-type: none"> <li>• Code for Independent Directors</li> <li>• Code of Conduct for Non-Executive Directors</li> <li>• Code of Conduct for Prevention of Insider Trading</li> </ul> <p>In addition, quarterly presentations are made to the Board and its Committees, covering:</p> <ul style="list-style-type: none"> <li>• Developments in the domestic and global industry landscape</li> <li>• Sustainability initiatives</li> <li>• The business and financial performance of company and its subsidiaries, including financial results, budgets, and internal audit finding</li> </ul> <p>Details of the familiarisation programme are available on the Company's website:  <a href="https://www.firstsource.com/sites/default/files/2025-03/Policy-on-familiarisation-of-Independent-Directors-19th-March.pdf">https://www.firstsource.com/sites/default/files/2025-03/Policy-on-familiarisation-of-Independent-Directors-19th-March.pdf</a> </p>	100%

## Business Responsibility & Sustainability Report

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
Key managerial personnel	11	<ul style="list-style-type: none"> <li>• Anti-Bribery</li> <li>• Human Right/Human Resource Training Programs</li> <li>• Health and Safety Programs</li> <li>• Cyber Security and IT Training Programs</li> </ul>	36%
Employees other than BoD and KMPs	55	<ul style="list-style-type: none"> <li>• Communication Training Group</li> <li>• Ethics and Compliance Programs</li> <li>• Human Right/Human Resource Training Programs</li> <li>• Cyber Security and IT Training Programs</li> <li>• Health and Safety Programs</li> <li>• Ethics and Compliance Programs (Client specific training)</li> <li>• Client specific training</li> <li>• Anti-Bribery</li> <li>• Consumer related training programs</li> </ul>	85%
Workers	49	<ul style="list-style-type: none"> <li>• Communication Training Group</li> <li>• Ethics and Compliance Programs</li> <li>• Human Right/Human Resource Training Programs</li> <li>• Cyber Security and IT Training Programs</li> <li>• Health and Safety Programs</li> <li>• Ethics and Compliance Programs (Client specific training)</li> <li>• Client specific training</li> <li>• Consumer related training programs</li> </ul>	87%

- 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 Requirements) Regulations, 2015 and as disclosed on the entity's website):**

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been Preferred? (Yes/No)
Penalty/ Fine	There have been no instances of fines, penalties, punishment, awards, compounding fees, or settlement amounts paid in proceedings with regulators, law enforcement agencies, or judicial institutions during FY 2024–25. This disclosure is made based on materiality as specified under Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 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
Not Applicable	Not Applicable

- 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.**

Yes. Firstsource has a zero-tolerance approach toward bribery and corruption. The Anti-Bribery and Gifts & Entertainment Policy outlines the Company's prohibition of any conduct that may be perceived as bribery and includes broader anti-corruption provisions. The policy provides guidance to all individuals acting on behalf of the Company including employees, agents, representatives, vendors, business partners, and others ensuring adherence to applicable anti-bribery laws, rules, and regulations.

The policy is publicly accessible at: [https://www.firstsource.com/sites/default/files/2025-04/Anti-Bribery-and-Gifts-and-Entertainment-Policy-%28V12.1%29\\_CY2025.pdf](https://www.firstsource.com/sites/default/files/2025-04/Anti-Bribery-and-Gifts-and-Entertainment-Policy-%28V12.1%29_CY2025.pdf)



To reinforce ethical business practices, Firstsource's executive directors and senior management are governed by a Code of Conduct that includes anti-bribery guidelines and aims to prevent misconduct. This code is available at: <https://www.firstsource.com/sites/default/files/2025-03/Code-of-conduct-for-Executive-Directors-and-Senior-management-19th-March.pdf>

**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 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Directors	No complaints against Firstsource's Directors, KMPs, Employees or Workers for whom disciplinary action was taken by any law enforcement agency for charges of bribery or corruption.	No complaints against Firstsource's Directors, KMPs, Employees or Workers for whom disciplinary action was taken by any law enforcement agency for charges of bribery or corruption.
KMPs		
Employees		
Workers		

**6. Details of complaints regarding conflict of interest**

	FY 2024-25 (Current Financial Year)		FY 2023-24 (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 (BRSR Core):**

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Number of days of accounts payables	43	41

**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 (BRSR Core):

Parameter	Metrics	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	-	-
	b. Number of trading houses where purchases are made from	-	-
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	-	-
	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)	89.7%	88.5%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	-	-
	d. Investments (Investments in related parties/ Total Investments made)	97.5%	97.4%



# Business Responsibility & Sustainability Report

## 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 a Code of Conduct for the Board of Directors, which outlines clear guidelines for identifying, avoiding, and disclosing actual or potential conflicts of interest with the Company. The Code is communicated to all directors and senior management members, who are required to provide individual declarations of benefits and interests.

The Code is publicly available and can be accessed here: <https://www.firstsource.com/sites/default/files/2025-03/Code-of-conduct-for-Executive-Directors-and-Senior-management-19th-March.pdf>

## 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. The Company has implemented a Sustainable Supply Chain Policy that encourages moral and responsible behavior across the value chain. Through this approach, Firstsource seeks to reduce negative environmental impacts and contribute to a better society, while simultaneously generating overall value for its stakeholders.

As part of its Quality Management System, Firstsource has adopted ISO 9001:2008 in select centers. The Company also adheres to process improvement methodologies such as Six Sigma, Lean, and Kaizen.

## 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.

At present, Firstsource does not systematically track the percentage of R&D and capital expenditure (CAPEX) investments allocated specifically to technologies aimed at improving the environmental and social impacts of its products and processes.

However, the Company remains committed to enhancing operational efficiency and customer experience through sustainable digital transformation. Initiatives undertaken include efforts to reduce energy consumption, improve resource efficiency, and promote digitalization across service delivery processes.

Going forward, Firstsource intends to establish mechanisms to track and report R&D and CAPEX investments that contribute to environmental and social outcomes, in alignment with its broader ESG strategy.

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

Yes, Firstsource maintains robust procedures for sustainable sourcing. Firstsource has implemented a comprehensive Sustainable Supply Chain Policy outlining clear expectations regarding ethical, social, and environmental responsibilities of our suppliers. This policy mandates compliance with ESG (Environmental, Social, Governance) guidelines, human rights standards, anti-corruption measures, and environmental stewardship, as explicitly detailed in our [Sustainable Supply Chain Policy](#) and [Supplier Code of Conduct](#).

These policies require adherence to local and international laws, promotion of diversity, minimization of environmental impacts, and the assurance of safe and humane working conditions. Suppliers are required to complete a comprehensive ESG screening questionnaire to ensure compliance with our defined sustainability thresholds. Additionally, a supplier awareness program is being implemented through self-paced learning modules shared with vendors to reinforce understanding and alignment with our sustainability expectations.



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

85% of our total procurement spend is directed towards critical and new suppliers evaluated against defined sustainability criteria. As part of our onboarding process our new suppliers and top critical vendors undergo rigorous background verification and annual ESG compliance assessments conducted by an independent third-party auditor. These assessments cover ethical business conduct, human rights, occupational health and safety, environmental performance, and the prevention of child labor, forced labor, and harassment. Suppliers are required to meet defined threshold scores, and corrective actions are undertaken for any identified gaps, thereby ensuring responsible and sustained sourcing in alignment with our sustainability objectives.

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

As a Business Process Services (BPS) company, Firstsource focuses on delivering service-based solutions rather than manufacturing physical products. Therefore, discussions around product health and safety or end-of-life reclamation of manufactured goods are not directly applicable to our operations.

Firstsource has implemented comprehensive processes to manage materials used across operations in an environmentally responsible manner. This includes the reclamation, reuse, recycling, and safe disposal of materials at the end of their life cycle.

**Key initiatives include:**

- Adoption of waste segregation techniques, where materials are classified into recyclable, reusable, and non-reusable categories to ensure responsible disposal through authorized channels.
- Management of e-waste in compliance with regulatory guidelines by partnering with certified recyclers who dismantle and process components safely.
- Implementation of the 5R framework-Refuse, Reduce, Reuse, Repurpose, and Recycle-to minimize waste generation and enhance circularity in internal operations.

**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.**

Firstsource is a Business Process Services (BPS) Company and does not manufacture any products. Accordingly, Extended Producer Responsibility (EPR) regulations related to waste collection and product lifecycle management do not apply to its operations.

**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) 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	Not Applicable	Not Applicable

## Business Responsibility & Sustainability Report

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Not Applicable	Not Applicable	Not Applicable

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

	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)						
E-waste						
Hazardous waste						
Other waste						

Not applicable

### 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	Not Applicable

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

Firstsource prioritizes creating a safe, inclusive, and supportive work environment where all individuals-regardless of role or location-are treated with dignity and respect. This commitment extends beyond our direct employees to include those in our supply chain and partner organizations. Firstsource actively works to ensure fair labor practices, equitable opportunities for career development, and a healthy work-life balance. Additionally, Firstsource strives to uphold ethical standards that safeguard the rights and welfare of our employees at every level of our operations.

By promoting the well-being of our entire workforce, Firstsource not only contributes to their individual growth but also foster a culture of responsibility and sustainability throughout our business ecosystem. Firstsource adheres to relevant guidelines and have implemented several policies, such as our *Business Conduct and Ethics Policy*, *Human Rights and Equal Opportunity Policy*, and *Global Inclusion and Diversity Policy*. While some of our centers have achieved ISO certification, Firstsource ensures that ISO standards are upheld across all non-certified locations as well.

Firstsource remains dedicated to consistently adding value to our stakeholders by prioritizing their best interests and fostering the prosperity of everyone involved.



## Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	4,009	4,009	100%	4,009	100%	NA	NA	4,009	100%	NA	NA
Female	2,124	2,124	100%	2,124	100%	2,124	100%	NA	NA	NA	NA
Undisclosed	3	3	100%	3	100%	3	100%	3	100%	NA	NA
Other than Permanent employees											
Male	11	11	100%	11	100%	NA	NA	11	100%	NA	NA
Female	1	1	100%	1	100%	1	100%	NA	NA	NA	NA
Undisclosed	-	-	-	-	-	-	-	-	-	NA	NA

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent workers											
Male	8,821	8,821	100%	8,821	100%	NA	NA	8,821	100%	NA	NA
Female	5,725	5,725	100%	5,725	100%	5,725	100%	NA	NA	NA	NA
Not Disclosed	24	24	100%	24	100%	24	100%	24	100%	NA	NA
Total	14,570	14,570	100%	14,570	100%	5,749	100%	14,570	100%	NA	NA
Other than Permanent workers											
Male	2,173	2,173	100%	2,173	100%	NA	NA	2,173	100%	NA	NA
Female	1,860	1,860	100%	1,860	100%	1,860	100%	NA	NA	NA	NA
Not Disclosed	-	-	-	-	-	-	-	-	-	NA	NA
Total	4,033	4,033	100%	4,033	100%	1,860	100%	4,033	100%	NA	NA

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Cost incurred on well-being measures as a % of total revenue of the company	0.21%	0.22%

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

Benefits	FY 2024-25 (Current Financial Year)			FY 2023-24 (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%	29%	Yes	1%	42%	Yes
Others – please specify	NA	NA	NA	NA	NA	NA

## Business Responsibility & Sustainability Report

### 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.**

At Firstsource we are committed to ensuring that our premises and offices are accessible to all employees, including those with disabilities, in line with the requirements of the Rights of Persons with Disabilities Act, 2016.

We have implemented several inclusive infrastructure measures such as accessible entryways, ramps, and designated areas for differently abled employees. Our facilities are equipped with accommodations including accessible restrooms and ergonomic workstations.

While we continue to progress toward full accessibility, we are regularly assessing and upgrading our infrastructure to meet diverse employee needs. As of the reporting period, 59.42% of Firstsource's offices are accessible to differently abled employees and workers. We remain dedicated to creating a supportive, inclusive environment and are undertaking ongoing efforts to enhance accessibility further.

### 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 adopted a [Human Rights and Equal Opportunity Policy](#) aligned with the Rights of Persons with Disabilities Act, 2016. The policy affirms our commitment to providing a workplace free from discrimination and to promoting equal opportunities across the organization.

Firstsource values diversity, promotes fairness and justice, and ensures equal access for all individuals to employment, learning, and growth opportunities. The policy is applicable to all employees, including those with disabilities, and is communicated organization-wide.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	84%	100%	71%
Female	66%	76%	67%	55%
Total	84%	79%	82%	60%

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent workers	<p>Yes, Firstsource has a Global Grievance Policy applicable to all employees (including permanent and non-permanent workers), value chain partners, clients, vendors, investors, shareholders, and communities associated with Firstsource Solutions Limited and its subsidiaries.</p> <p>Mechanism for Grievance Redressal:</p> <ul style="list-style-type: none"> <li>• <b>Employees and workers</b> can raise grievances through the internal Grievance Resolution System application (<b>FirstConnect</b>) available on the Firstsource intranet: <a href="https://firstconnect.firstsource.com/firstconnect/GRSLogin.aspx">https://firstconnect.firstsource.com/firstconnect/GRSLogin.aspx</a></li> <li>• <b>Other stakeholders</b>, including current and former employees, can submit grievances via: <ul style="list-style-type: none"> <li>– Email: <a href="mailto:grs@firstsource.com">grs@firstsource.com</a></li> <li>– Online form: <a href="https://www.firstsource.com/contact/">https://www.firstsource.com/contact/</a></li> </ul> </li> </ul> <p>Upon receipt, the grievance is routed by the convener to the appropriate point of contact based on the nature of the complaint. If the aggrieved person is not satisfied with the resolution, they may escalate the matter to: <a href="mailto:whistle.blowing@firstsource.com">whistle.blowing@firstsource.com</a></p>
Other than permanent workers	
Permanent employees	
Other than permanent employees	



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

Category	FY 2024-25 (Current Financial Year)			FY 2023-24 (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>	6,133	Nil	NA	4,171	Nil	NA
Male	4,009	Nil	NA	2,887	Nil	NA
Female	2,124	Nil	NA	1,284	Nil	NA
<b>Total permanent workers</b>	14,546	Nil	NA	12,762	Nil	NA
Male	8,821	Nil	NA	8,075	Nil	NA
Female	5,725	Nil	NA	4,676	Nil	NA
Other	-	-	-	11	Nil	NA

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

Category	FY 2024-25 (Current Financial Year)					FY 2023-24 (Previous Financial Year)				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees</b>										
Male	4,020	2,887	72%	2,897	72.06%	2,891	1,676	57.97%	1,400	48.43%
Female	2,125	1,323	62%	1,372	64.56%	1,284	740	57.63%	570	44.39%
Undisclosed	3	2	67%	1	33.33%	-	-	-	-	-
<b>Total</b>	<b>6,148</b>	<b>4,212</b>	<b>69%</b>	<b>4,270</b>	<b>69.45%</b>	<b>4,175</b>	<b>2,416</b>	<b>57.87%</b>	<b>1,970</b>	<b>47.19%</b>
<b>Workers</b>										
Male	10,994	9,088	83%	4,935	44.89%	9,392	7,694	81.92%	2,092	22.27%
Female	7,585	6,253	82%	3,467	45.71%	5,624	4,544	80.80%	3,557	63.25%
Undisclosed	24	19	79%	13	54.17%	11	9	81.82%	-	-
<b>Total</b>	<b>18,603</b>	<b>15,360</b>	<b>83%</b>	<b>8,415</b>	<b>45.23%</b>	<b>15,027</b>	<b>12,247</b>	<b>81.50%</b>	<b>5,649</b>	<b>37.59%</b>

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

Category	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	3,857	3,857	100%	2,887	2,887	100%
Female	2,032	2,032	100%	1,284	1,284	100%
Undisclosed	3	3	100%	-	-	-
<b>Total</b>	<b>5,892</b>	<b>5,892</b>	<b>100%</b>	<b>4,171</b>	<b>4,171</b>	<b>100%</b>
<b>Workers</b>						
Male	9,249	9,249	100%	8,075	8,075	100%
Female	6,269	6,269	100%	4,676	4,676	100%
Undisclosed	17	17	100%	11	11	100%
<b>Total</b>	<b>15,535</b>	<b>15,535</b>	<b>100%</b>	<b>12,762</b>	<b>12,762</b>	<b>100%</b>

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

## Business Responsibility & Sustainability Report

### 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, the coverage of such system?***

Yes, Firstsource, has implemented a comprehensive Quality, Occupational Health and Safety, Environment, and Energy (QOHSEE) Management System across its operations. This integrated system is designed to safeguard the health, safety, and well-being of employees and workers by systematically identifying, assessing, and mitigating workplace risks.

The QOHSEE system covers:

- Risk assessments
- Safety protocols
- Emergency preparedness
- Employee training on safe work practices
- Regular safety audits and compliance inspections aligned with local regulations and international standards

In addition to physical safety, the system incorporates mental health and wellness initiatives, aimed at fostering a safe, inclusive, and balanced work environment.

As of the reporting period, two of Firstsource's centers are certified under ISO 45001:2018, demonstrating adherence to global occupational health and safety standards.

Furthermore, Firstsource has adopted a Global QOHSEE Policy to drive consistency and continuous improvement in environmental, health, and safety performance.

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

At Firstsource, hazard identification and risk assessment are integral to the organization's occupational health and safety management system. These processes are conducted on both routine and non-routine bases and include the following key activities:

- Workplace Inspections: Regular inspections and audits are conducted to identify potential hazards in day-to-day operations.
- Incident Review: Historical data on incidents and near-misses is analyzed to detect recurring risks and inform preventive strategies.
- Risk Rating: Hazards are assessed based on their severity and likelihood, and appropriate control measures—such as use of PPE—are implemented accordingly.
- Safety Audits: Scheduled audits are carried out to evaluate the effectiveness of risk control measures and overall safety performance.
- Employee Feedback: Continuous feedback is encouraged from employees to help refine safety protocols and address site-specific risks.
- Internal Audit Monitoring: A dedicated internal audit team monitors compliance with identified risk controls during internal reviews and external certifications, using documented observations to enhance the safety framework.

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

Yes. Firstsource, promotes a safe and risk-free workplace through regular safety training programs that help employees and workers identify workplace hazards and apply appropriate mitigation measures. These trainings support the implementation of a robust health and safety management system and include:

- Fire safety training
- Emergency response and mock drills



- Electrical safety training
- Chemical handling safety
- Cleanliness and hygiene protocols
- Security policy awareness
- Cross-functional safety modules

Training is also extended to on-site supplier personnel such as housekeeping, facilities, and security staff to ensure consistent safety awareness among all workforce categories.

Additionally, Firstsource has implemented a platform called FirstRequest, which includes a Facilities Ticketing System. This platform enables employees, workers, and third-party vendors to report work-related hazards in real-time. The system ensures that all personnel are empowered to raise safety concerns and take proactive steps to protect themselves from unsafe conditions.

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

Yes. Firstsource recognizes that the physical and mental wellness of its employees is integral to long-term organizational success. The company adopts a people-first approach by offering counselling and awareness sessions focused on physical, mental, and emotional well-being.

In addition, Firstsource provides full-time employees with access to non-occupational healthcare services, including:

- Life insurance
- Medclaim (health insurance)
- Personal accident cover benefits

**11. Details of safety related incidents, in the following format (BRSR Core):**

Safety incident/number	Category*	FY 2024-25	FY 2023-24
		(Current Financial Year)	(Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.01	0.05
	Workers	0.31	0.19
Total recordable work-related injuries	Employees	1	2
	Workers	17	7
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

\*Including in the contract workforce

**12. Describe the measures taken by the entity to ensure a safe and healthy work place.**

At Firstsource, we recognize that our ability to achieve operational efficiency and sustained growth is intrinsically linked to the physical and mental well-being, health, and safety of our employees. We are committed to minimizing workplace illnesses and injuries while fostering a safe, inclusive, and supportive work environment across all our operations.

In alignment with the principles of **ISO 45001:2018** on occupational health and safety, we proactively identify and assess workplace risks and hazards and implement preventive measures to mitigate them.

To reinforce our safety culture, we conduct regular training programs for all employees, which cover:

- Electrical safety
- Emergency preparedness



## Business Responsibility & Sustainability Report

- Chemical safety
- Security protocols
- Hygiene practices
- Routine fire safety drills

These training initiatives are also extended to on-site vendor personnel, including housekeeping, security, and facilities staff.

Additionally, we organize wellness workshops that address physical, mental, emotional, and financial well-being. These are led by domain experts and guest speakers and cover a range of topics such as:

- High-intensity interval training (HIIT)
- Mental health awareness and burnout prevention
- Stress management and self-care
- Nutrition and overall well-being

Through these efforts, we aim to foster a culture of health, safety, and resilience that supports our employees and strengthens our long-term organizational sustainability.

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

	FY 2024-25 (Current Financial Year)			FY 2023-24 (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	74	0	NA	82	3	NA
Health & safety	29	0	NA	45	2	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 has established a robust safety management system to ensure the ongoing safety and well-being of its workforce. A structured daily reporting mechanism is in place, wherein a designated safety officer at each site documents health and safety incidents. These reports are reviewed by senior management during weekly governance meetings to identify trends and address recurring issues.

In cases of repeated incidents or identified safety risks, concerns are escalated through a formal grievance management system accessible to all employees. These entries are further evaluated by top management, and corrective actions are assigned to the relevant teams for timely resolution and 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 provides a compensatory package to both employees and workers in the unfortunate event of death, reinforcing its commitment to employee welfare and financial security for their dependents.



**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 responsibilities cover compliance with applicable labor laws, including Provident Fund (PF), Employees' State Insurance (ESI), and minimum wage regulations. All third-party payments are monitored for compliance, and value chain partners are required to furnish statutory compliance certificates.

To strengthen accountability, Firstsource engages a third-party agency to conduct monthly evaluations of payment records and compliance status. Any deviation from prescribed norms is promptly identified and addressed, ensuring rigorous enforcement of statutory obligations across its supply chain

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Employees	NA	NA. There have been no instances of high consequence work-related injury/ill-health/fatalities in the mentioned period.	NA	NA. There have been no instances of high consequence work-related injury/ill-health/fatalities in the mentioned period.
Workers	NA	NA	NA	NA

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

Yes, Firstsource offers a structured transition assistance program aimed at supporting continued employability and facilitating career transition in the event of retirement or termination. In India, severance pay in cases of redundancy aligns with the employee's notice period entitlement. The standard retirement age is 60 years; however, under exceptional circumstances, management may allow early retirement without forfeiting benefits or may extend employment tenure based on mutual agreement.

In the Philippines, as per the Retirement Pay Law (RA 7641), all employees are entitled to retirement pay equivalent to 22.5 days of salary per year of service, regardless of designation. These measures ensure a humane and compliant approach to managing career endings while preserving financial and social security for affected employees.

**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	85% of our total procurement spend is linked to our vendors and newly onboarded suppliers, who are subject to annual assessments conducted by independent third-party agencies. These evaluations cover both health and safety practices and overall working conditions. While our value chain partners operate as independent entities, their performance and compliance standards directly affect Firstsource's operational integrity and reputation.
Working Conditions	

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

The latest assessment identified no significant concerns regarding health, safety, or working conditions. If any concerns arise, corrective actions proportional to the issue's severity will be implemented, including potential blacklisting from Firstsource's vendor database.

## Business Responsibility & Sustainability Report

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

We recognize that our operations have wide-ranging impacts not only on shareholders but also on employees, clients, suppliers, communities, and the environment. We are committed to engaging with stakeholders in a transparent and meaningful manner. This involves actively listening to feedback, addressing concerns, and integrating stakeholder perspectives into our decision-making processes.

By fostering open dialogue and collaboration, we endeavor to build trust and strengthen relationships with our diverse stakeholder groups.

We demonstrate our dedication to operating as a responsible corporate citizen by 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, recognizes that building strong and trusting relationships with stakeholders is critical to long-term success and business resilience. The Company actively cultivates collaborative engagement with both internal and external stakeholders and acknowledges the importance of maintaining transparent, two-way communication channels to facilitate feedback, idea sharing, and co-creation.

To systematize this engagement, Firstsource has implemented a structured stakeholder identification and assessment process. This involves:

- An internal team responsible for evaluating the business impact and influence of various stakeholder groups.
- A stakeholder mapping and segmentation exercise, conducted through a structured engagement framework.
- Prioritization of stakeholders based on their level of responsibility, influence, and dependence on Firstsource's business, and vice versa.

Through this process, key stakeholder groups are identified from a larger pool by analyzing their relevance and ability to impact the Company's strategy and value creation. This includes both direct and indirect stakeholders.

Firstsource has identified the following key stakeholder groups:

- **Internal:** Employees
- **External:** Customers, Shareholders/Investors, Suppliers/Vendors, and Community/NGOs

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

Stakeholder group	Whether identified as vulnerable & marginalised group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community meetings, Notice board, Website), Other	Frequency of engagement (Annually/ half-yearly/ quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
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>



Stakeholder group	Whether identified as vulnerable & marginalised group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community meetings, Notice board, Website), Other	Frequency of engagement (Annually/ half-yearly/ quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
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>Sustainability performance</li> <li>Vendor needs and expectations</li> <li>Need for sustainability awareness and trainings</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 adopts a structured four-step stakeholder engagement methodology to consult on key economic, environmental, and social (EES) topics. This process includes:

1. Material issue identification
2. Stakeholder surveys and consultations
3. Scoring, ranking, and prioritisation of issues
4. Mapping of concerns against business impact

These consultations involve both internal and external stakeholders and are conducted periodically through digital platforms, direct interviews, focus group discussions, and surveys.

Insights gathered through this engagement process are reviewed by the ESG and senior leadership teams and summarised for presentation to the Board of Directors. Feedback loops ensure that stakeholder concerns are systematically integrated into corporate strategy and disclosures.

### 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. Firstsource actively engages stakeholders to identify and manage material environmental and social topics through a structured materiality assessment process.

In FY 2021-22, Firstsource conducted its first comprehensive materiality assessment involving key stakeholder groups including employees, customers, shareholders/investors, suppliers/vendors, and community/NGOs. Stakeholders were engaged through a Materiality Survey, guided by global standards such as the GRI, SASB, MSCI and asked to rate over 40 sustainability issues on a scale of perceived importance. The responses were analyzed, weighted by stakeholder group relevance, and consolidated into **eight core strategic themes**:

- Ethical Governance
- Empowering Workplace

## Business Responsibility & Sustainability Report

- Customer Centricity
- Economic Performance
- Environment and Climate Action
- Sustainable Economic Growth
- Community Impact
- Responsible Supply Chain

These themes guided the development of Firstsource's ESG strategy, and the leadership was actively involved in the prioritization and decision-making process.

In FY 2022-23, Firstsource reviewed the material topics in light of business stability and confirmed that no revisions were required. However, the Company initiated a shift toward aligning its approach with the double materiality principle.

In FY 2023-24, the Company formally integrated this principle into its Enterprise Risk Management (ERM) framework. This alignment supports compliance with emerging regulations and enables structured impact assessments of Firstsource's environmental and social footprint.

The updated assessment rationalized the previously identified 24 topics to 10 high-priority material topics. Topics such as business ethics, ESG governance, and human rights were excluded from the prioritization list as they are considered foundational or already well-integrated. Similarly, waste and water management were deprioritized due to limited operational impact, though they continue to be monitored and disclosed.

New focus areas, such as Decarbonization and Energy Management, were introduced to reflect the Company's evolving environmental commitments and operational realities.

### 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 stakeholder groups in its community engagement and CSR initiatives. These groups include rural women, students from economically disadvantaged backgrounds, unemployed youth, patients from underrepresented communities, individuals with disabilities, and children with special needs.

When selecting beneficiaries for CSR projects, Firstsource's CSR team and employee volunteers actively engage with community members to understand their specific challenges. They co-create solutions with the communities to address identified social issues in a sustainable and context-sensitive manner.

Firstsource also maintains regular interactions with these communities through its on-ground volunteers, who gather feedback and flag grievances. This feedback loop enables timely and relevant response to community needs.

Furthermore, Firstsource provides formal grievance redressal channels accessible to all stakeholders, including marginalized communities:

- Email: [grs@firstsource.com](mailto:grs@firstsource.com)
- Firstsource's website link: <https://www.firstsource.com/>

These platforms allow stakeholders to raise concerns, which are then routed to the appropriate teams for resolution, ensuring inclusive and equitable grievance handling.

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

We are unwavering in our commitment to upholding the human rights of all individuals, ensuring that no violations occur within our business operations. Our publicly available **Human Rights** and **Equal Opportunity Policy** explicitly prohibits any infringement of human rights. Embracing human diversity, we foster an environment of fairness, justice, and equal opportunities for all, cultivating a workplace where individuals can work, learn, and thrive without facing discrimination or victimization.



Aligned with the principles outlined in **International Labour Organization (ILO)** conventions, we ensure that the guidelines set forth in these policies are effectively communicated to all stakeholders involved in daily operations. Additionally, we conduct stringent supplier assessments to identify and eliminate potential human rights violations within our supply chain.

Furthermore, all employees and workers undergo comprehensive training on the **Code of Conduct, Human Rights and Equal Opportunity Policy**, and the **Prevention of Sexual Harassment (POSH)** Policy, promoting responsible behavior and reinforcing our commitment to upholding internationally recognized 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 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	3,711	3,186	86%	4,171	3,741	90%
Other than permanent	5	5	100%	4	4	100%
<b>Total employees</b>	<b>3,716</b>	<b>3,191</b>	<b>86%</b>	<b>4,175</b>	<b>3,745</b>	<b>90%</b>
<b>Workers</b>						
Permanent	12,895	11,570	90%	12,762	11,920	93%
Other than permanent	3,463	3,292	95%	2,265	1,941	86%
<b>Total workers</b>	<b>16,358</b>	<b>14,862</b>	<b>91%</b>	<b>15,027</b>	<b>13,861</b>	<b>92%</b>

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

Category	FY 2024-25 (Current Financial Year)					FY 2023-24 (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>	6,136	NA	NA	6,136	100%	4,171	NA	NA	4,171	100%
Male	4,009	NA	NA	4,009	100%	2,887	NA	NA	2,887	100%
Female	2,124	NA	NA	2,124	100%	1,284	NA	NA	1,284	100%
Undisclosed	3	-	-	3	100%	-	-	-	-	-
<b>Other than permanent</b>	NA	-	NA	NA	NA	4	-	NA	4	100%
Male	11	-	NA	11	100%	4	-	NA	4	100%
Female	1	-	NA	1	100%	0	-	NA	0	100%
<b>Total employees</b>	<b>6,148</b>	<b>-</b>	<b>NA</b>	<b>6,148</b>	<b>100%</b>	<b>4,175</b>	<b>-</b>	<b>NA</b>	<b>4,175</b>	<b>100%</b>
<b>Workers</b>										
<b>Permanent</b>	14,570	NA	NA	14,570	100%	12,762	1,055	8.3%	11,707	92%
Male	8,821	NA	NA	8,821	100%	8,075	673	8.3%	7,402	92%
Female	5,825	NA	NA	5,825	100%	4,676	382	8.2%	4,294	92%
Undisclosed	24	NA	NA	24	100%	11	NA	NA	11	100%
<b>Other than permanent</b>	4,033	NA	NA	4,033	100%	2,265	-	NA	2,265	100%
Male	2,173	-	NA	2,173	100%	1,317	-	NA	1,317	100%
Female	1,860	-	NA	1,860	100%	948	-	NA	948	100%
<b>Total workers</b>	<b>18,603</b>	<b>-</b>	<b>NA</b>	<b>18,603</b>	<b>100%</b>	<b>15,027</b>	<b>-</b>	<b>NA</b>	<b>13,972</b>	<b>93%</b>

## Business Responsibility & Sustainability Report

### 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	550,000	2	400,000
Key managerial personnel	2	55,474,872	1	5,579,489
Employees other than BoD and KMP	3,488	701,220	1,598	691,051
Workers	10,116	287,400	6,522	281,676

- Note:** 1. Board of Directors (Male) includes Mr. Anjani K. Agrawal, whose term as an Independent Director of the Company came to an end on May 10, 2024 (EOD) by efflux of time.
2. The median remuneration for the Board of Directors includes the remuneration of Mr. Anjani K. Agrawal, whose term as an Independent Director of the Company came to an end on May 10, 2024 (EOD) by efflux of time.

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Gross wages paid to females as % of total wages	33.6%	31.9%

### 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 established dedicated mechanisms to address human rights-related grievances. These include the Whistle-blower Committee, the Grievance Redressal Committee, and the Prevention of Sexual Harassment (POSH) Committee. Each of these bodies is responsible for investigating and addressing concerns related to ethical conduct, workplace safety, dignity, and respect for human rights across the organization.

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

Firstsource is committed to upholding international human rights standards, as reflected in the values expressed in the United Nations Global Compact (UNGC) and the International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work.

The Company has robust policies and mechanisms in place covering human rights, equal opportunity, diversity and inclusion, Prevention of Sexual Harassment (POSH), anti-slavery, and whistle-blower protection.

Grievance redressal mechanisms include:

- A dedicated grievance portal accessible at <https://www.firstsource.com/contact/> for all stakeholders to raise concerns related to human rights.
- Clearly defined grievance procedures in the Human Rights and Equal Opportunity Policy.
- Dedicated channels for reporting workplace sexual harassment through both local and central POSH committees.

All reported complaints are thoroughly investigated, and appropriate corrective actions are taken based on the severity of the issue. Serious violations may result in disciplinary action, including termination of employment.





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

	FY 2024-25 (Current Financial Year)			FY 2023-24 (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	5	Open cases are under investigation	24	8	The open cases are under investigation and within the prescribed turnaround time
Discrimination at workplace	Nil	Nil	NA	Nil	Nil	NA
Child labour	Nil	Nil	NA	Nil	Nil	NA
Forced labour/Involuntary labour	Nil	Nil	NA	Nil	Nil	NA
Wages	Nil	Nil	NA	3	Nil	NA
Other human rights-related issues	Nil	Nil	NA	Nil	Nil	NA

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	24	24
Complaints on POSH as a % of female employees / workers	0.24	0.35
Complaints on POSH upheld	14	21

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

Firstsource is committed to fostering a workplace culture free from discrimination, harassment, and retaliation. To ensure that complainants feel safe and supported, the company has implemented robust mechanisms through its Whistle-blower Policy and Prevention of Sexual Harassment (POSH) Policy. These frameworks guarantee that any employee can report instances of discrimination or harassment without fear of reprisal.

Every complaint is treated with the highest level of confidentiality, and appropriate safeguards are in place to protect the identity and interests of the complainant throughout the resolution process.

In compliance with Chapter IV, Section 19 of the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013, Firstsource also provides mandatory awareness and sensitization training on POSH, whistle-blowing, and the company's Employee Code of Conduct.

The company's grievance redressal policies are accessible via the following links:

Human Rights & Equal Opportunity Policy:

<https://www.firstsource.com/sites/default/files/2025-02/Human-Rights-and-Equal-Opportunities-Policy-4.0.pdf>

Prevention of Sexual Harassment:

<https://www.firstsource.com/sites/default/files/2025-02/POSH-6.0.pdf>

Whistle-blower Policy:

<https://www.firstsource.com/sites/default/files/2025-02/Global-Whistleblowing-Policy-8.0.pdf>

## Business Responsibility & Sustainability Report

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

Yes. Firstsource integrates human rights requirements into its business agreements and actively shares its Human Rights Policy with all business partners. Key human rights expectations are also embedded within the Company's Sustainable Supply Chain Policy and Supplier Code of Conduct.

All business partners are contractually obligated to adhere to these policies, which outline expectations related to ethical labor practices, non-discrimination, workplace safety, and prohibition of forced or child labor.

### 10. Assessments for the year:

	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	
Forced/involuntary labor	
Sexual harassment	100%
Discrimination at workplace	
Wages	
Others – please specify	

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

Not applicable, as Firstsource has not identified any significant risks or concerns from the occupational health and safety assessments conducted across 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 policies related to human rights, Prevention of Sexual Harassment (POSH), and grievance redressal are applied consistently across all offices. To facilitate transparent grievance handling, Firstsource has implemented an online portal through which all stakeholders-including employees and vendors-can submit complaints. Each grievance is reviewed and resolved in a timely and confidential manner.

Every employee is mandated to participate in POSH and grievance redressal awareness programmes. In locations where a rise in harassment-related complaints is observed, targeted sensitization sessions are conducted. Additionally, vendors are required to adopt a human rights policy aligned with the POSH Act and contractual obligations as part of the onboarding process.

In response to recurring issues and the need for improved grievance handling, Firstsource has implemented a Global Grievance Redressal Policy. This policy outlines a structured escalation matrix that allows employees to:

- Raise concerns with their immediate supervisor or the designated point of contact,
- Submit complaints through the Grievance Redressal System (FirstConnect): <https://firstconnect.firstsource.com/firstConnect/GRSLogin.aspx>
- Or email their concerns to: [grs@firstsource.com](mailto:grs@firstsource.com)

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

Firstsource did not undertake any formal human rights due diligence during FY 2024–25. However, the company remains committed to upholding human rights principles through its existing policies, grievance redressal mechanisms, and stakeholder engagement practices



### 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 under the Rights of Persons with Disabilities Act, 2016, approximately 59.42% of Firstsource's office premises are currently accessible to individuals with disabilities, including employees and visitors.

The company is committed to progressively enhancing accessibility across all locations. Firstsource has set an intent to make 100% of its operational sites fully compliant in the future, ensuring inclusive infrastructure and barrier-free access.

### 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	85% of our total procurement spend is directed towards vendors and new suppliers who are assessed annually. While our value chain partners are independent entities, their practices directly reflect on our business. Therefore, we engage an independent third-party agency to evaluate these partners on key parameters including health and safety, working conditions, environmental performance, human rights, sexual harassment, child labour, and forced or involuntary labour
Discrimination at workplace	
Child labour	
Forced Labor/Involuntary Labor	
Wages	
Others – please specify	

### 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 identified any significant risks or concerns from the assessments conducted on its value chain partners during the reporting period. All assessed partners were found to be in alignment with the Company's human rights, labor, and ethical standards.

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

We consistently strive to conduct business in a manner that creates a positive impact on both the environment and society. Our ESG policy serves as a guiding framework for our commitment to operating sustainably while minimizing negative environmental impacts.

Our approach emphasizes responsible resource management and focuses on key areas such as water stewardship, energy efficiency, responsible waste management, and emission reduction strategies. Our Global Quality Health, Safety, Environment & Energy Management Policy and ESG Policy are publicly available on our website to promote transparency and accountability.

Additionally, while some of our centers have received ISO 14001:2015 certification, we ensure that the standards of this certification are upheld across all non-certified centers as well.

## Essential Indicators

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

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
<b>From renewable sources (in GJ)</b>		
Total electricity consumption (A)	28,846 GJ	8,585 GJ
Total fuel consumption (B)	Nil	Nil
Energy consumption through other sources (C)	Nil	Nil
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>28,846 GJ (32% of total energy consumed)</b>	<b>8,585 GJ</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	56,957 GJ	55,063 GJ
Total fuel consumption (E)	Nil	403 GJ
Energy consumption through other sources (F)	Nil	Nil
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>56,957 GJ</b>	<b>55,466 GJ</b>
<b>Total energy consumed. (A+B+C+D+E+F)</b>	<b>85,803 GJ</b>	<b>64,051 GJ</b>

## Business Responsibility & Sustainability Report

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
<b>Total percentage from renewable</b>	<b>33.6%</b>	<b>13%</b>
Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations)	0.0000037109	0.00000040
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	0.0000766691	0.19085
Energy intensity in terms of physical output (in terms of total workforce)	3.46664	3.333
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

\*GJ – Giga Joules

**Note:** Firstsource has closed two of its centers which had a higher mix of renewable energy. However, Firstsource has converted entire Mumbai buildings to 100% RE last year and Bangalore centre is converted to RE since Feb 2025.

**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 2024-25.

- 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 (BRSR Core):**

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third-party water	178,673	168,724.2
(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>178,673</b>	<b>168,724.2</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>15,987</b>	<b>168,724.2</b>
<b>Water intensity per rupee of Turnover</b> (Total water consumption/Revenue from operations)	<b>0.00000069144</b>	<b>0.63</b>
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption/Revenue from operations adjusted for PPP)	0.000014285	0.0276
<b>Water intensity in terms of physical output (in terms of total workforce)</b>	0.64591	0.527
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>		

**Note:** In the absence of landlord-provided water data, Firstsource proactively conducted a third-party water audit across its 10 sites in India.

The audit revealed an average water withdrawal of 21.97 litres and discharge of 19.77 litres per employee per day.

The net water consumption is approximately 2.2 litres per employee per day, reflecting efficient water use in office-based operations.

**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 2024-25.



## 5. Provide the following details related to water discharged (BRSR Core):

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water		
- No treatment	-	-
- With treatment – please specify level of Treatment	-	-
(ii) To Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	162,686	157,257
- 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>162,686</b>	<b>5,335.111</b>

**Note:** All waste water is discharged via Landlords infrastructure and Landlords are responsible for onward delivery or treatment.

**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 2024-25.

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

Firstsource has not implemented a formal **Zero Liquid Discharge (ZLD)** system, as its operations are primarily office-based and do not involve industrial processes that generate high volumes of liquid effluents.

However, the company actively promotes responsible water management practices. Select facilities are equipped with **Sewage Treatment Plants (STPs)**, where treated wastewater is **recycled and reused** for non-potable applications such as gardening. This contributes to minimizing freshwater withdrawal and reducing wastewater discharge.

While a full ZLD system is not applicable to the nature of Firstsource's operations, the company remains committed to water conservation and continues to explore opportunities to enhance water reuse and efficiency across its facilities.

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

Parameter	Please specify unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
NOx	Tons	100.46	74.51
Sox	Tons	152.78	113.32
Particulate matter (PM)	Tons	20.51	15.21
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 2024-25.

## Business Responsibility & Sustainability Report

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

Parameter	Unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Scope 1 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)	tCO <sub>2</sub> e	Total 0.0 tCO <sub>2</sub> e Absolute (GHG wise) CO <sub>2</sub> : 0.00 tCO <sub>2</sub> e CH <sub>4</sub> : 0.00 tCO <sub>2</sub> e N <sub>2</sub> O: 0.00 tCO <sub>2</sub> e	Total 109.91 tCO <sub>2</sub> e Absolute (GHG wise) CO <sub>2</sub> : 108.61 tCO <sub>2</sub> e CH <sub>4</sub> : 0.12 tCO <sub>2</sub> e N <sub>2</sub> O: 1.18 tCO <sub>2</sub> e
Total Scope 2 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)	tCO <sub>2</sub> e	Total 16,867.06 tCO <sub>2</sub> e Absolute (GHG wise) CO <sub>2</sub> : 16,675.39 tCO <sub>2</sub> e CH <sub>4</sub> : 70.37 tCO <sub>2</sub> e N <sub>2</sub> O: 120.61 tCO <sub>2</sub> e	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 Scope 1 and Scope 2 emission intensity rupee of turnover per (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	(tCO <sub>2</sub> e/INR)	0.00000045621	0.79
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	(tCO <sub>2</sub> e/INR)	0.000009425	0.0348
Total Scope 1 and Scope 2 emission intensity in terms of physical output	(tCO <sub>2</sub> e / employee)	0.42618	0.664
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

**Note:** In FY 2024–25, Firstsource reported zero Scope 1 emissions, reflecting its non-industrial, office-based nature.

Scope 2 emissions amounted to 16,867 tCO<sub>2</sub>e, from the consumption of grid electricity across its facilities.

The company is exploring opportunities to transition toward renewable energy sources and enhance energy efficiency to reduce its Scope 2 footprint over time.

**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 2024-25

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

Yes. Firstsource is committed to reducing its environmental impact by implementing multiple initiatives aimed at lowering Greenhouse Gas (GHG) emissions. Key projects include:

#### a. Green Energy Conversion of Key Facilities:

Firstsource has transitioned several of its major office buildings to renewable energy sources. This includes:

- Four facilities in Mumbai & Bangalore

These sites now operate primarily on solar and wind energy, significantly reducing reliance on fossil fuels and contributing to a substantial reduction in GHG emissions. This initiative supports both energy efficiency and environmental responsibility, aligning with Firstsource's broader sustainability goals.

#### b. Transition to CFC-Free Refrigerants:

Firstsource has replaced all air-conditioning units with CFC-free R134A and R407 refrigerants, ensuring safer and more sustainable cooling systems. This change contributes to:

- Reduced environmental harm
- Improved employee health and safety
- Enhanced energy efficiency

This transition marks a key milestone in Firstsource's environmental stewardship and climate action agenda.



**c. Sustainable Business Collateral – Seed-Based Visiting Cards:**

In partnership with SootheEarth, an eco-friendly paper products company, Firstsource has introduced tree-free, chemical-free, and biodegradable seed-based visiting cards. These cards contain marigold or tomato seeds and can be planted after use, promoting biodiversity and reducing paper waste.

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

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
<b>Total waste generated (in metric tonnes)</b>		
Plastic waste (A)	Nil	0.31
E-waste (B)	Nil	22.96
Bio-medical waste (C)	Nil	0.01503
Construction and demolition waste (D)	Nil	956.006
Battery waste (E)	Nil	0
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)	379.34	148.369
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>379.34</b>	<b>1,127.66003</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated/Revenue from operations (INR))	0.00000016406	0.07042
Waste intensity per rupee of turnover adjusted Purchasing for Power Parity (PPP) (Total Revenue waste from generated / operations adjusted for PPP)	0.00000033895	0.003077
Waste intensity in terms of physical output (in terms of total workforce)	0.015326	0.05873
Waste intensity (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 tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	235.36	22.96
(ii) Re-used	Nil	Nil
(iii) Other recovery operations	Nil	Nil
<b>Total</b>	<b>235.36</b>	<b>22.96</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	Nil	Nil
(ii) Landfilling	12.48	Nil
(iii) Other disposal operations	Nil	Nil
<b>Total</b>	<b>12.48</b>	<b>Nil</b>

**Note:** In FY 2024–25, Firstsource generated a total of 247.84 metric tonnes of waste, of which 235.36 tonnes (94.97%) was recycled, and 12.48 tonnes (5.03%) was landfilled. The company continues to focus on enhancing waste segregation and recovery to minimize environmental impact.

**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 2024-25

**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.**

**Firstsource** is committed to responsible waste management with a strong focus on reducing its environmental footprint through strategies centered on **reduce, reuse, and recycle** principles. The company's approach encompasses:



## Business Responsibility & Sustainability Report

### 1. Zero-Waste-to-Landfill Commitment:

Firstsource has adopted a **zero-waste-to-landfill policy**, ensuring meticulous segregation of waste at source. In **FY 2024–25, 100% of waste** was handled responsibly through certified waste disposal partners, reinforcing compliance with both **local regulations** and **global environmental standards**.

### 2. E-Waste Management and Circular Economy:

Instead of discarding outdated or unused electronics, Firstsource channels its e-waste through responsible partners for reuse and resale, extending the lifecycle of electronic devices. This initiative reduces e-waste sent to landfills and simultaneously decreases the demand for new raw materials—supporting a circular economy and lowering the environmental impact of manufacturing.

### 3. Elimination of Hazardous Substances:

The company actively works to **minimize the use of hazardous and toxic chemicals** by partnering with certified vendors and maintaining operational standards in line with global environmental management expectations.

### 4. ISO 14001:2015 Certification:

While two of Firstsource's centers are ISO 14001:2015 certified, the company ensures consistent implementation of **Environmental Management System (EMS)** procedures across all locations, certified or not. These procedures guide safe disposal practices and reinforce company-wide environmental responsibility.

### 5. 5R Waste Strategy:

As a responsible enterprise, Firstsource has embedded the **5R framework—Refuse, Reduce, Reuse, Repurpose, and Recycle**—into its waste strategy. This approach enables the company to:

- Optimize resource utilization
- Minimize waste generation
- Maximize the value extracted from each material used

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

Sr. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Not applicable. Firstsource is a technology-driven services company and does not have any operations or offices located 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. No projects requiring environmental impact assessments (EIA) under applicable laws were undertaken by Firstsource during the current financial year.					

### 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. During the reporting period, there were no instances of non-compliance, no fines or penalties, and no corrective actions were required from any regulatory authority.				



## 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 and Manila
- (ii) **Nature of operations:** BPS (Business Process Services)
- (iii) **Water withdrawal, consumption, and discharge in the following format:**

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	Nil	Nil
(ii) Groundwater	Nil	Nil
(iii) Third party water	54,398	91,420.65
(iv) Seawater/desalinated water	Nil	Nil
(v) Others	Nil	Nil
<b>Total volume of water withdrawal (in kilolitres)</b>	<b>50,434</b>	<b>91,420.65</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>5,440</b>	<b>5,485.239</b>
<b>Water intensity per rupee of turnover (Water consumed/turnover(INR))</b>	0.0000002181	0.342
<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 Seawa	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iv) Sent to third-parties		
- No treatment	48,958	1,871.73
- 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>45,391</b>	<b>1,871.73</b>

**Note:** In FY 2024–25, Firstsource withdrew 50,434 kilolitres of water, entirely sourced from third-party suppliers. Only 5,440 KL (10%) was consumed, while 45,391 KL (90%) was discharged—primarily to third-party municipal systems without on-site treatment. The organization does not extract groundwater or use surface water, reflecting its low-impact, office-based operational footprint.

**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 2024-25.

## Business Responsibility & Sustainability Report

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

Parameter	Unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (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 26,655 tCO <sub>2</sub> e Absolute (GHG wise) CO <sub>2</sub> : 7,285 tCO <sub>2</sub> e CH <sub>4</sub> : 49.20 tCO <sub>2</sub> e N <sub>2</sub> O: 125.31 tCO <sub>2</sub> e	Total 19,933 tCO <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 Scope 3 emissions per rupee of turnover	tCO <sub>2</sub> e/INR	0.00000115283	1.24
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

**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 2024-25

### 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 operate in or around environmentally sensitive or ecologically critical areas.

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Energy Efficiency Measures and Renewable Energy Adoption	<ul style="list-style-type: none"> <li>Upgraded to LED lighting across all office locations.</li> <li>Optimized HVAC systems to reduce energy consumption while maintaining employee comfort.</li> <li>Transitioned facilities in Mumbai, Bangalore to renewable energy sources (primarily solar and wind).</li> </ul>	Reduced energy consumption and electricity costs, along with a smaller carbon footprint.
2.	Adoption of CFC-Free Refrigerants	<ul style="list-style-type: none"> <li>Replaced all air conditioning systems with CFC-free refrigerants (R134A and R407).</li> <li>Eliminated the use of R-22, aligning with best practices for ozone protection and climate responsibility.</li> </ul>	Lowered ozone-depleting emissions, improved HVAC efficiency, and reduced operational costs.
3.	Zero Waste to Landfill Policy	<ul style="list-style-type: none"> <li>Adopted a zero-waste-to-landfill policy by implementing meticulous in-house waste segregation.</li> <li>Recyclable materials are reused or sent to certified recycling partners.</li> </ul>	In FY 2023–24, 100% of Firstsource's waste was responsibly managed, contributing to landfill reduction and circularity.
4.	E-Waste Recycling and Resale	<ul style="list-style-type: none"> <li>Resells outdated electronic equipment rather than discarding it.</li> <li>Extends the lifecycle of electronic devices and reduces the demand for raw materials.</li> </ul>	Reduces electronic waste, supports a circular economy, and decreases environmental impact.
5.	Green Building Certifications	<ul style="list-style-type: none"> <li>Earned LEED and IGBC certifications for select office spaces.</li> <li>Ensures environmentally responsible design and operations.</li> </ul>	Improved energy and water use efficiency, air quality, and created a healthier workplace environment.
6.	Sustainable Procurement Practices	<ul style="list-style-type: none"> <li>Procures eco-friendly office products, including recycled paper, energy-efficient equipment, and chemical-free supplies.</li> </ul>	Reduced environmental impact of the supply chain, promoted sustainable sourcing, and minimized resource waste.



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

Yes. Firstsource has established a robust Business Continuity Management (BCM) system that ensures service continuity in the event of any disruption. The BCM framework follows the PDCA (Plan-Do-Check-Act) methodology and is aligned with the ISO 22301:2019 standard.

Internal and external audits are conducted regularly to identify risks and implement mitigation measures. Each data center has a designated Crisis Management Steering Committee to serve as the first point of response during disruptions.

Further, in FY 2022–23, Firstsource undertook a climate risk assessment to evaluate physical and transitional climate vulnerabilities, including flooding, cyclones, and commuting hazards. Based on the findings, targeted Business Continuity Plans (BCPs) have been put in place to strengthen operational resilience, protect infrastructure, and ensure employee safety while maintaining uninterrupted service delivery.

Link to the Business Continuity Management Policy: [\[https://www.firstsource.com/sites/default/files/2025-03/BCMS-Policy-Ver-1.3.pdf\]](https://www.firstsource.com/sites/default/files/2025-03/BCMS-Policy-Ver-1.3.pdf)

**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 environmental impact has been reported from our value chain partners. As part of our commitment to responsible sourcing, we extend our Code of Conduct to all partners, mandating compliance with environmental regulations and sustainable practices. Adherence to this code is a mandatory requirement during the onboarding of all new suppliers. Additionally, we have instituted a third-party assessment process to evaluate the environmental performance of both critical partners and new suppliers.

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

85% of our value chain partners, by total procurement spend, were assessed for environmental impacts. This included over 150 suppliers, evaluated through an independent third-party assessment. The evaluation focused on key parameters such as environmental performance and working conditions, ensuring alignment with Firstsource's sustainability standards. These efforts reflect our commitment to responsible sourcing and continuous improvement across the supply chain.

**8. How many Green Credits have been generated or procured by the listed entity:**

As of FY 2024–25, Firstsource has not yet generated or procured any Green Credits under the Green Credit Programme. However, the company is actively evaluating a range of ongoing sustainability initiatives that may qualify for Green Credits in the future. These initiatives include e-mobility adoption, energy efficiency enhancements, water resource assessments, and tree plantation drives.

We are currently exploring potential alignment with value-chain partners for future participation, with a focus on afforestation and sustainable agriculture activities. While these initiatives are not yet formally verified for Green Credit eligibility, we are committed to establishing the necessary verification mechanisms as the regulatory landscape evolves.

Firstsource will continue to track developments in the Green Credit framework and aims to integrate the generation and procurement of Green Credits into our future sustainability goals. Our intention is to formalize these processes once the appropriate verification and regulatory structures are in place, ensuring that our sustainability efforts contribute to measurable environmental impact.

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

We actively participate in forums to voice concerns, share efforts, and promote policies and programs that aim to protect the interests of all stakeholders and communities. We are members of multiple trade and industry associations, and we collaborate with numerous other comparable platforms.

Through these associations, we demonstrate comprehensive support for ethical corporate practices, sustainability, social stability, and respect for human rights. Our Code of Conduct includes specific provisions that guide ethical behavior on public platforms, ensuring that our advocacy efforts remain responsible, transparent, and aligned with our values.

## Business Responsibility & Sustainability Report

### Essential Indicators

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

Firstsource is affiliated with 11 trade and industry chambers/associations, enabling active participation in industry dialogues, policy advocacy, and collaborative growth initiatives.

#### 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 National 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	UNGC	International

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

Name of authority	Brief of the case	Corrective action taken
Nil	Nil	Nil

### Leadership Indicators

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

S. No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
			Nil		

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

We are dedicated to fulfilling our civic and social responsibilities by actively engaging in socio-economic initiatives that benefit underprivileged communities. We aim to responsibly leverage our position and resources to raise the standard of living for marginalized groups and societal segments. Our Corporate Social Responsibility (CSR) Policy is aligned with the provisions of the Companies Act, 2013.

CSR lies at the core of everything we do. We are committed to advancing our CSR objectives guided by our overarching vision:

*" Create a nurturing and an empowering environment to deepen our societal engagement with a goal of improving lives and livelihood of communities on a sustainable basis".*



## 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 2023-24 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	March 12, 2025	Yes	Yes	<a href="#">Social Impact Assessment Report:</a> <a href="#">Social Return on Investment Report:</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:

S. 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 INR)
Not applicable. Firstsource has not undertaken any projects that involve rehabilitation and resettlement activities during the reporting period.							

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

Firstsource has established a robust grievance redressal mechanism that enables communities and other stakeholders to raise concerns through multiple channels. Stakeholders can lodge grievances by emailing [grs@firstsource.com](mailto:grs@firstsource.com) or by visiting the grievance submission portal available on the Company's website at <https://www.firstsource.com/contact/>.

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	52%	61%
Directly from within India	85%	97%

### 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 (BRSR Core).

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Rural	-	-
Semi-urban	-	1.80%
Urban	1.02%	0.60%
Metropolitan	98.98%	97.6%

## 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 ₹)
	Assam	Darrang and Udalguri	2,600,763

## Business Responsibility & Sustainability Report

### 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 embedded within our [Sustainable Supply Chain Policy](#). Our vision is to institutionalize supplier diversity across procurement activities, actively promoting participation from minority-owned, woman-owned, disadvantaged-owned, LGBTQIA+ owned, veteran-owned, HUB Zone, and small businesses.

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

We procure from diverse supplier groups including minority-owned, woman-owned, disadvantaged-owned, LGBTQIA+ owned, veteran-owned, HUB Zone, and small business enterprises, emphasizing local economic growth in India.

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

Procurement from marginalized and vulnerable groups constitutes approximately 57% of our total procurement spend.

### 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 Darrang district, Assam	100	100%
2	Digital Classroom Support for students from Govt. schools, Maharashtra	85	100%
3	FSP (Firstsource Scholarship Program) to support scholars across pan India 2021-2022 Batch 12		100%
4	FSP (Firstsource Scholarship Program) to support scholars across pan India 2024-2025 Batch 14		100%
5	Employment Van to empower underprivileged youth of Telangana	2,000	100%
6	Medical Camps to support rural Communities of Telangana & Andhra Pradesh	2,505	100%
7	Cataract Surgery to support underprivileged community in Maharashtra	100	100%
8	Cataract Surgery to support underprivileged community in Tamil Nadu	100	100%
9	STEM lab set up in 4 Govt. Schools in four major cities in India	1,600	100%
10	Women empowerment and skill development project in Nagpur	50	100%
11	ICU ward medical equipment to support rural hospital of Andhra Pradesh	1,000	100%
12	Nurturing of trees which we planted as part of the green cover project last year	5,000 Trees	NA
13	Urban Forest creation to improve green cover in Telangana	1,000 Trees	NA
14	Creating Eco Park in Avadi, Tamil Nadu	1,200 Trees	NA
15	Supporting Animal care project in Chennai – FPS (Firstsource Provider Services Private Limited (formerly known as Quintessence Business Solutions & Services Private Limited)- CSR Project)	1,290 Animals	NA
16	Study centre support for underprivileged students in Chennai FPS (Firstsource Provider Services Private Limited (formerly known as Quintessence Business Solutions & Services Private Limited)- CSR Project)	101	100%





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

We are committed to continuous innovation and improving the user experience, with client and customer input being especially important to us. We prioritize client feedback and incorporate it seamlessly into our ongoing efforts to enhance our service offerings, strengthen our market position, and increase customer satisfaction.

We are certified in compliance with leading international standards, including PCI DSS, ISO 27001:2013, and HITRUST. We also adhere to several legislative and regulatory compliance standards to ensure the confidentiality, integrity, and availability of data entrusted to us by our clients.

### Essential Indicators

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

Firstsource has established structured mechanisms to address client complaints and feedback in a timely and effective manner. Grievances can be submitted via email to [grs@firstsource.com](mailto:grs@firstsource.com), where they are handled in accordance with internal protocols and applicable regulations. The designated grievance redressal team monitors, tracks, and reports all cases until closure.

Complaints are generally resolved within a turnaround time (TAT) of 15 working days from the date of receipt. If the complexity of the issue requires more time, an extension of up to 15 additional working days may be granted. This process ensures transparency, accountability, and continuous improvement in client servicing.

#### 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 2024-25 (Current Financial Year)		Remarks	FY 2023-24 (Previous Financial Year)		Remarks
	Receive during the year	Pending resolution at end of year		Receive during the year	Pending resolution at end of year	
Data privacy	-	-	NA	0	0	NA
Advertising	-	-	NA	Not applicable		NA
Cyber-security	1	0	NA	0	0	NA
Delivery of essential services	-	-	NA	0	0	NA
Restrictive trade practices	-	-	NA	0	0	NA
Unfair trade practices	-	-	NA	0	0	NA
Other	-	-	NA	0	0	NA

#### 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 has implemented a comprehensive framework for cybersecurity and data privacy. The organization is committed to protecting the personal data of customers, employees, vendors, and other stakeholders. A dedicated policy governs the collection, processing, and protection of personal data in compliance with applicable laws and internal standards. This framework applies to all employees of Firstsource, its subsidiaries, joint ventures (where it holds a controlling interest), and business partners handling personal data on its behalf.

## Business Responsibility & Sustainability Report

Firstsource ensures that personal data is collected lawfully, processed transparently, and with prior consent. Non-compliance with the policy is treated with utmost seriousness and may result in disciplinary action. Additionally, individuals have the option to withdraw consent by writing to: [dataprivacy@firstsource.com](mailto:dataprivacy@firstsource.com).

### Policy links:

- [Global Cyber Security Policy](#)
- [Global Corporate Privacy Policy](#)
- [Global Website Privacy Policy](#)
- [Data Privacy Policy](#)

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

Nil

- 7. Provide the following information relating to data breaches: a. Number of instances of data breaches b. Percentage of data breaches involving personally identifiable information of customers c. Impact, if any, of the data breaches (BRSR Core)**

- 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. <https://www.firstsource.com/>

- 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 criticality of ensuring uninterrupted service delivery to its clients and customers. To mitigate risks of disruption or discontinuation, Firstsource has established robust Business Continuity Planning (BCP) and Disaster Recovery (DR) protocols. These measures are aligned with international standards, including ISO 27001 and ISO 22301, under the broader Business Continuity Management System (BCMS).

The Company conducts regular audits, both internal and external, to assess potential disruptions. Crisis Management Steering Committees are in place at each data center to act as the first point of contact and response during adverse events. Timely communication protocols are established to inform clients of potential disruptions and the remedial actions being undertaken.

Link to BCMS policy: <https://www.firstsource.com/sites/default/files/2024-11/Global-BCMS-Manual.pdf>

- 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, as Firstsource is a Business Process Management (BPM) company and does not manufacture physical products. Consequently, product labelling requirements do not apply.