Sagility
Sustainability
Report FY2024

sagility™

Sagility Sustainability Report FY2024

Strategically empowering people and fostering environmental consciousness:
Our inaugural year of sustainability reporting

sagility™

🌐 www.sagilityhealth.com/sustainability/

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Message from CEO

Dear Stakeholder,

We recognize the importance of sustainability in driving long-term value and building a more resilient future for all. We are committed to transparency. We believe that by integrating sustainability into our core operations, we can not only achieve our business goals but also contribute to a healthier planet and a more equitable society.

This report provides a comprehensive overview of our progress thus far and insights into our future aspirations in key areas such as environmental impact, social responsibility, and governance.

Finally, we are grateful to our clients, employees, shareholders and other stakeholders for their continued trust and support.

Ramesh Gopalan
Managing Director &
Group Chief Executive Officer

" At Sagility, our commitment to ESG principles transforms sustainability into a powerful force for innovation, community support, and responsible growth, ensuring a thriving future for all.

For us, Sustainability is more than just a responsibility.

Message from CFO

Dear Stakeholder,

As a rapidly growing healthcare BPO organization, with a global presence, Sagility is dedicated to sustainability and climate action. Our business model promotes health and well-being, aligning with the United Nations Sustainable Development Goals (SDGs). In recent years, we have launched various initiatives to enhance our sustainability efforts, and this inaugural sustainability report reflects our commitment to sharing our journey and progress.

In 2022, we began tracking emissions across all offices. We are addressing our Scope 1 emissions, which come from natural gas usage, refrigerants, and company-owned vehicles, by acquiring electric vehicles for our Bangalore offices. Scope 2 emissions, primarily from electricity use, significantly contribute to our carbon footprint. Our Cranbury facility in the USA is powered entirely by solar energy, and two of our offices in India utilize renewable sources. Through energy-saving measures such as sensor lighting and proactive employee engagement, we aim to reduce overall consumption and transition to renewable alternatives.

For us, Sustainability is more than just a responsibility. It has the potential to support the communities we serve, harness technology for good, and foster inclusion and belonging among our diverse workforce.

We are committed to facilitating employee wellness and experience, and we are making steady progress toward our goal of increasing diversity within our organization. In FY2024, we also launched an exclusive learning channel for our suppliers, driving ESG learning and best practices while providing a platform for discussion and engagement on ESG topics. This initiative is part of our broader effort to drive sustainability at scale.

Sarvabhouman Doraiswamy Srinivasan

Executive Vice President,
Group CFO & Sustainability Head

"

Sagility has an unwavering commitment to climate action, diversity, and ethical practices, driving impactful initiatives for a healthier planet and thriving communities.

Sustainability to us, is a commitment beyond duty.

About Sagility

With over two decades of unmatched expertise, Sagility has consistently led the way in transforming healthcare operations through innovative and efficient Business Process as a Service (BPaaS) solutions. Starting with a vision to provide tailored, scalable solutions to the healthcare sector, we've evolved into a trusted partner for leading payers and providers across the United States. Our comprehensive suite of services includes payer and provider operations, engagement services, and clinical services, designed to streamline operations, minimize costs, and deliver optimal care outcomes.

Our journey has been driven by a commitment to excellence, and today, Sagility is a recognized leader in the healthcare BPaaS domain. We leverage our deep domain expertise, cutting-edge technology, and rigorous process management to provide end-to-end solutions that seamlessly integrate with our clients' ecosystems. From simplifying complex workflows to enhancing patient engagement, our solutions are built on a foundation of trust, innovation, and quality.

Our excellence is evident in the results we deliver. With a Net Promoter Score of 52, earned through our annual CSAT surveys, Sagility demonstrates an unwavering commitment to client satisfaction. As part of our evolution, Sagility India Limited has been listed on the National Stock Exchange of India (NSE) and Bombay Stock Exchange (BSE), marking a significant milestone in our journey. This public listing underscores our commitment to growth, and ongoing resolve to create long-term value for our healthcare clients, partners, and shareholders.

**Insightful.
Intelligent.
Transformative.**

OUR SERVICES

Payers

Sagility collaborates with payers, processing over 150 million transactions annually. We work with health plans to provide operational efficiencies and improve their member and provider satisfaction. By leveraging machine learning and artificial intelligence, we continuously enhance clinical and financial outcomes for the health plans we serve.

Providers

Sagility has processed over 60 million claims, resulting in the recovery of over $5 billion for our Clients. Through our predictive models, our revenue cycle management solutions help increase collections, reduce accounts receivable, minimize the cost-to-collect, and improve the patient experience. These end-to-end services support hospitals, health systems, physician groups, labs, DME companies, and ancillary providers.

OUR CAPABILITIES

Advanced Analytics, AI/ML & BI

Sagility leverages advanced analytics, machine learning, and AI to build predictive and forecasting models, enabling more personalized interactions through precise identification, stratification, and targeting. Our data science and data engineering capabilities enhance customer service by providing accurate sentiment analysis and next-best-action recommendations.

Hyperautomation & Process Optimization

Automation using bots that anticipate situations and provide agents with timely, relevant information. We optimize our operations by leveraging natural language processing (NLP) to analyze and interpret content for decision-making. Our commitment to enhancing efficiency remains strong, and we consistently focus on maximizing both business impact and user experience.

Business Processes as a Service (BPaaS)

We design comprehensive, end-to-end services powered by cloud technologies, enabling

Our BPaaS Offerings

Utilization Mgmt. as a Service	Payment Integrity as a Service
Contact Center as a Service	Aging in Place
Claims as a Service	Provider Network as a Service

efficient delivery with minimal capital expenditure. Focused on transformative impact, these solutions take a holistic view of business needs and integrate seamlessly across the client enterprise. Our all-inclusive service offerings ensure faster implementation, accelerating clients' time-to-value while enhancing business outcomes.

Healthcare Technology Platforms

We employ diverse technology frameworks to quickly develop applications for digital transformation. By integrating in-house components with top commercial products, we create solutions that process and communicate results across healthcare functions. Utilizing software frameworks, healthcare data models, and automation tools, we efficiently build & deploy solutions to enhance industry processes.

Our Presence

Denver, Colorado

El Paso, Texas

Cranbury, New Jersey

Atlanta, Georgia Jacksonville, Florida

Barranquilla

Kingston

Navi Mumbai
Hyderabad
Coimbatore

Chennai
Bangalore

Iloilo

Metro Manila
Alabang

Sagility in Numbers
as of FY2024 year end

24	**5**	**35,044**	**47,536**	**12.7%**	**24.64%**	**12.40%**	**87.2%**	**105** Million	**75** Million+
Years of experience in healthcare	Geographies covered (32 Sites)	Number of employees (61% women)	Revenue in million INR	Revenue growth in comparison with FY2023	Adjusted EBITDA Margin (FY24)	Adjusted PAT Margin (FY24)	OCF to EBITDA (FY24)	Number of Claims processed	Number of Interactions

About the Report

This inaugural sustainability report marks a significant milestone in our journey towards a more sustainable and equitable future. In alignment with the GRI framework, we transparently disclose our efforts and achievements in climate action and ESG initiatives.

Over the past year, we have tracked Scope 1, 2, and 3 emissions, and worked diligently to implement clean renewable energy sources. Our initiatives extend beyond environmental stewardship to include fostering a diverse, inclusive, and hybrid work culture, investing in human capital development, and driving CSR initiatives that uplift local communities. Through transparent, fair, and ethical practices, we aim to create a positive impact across our supply chain and ensure data security and privacy. This report is a testament to our strategic approach and unwavering commitment to empowering people and protecting our planet.

Scope

This is Sagility's inaugural sustainability report, focusing on our Environmental, Social, and Governance (ESG) performance for the financial year 2024 (FY 2024). This report encapsulates details related to our business structure, operational environment, material risks, stakeholder preferences, Sustainability strategies and actions, accomplishments, and governance of the Company during the financial year. The report covers information from all the geography we have our operations in as highlighted in the previous section, 'Our Presence' section.

We have followed GHG Protocol for emission inventorization and have applied the principles of the Operational Control Approach which accounts for all emissions where we have direct control over our operations and can influence decisions that affect GHG emissions. This includes all leased facilities and owned vehicles operated by us. This approach is consistent with the WRI/WBCSD GHG Protocol and general sustainability reporting protocols and guidelines.

Reporting Methodology

This report has been prepared with reference to the GRI Standards. The report refers to other sustainability guidelines, including the United Nations Sustainable Development Goals (SDGs) and the principles of the United Nations Global Compact (UNGC).

Assurance Statement

Our ESG disclosures are reviewed and verified internally by an independent entity, namely, **DNV** Business Assurance India Private Limited. The Independent Assurance Statement is available as annexure at the end of the report.

Reporting Period

1st April 2023 to 31st March 2024

Reporting Frequency

Annual

Organization Details

Legal Name

SAGILITY INDIA LIMITED

Nature of Ownership & Legal Form

We underwent to become a Public Limited Company as per the Companies Act, 2013 under the certificate of incorporation dated June 20, 2024, issued by the Registrar of Companies, Karnataka at Bengaluru, India.

During the reporting period, we were a Private Limited company and were known as Sagility was known as Sagility India Private Limited.

Organization Headquarter

AMR Tech Park, Bommanahalli, Bengaluru 560 068, Karnataka, India

Feedback & Suggestions

We welcome your feedback and suggestions on this Report. You may reach us at: sagilityhealth.com/contact-us
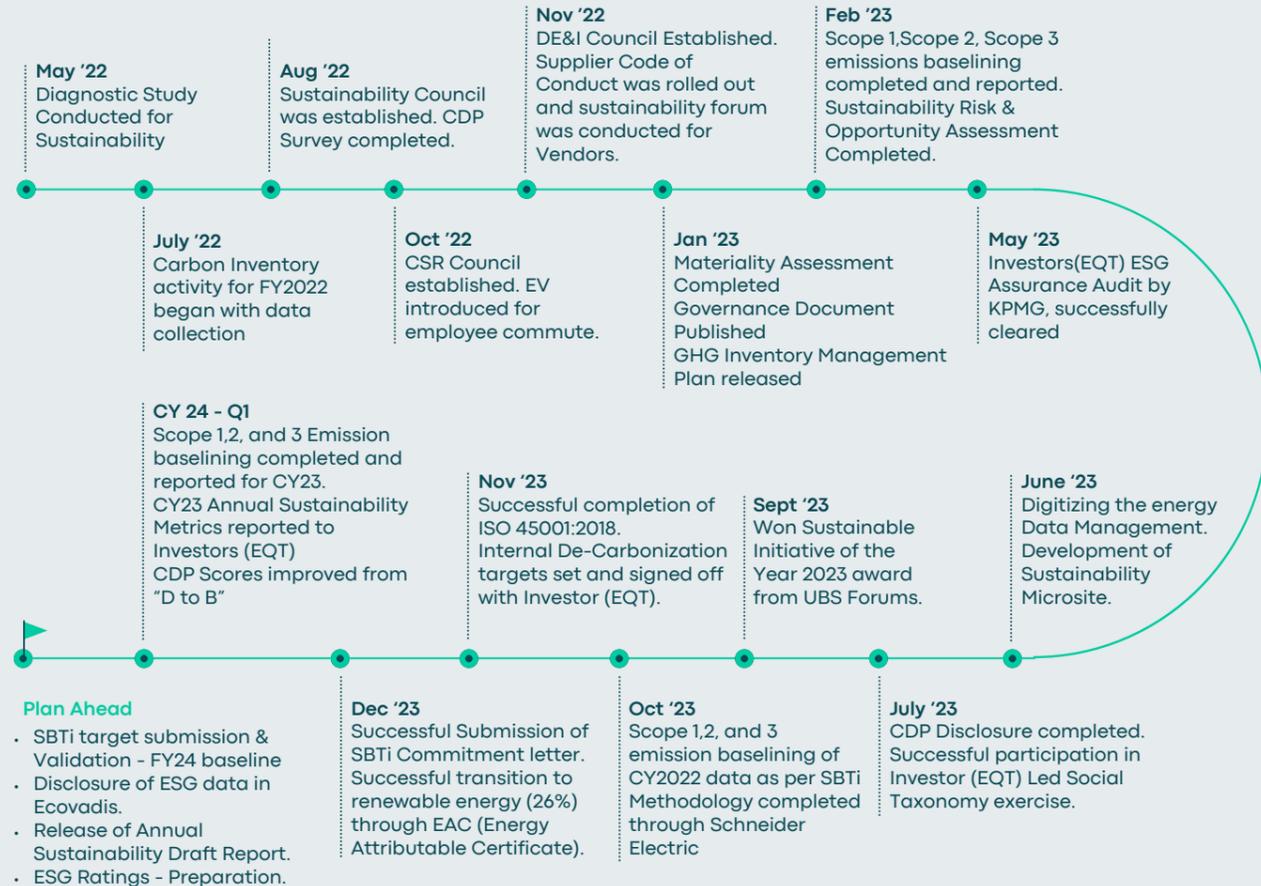
Our Sustainability Journey

Sagility is committed to integrating sustainability across corporate levels, including policy, culture and operations. Sagility views Environment, Social & Governance as three central areas that support value creation in the organization and influence day-to-day operations.

The word "Sustainability/ESG" became relevant and significant post-divestiture from Hinduja Global Solutions Limited since the 6th of January 2022. Sagility embarked on the journey with the purpose of making a positive difference for the planet and people. The first step post-divesture was to understand the current status on ESG, and

we engaged with one of the BIG 4 companies to perform a diagnostic study. CY 2022 was about laying the foundation for sustainability. We rolled out an action plan to address the changing market demand on sustainability, regulations, investors' expectations, & the desire to make a difference.

Sustainability Action Timeline

May '22
Diagnostic Study Conducted for Sustainability

July '22
Carbon Inventory activity for FY2022 began with data collection

Aug '22
Sustainability Council was established. CDP Survey completed.

Oct '22
CSR Council established. EV introduced for employee commute.

Nov '22
DE&I Council Established. Supplier Code of Conduct was rolled out and sustainability forum was conducted for Vendors.

Jan '23
Materiality Assessment Completed Governance Document Published GHG Inventory Management Plan released

Feb '23
Scope 1,Scope 2, Scope 3 emissions baselining completed and reported. Sustainability Risk & Opportunity Assessment Completed.

May '23
Investors(EQT) ESG Assurance Audit by KPMG, successfully cleared

CY 24 - Q1
Scope 1,2, and 3 Emission baselining completed and reported for CY23. CY23 Annual Sustainability Metrics reported to Investors (EQT) CDP Scores improved from "D to B"

Nov '23
Successful completion of ISO 45001:2018. Internal De-Carbonization targets set and signed off with Investor (EQT).

Sept '23
Won Sustainable Initiative of the Year 2023 award from UBS Forums.

June '23
Digitizing the energy Data Management. Development of Sustainability Microsite.

Plan Ahead
- SBTi target submission & Validation - FY24 baseline
- Disclosure of ESG data in Ecovadis.
- Release of Annual Sustainability Draft Report.
- ESG Ratings - Preparation.

Dec '23
Successful Submission of SBTi Commitment letter. Successful transition to renewable energy (26%) through EAC (Energy Attributable Certificate).

Oct '23
Scope 1,2, and 3 emission baselining of CY2022 data as per SBTi Methodology completed through Schneider Electric

July '23
CDP Disclosure completed. Successful participation in Investor (EQT) Led Social Taxonomy exercise.

Community

Sagility is dedicated to making a positive impact in communities worldwide. Through employee-led volunteer programs in collaboration with NGOs, we drive our CSR initiatives with the belief that empowering communities with essential skills can help them build sustainable futures. Guided by this commitment, we strive to create enduring livelihoods for those we serve.

Governance

We are dedicated to operating responsibly, ensuring commitment to providing efficient, sustainable services that meet the needs of our clients, investors, and other stakeholders. At Sagility, we uphold a work culture centered on integrity, accountability, and transparency. These principles are foundational to our approach and commitment to sustainable practices and long-term value creation.

Environment

Environmental stewardship is integral to our operations, with a strong focus on optimizing energy use, water conservation, and waste management. Our goal is to responsibly reduce our carbon footprint and manage our natural resource consumption effectively, making a positive impact on the environment and fostering a sustainable future for generations to come.

People

At Sagility, our commitment to care, nurture, and respect is central to our work culture as a leader in healthcare. We strongly believe in fostering collective growth and development, and our CSR initiatives reflect our dedication to creating a more equitable world for underserved communities. We are committed to empowering our people with top-tier opportunities that support their personal and professional growth.

Integrating Sustainability into our DNA

Sagility aims to lead and be recognized as a purpose-driven organization. We have been building a transformative sustainability strategy that achieves responsible and measurable actions across our business.

We are committed to integrating sustainability across corporate levels, including policy, culture and operations. Sagility views Environment, Social and Governance (ESG) as three central areas which support value creation in the organization and influences day-to-day operations:

OUR VISION

Our vision is to become the most caring company. Caring for people's health is in our DNA, both through our services where we support transformative healthcare, and through promoting employee and community welfare. Caring for the planet is how we drive our operations.

Environment

Sagility's business operations and value chain have a direct and indirect effect on the environment. Sagility aims to encourage a sense of responsibility around energy, carbon, water and waste within operations and the value chain to reduce the effect on the environment.

We aim to drive operations in a manner that is caring for the planet. We strive to reduce carbon emissions & to optimize use of environmental resources

Reduce greenhouse gas emissions and carbon footprint by committing to Science Based Target

Track Scope 1 and 2 emissions and work towards implementing clean renewable energy sources

Track Scope 3 emissions and educate the members of Supply value chain to reduce emissions

Minimize use of fossil fuels and maximize use of renewable sources

Introduce and **implement** measures to recycle and reuse water

Recycle waste generated and divert waste from disposal to landfill

Social

Values such as integrity, ethical practice, commitment to excellence, privacy, and compassion, which are synonymous with providing healthcare services, are fundamental to Sagility's ways of working. Sagility is dedicated to fostering a safe environment built on trust, diversity, equality, inclusion, and respect.

Promote employee and community welfare. Sagility strives to act as a responsible employer and promote stakeholder welfare

Promote workplace wellbeing .

Foster a diverse, inclusive, and hybrid work culture that encourages collaboration and innovation.

Invest in human capital development for the future through personalized training programs.

Strive to understand and resolve employee concerns in an equitable and transparent manner.

Drive CSR initiatives that support, uplift, and develop local communities, focusing on education, sustainability, and community development.

Governance

Sagility strives to deeply embed good governance, integrity and ethics into the organization's daily practices. We ensure good governance and compliance practices while upholding the principles of transparency, integrity, and accountability.

Embed good governance, integrity and ethics into the organization's daily practices and have a mechanism conducive for Sustainability

Ensure transparent, fair and ethical practices

Establish adequate measures for data security to safeguard sensitive information

Provide mandatory trainings and guidance to employees on
- Data privacy and
- Data protection
to uphold regulatory compliance and organizational standards

Work with suppliers to ensure alignment with our long term sustainability goals and drive positive environmental and social impact throughout the supply chain .

Sustainability Performance Highlights FY2024

In FY2024, we reduced greenhouse gas emissions by 25.25% and improved energy efficiency, reinforcing our sustainability commitment. We focused on social performance by enhancing employee well-being, promoting diversity, and engaging communities. Our governance efforts emphasized transparency and ethical practices, ensuring accountability and integrity in our operations, reflecting our dedication to responsible business practices.

Environment

Emissions

1,830 tCO_2e
Scope 1 emissions

16,334 tCO_2e
Scope 2 Location based emissions

36,968 tCO_2e
Scope 3 emissions

Green Mobility

30 EVs
Total number of EVs as of FY2024 to avoid tailpipe emissions

Renewable Energy

25.25%
Of electricity sourced from renewable sources through EACs mechanism

Water

46,850
Kilo liters of domestic water used

Social

NPS Scores

Client Satisfaction Score (CSAT)   **52**

Employee satisfaction eNPS (Net Promoter Score)   **52**

Community Investment

3,016
Beneficiaries Impacted through our CSR initiatives (Data for India only)

1,24,137
Global CSR Spend in USD

Diversity

35,044
Total number of employees

61%
Female employees in workforce

99
Number of differently abled employees in the organization

Governance

Board Composition

Number of directors   **10**

Number of female directors   **01**

Industry Certifications

ISO 9001
ISO 27001
ISO 45001
PCI/DSS

Key Policies

Supplier Code of Conduct

Human Rights

Environment

Privacy

16,338
Data Protection and Security Training Hours

100%
Percentage of Security Incidents Reported and Resolved Within Set Timeframe

Our Priorities through Stakeholders' Lens

Our focus ion ESG goes through our Stakeholder as Center approach. These helps us prioritize and set our commitment to creating a positive impact on the environment and society paving the way for a sustainable and responsible future.

Sagility actively engages stakeholders through surveys, interviews, and workshops to identify and prioritize key sustainability areas, ensuring alignment with both stakeholder expectations and strategic sustainability goals.

As part of Sagility's long-term Sustainability strategy, our point of inception was to identify focus areas and define our Sustainability blueprint.

We wanted to engage with key internal and external stakeholders, including clients, to understand organizational priorities for sustainability, hence recognized the need for a materiality assessment exercise. The materiality assessment and stakeholder engagement efforts lay the foundation for sustainable success. By identifying and prioritizing key areas and fostering strong relationships with our stakeholders, we ensure that our sustainability journey is impactful, inclusive, and forward-thinking.

This exercise led to the creation of a Materiality matrix, highlighting 17 material topics.

Among these, Cybersecurity, Data Privacy, Climate Change, Compliance, Ethics and Integrity, and Client Satisfaction emerged as the most significant focus areas for Sagility. Using the insights from our materiality assessment, we conducted subsequent analyses to identify risks and opportunities associated with the identified material topics. Further to that we could conceptualize various sustainability programs, the setting of specific goals and targets to create an impact story with respect to the material topics. The assessment process ensured that our sustainability initiatives align with the interests and expectations

of those we serve, allowing us to prioritize our efforts and resources effectively,

The Materiality Analysis exercise helps us stay updated on our stakeholders' views of various environmental, social, and governance concerns that may impact our operations. Supported by the GRI Standards, this practice inspires internal and external discussions, emphasizing new and diverse perspectives to identify and address issues important to us now and in the future.

We aim to conduct the materiality assessment once every three years and the next assessment is due next year.
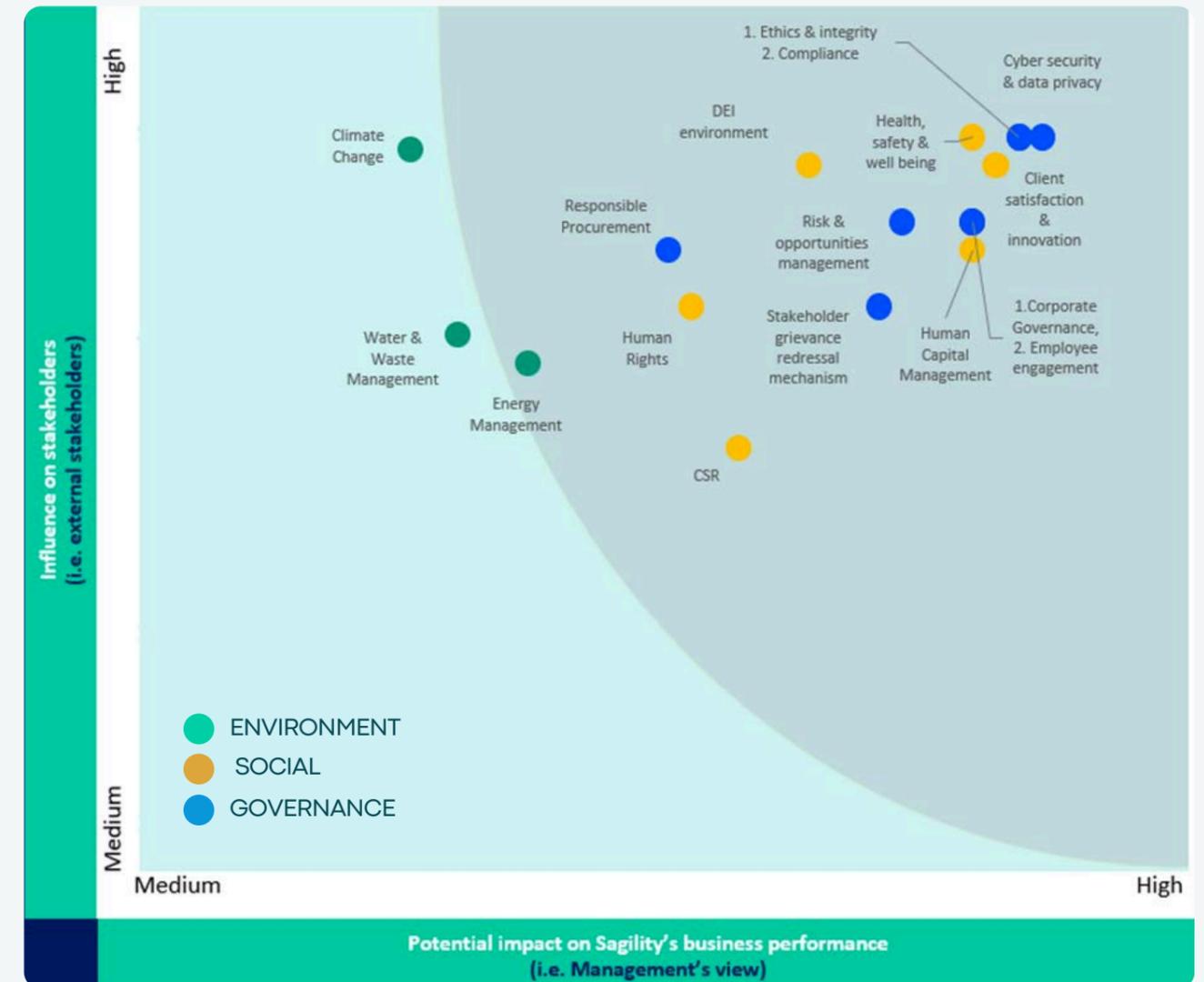
Identified Material Topics

Environment

- Climate Change
- Energy Management
- Water and Waste Management

Social

- Client satisfaction & innovation
- Diversity & Inclusive environment
- Health, safety and well being
- Human Capital Management
- Employee engagement
- Human Rights
- CSR

Governance

- Cyber security & Data Privacy
- Compliance
- Responsible procurement
- Ethics & Integrity
- Risk management
- Stakeholder Grievance Redressal Mechanism
- Corporate Governance

Corporate Governance

We are committed to upholding the highest standards of integrity, transparency, and accountability, reflecting our dedication to responsible operations. Our corporate governance structure is crafted to ensure sustainable, ethical, and effective management, fully supporting our mission to deliver efficient services to clients, investors, and other stakeholders.

Our Commitment to Governance and Integrity for Impact

Sagility is committed to maintaining high standards of corporate governance that ensure accountability, transparency and integrity in its business conduct. Our corporate governance is aligned with our commitment to sustainability and social responsibility. We believe that good governance is essential for creating long-term value for our shareholders, customers, employees and communities.

SUSTAINABILITY CENTERED GOVERNANCE

Our Board of Directors oversee our strategy, performance and risk management, as well as our environmental, social and governance (ESG) initiatives.

We enhanced our Board's oversight of ESG matters by establishing a dedicated Sustainability Committee, which monitors and advises on our sustainability goals, policies and practices.Sagility's corporate governance framework is aligned with the best practices and with United Nations Sustainable Development Goals (UN SDGs) and is reviewed and updated regularly to reflect the evolving needs and expectations of its business environment.

We also engage with our stakeholders, including our shareholders, to understand their perspectives and expectations on our governance and sustainability issues. We strive to uphold the highest standards of integrity and transparency in all our actions and disclosures.

EXPERIENCED LEADERSHIP

Our Key Managerial Personnel and Senior Management Personnel have been associated with Sagility for a commendable period and bring several decades of industry experience to the table. This depth of experience ensures that we are well-equipped to navigate the complexities of the healthcare sector and continue to drive innovation and growth.

At the group level, our Board of Governance consists of nine directors including the Chairperson of the board. The board is supported by key committees: the Audit Committee, Finance & Risk Committee, Nomination & Remuneration Committee, and Sustainability Committee. Each committee is chaired by a dedicated leader and includes several members who provide expertise and oversight. Our commitment to governance extends to our sub-entities in India, the Philippines, Jamaica, and Colombia, each of which maintains a regional Board of Governance and committees, ensuring consistency in governance practice across our operations. Adding to it, our Governance structure has various committees and forums at various management levels to address subject-specific matters like the Anti-Sexual Harassment Committee, Food Safety Committee, Health & Safety Committee, CSR Committee, Stakeholder Relationship Committee etc.

To safeguard sensitive healthcare data, we have established stringent control systems that enforce uncompromising governance mechanisms. These mechanisms are designed to adhere to both national and international standards, which apply across our service delivery activities.

About
Sagility

**Corporate
Governance**

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Annexure

Sagility Sustainability Report

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Board Composition

At Sagility, we prioritize diverse board representation, valuing varied backgrounds, expertise, and perspectives for robust governance and innovation to foster our overall agenda of Sustainability.

We are deeply committed to fostering diversity within our Board of Directors. We believe that a balanced representation of diverse perspectives, skills, and expertise is crucial for robust governance and strategic innovation.

Our definition of diversity encompasses a wide range of attributes, including gender, age, independence, residency, and functional expertise This holistic approach ensures that our board is equipped to make well-rounded decisions that drive sustainable corporate performance.

We recognize that having members from varied backgrounds and experiences enriches our discussions and enhances our decision-making processes.

This diversity includes, but is not limited to, differences in background, education, experience, knowledge, thought, perspective, functional expertise, independence, age, and gender.

- **Gender Equality and Representation:** A diverse board mitigates potential biases and reinforces objectivity, especially in independent directors, leading to more impartial governance.

- **Sustainable, Balanced Growth:** Diversity supports sustainable performance and development, which is essential for the company's long-term success.

- **Unbiased, Independent Oversight:** Diverse board members bring unique experiences and perspectives that contribute to higher-quality decision-making and governance.

- **Alignment with Strategic Objectives:** A diverse Board is better equipped to understand and guide the company towards its strategic goals.

OUR DIVERSITY OBJECTIVES

The purpose of promoting diversity on Sagility's Board is to achieve the following objectives:

- **Enhancement Board Performance:** Diverse board members bring unique experiences and perspectives that contribute to higher-quality decision-making and governance.

- **Industry Expertise & Strategic Guidance:** Diversity enhances industry-specific knowledge and the ability to offer relevant, impactful guidance covering more horizon of ideas.

- **Regulatory Compliance:** Sagility's Board diversity policy aligns with applicable laws and best practices in corporate governance, enhancing transparency and accountability.

Numbers at a glance

10

Number of Directors

1

Number of Female Directors

Nomination & Remuneration Policy & Board Performance Evaluation

The NRC meets regularly to address agenda items related to board diversity, appointments, remuneration, and performance evaluations.

Nomination and Remuneration Committee (NRC) is instrumental in upholding principles of effective governance and ensuring a transparent, merit-based approach to Board and senior management appointments. In line with Section 178 of the Companies Act, 2013, the NRC's policies on nomination and remuneration aim to attract, retain, and motivate leaders who align with the company's strategic goals and sustainable values, while meeting all relevant regulatory requirements.

COMMITTEE COMPOSITION AND STRUCTURE

The NRC is composed of three or more non-executive directors, with at least two-thirds being independent, as mandated. The Chairperson of Sagility may be a member but is not permitted to chair the committee, maintaining independence in decision-making. The Committee membership details are disclosed in Sagility's Annual Report.

COMMITMENT TO TRANSPARENCY AND POLICY AVAILABILITY

The Board Diversity Policy, uploaded on the Company's website, is reviewed periodically by the NRC to ensure it continues to reflect best practices. Our commitment to diversity at the Board level demonstrates Sagility's dedication to inclusivity, excellence, and sustainable corporate governance. The policy aligns with both GRI and SASB standards, ensuring that Sagility sustains high-quality leadership through an inclusive and diverse Board.

NON-DISCRIMINATION

Sagility firmly supports non-discrimination in Board selection processes. All qualified individuals, regardless of gender, marital status, age, race, religion, or medical condition, are considered based solely on their ability to contribute effectively as a Board member.

COMPENSATION & REMUNERATION

During Financial Year 2024, the CEO received remuneration of INR 65.80 million under an employment agreement dated January 5, 2022.

No other executive directors had active employment agreements. Non-Executive Directors were eligible for a sitting fee of ₹100,000 per Board and committee meeting attended, and reimbursement of business travel expenses. However, no remuneration was paid to them in FY24.

Independent Director Mr. Anil Chanana received pro-rated annual remuneration of USD 200,000 under an inter-company agreement for his oversight of Sagility Operations Inc., a wholly owned subsidiary. No deferred or contingent compensation was payable to any director in FY24.

Sagility's Nomination and Remuneration Committee (NRC)'s Responsibilities

1 Independent Director Appointments

- **Skills and Capabilities:** For each independent director appointment, the NRC assesses the balance of skills and knowledge on the Board, providing role descriptions to ensure that recommended candidates align with Sagility's governance needs.
- **Tenure and Performance Review:** Independent directors are appointed for a term of up to five years, with reappointments based on a special resolution and performance evaluations conducted by the NRC.

2 Compensation for Non-Executive and Independent Directors

- **Sitting Fees and Additional Remuneration:** Non-executive and independent directors may receive sitting fees and additional remuneration, compliant with regulatory caps under Section 197(5) of the Companies Act, 2013.
- **Professional Services:** NRC ensures required qualifications and appropriate remuneration of director providing professional services.

3 Evaluation of Directors and Senior Management

- **Annual Performance Evaluation:** The NRC conducts yearly assessments of directors, KMP, and senior management. This evaluation process measures contribution, effectiveness, and alignment with Sagility's goals and provides a basis for extending or modifying terms.
- **Director Retirement and Removal:** Directors are subject to retirement in line with the Companies Act, 2013, while the NRC retains the discretion to recommend removals based on performance evaluations and compliance.

4 Nomination and Appointment Process

- **Define Qualifications:** The NRC sets criteria for the qualifications, skills, positive attributes, and independence of directors, ensuring that each member adds distinct value to Sagility's strategic goals.
- **Board Diversity:** The committee devises and maintains a diversity policy to bring varied perspectives to the board, including factors such as education, professional background, gender, and independence.
- **Performance and Experience:** Through rigorous evaluation, the NRC recommends appointments based on candidates' skills, knowledge, and relevant industry experience, ensuring their ability to contribute effectively.

5 Remuneration Policy

- **Fair and Balanced Remuneration:** The committee structures remuneration packages that attract and retain high-calibre directors, Key Managerial Personnel (KMP), and senior managers. This includes a balance between fixed and variable pay linked to both short-term and long-term performance objectives.
- **Incentives and Performance Linkage:** NRC policies ensure that the remuneration aligns with performance, motivating executives to meet specific benchmarks that drive Sagility's success and sustainability goals.
- **Regulatory Compliance:** Remuneration is governed by the Companies Act, 2013, and other relevant regulations, maintaining compliance and integrity in financial practices.

Board's Oversight of Sustainability

Sagility's Board provides oversight for all operating entities. With the mission of integrating sustainable practices into our core strategy, the Board has empowered the Sustainability Committee with responsibilities for monitoring sustainability initiatives, environmental impact, and social responsibility across the company.

The Board delegates specific duties to the Sustainability Committee, which includes overall ESG (Environmental, Social, and Governance) risk oversight. Majority of the committee members are independent directors, with an independent director as Chairperson. The board is provided with periodic update on sustainability, by the CEO.

SUSTAINABILITY COMMITTEE

The Sustainability Committee at Sagility is a cornerstone of our governance framework, playing an essential role in integrating and driving the company's Environmental, Social, and Governance (ESG) goals. As part of our corporate governance structure, the Committee has been established with a clear mandate to set, monitor, and report on sustainability targets while ensuring compliance with statutory and regulatory standards.

The Sustainability Committee operates with a well-defined structure that facilitates governance across our global operations.

PURPOSE OF THE SUSTAINABILITY COMMITTEE

The Sustainability Committee ("Committee") is committed to supporting the organization's sustainability efforts by:

- Establishing and defining sustainability targets in alignment with our vision and goals.
- Providing oversight of the company's progress toward achieving sustainability objectives.
- Reviewing statutory compliance for ESG standards as required by law and the Board.
- Addressing other sustainability matters as mandated by applicable laws or the Board, allowing the Committee flexibility to respond to evolving governance needs.
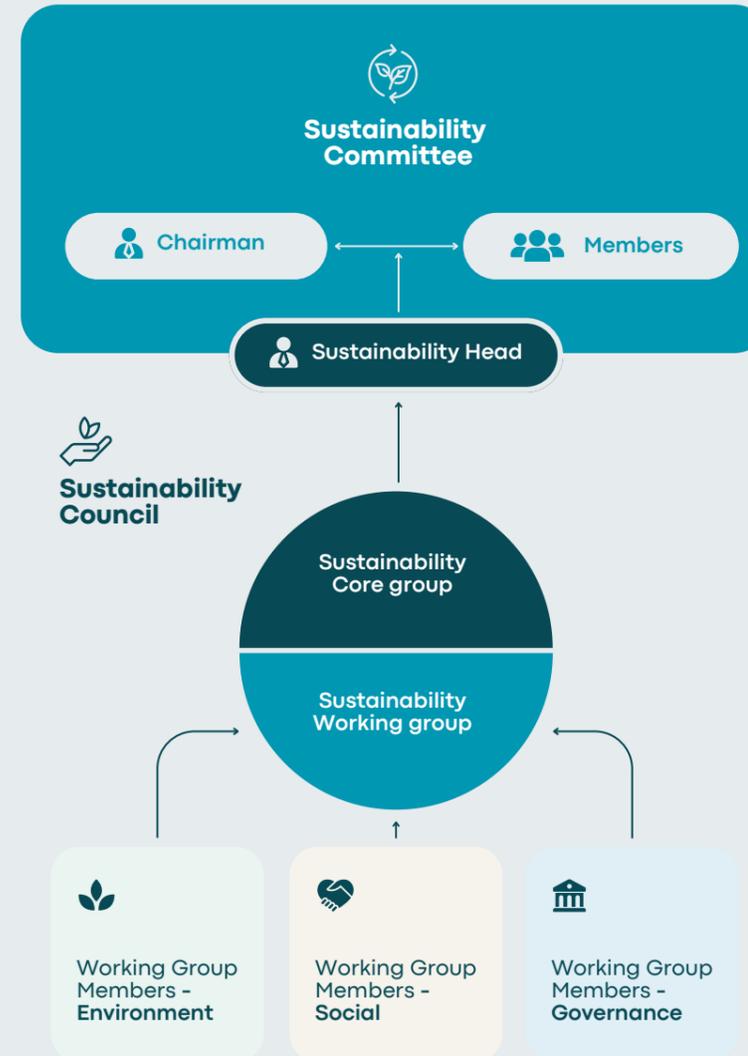
COMMITTEE COMPOSITION

The Committee comprises a minimum of three members, including the Sustainability Head (designated as the Chief Administration Officer - Global) and at least two members from the Sagility Board. This ensures both executive and independent oversight in sustainability initiatives.

COMMITTEE'S POWER AND AUTHORITY

- **Authority to Act:** The Committee holds the authority to make binding decisions within the scope defined by the Board. The Board of Directors retains the right to amend or revoke any aspect of the Committee's charter or authority.

- **Charter Amendments:** The Committee's authority, rules, and responsibilities are reviewed periodically, with the Board empowered to update the Committee's charter to align with evolving sustainability and governance standards.

MEETING FREQUENCY

The Committee meets quarterly, ensuring regular review and oversight, with a minimum of four meetings annually. Meetings require a quorum of two members, and the presence of the Sustainability Head is mandatory. Additionally, members of the Sustainability Council may be invited to Committee meetings.

To equip our Board Members & Sustainability Committee with the latest knowledge and practices, annual training programs are organized by our investors. These sessions ensure that committee members stay informed about evolving ESG standards, regulatory requirements, and industry best practices.

Governance Structure of Sustainability

Sagility's Sustainability Program is governed by the Committee, with a layered governance structure to streamline sustainability efforts across various levels:

Sustainability Council
This Council, led by the Sustainability Head and presided over by the CEO, supports the Committee in executing sustainability initiatives and goals. The Sustainability Head has the authority to modify the Council's membership with CEO alignment.

Core Sustainability Group
Provides leadership in sustainability strategy.

Sustainability Working Groups

Sustainability Committee's Responsibilities

Sustainability Committee is the governing body for driving organization in a responsible and sustainable manner.

COMMITTEE'S RESPONSIBILITIES

Guide the Direction:

- Define Sagility's sustainability vision and set long-term goals in alignment with our mission.
- Support the formation and operations of a Sustainability Council focused on implementing strategic initiatives.

Oversight:

- Maintain oversight of progress in meeting sustainability targets, focusing on both internal KPIs and stakeholder expectations.
- Track and assess stakeholder sustainability metrics, ensuring alignment with Sagility's sustainability goals.

Approval of Budgets and Disclosures:

- Approve budgets proposed by the Sustainability Core Group for all major initiatives.
- Review and approve all material disclosures on sustainability matters, maintaining transparency with stakeholders.

Reporting:

- Provide periodic updates to the Board on sustainability performance, achievements, and emerging issues.
- Report to the Board and senior management on current and potential sustainability matters affecting the company's operations, reputation, or stakeholder interests.
- Offer guidance to the Sustainability Head and Council on enhancing policies, practices, and disclosures.

RESPONSIBILITIES OF THE SUSTAINABILITY HEAD

Goal Setting and Implementation:

- Develops the company's sustainability ambitions and goals, in collaboration with the Core and Working Groups.
- Leads the implementation of initiatives, embedding a sustainability-focused culture across all levels.

Monitoring and Reporting:

- Monitors sustainability performance, offering insights and recommendations to the Committee.
- Provides updates to the Board and CEO on progress, risks, and opportunities in the sustainability landscape.
- Advises the Board on policies, strategies, and programs related to ESG factors that may impact Sagility's operations or public image.

SUSTAINABILITY CORE GROUP'S RESPONSIBILITY

The Sustainability Core Group supports the Sustainability Head and drives sustainable growth across the organization:

Developing Goals and Monitoring Performance:

- Works closely with the Sustainability Head and Working Group to establish clear sustainability goals.
- Reviews and provides feedback on stakeholder engagement plans concerning material sustainability issues. impact Sagility's operations or public image.

- Monitors external sustainability ratings and advises on improvements.

Budget and Risk Management:

- Presents budget plans for sustainability initiatives to the Sustainability Head and CEO.
- Periodically reviews sustainability risks and opportunities, adapting strategies to maximize positive impact.

PERFORMANCE OF THE HIGHEST GOVERNANCE BODY

The performance of the highest governance body in overseeing the organization's economic, environmental, and social impacts is evaluated annually by our investor through an independent external consultant.

This consultant conducts interviews with board members and key stakeholders to ensure an unbiased and comprehensive assessment.

MEETING FREQUENCY

The Sustainability Working Group ensures the operationalization of sustainability initiatives across departments and geographies:

Execution and Implementation:

- Develops and standardizes sustainability processes, ensuring consistency across regions.

- Assesses improvement opportunities and conducts cost-benefit analyses to guide decision-making.

Data Collection and Analysis:

- Collects and reports on ESG data, identifying trends, risks, and areas for improvement.
- Analyzes emerging sustainability trends, updating practices to stay aligned with industry best practices.

Organizational Support:

- Promotes sustainability awareness and education, fostering a culture of responsible practices throughout Sagility.
- Supports the Core Group by ensuring that all sustainability efforts align with overall organizational goals.

Ethics

Upholding the Ethical Standards and Regulatory Adherence

Our commitment to sustainability and corporate responsibility is intrinsically tied to our unwavering dedication to upholding legal and compliance parameters across the diverse geographies in which we operate.

GLOBAL REGULATORY ADHERENCE

Operating within the dynamic landscape of healthcare and information technology, we acknowledge the significance of adhering to a complex web of regulations and standards that govern data privacy, security, healthcare practices, and industry-specific compliance requirements. Our operations span multiple geographies, each with its unique legal and regulatory frameworks. We are steadfast in our commitment to understanding, respecting, and complying with the diverse legal landscapes, ensuring that our practices align with the highest standards of integrity and legality in every region where we operate.

ETHICAL GOVERNANCE AND TRANSPARENCY

In our pursuit of sustainability and responsible business conduct, we recognize the imperative of maintaining ethical governance and transparency in all our interactions, transactions, and engagements. Upholding the principles of integrity, honesty, and fairness, we prioritize ethical business practices, anti-corruption measures, and transparent reporting. Our robust compliance program and ethical guidelines serve as the cornerstone of our commitment to conducting business with the utmost respect for legal and ethical considerations.

RISK MITIGATION AND LEGAL RESILIENCE

Recognizing the multifaceted risks inherent in a global operating environment, we place a premium on proactive risk mitigation and legal resilience. Through a comprehensive legal risk management framework, we systematically identify, assess, and address legal and compliance risks, ensuring that our operations are resilient in the face of regulatory changes, legal challenges, and industry developments. By integrating legal and compliance considerations into our strategic decision-making processes, we fortify our ability to navigate legal complexities and safeguard our organizational integrity.

STAKEHOLDER TRUST AND COLLABORATION

Our unwavering commitment to legal and compliance excellence extends beyond internal policies and practices. We actively engage with stakeholders, regulatory authorities, industry bodies, and legal experts to foster collaborative relationships, seek alignment with evolving regulatory expectations, and contribute to the development of responsible industry practices. By fostering a culture of compliance and legal awareness, we aim to engender trust, credibility, and positive societal impact within the global communities we serve.

TEAM STRUCTURE AND GOVERNANCE FOR LEGAL AFFAIRS

At Sagility, the legal affairs team plays a pivotal role in ensuring compliance with laws and regulations while upholding ethical standards across all aspects of our operations. The legal team is structured to efficiently address the diverse legal needs of our organization, providing guidance and support to 9 entities and 22 business delivery centers number of business units across various geographies.

In close collaboration with the Board of Governors, the legal staff ensures that legal issues are included in the organization's decision-making processes and offers strategic insights through legal reviews and representations. This partnership demonstrates our dedication to coordinating legal viewpoints with the broader governance structure.

Regular meetings are held to discuss policy revisions, with a focus on maintaining legal and ethical standards. These meetings occur 4 times annually and serve as a platform for evaluating and enhancing our policies to adapt to evolving legal landscapes and emerging best practices.

2 number of incidents of non-compliance were reported concerning Corruption/Audit Risk/Legal/ during FY 2023. In the event of breaches, the legal affairs team swiftly initiates redressal measures, ensuring that breaches are thoroughly investigated and addressed with the utmost diligence and fairness. This proactive approach underscores our dedication to upholding legal integrity and swiftly resolving any compliance issues.
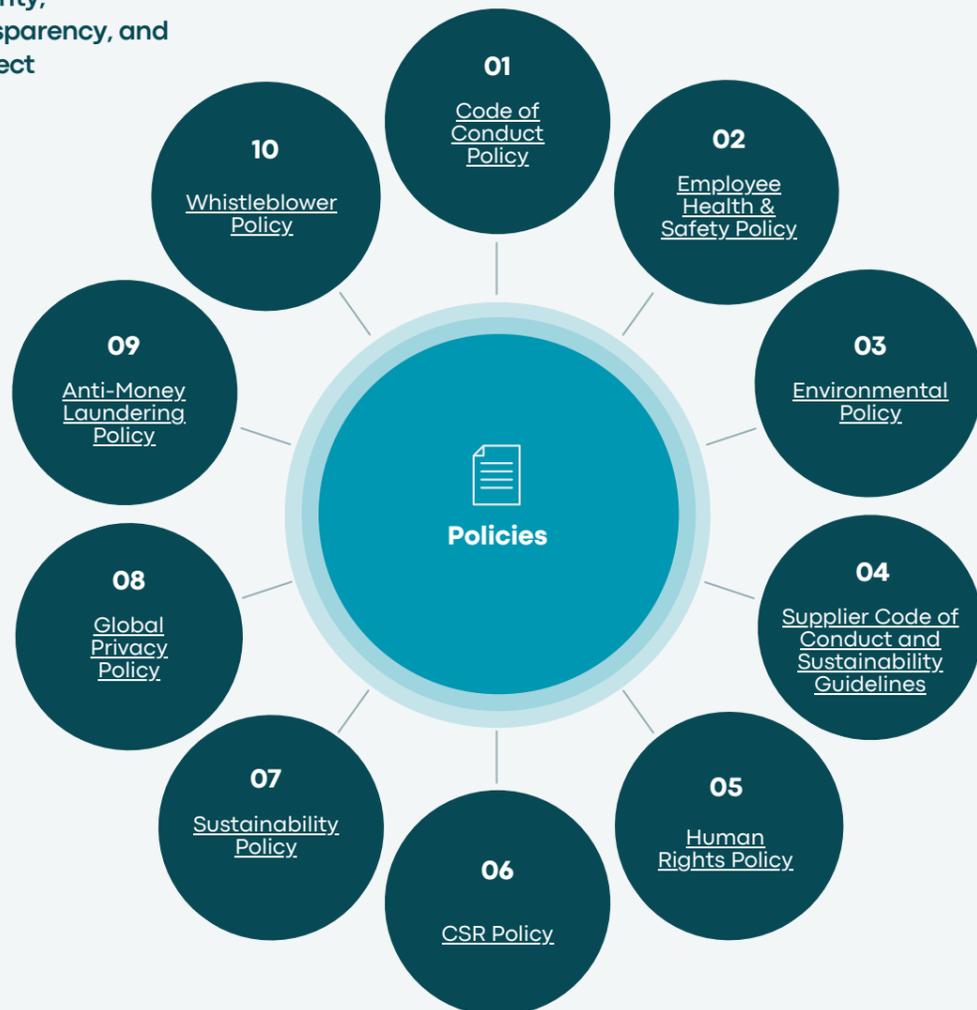
Policies

Instruments for Strong Triple Bottom Line

In alignment with our commitment to upholding ethical standards and regulatory adherence, we have implemented a comprehensive framework of policies across all functions within our organization. These policies are reinforced by robust governance mechanisms to ensure strict implementation, and in the event of violations, appropriate measures are taken.

Our formulated policies encompass a wide range of critical areas given in the illustration aside. These policies serve as a testament to our unwavering commitment to operating with

- **Integrity,**
- **Transparency, and**
- **Respect**

for legal and ethical standards. They form the cornerstone of our governance framework, underpinning our dedication to responsible business practices and sustainable operations.

Details of the policies have been given in respective sections of this report.

We periodically review all the policies and update them as and when required. Although most policies are centrally formulated, some policies are governed by regional teams based on regional requirements.

In addition to our internal policies, we engage in regular dialogues with stakeholders to gather feedback and ensure our policies remain relevant and effective. This collaborative approach allows us to continuously adapt to evolving regulatory landscapes and societal expectations, reinforcing our commitment to

responsible and sustainable business practices. By fostering open discussions and providing accessible resources, we empower stakeholders to uphold our ethical standards and contribute to our collective success.

Policies

01 Code of Conduct Policy
02 Employee Health & Safety Policy
03 Environmental Policy
04 Supplier Code of Conduct and Sustainability Guidelines
05 Human Rights Policy
06 CSR Policy
07 Sustainability Policy
08 Global Privacy Policy
09 Anti-Money Laundering Policy
10 Whistleblower Policy

Code of Conduct

Sagility is dedicated to upholding corporate compliance and fostering a culture of ethics by maintaining the highest standards of fairness, honesty, and integrity in all business activities. Our Code of Conduct reflects Sagility's commitment to ethical principles, guiding our interactions and operations at every level. It supports compliance, upholds integrity, and establishes standards to ensure professional conduct. Specifically, the Code aims to have achieve points aloneside.

- Ensure timely resolution and correction of suspected compliance violations.
- Communicate corrective actions for addressing misconduct and employment issues.
- Set clear standards for acceptable professional conduct.
- Enable prompt and accurate reporting of noncompliance issues through proper channels.

Numbers at a glance

	FY 2024
Total Incidents of Non-Compliance with Code of Conduct	01
Training Hours on Code of Conduct and Ethics Policies	16,338
Whistleblower Reports and Investigations Completed	01

TAX GOVERNANCE

We have set formats for disciplinary action against violations of the Company's policies or any inappropriate conduct for employees, workers or any resource. This could include warnings, demotion, reassignment, discharge, or termination of services. We reserve the right to report incidents to appropriate authorities (e.g., the Police in cases of criminal offences) and request suitable action if circumstances warrant.

Code of Conduct

Commitment to Professionalism & Upholding Integrity at Sagility

Professional conduct is at the heart of our operations, ensuring that all employees exercise utmost discretion and uphold the company's values. Our commitment to professional conduct is integral to our sustainability strategy, fostering a

respectful, inclusive, and productive work environment. Employees are expected to conduct themselves in a manner that promotes the best interests of the Company. This includes avoiding actions that might adversely affect, discredit, or disrupt the Company's operations, or offend clients and co-workers. The duty to act professionally extends to all activities within or outside the Company's facilities, ensuring a consistent standard of behaviour. Employees must always be courteous and considerate to colleagues, clients, and anyone they interact with on behalf of the Company. This professional demeanour reinforces our commitment to respect and collaboration, creating a positive and supportive work environment.

Under our Code of Conduct, employees are expected to uphold the highest standards of business ethics by adhering to all laws relevant to our business, specific to their jurisdiction. In every interaction and business opportunity, employees are required to act with integrity and fairness, ensuring an ethical approach in all competitive situations.

This commitment is particularly essential in RFI/RFP processes, agreement discussions, and contract negotiations, where employees must provide accurate, truthful information to clients and customers. By maintaining honesty in all statements, communications, and representations, employees contribute to building trust and upholding our company's reputation for reliability and fairness.

Our dedication to ethical conduct extends to a culture of respect, inclusion, and collaboration, fostering an environment where diverse perspectives are valued and all individuals are treated with fairness and dignity. This inclusive approach strengthens employee engagement and enables us to harness the full potential of our talented workforce.

ZERO TOLERANCE FOR HARASSMENT

Sagility maintains a strict policy against harassment of any kind, whether sexual, physical, written, or verbal. We are committed to maintaining a workplace environment that does not tolerate any form of harassment, ensuring the safety and dignity of all employees. Employees are subject to the Company's discipline and are expected to abide by the rules and regulations set forth, including any updates communicated by management. If any behaviour or conduct is deemed unacceptable, management will promptly address the issue through verbal and written communication, referencing the relevant Company policy.

PROHIBITION ON DRUGS

Our Company is committed to ensuring a safe, healthy, and substance-free workplace, strictly prohibiting the use, sale, possession, or distribution of illegal drugs, controlled substances, and alcohol on Company premises, work sites, and at Company-sponsored business functions unless alcohol is served responsibly at approved events for individuals of legal drinking age. Employees and visitors are expected to refrain from substance abuse, and any employee found in violation of this policy may face disciplinary action, including termination. Job applicants may be asked to undergo drug or

alcohol testing, with advance notice, and employees may be tested at any time if required by Company policy and permitted by law. Compliance with this policy also includes employees promptly informing HR of any prescribed or over-the-counter medication use that could impact job safety or performance. Test results will be handled as confidential records, only accessible to authorized individuals and relevant public agencies as required.

DISCIPLINARY ACTIONS

We have set formats for disciplinary action against violations of the Company's policies or any inappropriate conduct for employees, workers or any resource. This could include warnings, demotion, reassignment, discharge, or termination of services. We reserve the right to report incidents to appropriate authorities (e.g., the Police in cases of criminal offences) and request suitable action if circumstances warrant.

Privacy and Intellectual Property

GLOBAL PRIVACY POLICY

Protecting the confidentiality, privacy, and security of sensitive information is foundational to Sagility's commitment to trust, integrity, and compliance with federal and state privacy laws. Upholding these standards ensures we are safeguarding not only our Company data but also the protected health information (PHI/ePHI) of our clients, members, and patients.

The Privacy and Security policy aims to:

- Ensure all employees handle confidential, proprietary, and client data with care and restrict access based on a legitimate need-to-know basis.
- Establish procedures for securely using, storing, and transmitting PHI/ePHI,
- Encourage prompt reporting of privacy or security incidents, and Protect employees from retaliation for reporting suspected privacy or security issues in good faith.

Privacy and Security Compliance

Employee Responsibilities:
Employees are required to handle internal and client confidential data with discretion, sharing information only when necessary and ensuring that all data shared or accessed is secured under Company confidentiality protections. Sensitive information should only be used, transmitted, or communicated to fulfill legitimate business needs.

Minimal Data Usage Principle:
To protect confidentiality, employees must limit the data used or shared to the minimum necessary to complete a given task or fulfill a specific request.

Reporting and Non-Retaliation Policy: Employees are encouraged to report any suspected privacy, security, or misconduct incident immediately through the designated channels. Good faith reporting of such incidents is critical for proactive issue resolution, and employees are protected from retaliation under Company policy.

Reporting and Non-Retaliation Policy:
Employees are encouraged to report any suspected privacy, security, or misconduct incident immediately through the designated channels. Good faith reporting of such incidents is critical for proactive issue resolution, and employees are protected from retaliation under Company policy.

Incident Reporting, Investigation, and Mitigation:
Sagility has established a clear incident reporting and investigation protocol. Upon receiving a report of a suspected incident, privacy and security teams conduct an in-depth investigation to assess the impact and determine corrective measures. Reported incidents and outcomes are documented and retained in compliance with legal and regulatory requirements.

Accountability and Corrective Actions:
Violations of privacy and security policies may result in disciplinary measures, ranging from warnings and re-training to termination, depending on the severity of the breach. The Company is committed to taking appropriate corrective actions to reinforce security and protect the integrity of all sensitive information.

NON DISCLOSURE OF INTELLECTUAL PROPERTY

Information is a highly sensitive resource in every business, and safeguarding it is essential for the sustainability and integrity of our operations. The Company's intellectual property (IP) is among its most valuable assets, encompassing copyrights, patents, trademarks, and trade secrets. As stewards of this intellectual capital, our employees are expected to uphold the highest standards in protecting and managing these assets.

Our non-disclosure protocols are designed to prevent unauthorized access, use, and dissemination of confidential information, whether internal, client-related, or proprietary. This commitment applies to both tangible and intangible forms, including but not limited to documentation, software, technical designs, pricing data, and other work products. All employees are required to adhere to these principles both during and after their tenure at the Company, recognizing that disclosure of even non-confidential information may have significant impacts on Company performance and reputation.

Information Security Measures
Our information security protocols underscore restricted access, where employees are only permitted access to information relevant to their roles. Non-disclosure restrictions extend beyond employment and prohibit discussions about Company affairs outside approved communication channels, including informal settings. The use of IP for personal gain or through unauthorized access carries disciplinary and legal repercussions.

Communication and Public Disclosures
Only authorized spokespersons are permitted to communicate publicly on Company matters to avoid selective or unauthorized disclosure. All press releases, publications, and public statements undergo prior approval by the Legal Department to ensure adherence to IP confidentiality standards. Employees are instructed to refrain from engaging in public forums or online discussions about Company operations to prevent the spread of inaccurate information.
Violations of these non-disclosure standards may result in corrective action, including termination and legal measures. Employees are encouraged to report any suspected violations through designated internal channels without fear of retaliation.

Numbers at a glance (Global Privacy Policy)

	FY 2023	FY 2024
Incidents of Breaches of Customer Privacy	02	05
Data Protection and Security Training Hours	12250	16338
Percentage of Security Incidents Reported and Resolved Within Set Timeframe	99%	100%

Numbers at a glance (Non Disclosure of Intellectual Property)

	FY 2023	FY 2024
Percentage of Employees Signing NDAs	91	100
Number of Reported IP Breaches	0	0
All new joiner employees were given training on IP and Confidentiality Protocols		

Conflict of Interest and Anti Corruption

CONFLICT OF INTEREST

To uphold our Company's values and integrity, it is essential to avoid any personal or financial interests that might conflict with our business goals or create even the appearance of impropriety. Conflicts of interest, when left unaddressed, can compromise our ability to operate sustainably, ethically, and responsibly.

Employees must avoid actions that might conflict with the interests of the Company, its clients, or its suppliers. This includes any activity, employment, or financial interest that may be perceived as disloyal, disruptive, or damaging to the Company's operations. Employees are prohibited from accepting employment with competitors or vendors without prior disclosure and may not accept personal gifts, discounts, or loans from individuals or firms conducting or seeking business with the Company, as this can lead to compromised judgment.

Prohibited Activities and Disclosure Requirements

Employees must disclose any financial interests held by themselves or immediate family members in competing firms or firms doing business with the Company. Any undisclosed or unmanaged conflicts may result in disciplinary actions, including termination. Executive management and employees involved in customer and supplier relations are often required to sign statements that reaffirm their commitment to these ethical standards.

Prohibited Activities and Disclosure Requirements

Unsolicited gifts must be reported to the Compliance Officer and Legal, and employees may not engage in any exchanges of value with clients or vendors that might affect decision-making on behalf of the Company.

Insider Information and Market Integrity

Employees may come into possession of inside information regarding the Company's operations, which could impact investment decisions if publicly known. Insider trading of any kind is strictly prohibited until the Company has made such information available to the public. Additionally, executives and major shareholders are restricted from "short-swing" trading of Company securities within a six-month window to prevent conflicts between personal financial gains and Company interests.

ANTI CORRUPTION

Sagility strictly prohibits corruption in all its forms, including bribery, improper payments, and unethical practices when conducting business. Our anti-corruption policy enforces compliance with both local laws and international regulations, including the U.S. Foreign Corrupt Practices Act (FCPA), which strictly prohibits offering or providing anything of value to non-U.S. government officials to secure or retain business. This regulation, among others, is applied consistently across our global operations to uphold transparency, ensure compliance, and avoid reputational risks. Our employees and agents must understand the difference between prohibited bribes & allowable facilitating payments, which are permissible only when lawful & fully disclosed.

Ethical Business with Government Entities Conducting business with government-related organizations and entities requires heightened vigilance to prevent corruption. Employees must refrain from offering any form of gift, payment, or entertainment to government officials, even in circumstances where such practices may seem customary in private sectors.

Global Compliance and FCPA

When engaging internationally, the Company strictly adheres to both local anti-bribery laws and the FCPA, maintaining the highest ethical standards in all transactions. This approach ensures that agents, intermediaries, and partners act within the legal frameworks set by our policy, whether operating domestically or abroad.

WHISTLEBLOWER POLICY

The Whistleblower Policy at Sagility demonstrates the company's commitment to integrity and transparency, encouraging employees and stakeholders to report concerns of unethical conduct or grievances without fear of retaliation. This policy exists to secure confidential reporting channels for misconduct, guarantee protection against retaliation for whistleblowers.

The policy applies to all individuals associated with Sagility—including employees, contractors, suppliers, and stakeholders—and covers a wide range of reportable concerns, including fraud, corruption, financial misconduct, harassment, discrimination, and environmental, health, and safety violations.

For secure reporting, Sagility provides designated regional email channels for confidential disclosures, managed by Whistleblower Protection Officers. If further protection is required, whistleblowers have access to an escalation option that routes concerns to global representatives.

While anonymity is encouraged to promote full disclosure, it is not mandatory, as the company recognizes the importance of identity protection in building trust and transparency. Upon receiving a report, investigations are conducted swiftly and impartially by designated officers or,

when necessary, external experts, all while maintaining the highest levels of confidentiality.

Sagility enforces a zero-tolerance approach to retaliation, shielding whistleblowers from any adverse consequences such as harassment, demotion, or unfair treatment. Any retaliation against a whistleblower is met with corrective measures, including potential disciplinary actions to uphold a secure environment for ethical reporting. Transparency remains a pillar of this policy, as all whistleblower cases and their resolutions are regularly documented and reviewed by senior leadership each quarter, ensuring accountability and the continuous improvement of policy effectiveness. Policy updates are made in response to ongoing feedback and regulatory shifts to adapt to best practices and reinforce Sagility's dedication to ethical standards. Through this Whistleblower Policy, Sagility fosters a responsible and transparent environment that supports safe reporting and ethical conduct across the organization.

Numbers at a glance

FY 2024

0
Number of Confirmed Incidents of Corruption

100%
Percentage of employees completing annual ethics and whistleblower training

Supplier Code of Conduct

We recognize that our suppliers, agents, service providers, channel partners, dealers, distributors, and vendors play a vital role in our operations, and we are committed to engaging with them ethically and responsibly.

At Sagility, we uphold a culture rooted in our core values which is S.O.A.R i.e. Spark Curiosity, One Team – One Direction, Action for Results, and Right by Right Purpose.

Our Supplier Code of Conduct sets the standards of business practices and ethical behavior we expect from our suppliers, which are aligned with global standards and our own mission to foster responsible, sustainable practices.

Scope of Applicability of Supplier Code of Conduct

The Supplier Code of Conduct applies to all entities that supply products or services to Sagility, including their sub-suppliers and sub-contractors. It aims to build a sustainable supply chain aligned with Sagility's commitments across our global operations.

Compliance with Laws and Regulations

All suppliers are mandated to adhere to applicable local and national laws and regulations related to employment practices, benefits, health and safety, and anti-discrimination. They must have documented policies and standards for labor and workplace management by these laws. Suppliers are expected to demonstrate a commitment to employee training and development. Fair pay, and appropriate working conditions, including sufficient rest periods and leave. Sagility expects its suppliers to operate within legal parameters, abide by the guidelines and authorization, and fulfil all relevant regulatory and procurement obligations.

Suppliers are required to strictly prohibit any form of forced, bonded, or compulsory labor and must not employ individuals under the minimum legal working age. Suppliers should provide a workplace free from discrimination and harassment and promote equality in employment practices. Additionally, suppliers must comply with applicable wage laws to ensure fair pay and benefits for all employees. In instances of forced labor, suppliers are required to take immediate corrective actions. Suppliers must fully comply with the Modern Slavery Act (UK) of 2015, ensuring they neither support nor participate in human trafficking or activities involving exploitation, such as sexual exploitation, organ trafficking, or securing services through threat, deception, or by involving children or vulnerable individuals.

Prohibition Of Child labor

Sagility expects its suppliers to be fully committed to upholding laws against child labor and actively working towards a zero-tolerance policy. Suppliers must prohibit child labor in all stages of their operations and ensure that no individual under the age of 15 (or the legal minimum age, if higher) is employed.

Equal Employment Opportunity And Non--Discrimination

All Suppliers are expected to treat their employees with respect and dignity, providing equal opportunities and fostering a workplace free from any form of discrimination or harassment. Discrimination in employment practices based on ethnic origin, nationality, race, caste, religion, birthplace, language, disability, gender, colour, or any similar factor is strictly prohibited,

Supplier's Compliance With Anti-Bribery Laws

Sagility operates across multiple jurisdictions and is committed to the highest standards of integrity, ensuring compliance with a range of international anti-bribery and anti-corruption laws. These include, but are not limited to, India's Prevention of Corruption Act, 1988, and the U.S. Foreign Corrupt Practices Act (FCPA). To maintain this standard, all Sagility suppliers are strictly required to adhere to local, national, and international laws governing bribery, corruption, and other prohibited business practices.

In alignment with these regulations, any corrupt payment—whether direct or through intermediaries—intended to secure or retain business, or to improperly influence a business decision, is strictly prohibited. Suppliers are explicitly restricted from offering or promising anything of value, whether monetary or otherwise, to third parties, including government officials, political representatives, or private individuals, in any manner that could potentially influence business outcomes.

Sagility requires transparency and honesty in all invoicing and billing practices. Suppliers are mandated to submit only accurate invoices that reflect services or goods genuinely provided in line with agreed contract terms. Misrepresentation of services or goods in any invoicing, billing, or claim documentation constitutes a breach of this Code and could lead to termination of agreements with Sagility. All gifts, entertainment, or valuable items provided by suppliers with the intent of securing or retaining business with Sagility, or influencing any related business decision, are strictly forbidden. This provision extends to unfair trade practices such as price-fixing or price discrimination that may violate anti-trust laws. Sagility is dedicated to building ethical, transparent partnerships and expects its suppliers to uphold these principles fully throughout their engagements.

Green Environment Commitment

- Reducing Carbon Emissions and Water Usage: Our suppliers are encouraged to actively identify sources of carbon emissions within their operations and pursue efforts to reduce their carbon footprint. Water conservation is also a priority, and we expect suppliers to explore opportunities for reducing water usage and implementing effective conservation practices.
- Efficient Systems and Processes: Suppliers should focus on optimizing equipment and processes for efficiency, utilizing continual improvement, monitoring, and technology assessments. Best practices should be followed to ensure that environmental resources are respected, valued, and preserved.

- Minimizing Hazardous Materials: We expect suppliers to evaluate and reduce their use of hazardous and toxic materials wherever feasible. By introducing appropriate substitutes, suppliers can minimize both environmental exposure and potential health risks.
- Safe Disposal of E-Waste and Hazardous Waste: Suppliers are encouraged to handle e-waste and hazardous waste responsibly by engaging certified waste disposal professionals and ensuring that disposal processes comply with government-authorized waste management standards.
- Use of Renewable Energy: Suppliers are encouraged to incorporate renewable energy sources into their operations to improve energy efficiency and move toward energy independence. Identifying opportunities to replace conventional energy sources with

sustainable alternatives is essential to this transition.

- Zero Waste to Landfill: Suppliers should assess waste sent to landfills and set reduction targets, adopting alternative waste disposal methods to lessen environmental impact.
- Sustainable Packaging: Efforts to reduce the environmental impact of packaging materials are encouraged, including exploring design improvements and sustainable disposal methods.
- Embracing Green Practices: To support environmental responsibility, suppliers are recommended to adopt and monitor eco-friendly practices, aiming to reduce their environmental impact through strategic initiatives and sustainable operations.

Social Commitment

Workforce Diversity: We encourage our suppliers to foster a diverse and inclusive workforce, reflecting a range of ages, genders, experiences, and ethnic backgrounds. This commitment to diversity strengthens workplace culture and enhances social responsibility.

Local Community Engagement: Suppliers are encouraged to actively engage with local communities impacted by their operations, addressing community concerns and working to minimize any adverse effects.

Health, and Safety Standards: Suppliers are expected to uphold the highest health and safety standards. They should take all necessary measures to ensure a healthy working environment in line with industry practices and societal expectations.

Suppliers should ensure that their employees have access to:

- Appropriate safety permits for work locations,
- Emergency response plans to manage health emergencies and accidents,
- Adequate protective equipment and gear, and
- Regular safety training sessions to increase awareness and preparedness.

This approach highlights Sagility's commitment to working with suppliers who share our dedication to sustainable social, environmental, and safety practices.

Compliances

Compliance is the cornerstone of our organization's operations, ensuring that we adhere to all local and global regulations across healthcare, IT, and industry-specific statutory requirements. Our commitment to compliance not only upholds the integrity of our business but also safeguards the well-being of our customers, employees, and stakeholders.

In the healthcare sector, compliance is paramount as it directly impacts patient safety, data privacy, and ethical practices. By adhering to healthcare regulations, we demonstrate our dedication to delivering reliable and secure solutions that prioritize patient care and confidentiality. In the realm of IT, compliance forms the bedrock of our cybersecurity measures, data protection protocols,

and software development practices. It ensures that our technology solutions meet the highest standards of quality, security, and ethical conduct, fostering trust and reliability in the digital landscape.

Below is the list of some Global/Country specific regulations and compliance requirements we abide by.

Data Protection and Privacy

- California Consumer Privacy Act (CCPA): Adherence to CCPA for protecting consumer data in California.
- Personal Data Protection Bill (India): Compliance with India's data protection regulations.

Cybersecurity

- ISO/IEC 27001: Implementation of information security management systems.
- NIST Cybersecurity Framework: Adoption of the National Institute of Standards and Technology (NIST) guidelines.

Intellectual Property Rights (IPR)

- Copyrights and Patents: Protection of software and technological innovations.
- Trademarks: Ensuring brand protection and compliance with trademark laws.

Commerce Regulations

- Payment Card Industry Data Security Standard (PCI DSS): Compliance for handling payment card information.
- Consumer Protection Laws: Adherence to laws protecting consumer rights in monetary transactions

Anti-Corruption and Anti-Bribery

- Foreign Corrupt Practices Act (FCPA): Compliance with anti-bribery laws for international operations.
- Prevention of Corruption Act, 1988 and the Companies Act, 2013 in India.

Industry-Specific Regulations

- Health Insurance Portability and Accountability Act (HIPAA): Compliance for handling healthcare data.
- Federal Information Security Management Act (FISMA): Compliance for federal agencies and contractors.

Technology-Specific Regulations

- Telecommunications Regulations: Compliance with laws governing telecommunications services.
- Internet of Things (IoT) Regulations: Adherence to standards for IoT devices and data security.

Compliance with Competition Law

- We adhere to all locally available competition laws in the nations we operate in.

Labor Laws and Employment Regulations

- Fair Labor Standards Act (FLSA): Compliance with wage and hour laws.
- Occupational Safety and Health Administration (OSHA): Ensuring workplace safety standards.
- Equal Employment Opportunity (EEO): Adherence to non-discrimination and equal opportunity laws.
- Against child labor

Environmental Regulations

- Electronic Waste (E-Waste) Management: Compliance with regulations for disposing of electronic waste.
- Abiding by geo-specific regulations for Environment and waste management.

Taxation and Financial Compliance

- Goods and Services Tax (GST): Compliance with GST regulations in India.
- Sarbanes-Oxley Act (SOX): Financial reporting and internal control requirements for publicly traded companies.

Our Approach to Compliance

Training and Awareness

- A culture of compliance is promoted through regular awareness campaigns.
- Comprehensive training programs are implemented for employees on compliance requirements. [Frequency TBU]

Policy Development and Implementation

- Robust policies and procedures for compliance are in place.
- The policies are regularly updated to reflect changes in regulations.

Stakeholder Engagement

- Engagement with stakeholders, including regulators, customers, and employees, to ensure compliance expectations are met.
- Stakeholder feedback is incorporated into compliance strategies.
- Give examples of how stakeholder feedback has been implemented

Regular Audits and Assessments

- Regular internal and external audits conducted to ensure compliance with relevant regulations.- [blank] Frequency of audit
- Regular risk assessments performed to identify and mitigate potential compliance issues.

Technology and Tools

- Utilize technology solutions for monitoring and reporting compliance.
- Implement data protection and cybersecurity tools to safeguard sensitive information.
- Examples of tools used

sagility ™

Social

As a leader in healthcare technology services, our ethos of care, nurture, and respect forms the foundation of our organizational culture. We are deeply committed to fostering an inclusive work environment that prioritizes the collective growth of our people, placing human resources at the heart of our business strategy.

Features

- Employee Wellbeing
- Diversity and Equal Opportunity
- CSR Activities
- Ethical Supply Chain

Our Commitment to build a progressive tomorrow

Our initiatives underscore our dedication to creating a fairer and more equitable world, not just for the urban population but particularly for underprivileged communities. By aligning our business goals with social impact, we aim to extend the principles of care and compassion beyond the workplace.

Empowering our employees is a cornerstone of our philosophy. We offer exceptional opportunities for personal and professional growth, encouraging our diverse workforce spanning five regions to bring fresh perspectives and drive innovation. Their contributions not only propel our success but also reinforce our mission to deliver impactful, technology-driven solutions in healthcare.

AIMING FOR GLOBAL IMPACT

Our goal is to create a positive and lasting impact on communities worldwide. Through employee-led volunteering programs in collaboration with trusted NGO partners, we actively advance our Corporate Social Responsibility (CSR) objectives. These initiatives focus on equipping communities with essential skills to build sustainable and self-reliant futures.

At the heart of this mission are our dedicated employees, whose passion and commitment drive meaningful change. By engaging directly with local communities, they contribute significantly to fostering sustainable livelihoods and empowering individuals to thrive in a rapidly evolving world. Together, we are shaping a brighter, more inclusive future for generations to come.

PEOPLE STRATEGIES

Our HR Business Partner team crafts forward-thinking people strategies to cultivate a best-in-class "Employee Experience," seamlessly aligned with global ESG standards. Rooted in the values of Genuine Care, Respect, and Trust, our approach focuses on enriching careers, nurturing employee relationships, and fostering a culture of inclusivity and growth.

At the core of our efforts is the Talent Engagement Framework, a comprehensive model that addresses every stage of the employee lifecycle. This framework enables us to deliver impactful, holistic programs tailored to

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the diverse needs of our workforce across business and shared services. Through these initiatives, we aim to empower our employees, support their aspirations, and ensure a fulfilling and purpose-driven professional journey.

Numbers at a glance

35,044	**21,208**
# of Employees	# of Female Employees
61%	**41.99%**
of Female Employees	Employee Turnover Rate
99	**52**
# of specially abled employees	Client Satisfaction Scores (CSAT)
57,77,853	**164.87**
Total number of Training hours	Average Training hours per employee
1,24,137	**3,016**
Total value of community investments (USD)	Total number of CSR project Beneficiaries (Data for India only)
	# Count in numbers

Sagility is committed to fostering positive social impact through a focus on seven key aspects, each overseen by dedicated committees or departments. These areas include:

- Client satisfaction and innovation
- Diversity and inclusivity
- Health, safety, and wellbeing
- Human capital management
- Employee engagement
- Human rights
- CSR

Progress in these areas is consistently monitored on a quarterly or monthly basis to ensure ongoing development and impact.

Our Community Empowerment Story

Caring Beyond Business

CSR AT SAGILITY

At Sagility, Corporate Social Responsibility (CSR) is a cornerstone of our corporate identity, reflecting our unwavering commitment to societal well-being. Guided by a robust and comprehensive CSR policy, we design and implement initiatives aimed at fostering holistic societal development, with a particular focus on uplifting economically and socially disadvantaged communities.

As a global organization, we operate across diverse geographies, tailoring our CSR programs to address the unique needs of local communities ensuring corporate citizenship. Each region undertakes specific plans and actions to benefit the communities we serve, ensuring localized impact while aligning with our global mission.

We have invested approximately USD 124,136 in healthcare, education, and IT enablement for students as part of our community development efforts. These initiatives are aligned with India's statutory CSR obligations under Section 135 of the Companies Act, 2013, and directly support UN SDGs including
SDG 3: Good Health and Well-being
SDG 4: Quality Education
SDG 8: Decent Work and Economic Growth
SDG 10: Reduced Inequalities

Purpose

To solidify our identity as a responsible organization that harnesses its capabilities and enterprise to drive positive, sustainable change for economically and socially disadvantaged communities worldwide. Our mission is rooted in collaboration, engaging diverse stakeholders—including communities, customers, governments, and employees—to collectively achieve meaningful impact.

We recognize that addressing societal challenges demands a deep, purposeful, and long-term commitment. Guided by this understanding, our CSR programs are designed on a foundation of ethical principles, robust governance, and sound management practices. These efforts are further reinforced by a transparent and rigorous reporting framework, ensuring accountability and driving continuous improvement.

Through these initiatives, we aspire to create a lasting legacy of shared success, fostering equity and opportunity across all the communities we touch.

Focus Areas

As an early adopter of CSR initiatives, Sagility recognizes the close link between economic progress, social and environmental stewardship. Our CSR activities are categorized mainly into 3 main Themes viz. **(i) Livelihood Enhancement (ii) Empower local communities (iii) Inclusive access to health** falling under one of the key areas as mentioned below:

|	
Education	**Sustainable Development**
Youth Skilling	**Water**
Community Development	**Other Philanthropic & Humanitarian Efforts**

Governance

The global CSR program is overseen by the Chief Administrative Officer through a global CSR Forum, which includes cross-functional leaders from all geographies.

This Forum annually selects up to four CSR themes and ensures localized activities align with these themes.

The global DE&I and CSR Lead maintains a central repository of CSR plans and progress, distributing reports and updates.

The CSR Forum meets quarterly, or as needed, to review progress.

CAO
↓
Global DE&I and CSR Lead
↓
India   Philippines   Jamaica
CSR Forum   US   Columbia
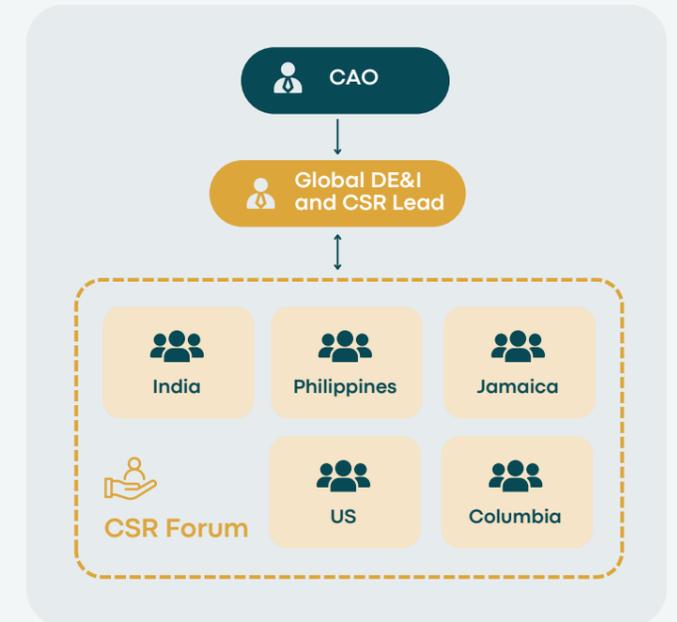
People Driven Change

Technology for People

THE ENRICH PROGRAM

At Sagility Health, our commitment to social responsibility is deeply rooted in our people. We believe that true progress comes from collective action, driven by a genuine desire to uplift the communities we serve.
This ethos is powerfully embodied in our newly rebranded CSR initiative, "The Enrich Program." This name, chosen by our 30,000+ global team members, reflects our shared purpose: to foster a more conscious, committed, and caring future.
"**The Enrich Program**" is more than just a label; it's a testament to our ongoing efforts to create sustainable outcomes in key areas.

We are dedicated to livelihood enhancement, empowering marginalized communities, and ensuring inclusive access to healthcare. Through active volunteering and targeted initiatives, our people are directly involved in enriching the lives of those facing the greatest challenges.
This program builds upon Sagility's existing commitment to positive social impact, further solidifying our role as a responsible corporate citizen.

CSR Connect

At Sagility, we've created CSR Connect, a series that sheds light on the incredible work being done by NGOs, non-profits, and employee volunteering organizations that we collaborate with.

Sagility's CSR goes beyond donations, embracing sustainable development through employee engagement and community involvement by collaborating with several NGOs and non-profit organizations, we have successfully organized numerous employee volunteering initiatives across different locations, encompassing online and offline activities.

CSR Impact Club

Our employees actively participate in long-term volunteering opportunities. Through this initiative, we aim to make a deep and sustained impact on our communities.

CSR Funding Projects

Solidarity Foundation - Sagility funded a project focused on improving the well-being of gender and sexual minorities from socio-economically disadvantaged backgrounds.

Inclusive Access to Healthcare

In remote rural areas and urban communities, we strive to bridge the gap in healthcare services. Our mission is to ensure that everyone has access to the necessary resources and support to achieve their full health potential.

Education and Occupation

We work with diverse local underserved, and vulnerable communities across the globe to support their holistic development covering economic development education to health.

Leveraging Technology

We create impact through technology, be it in our regular business operations or in our philanthropic activities, by leveraging technology we better manage our initiatives and measure impact.

To do so, we have deployed "Goodera Volunteering Platform". The platform aims to create a central repository of all volunteering opportunities globally that our employees can access and sign up for. It also is used for monitoring progress and outcome.
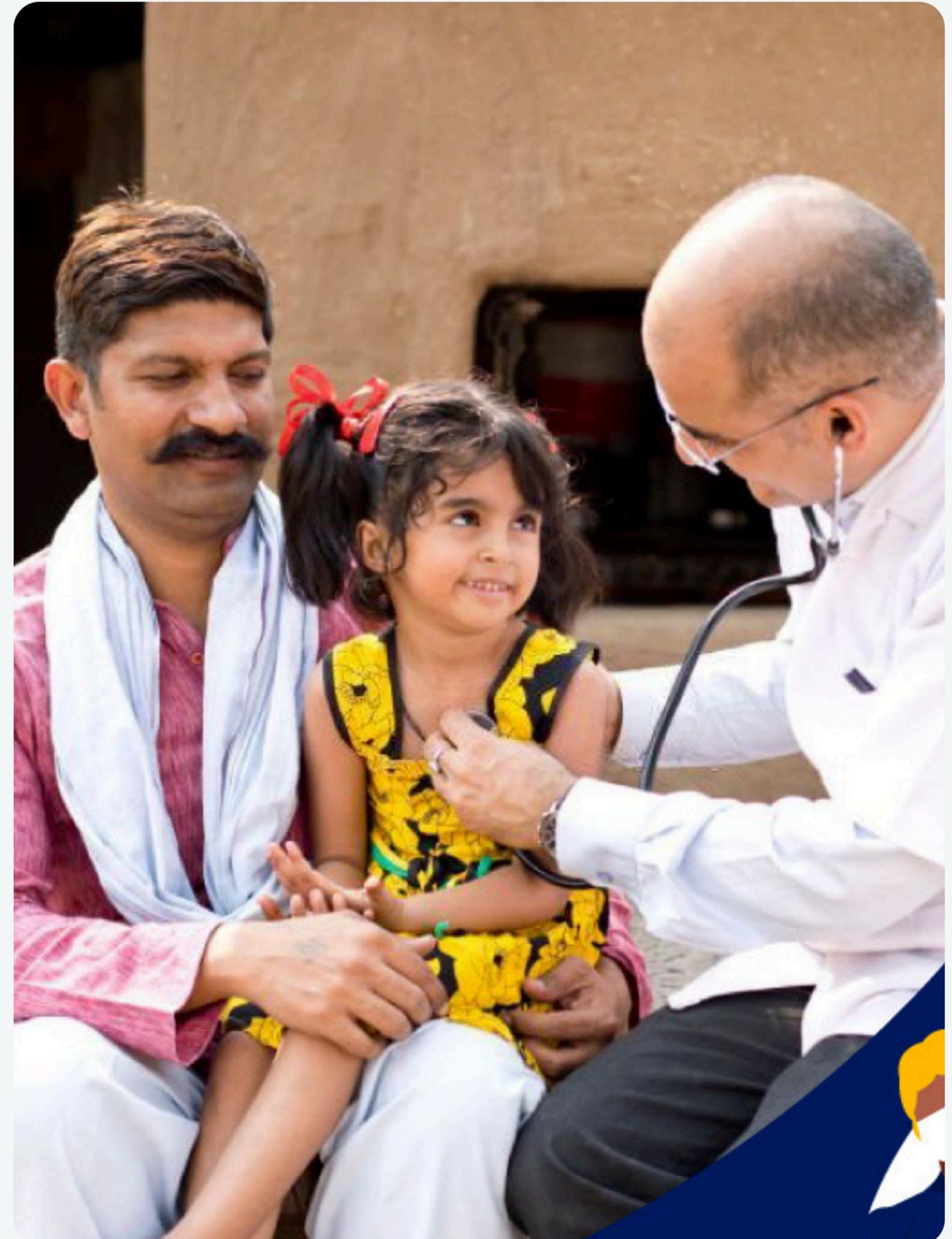
CSR Initiatives

Creating Impact at the bottom of the Socioeconomic pyramid

We believe in the transformative power of change to create shared value and success for all—our clients, employees, shareholders, partners, and the broader communities we engage with. At Sagility, corporate citizenship is at the core of our business operations, with all CSR initiatives driven by active community engagement and collaborative partnerships. Together, we are committed to creating a brighter and more equitable future.

Each of our geography implements activities and report broadly on the three CSR themes defined as below. In addition to direct CSR investments, Sagility's operations generate significant indirect economic benefits. These align with national priorities like Digital India and Skill India and have been repeatedly validated through stakeholder engagements focused on employability, inclusion, and regional development.

Livelihood Enhancement	**Empower Local Communities**	**Inclusive Access to Health**

INDIA

USD 76,083
Total value of community investments

1.03%
Community investments as percentage of pretax profit

Livelihood Enhancement
- Empowering women youth with corporate exposure.
- Back to school stationary donation drive at Hyderabad

Empower Local Communities
- Tree Plantation Drive at Bangalore outskirts where 100 volunteers planted 50 saplings at an NGO-run school.
- Clean-up drives across all locations in nearby communities.
- 100+ volunteers today in a community school beautification project in Bangalore.

Inclusive Access to Health
- Medical camp for underserved communities in Vashi Tribal area.
- Medical camp for underserved communities in Vashi Tribal area.
- Oral, breast & cervical cancer screening for 120 contracted housekeeping and maintenance staff.
- Wheelchair assembling with leaders to provide wheelchair access and benefits to a senior home with 35 inmates.

Sports for Change

As another important community engagement program Sagility works closely with Schools and students to empower them through education, skill development and sports. In FY 2024, Sagility's CSR Team was a part of the formal launch of the 'Sports for Change' program in Chennai in collaboration with SVF. The event took place at Ramapuram School. The school headmaster, teachers, and SVF representatives extended a warm welcome and expressed heartfelt gratitude for Sagility's unwavering support in fostering sports development among young students.

The 'Sports for Change' program aims to provide a holistic upliftment to 1000 students, including adolescents and middle schoolers, across five government schools in Chennai, focusing on empowering female students. Together, we believe in the power of sports to inspire, uplift, and shape the future of these young minds.

CSR Initiatives

| **PHILIPPINES** | **USD 36,862** Total value of community investments | **0.25%** Community investments as percentage of pretax profit |

Livelihood Enhancement
- Pop-up libraries in public parks and barangays - Conducted a storytelling, book reading, and art session for children to encourage reading and foster better learning
- Computer donation drives where 30 computer sets were donated to the Iloilo City public libraries through the office of the City Mayor

Empower local communities
- Over 1500 item donations, including food and female hygiene items were donated to the dormitory for the benefit of 80 female inmates at the Iloilo district jail.
- Engaged around 80 kids through storytelling and games. Each child received 3 story books, school supplies, candies, and packed lunch plus art materials.
- Donation drive and community out reach for children of Parola community. Provided food items for kids, PWDs and elderly from the community.
- Run4Earth- A virtual run for nature conservation organized by WWF Philippines.

Inclusive access to health
- **ILO and NCR brigade Eskwela series**: Help makes school safe for kids through painting of floors with rubberised paint, provide general hygiene and dental hygiene kits to young learners and provide young students with basic training on hand washing and dental hygiene.
- Virtual auction for a cause- A cash donation drive for the benefit of the pediatric department of Philippines General Hospital

School Engagement Drive

Sagility's Philippines team helps the local community with clothing and other donations to homes for the aged and conducted an entertainment program for the elderly community. We also conducted a blood donation drive and an auction program for the Philippines General Hospital pediatric department.

As part of our school engagement drive, we concluded the second session of our Brigada Eskwela in Iloilo, Philippines. The Sagility ILO team engaged in community service at Cabatuan Central Elementary School (CCES), a public primary school located in Iloilo. In preparation for the upcoming school year and to ensure a secure environment for the students, our people undertook tasks such as tidying up classrooms, organizing spaces, tending to the garden, and removing weeds. Distribution of food, and 150 school kits, which include essentials like notebooks, pens, erasers, scissors, rulers, glue, bond papers, and crayons was done. These kits were designated for 150 CCES students, with 100 of them being beneficiaries of the 4Ps program and the remaining 50 belonging to the Special Education class.

CSR Initiatives

JAMAICA

Livelihood Enhancement
- Selected young ladies from the **Girls Becoming** mentoring program were assisted with back to school necessities. Kits included text books, notebooks and stationery supplies.

Empower local communities
- Employees are encouraged to donate gently worn clothes throughout the year. These are then sorted and distributed to various institutions.
- Hot meals were distributed for persons living on the street once during the week and twice on the weekends through the poor relief department that can be found in all 14 parishes across the island.
- Volunteers spend time with some of the seniors at the Golden Age Home in Kingston. There they engaged in Dominoes, Art & craft discussions and were assisted with feeding needs

Inclusive access to health
- ICWI Reach to Recovery Run work raises money for cancer treatment for women in need and for much-needed Cancer research.

Other initiatives

National labor Day Project 2023 — Collaboration with the Forestry department & the National labor Day Secretariat to complete the three million trees project.
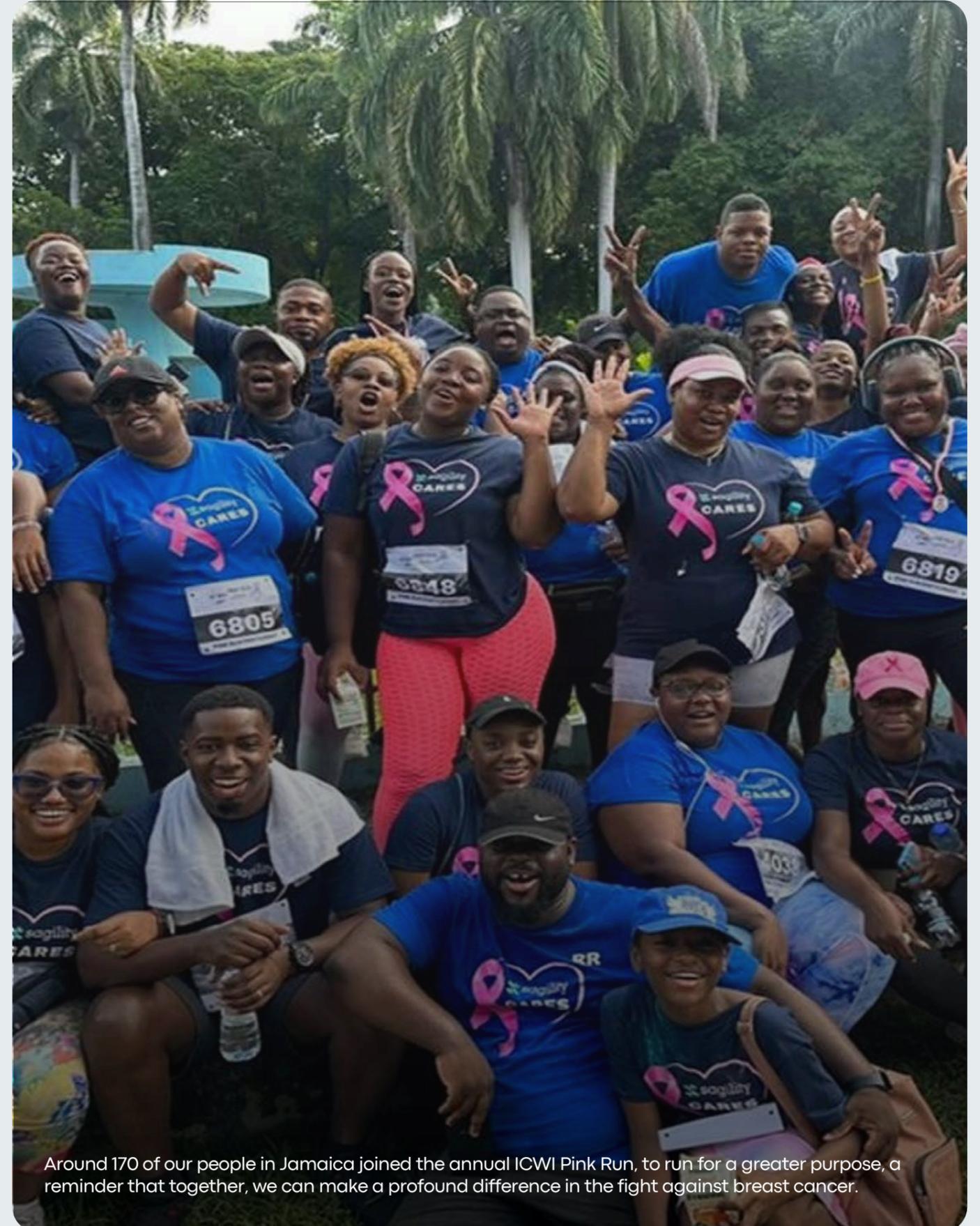
Around 170 of our people in Jamaica joined the annual ICWI Pink Run, to run for a greater purpose, a reminder that together, we can make a profound difference in the fight against breast cancer.

CSR Initiatives

USA

USD 10,000
Total value of community investments

-0.5%*
Community investments as percentage of pretax profit

Empower local communities

- 59 Sagility team members volunteered at the El Pasonans Hunger food bank for 4 hours.
- Donation of $3500 as sponsorship was also done.

Tasks Performed
- Food packaging
- Managing food stations
- Directing traffic into the food bank

*US had a negative profit however Sagility has invested $ 10,000 in the community.

COLOMBIA

USD 1,191
Total value of community investments

0.22%
Community investments as percentage of pretax profit

Empower local communities

- Toys Donation to underprivileged children in Barranquilla
- Beach Cleaning and beach care awareness to create a safer environment and protect marine animals

Indirect Economic Impacts on Community Development

Our expansion into developing economies has contributed significantly to both direct and indirect job creation. By establishing delivery centers in regions with untapped talent pools, Sagility has contributed to job creation and economic redistribution. Our vendor networks and local procurement practices generate additional employment and services in local economies. Our business operations also integrate emerging market talent into global digital delivery ecosystems, strengthening skill development and knowledge exchange.

Sector Challenges & Mitigation

While the IT-BPM industry is a driver of economic growth, there are sector specific challenges such as strain on urban infrastructure (e.g., traffic congestion, housing demand). There are high attrition rates impacting workforce continuity and training demand. Work-life balance is another challenges due to time-zone overlaps and extended shifts. The sector also fosters rural-to-urban talent migration thus risking regional economic disparity.

Our mitigation strategies include:
- Implementation of hybrid and flexible work policies to reduce commuting stress
- Employee wellness and mental health initiatives to support work-life integration
- Reskilling programs and mobility opportunities for career progression
- Participation in responsible urban development partnerships wherever feasible

Future Focus

While we have not yet conducted a formal Social Return on Investment (SROI) analysis, we recognize the importance of quantifying the indirect financial and social value created through our business and CSR efforts. In FY2025–26, we aim to strengthen our measurement systems to better track economic redistribution, community outcomes, and social impact metrics aligned with ESG priorities.

Our focus areas reflect the evolving priorities shared during stakeholder engagements, particularly around employability, digital inclusion, gender equity, and regional development. These insights guide our future community development roadmap.

CSR Awards & Recognitions FY2024

CSR Project of the Year Award by UBS Forum - 7th Edition Corporate Social Responsibility Summit & Awards 2023

Best Newcomer to CSR Award by World CSR Day - 10th Edition National CSR Leadership Congress & Awards

Best Gender Equality Initiative of the Year by Brand Honchos - Indian CSR Awards 2023

Talento Award (Excellence in HR and Recruitment) - for Philippines CSR and DEI activities

Plans for 2025

Goals

- Creation of a CSR Club to drive interest and drive participation
- Include virtual volunteerism through the new platform
- Ensure all activities are captured on the new platform
- Continued partnership with entities to determine reach and impact over time
- Ensure activities selected are under the three pillars of CSR

CSR THEMES	PLANNED ACTIVITES	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Livelihood Enhancement	Remedial Reading Rural School Support-Lennon High				●	●	●			●	●		
	Girls Becoming-Mentoring Programme				●		●			●			
Inclusive access to health	Period Poverty - Girls Home / Herflow Foundation				●			●			●		
Empower local communities	Project Star					●			●				
	Goodera Virtual Platform		●						●				
	Soup Kitchen						●					●	
	Senior Citizen Home								●				

Aligning with the Sustainable Development Goals

Sagility's Commitment to a Better Future

At Sagility, we are proud to align our efforts with the United Nations' Sustainable Development Goals (SDGs), reinforcing our dedication to creating a sustainable and equitable future. This alignment reflects our holistic approach to sustainability, addressing both environmental and social dimensions through purposeful initiatives.

By embedding the SDGs into our strategy, we aim to drive meaningful impact across communities and ecosystems. Our initiatives not only advance these global goals but also strengthen our commitment to responsible business practices and inclusive growth.

SDG 1: NO POVERTY

We envision a workplace that not only celebrates diversity but also cultivates an inclusive environment where everyone feels valued and empowered to thrive. Our Diversity, Equity & Inclusion (DEI) policy serves as a blueprint for achieving this vision, outlining clear objectives to position Sagility as both an employer of choice and a trusted business partner.

Action / Impacts

In Jamaica, our Jam Team collaborates with the Missionaries of the Poor, contributing to infrastructure improvements and providing essential appliances to enhance the living conditions of over 1000 individuals.

SDG 2: ZERO HUNGER

We extended our support through sponsorship donations to facilitate food packaging and distribution, ensuring that no one in the communities where this program operates goes hungry.

Action / Impacts

In the USA, our team members volunteered at the E l Pasoans Fight Hunger Food Bank.

SDG 3: GOOD HEALTH AND WELL BEING

We prioritize the health and well-being of our employees, recognizing that a thriving workforce is essential to our success. Our initiatives, tailored to the unique needs of each geography, ensure that employees feel supported, motivated, and equipped to excel in their roles.

Our commitment to well-being extends beyond our workforce. Through our CSR partnership with the Solidarity Foundation, we provide critical mental health support to the underprivileged LGBTQ+ community, who often face significant barriers to healthcare access.

Action / Impacts

- **Health Advisories:** Covering topics such as flu prevention, immunizations, women's health, proper posture, boosting immune systems, and drug abuse prevention.
- **Annual Medical Examinations:** Providing on-site health check-ups to monitor and maintain employee health.
- **Mental Wellness Webinars:** Addressing crucial topics like suicide prevention, emotional intelligence, workplace relationships, coping with loneliness, mindfulness, and stress management.
- **HR Helpdesk:** Ensuring faster grievance resolution for employee concerns.
- **Voice of Employees (VOE) Surveys:** Gathering feedback to understand employee sentiments and identify areas for improvement.

SDG 5: GENDER EQUALITY

As part of our efforts to combat poverty, we focus on training female nurses from underprivileged backgrounds in India. By providing these women with essential skills and professional training, we empower them to secure better job opportunities and significantly improve their standard of living. This initiative not only uplifts individuals but also contributes to the broader community by enhancing access to quality healthcare and creating new pathways for economic independence.

Action / Impacts

- **She's Back Program:** Sagility has launched a campaign to hire women returning from career breaks owing to parenting or family support in order to ensure they have opportunities to rejoin the workforce.
- A tech-based support platform has also been created for Women Returning from Maternity Break, offering curated parenting content and access to medical experts.
- **Skills and Leadership Development Program:** A 6-month program has been designed to develop women at the junior and mid-level management which combines e-modules, external workshops, and leadership connects for holistic growth support.

Aligning with the Sustainable Development Goals

**10 REDUCED INEQUALITIES**

SDG 10: REDUCED INEQUALITIES

We are deeply committed to reducing inequalities in access to essential services such as healthcare, sports opportunities, and education for underprivileged communities. Our initiatives are designed to foster equal opportunities, helping to bridge the divide and create pathways for sustainable growth and social mobility.

Action / Impacts

- Healthcare Access: Providing basic healthcare to underserved communities through partnerships with NGOs.
- Sports Education: Training children from economically underdeveloped communities in sports, with some selected for state and national competitions.
- Support for Female Nurses: Partnering with NGOs to train female nurses from underprivileged backgrounds, enhancing their skills and job opportunities.

8 DECENT WORK AND ECONOMIC GROWTH
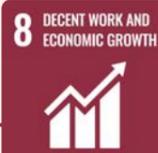
SDG 8: DECENT WORK & ECONOMIC GROWTH

Promoting workplace well-being and cultivating a diverse, inclusive, and hybrid work culture are fundamental pillars of our approach. By embracing diversity and inclusion across all facets of our workplace, we ensure that every individual feels valued and connected, regardless of their background or work arrangement.

Action / Impacts

- Increased the number of women in mid and senior management by 5% in 2024.
- Hired 50 people with disabilities in 2023.
- Hired individuals from the LGBTQ+ and veteran communities.
- Measured gender diversity across regions by age and hierarchical levels, progress was tracked monthly and was reported in quarterly DEI Council meetings.

17 PARTNERSHIPS FOR THE GOALS

SDG 17: PARTNERSHIPS FOR THE GOALS

We reinforce our commitment to the Sustainable Development Goals (SDGs) through targeted CSR initiatives focused on education, sustainable development, and community upliftment. By partnering with trusted implementation partners, including NGOs, we drive meaningful, locally focused change. These collaborations enable us to address key societal challenges, empower communities, and create a lasting impact that aligns with the SDGs, contributing to a more sustainable and equitable future for all.

Action / Impacts

- Impact Guru
- Sports Village Foundation
- Solidarity Foundation
- Total number of beneficiaries - **3014**

Our Human Capital

Commitment to Professionalism & Upholding Integrity at Sagility

Over the years, we have cultivated a strong organizational DNA, grounded in the core values of Genuine Care, Respect, and Trust. These values guide our commitment to building enriching careers and fostering meaningful relationships. Our impact extends far beyond our associates, reaching into the lives of their families and the communities around us. By nurturing these deep, lasting connections, we create a supportive ecosystem where everyone thrives, contributing to a culture of care and shared success.

At Sagility, our healthcare leadership is grounded in the principles of care, respect, and nurturing. We champion collective growth by offering exceptional opportunities for both personal and professional development, ensuring that every employee has the tools to succeed and thrive.

Our unwavering commitment to equal opportunity, continuous learning, and personal mentoring creates a supportive environment for all. We prioritize employee well-being through a range of initiatives, including mental health support, promoting work-life balance, and providing resources for women returning from breaks or maternity leave. Additionally, we encourage and empower our employees to engage in volunteerism through our CSR activities, fostering a culture of giving back and making a meaningful impact.
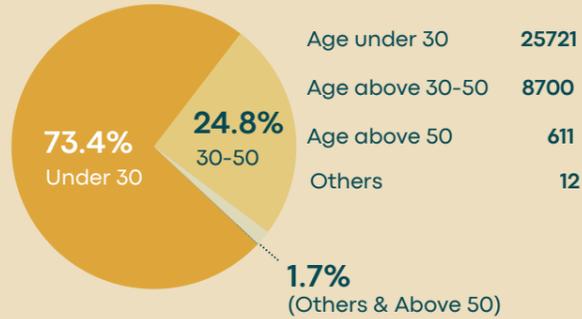
41.99%
Employees (%) Turnover Rate

61%
39%
Gender Ratio

 # Employment by Age Group

73.4% Under 30
24.8% 30-50
1.7% (Others & Above 50)

Age under 30	25721
Age above 30-50	8700
Age above 50	611
Others	12

We are committed to transparency and accountability in our diversity and HR practices. To ensure continuous progress, we rigorously track and report key metrics, reviewing them quarterly. These insights not only provide a clear picture of our workforce dynamics but also drive strategic actions aimed at reinforcing our commitment to a healthy, inclusive environment. By regularly assessing and refining our initiatives, we foster a culture of continuous improvement, ensuring that we stay aligned with our goals for diversity, equity, and inclusion.

Diversity Goals

- Increasing the number of women at mid and senior management
- Hiring people from the LGBTQ+ community, People with Disabilities and from the veteran community

Our talent engagement framework

The framework is designed with an objective to create high impact, holistic programs across business and shared services for all our people across the employee life cycle

Culture
- Programs around Safe Workplace
- Right Behaviors
- Leadership Interactions and Communication

Employee Experience
- Activities from Pre boarding to Post Joining
- Monthly Activity Calendar-activities which include Sports
- Festival celebrations
- Events
- HR Reach Out-SKIPS
- One on Ones
- Town Halls
- Holistic Wellness

Service Delivery
- Implementation of new HCM Tool
- Rigor around Performance Management
- TL Capability Building
- Knowledge Forums
- Alternate Career Paths
- Retention Management

Beyond Work
- Giving back to communities around
- Family reach out

Key Indicators		India	Philippines	USA	Jamaica	Colombia	Total
Employment by Contract Type	Full-time employees	15886	13249	1873	3618	203	34829
	Part-time employees	112	32	6	65	NA	215
	Total work force	15998	13281	1879	3683	203	35044
Employment by Gender	Number of Female Employees	7925	8765	1576	2841	101	21208
	Number of Male Employees	8067	4514	301	842	102	13826
	Number of Others Employees	6	2	2			10
Employment by Age Groups	Number of Employees Aged <30 yrs	13252	8627	676	3022	144	25721
	Number of Employees Aged 30 - 50 yrs	2685	4384	936	646	49	8700
	Number of Employees Aged >50 yrs	54	270	267	10	10	611
Newly Hired Employees	Total Number of Newly Hired Employees	5477	6379	3999	2655	131	18641
	Number of Newly Hired Male Employees	2690	2342	318	641	68	6059
	Number of Newly Hired Female Employees	2777	4035	2616	2014	63	11505
Turnover Rate	Total Number of Employees Who Left Work	3776	5189	2889	2510	NA	14364
	Turnover Rate for All Employees (%)	24%	40%	150%	70%	NA	42%
Disabilities	Total number of employees with Disabilities	6	70	3	20	NA	99
Employee Satisfaction Scores (% of Promoters)		68	58	52	75	61	64
Employee Satisfaction eNPS (Net Promoter Score)		56	58	28	66	61	52
Number of grievances & complaints received		0	NA	14	75	31	120
Number of grievances & complaints addressed		0	NA	14	75	31	120
Renumeration rate of men to women		5:8	7:4	21:8	5:2	5:7	3:2

Employee Experience & Wellbeing

INITIATIVES FOR EMPLOYEE ENGAGEMENT

Wonder of Wellness

Our "Wonder of Wellness" initiative is designed to promote holistic health and well-being for our employees across all locations. This comprehensive program includes daily health tips, sports activities, and signature events like the Kanyathon Marathon and TCS 10K Run. We also offer specialized sessions on ergonomics, wellness webinars, and executive health check-ups to ensure our employees maintain a healthy work-life balance.

Additionally, our Employee Assistance Program (EAP) provides valuable resources, including informative newsletters, panel discussions, and webinars on various well-being topics. Employees can also enjoy the musical talents of the Sagility Music Band and participate in engaging sessions on finance and tax awareness, all of which contribute to a well-rounded and enriched employee experience.

Long Service Awards

Our Long Service Awards ceremony is one of the most prestigious events, honouring employees who have shown remarkable loyalty and commitment over 10, 15, and 20 years of service. This year, we celebrated the achievements of 326 awardees in a grand ceremony, recognizing their dedication and contribution with pride and celebration.

Festival Celebrations

At Sagility, we celebrate festivals with great joy and enthusiasm. These celebrations serve as an opportunity for employees across locations to come together, dress up, and spread cheer, fostering a sense of community and shared spirit.

Employee Retention and Engagement

While our employee turnover rate is on par with industry standards, we recognize the importance of

Continuous improvement in this area. Our dedicated HR team actively engages with employees to enhance retention through targeted initiatives that focus on building a supportive, inclusive, and growth-oriented environment. By prioritizing employee satisfaction, development, and engagement, we aim to cultivate a committed and thriving workforce that drives our organizational success.

BENEFITS TO PERMANENT EMPLOYEES

Sagility extends a comprehensive set of benefits to its permanent employees, aligned with our commitment to holistic well-being and long-term growth.

Learning & Development: Structured access to continuous training, upskilling, and internal mobility.

Performance Management: Timely and transparent appraisal cycles with career growth focus.

Wellness & Security: Inclusive wellness programs and medical benefits for holistic well-being.

Job Stability: Long-term roles supported by strong people policies and career continuity.

Numbers at a glance (Employees Satisfaction Scores)

	India	Philippines	US	Jamaica	Colombia	**Overall**
Employee Satisfaction eNPS (Net Promoter Score)	56	58	28	66	61	**52**
Employee Satisfaction Scores (% of Promotors)	68	58	52	75	61	**64**

Note: ESAT is conducted in CY cycle, hence the above data is reported Jan 2023 - Dec 2023

APPRAISAL & FEEDBACK MECHANISM AT SAGILITY

At Sagility, we foster a transparent and structured performance evaluation system that supports the growth and development of every employee. Our annual appraisal process is designed to assess both performance and potential across the organization, ensuring that every employee receives valuable feedback and opportunities for career advancement.

Comprehensive and Inclusive Appraisal Process

The annual appraisal covers 100% of our workforce, with tailored feedback mechanisms for different employee levels. We ensure that all employees, regardless of role, undergo a formal review process aligned with clearly defined goals and key performance indicators (KPIs) set at the start of the year. This approach is reflected in the high satisfaction rate of our Annual Appraisal Discussion Feedback Survey, with 92% of employees expressing satisfaction with the process.

Leader Development and Succession Planning

As part of our talent management framework, we invest in leadership development through comprehensive initiatives such as 360-degree feedback surveys, culture coaching workshops, and collaborations with external industry stakeholders. These programs equip our senior leaders with skills and insights to excel in their roles. Although succession planning is currently informal, it is integrated into senior leadership discussions to identify future leaders for critical operational roles.

Digital Tracking and Performance Alignment

We leverage Workday to track and monitor key performance indicators from the appraisal process, aligning individual goals with larger organizational targets. This digital system ensures transparency and allows for continuous monitoring of employee contributions to our strategic objectives.

Through this comprehensive appraisal and feedback process, every employee receives structured feedback to grow and develop, contributing to a culture of excellence, continuous improvement, and future leadership.

RETIRAL BENEFITS

The organization has a structured framework in place to ensure employee well-being post-retirement.

As of 31 March 2024, the organization recognized liabilities of INR 414.02 million for gratuity in India and INR 1130.85 million for pensions in the Philippines, based on actuarial valuation conducted in FY24. Defined benefit plan expenses for FY24 amounted to INR 232.45 million.

NOTICE PERIODS & EMPLOYMENT TERMS

Notice periods for operational changes range from a minimum of 15 to 60 days depending on location-specific labor regulations and employee grade. These provisions are clearly outlined in the employment contracts and appointment letters.

Diversity Equity and Inclusion

Sagility is dedicated to fostering a diverse, equitable, and inclusive(DEI) environment that empowers every individual to contribute their best. Guided by our core value of 'Inclusion,' our global DEI policy and DEI Council serve as foundational pillars for achieving a supportive and dynamic culture for all employees, suppliers, and communities we impact.

DEI METRICS AND PROGRESS

At Sagility, maintaining transparency and evaluating our progress in diversity and inclusion is a key priority. We track and report essential diversity metrics, which include:

Gender Diversity

We utilize a detailed dashboard to track gender diversity at both the associate and executive levels. This includes the total number of new hires, the percentage of women hires for the reporting period, and the growth in female representation across roles and geographies. This data allows us to monitor progress and make informed decisions to foster gender equality.

Demographics

We gather comprehensive data on generational and ethnic demographics across our workforce. This information helps us understand the diverse needs of different groups and tailor our policies and initiatives to address them, ensuring inclusivity and equal opportunities for all employees.

Board of Directors Commitment

Sagility's Board of Directors plays a pivotal role in championing our Diversity, Equity, and Inclusion (DEI) goals. The representation ratios within the board reflect our values, and the board is dedicated to building and nurturing a diverse leadership pipeline. By fostering inclusivity at all decision-making levels, the board ensures that DEI principles are embedded at the heart of Sagility's strategic direction.

Our DEI initiatives are built around creating pathways for diverse talent, driving career growth, and fostering an inclusive work culture. We have established a range of programs to achieve these objectives:

- **Diversity Pipeline Programs**

  We are committed to maintaining a steady pipeline of diverse candidates across all seniority levels, with a particular focus on women, individuals with disabilities, and the LGBTQ+ community, among others. Our diversity-driven programs include targeted recruitment initiatives aimed at attracting underrepresented groups, as well as pathways for women re-entering the workforce after career breaks or maternity leave.

  In addition, we offer a leadership development program for women in mid-management, providing them with the skills, mentorship, and opportunities needed to step into senior leadership roles. This program is designed to nurture the next generation of leaders and ensure a diverse and inclusive leadership pipeline for Sagility's future.

- **Employee Resource Groups**

  Our Employee Resource Groups (ERGs) are employee-led, providing a platform for underrepresented groups to share insights, offer support, and build connections. These groups facilitate meaningful discussions and organize activities that promote inclusion and understanding, helping to foster a workplace that respects and celebrates diversity. By empowering employees to take the lead, our ERGs create a supportive environment where all voices are heard and valued, contributing to Sagility's ongoing commitment to an inclusive culture.

- **Global DEI Council**

  Chaired by the Global Chief Administrative Officer and comprising senior leaders from all Sagility geographies, the DEI Council meets quarterly to assess and guide our Diversity,

Numbers at a glance (DEI)

% of Employees	👤 39		👤 61
#Specially abled Employee			99

% of Locals in the total workforce

India	Philippines	USA	Jamaica	Colombia
99%	97%	78%	96%	98%

% of Locals in Senior Management

India	Philippines	USA	Jamaica	Colombia
94%	83%	91%	91%	-

%Female participation at different levels

Associate Level	Management Level		
	Junior	Middle	Senior
87%	9.9%	1.06%	0.4%	0.05%

Remuneration ratio of salary for women to men	3.34 : 3.40

Equity, and Inclusion (DEI) initiatives. This council plays a pivotal role in ensuring that our DEI activities are aligned with the company's overall objectives and goals.

- **Awareness and Sensitization**

  Every year, we organize activities around three major themes: diversifying our workforce, retaining underrepresented talent, and fostering an inclusive culture. Key events include:

  - International Women's Day: Celebrating female employees' achievements with workshops, leadership talks, and role-modeling sessions.
  - International Day of Persons with Disabilities: Highlighting disability inclusion through policy discussions, support groups, and adaptive tools.
  - PRIDE Month: Advocating for LGBTQ+ inclusion with sensitization sessions, policy workshops on same-sex partner benefits, and celebratory events across Sagility.

- **Inclusive Hiring and Development Training**

  Our inclusive hiring programs are designed to ensure that candidates from all backgrounds are given fair consideration. To support this, we provide training modules for hiring managers on unbiased recruitment practices, ensuring a fair and equitable selection process.

  We also offer leadership development programs specifically for women, empowering them to step into leadership roles and advance their careers. Additionally, we provide tailored support for returning mothers and other employees who require flexible work arrangements, helping them transition back into the workforce and achieve work-life balance.

- **Community and Supplier Inclusion**

  Through our Corporate Social Responsibility (CSR) initiatives, we actively support programs that benefit people with disabilities and underprivileged LGBTQ+ communities, helping to create a more inclusive society. Sagility's Supplier Diversity Program encourages minority-owned, women-owned, and other disadvantaged or small enterprises to participate in the bidding process for contracts.

EVALUATING DEI IMPACT AND EFFECTIVENESS

To measure the success of our DEI efforts, we implement a structured evaluation process:

- **Diversity Ratios:** Our DEI dashboard allows us to track diversity ratios and analyze hiring trends, gender split ratios, and representation across generational demographics.
- **Feedback Mechanisms**: Through employee surveys and engagement assessments, we gather input on DEI initiatives and adjust programs based on direct feedback.
- **Continuous Improvement:** The DEI Council reviews quarterly reports on diversity performance, setting new objectives and refining programs to ensure sustained growth and effectiveness.

Employee Health & Safety

At Sagility we prioritize a safe and healthy work environment. Our Employee Health & Safety Policy reflects our commitment to the well-being of our employees, partners, and visitors by promoting workplace health, safety, and efficiency. Through proactive health and safety measures, we aim to mitigate work-related injuries and illnesses, foster productivity, and enhance overall employee wellness. Employee Health & Safety Policy applies to all employees, vendors, customers, and visitors to Sagility facilities, affirming our dedication to comprehensive health and safety standards.

HEALTH & SAFETY COMMITMENTS AND PRINCIPLES

Risk Management and Incident Prevention

We are dedicated to identifying, assessing, and managing potential hazards in the workplace. By actively tracking safety incidents and implementing proactive risk management practices, we aim to minimize any work-related injuries, illnesses, or incidents.

Compliance and Continuous Improvement

Sagility adheres to all applicable local, national, and international regulations and standards. We continuously refine our health and safety management systems to ensure adherence to these standards, integrating feedback and adapting to industry best practices.

Emergency Preparedness and Response

We maintain comprehensive emergency response protocols that includes regular training exercises, drills, and the availability of emergency medical support across all facilities.
A dedicated incident response and recovery framework is in place to address potential threats, vulnerabilities, and natural disasters, ensuring our readiness and ability to protect our employees effectively.

Employee Well-being and Engagement

Sagility promotes a balanced approach to employee wellness, emphasizing mental, emotional, and physical well-being. Our policy supports various well-being initiatives, such as work-life balance programs, counselling services, and resources for stress management.
We also encourage employee engagement through feedback mechanisms to continuously improve safety and wellness initiatives.

Numbers at a glance (Employee Health and Safety)

Total worked Hours (vs) Total Safe Work Hours in FY 2024

	India	Philippines	US	Jamaica	Colombia
Total Work Hours	3,51,83,808	2,64,61,224	35,41,398	62,25,802	5,88,408
Total Safe Work Hours	3,09,85,740	2,64,61,224	35,41,398	62,25,322	5,88,400

Representation in Health and Safety

	India	Philippines	US	Jamaica	Colombia
Number of management-employee health and safety committees	328	73	0	11	1

Human Rights

At Sagility we are deeply committed to upholding human rights across all levels of our business. We ensure our policies align with international standards, such as the United Nations Universal Declaration of Human Rights and the International labor Organization's Declaration on Fundamental Principles and Rights at Work. Our Human Rights Policy serves as a foundation to foster an equitable, safe, and inclusive environment, emphasizing dignity, respect, and integrity for all employees, partners, and stakeholders. This Human Rights Policy applies to all Sagility employees, including directors, management, and contract staff, across our global operations. It extends to our business relationships with vendors, suppliers, and clients, reflecting our commitment to advocate for human rights within and beyond our organization.

HUMAN RIGHTS POLICIES

Zero Tolerance for Harassment and Misconduct

Sagility promotes a respectful and professional workplace. All employees, regardless of role or position, are expected to uphold mutual respect, with strict intolerance for any form of verbal, psychological, or physical harassment. Discriminatory or hostile behaviours, including bullying or inappropriate conduct online or offline, are actively discouraged.

Equal Opportunity and Non-Discrimination

Sagility promotes a respectful and professional workplace. All employees, regardless of role or position, are expected to uphold mutual respect, with strict intolerance for any form of verbal, psychological, or physical harassment. Discriminatory or hostile behaviours, including bullying or inappropriate conduct online or offline, are actively discouraged.

Freedom of Expression

At Sagility, we respect employees' rights to voice their opinions openly within a framework of mutual respect. Employees can freely engage in internal

discussions and express concerns without fear of retaliation, promoting a collaborative work culture.

Prohibition of Child Labor and Forced Labor

Sagility does not tolerate child labor, forced labor, or any form of modern slavery. We strive to ensure compliance across our supply chain and promote the mental and physical well-being of all employees, free from any form of coercion or bonded labor.

Diversity, Equity, and Inclusion (DEI)

Sagility promotes a diverse, equitable, and inclusive workplace. We provide equal opportunities for individuals from all backgrounds to contribute meaningfully to our organization. Our DEI policy details further initiatives, supporting an environment that encourages every employee to thrive.

Fair Remuneration and Career Development

Sagility provides fair compensation and benefits, including medical insurance and social security, per legal standards. We are committed to career growth through continuous learning, professional development, and tailored training programs for employees at various career stages.

Fair Work Hours and Benefits

Compliant with local laws, we maintain reasonable working hours, recognizing the importance of work-life balance. Overtime, paid holidays, and leave policies— including maternity, paternity, and bereavement leave—are structured to ensure the well-being of our workforce. Flexibility options, such as hybrid work models, further support employee needs.

Data Privacy

Sagility values the privacy and security of employee and stakeholder data, adhering to all relevant data protection standards. Data is only shared with prior consent, and we maintain strict protocols for safeguarding sensitive information.

Numbers at a glance

Total Grievances Received & Addressed	India	US	Jamaica	Colombia	Philippines
	0	14	75	31	–

Sexual Harassment Cases (CY-2023, All geographies)

Sexual Harassment complaints received	13	Cases disposed off during the year	9	Cases pending for more than 90 days	5
Cases brought forward from the previous year	0	Complaints withdrawn	1		

Policy related trainings

Employees receive regular training on the organization's policies and practices for responsible business conduct. They are encouraged to seek guidance from designated HR partners for any clarifications or support. HR representatives are readily accessible and hold regular connect sessions to address queries and provide direction.

Collective bargaining

Collective bargaining agreements are not applicable, as trade unions are not contextual in the software services industry.

Environment

At Sagility, our actions are aligned to tackle the environmental concerns of climate change and global warming. Environmental stewardship is at the core of our daily operations with primary focus on optimized management of our energy, water, and waste sources. We intend to responsibly reduce our carbon footprint and efficiently manage our consumption of natural resources to create a favorable impact on the environment and create a sustainable future for the generations to come.

Our Commitment to Planet and its resources

COMMITMENT TO ENVIRONMENTAL STEWARDSHIP

Environmental stewardship is not merely a component of our operations—it is the foundation upon which we build our daily activities and long-term strategies. As a leading IT healthcare service firm, we recognize the profound impact our industry can have on the environment. Our commitment is unwavering in addressing critical environmental challenges such as climate change and global warming. Central to our mission is the optimized management of energy, water, and waste resources, aimed at responsibly reducing our carbon footprint and efficiently managing natural resource consumption.

We are on a mission to play our part in the transition to a low-carbon and climate-resilient future and are on the path to setting science-based targets (SBTi) aligned with the Paris Agreement. We aim to address climate change by reducing greenhouse gas emissions, increasing energy efficiency, investing in renewable energy sources, promoting circular economy principles, supporting environmental initiatives and adapting to the impacts of climate change on its operations and stakeholders.

POLICY FOR ENVIRONMENT

Sagility's robust Environmental Policy serves as a comprehensive framework guiding our sustainability initiatives. This policy is designed to ensure compliance with all applicable environmental regulations and to adopt best practices in pollution prevention and resource conservation across our global operations.

Policy Purpose & Scope

The primary purpose of our Environmental Policy is to establish a structured approach to minimizing our environmental impact. This policy encompasses all Sagility activities worldwide, ensuring that every facility and place of business aligns with our sustainability objectives.

Click for our Environment policy

Environmental Performance: Highlights of FY 2024

Emissions

Digitized Carbon Emission Management by deploying a state-of-the-art tool from a CDP Gold accredited ESG software platform.

Measuring Scope 1, Scope 2 & Scope 3 emissions as per GHG Protocol consistently for the second year with improvised data capturing mechanisms

13.92% ⬇

Reduction in Global Scope 1 CO_2e Emissions (w.r.t. FY 2023)

11.28% ⬇

Reduction in Global Scope 2 CO_2e Emissions (w.r.t. FY 2023) through RECs

Water*

46,850 Kilo ltrs.

Amount of domestic water used

36 Ltrs./Sft

Per Square feet Domestic water consumption

*Data from 23 locations which includes a combination of tanker water and facility water. Where facility water implies, we receive integrated utility bills for water with other utilities we use, from realtors.

Waste

227.74 metric tonnes

Amount of waste generated across various categories

59%

Recovered as manure through Composting

19%

Recycled through certified recycling partner

Majority of our waste is Organic waste and is sent for composting. Metals, Plastics, Glass, Electronics waste etc. are recycled. Municipal solid waste and paper waste are sent to landfills through municipality.

Energy

25.25%

Renewable energy usage of total global energy consumption in 2023

30

20 new Electric vehicles introduced in FY2024 making 30 EVs in total to avoid tailpipe emissions

Frameworks / Standards we adhere

ISO

Sustained **ISO 9001, ISO 27001** certifications; In 2023, we are certified for **ISO 45001 (Occupational Health and Safety Management System)**

SBTi

Committed to SBTi (Science Based Targets Initiative) near-term targets

CDP DISCLOSER 2023

CDP rating improved to **B-** in 2023 from D in 2022.

Crafting Change: Implementing Technology for Resource Optimization and Sustainability

OUR FIRST STEP: MEASURING IMPACT

In the realm of climate action, data serves as the bedrock of effective planning and strategic decision-making. As we confront the pressing challenges of environmental sustainability, harnessing accurate and comprehensive data becomes crucial in understanding our ecological impact and identifying opportunities for improvement.

Initial Challenges

Sagility operates with a tenant-based model, leasing office spaces across multiple locations, which presents unique challenges in managing and tracking environmental data across its diverse operations. Each of these leased properties, often subject to varying landlord policies, building systems, and regional regulations, introduces complexities in terms of data collection, consistency, and integration.

For example, obtaining accurate utility usage data can be difficult when access to detailed building-level emissions, energy and water consumption information is limited or not directly available.

Furthermore, with a multi-site model, variations in energy sources, equipment, and tenant-specific operational practices across different regions with varied regulations and policies further complicate emissions accounting and reporting.

In addition to these logistical challenges, gathering precise Scope 3 emissions data—particularly from activities like employee commuting, business travel, and the supply chain—requires effective coordination with external parties such as suppliers, transportation providers, and employees themselves.

In many cases, accurate, real-time data on emissions from these indirect sources is not readily

available, making it difficult to assess and reduce carbon footprints. This gap in data quality and transparency can hinder efforts to set robust Science-Based Targets (SBTs) and develop effective decarbonization strategies.

Despite these challenges, we had a manual data collection process to collect our emission-related data and got it audited by one of the Big-4 auditing firms.

Rising above Challenges

Given the challenges with data collection, we realized the necessity of a robust ESG data management and reporting platform. Being a technology-oriented organization, we looked at available technologies to solve this challenge.
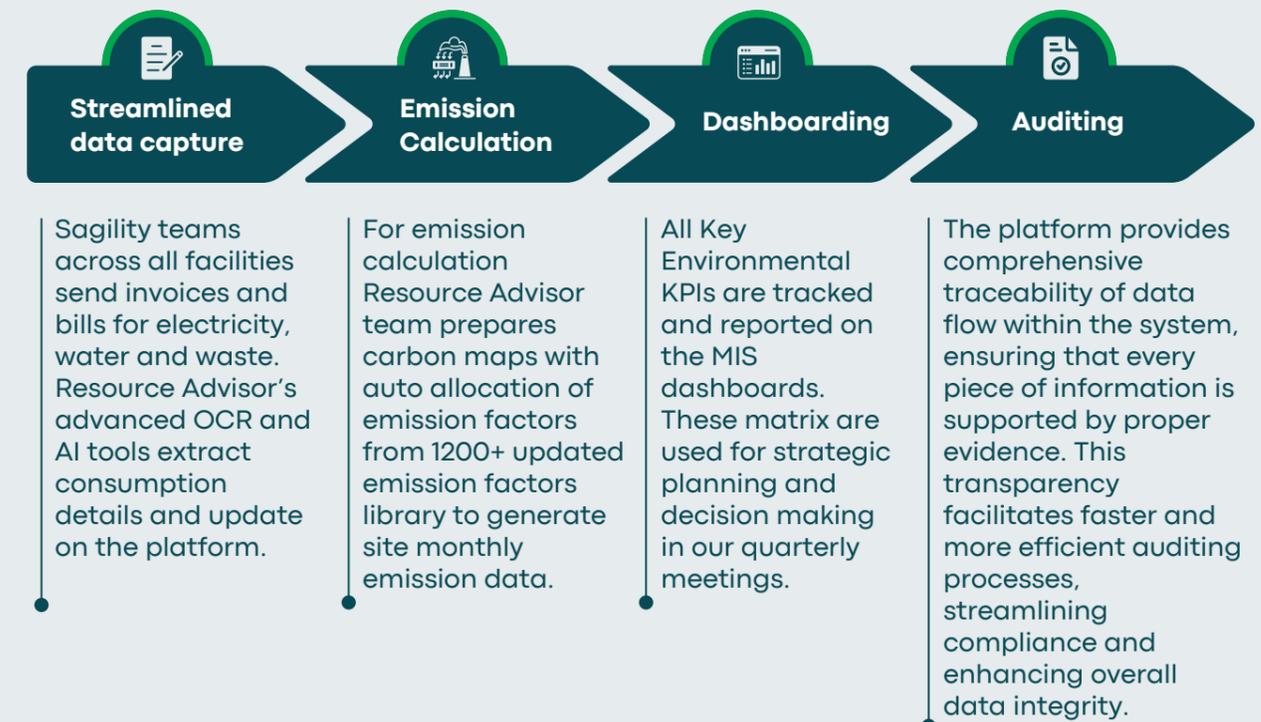
For FY 2024, Sagility has risen to the occasion by implementing best-in-class ESG data management systems and strategies to improve the accuracy and comprehensiveness of our environmental data.

We collaborated with Schneider Electric for their proprietary CDP Gold accredited SAAS platform for ESG data management named Resource Advisor. By leveraging this scalable and reliable data management platform we could not just solve the challenges we faced but also prepare ourselves for future scope of improvements. This enhanced transparency in emissions calculations, waste and water consumption, reporting, and collaborating with internal teams and external partners for data accuracy. We not only have enhanced our environmental footprint management but have also laid the groundwork for achieving ambitious decarbonization goals.

Sagility's commitment to sustainability and its data-driven approach stand as a testament to its ability to overcome operational complexities and pave the way for meaningful emissions reductions.

ESG Data Collection, Calculation and Reporting Process

Streamlined data capture → **Emission Calculation** → **Dashboarding** → **Auditing**

Streamlined data capture	Emission Calculation	Dashboarding	Auditing
Sagility teams across all facilities send invoices and bills for electricity, water and waste. Resource Advisor's advanced OCR and AI tools extract consumption details and update on the platform.	For emission calculation Resource Advisor team prepares carbon maps with auto allocation of emission factors from 1200+ updated emission factors library to generate site monthly emission data.	All Key Environmental KPIs are tracked and reported on the MIS dashboards. These matrix are used for strategic planning and decision making in our quarterly meetings.	The platform provides comprehensive traceability of data flow within the system, ensuring that every piece of information is supported by proper evidence. This transparency facilitates faster and more efficient auditing processes, streamlining compliance and enhancing overall data integrity.

Resource Consumption

ELECTRICITY

In our service-based operations, where manufacturing is not a component, the primary source of energy consumption stems from electricity. This electricity usage significantly contributes to our Scope 2 emissions. Each of our facilities receives monthly electricity consumption bills from the realtors with whom we lease our spaces, providing us with essential data on our energy usage.

Previously, in FY 2023, our approach to data collection regarding energy and resource usage was manual, which posed challenges in accuracy and efficiency.
However, with the implementation of a SaaS-based digital platform, we have modernized this process.

Each month, an invoice or electricity bill is sent to our vendor's team from each of our facilities. The vendor team extracts relevant cost and usage parameters from these bills and updates the information on the digital platform. This streamlined process allows us to accurately calculate the emissions associated with our energy consumption.

In addition to our electricity usage, we also rely on diesel generator (DG) sets during power outages. The realtors provide us with consumption details for these instances, ensuring we have a comprehensive view of our energy usage.
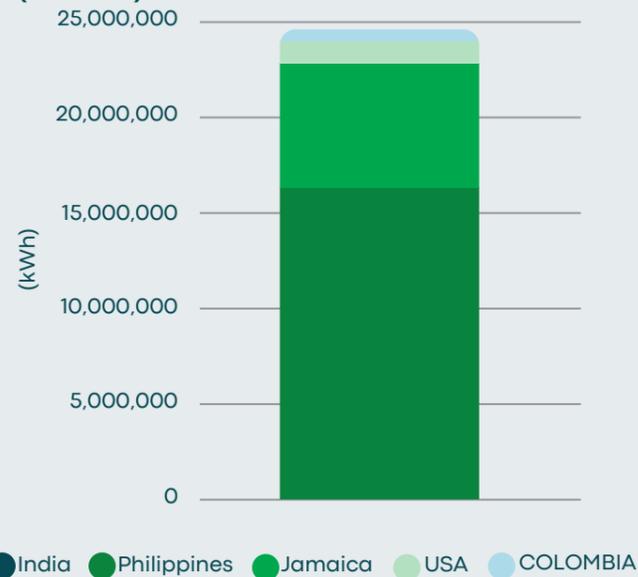
Our Energy Usage

9,16,59,100.46 MJ

Total energy consumption within the organization, including energy consumption by primary energy source.

71.4 MJ / Sq Foot

Energy intensity within the organization

Total Electricity consumption by region (FY23-24)

Chart: Stacked bar chart with y-axis labeled (kWh) ranging from 0 to 25,000,000.
Legend: ● India ● Philippines ● Jamaica ● USA ● COLOMBIA

There has been an overall increase in energy consumption in FY2024 due to the expansion in leased office spaces, resulting in a higher total square footage under operation

Water

Our organization prioritizes water conservation although we are limited to domestic use of water only. While many building we operate in have water-saving measures, we collaborate with property owners to improve these efforts.

Water management is increasingly recognized as a critical factor in addressing climate impact. While our organization does not utilize water for manufacturing or industrial purposes, we acknowledge the importance of water.

We ensure that the properties we occupy are equipped with effective water conservation measures. This commitment not only supports our sustainability efforts but also mitigates risks associated with water scarcity and operational disruptions.

According to the US-EPA WaterSense report 2024, the average water consumption for office spaces is approximately 6,020 gallons per square feet per worker per year. This figure varies significantly based on regional water availability. With the maximum population living in areas facing water stress, it is crucial for businesses like ours to prioritize responsible water stewardship. As climate change exacerbates water scarcity, adopting sustainable water management practices is essential for achieving various Sustainable Development Goals (SDGs), including clean water and sanitation (SDG 6) and climate action (SDG 13).

WATER PERFORMANCE

In FY 2024, our organization initiated a comprehensive effort to measure and report water usage across our office spaces. For most locations, we relied on water usage bills provided by landlords, which detailed both consumption figures and associated costs.

This data served as the foundation for our measurements. We implemented a digital platform to collect monthly water usage data from these sites.

Out of the 26 office spaces we occupied, we successfully gathered data from 23 locations that received water bills from the landlord. These reporting offices, totalling 12,98,201 square feet of leased area, recorded a combined water consumption of 46,850 kiloliters.

This translates to a per square feet consumption of 36 Liters, compared to the office building water consumption range of 46 Liters to 139 Liters per square feet per year.

For those spaces where we had integrated agreements with landlords, we currently lack a mechanism to track water usage, highlighting an area for future improvement.

WATER CHANGES EVERY THING

Water consumption in water stress area

- 17% — 7,756 KL
- 2% — 1,020 KL
- 62% — 28,805 KL
- 19% — 9,174 KL
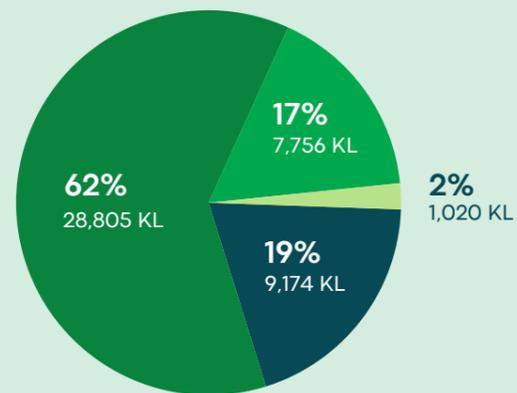
Stress Zones   KL = kilo litres

- ● Extremely High
- ● High
- ● Low-Medium
- ● Low

SAGILITY DRIVEN INITIATIVES FOR WATER CONSERVATION

To further our commitment to water conservation, we have implemented several initiatives:

Sensor-Activated Taps: Installed in various offices in India and the USA, these taps reduce water wastage by dispensing water only when needed.

Collaborative Efforts with Property Owners: We work closely with property owners to promote the installation of sensor taps and other water-saving technologies across all our locations. We do ensure the below measures are implemented at the properties we lease:

- Low-Flow Fixtures: Installing low-flow faucets, showerheads, and toilets to reduce water usage without sacrificing performance.
- Rainwater Harvesting: Collecting and using rainwater for irrigation and non-potable applications.
- Water-Efficient Landscaping: Utilizing drought-resistant plants and efficient irrigation systems to minimize water consumption.
- Greywater Recycling: Reusing water from sinks and showers for toilet flushing or landscape irrigation.
- Smart Irrigation Systems: Implementing automated irrigation systems that adjust based on weather conditions and soil moisture levels.
- Regular Maintenance: Conducting routine checks for leaks and ensuring all plumbing fixtures are functioning

Employee Engagement Programs: We recognize that engaging our employees in water conservation is vital for fostering a culture of sustainability. To raise awareness, we leverage various communication channels, including emails, posts, and newsletters,

particularly on significant occasions like World Water Day and Environment Day. These initiatives not only inform our employees about the importance of water conservation but also encourage them to adopt mindful practices in their daily lives.

In addition to digital outreach, we have strategically placed informative posters and slogans in our washrooms and handwashing bays for our employees.
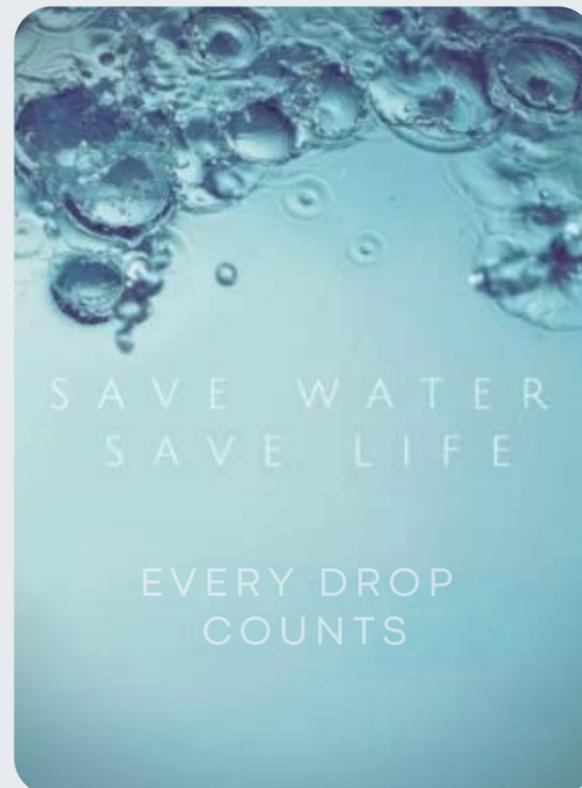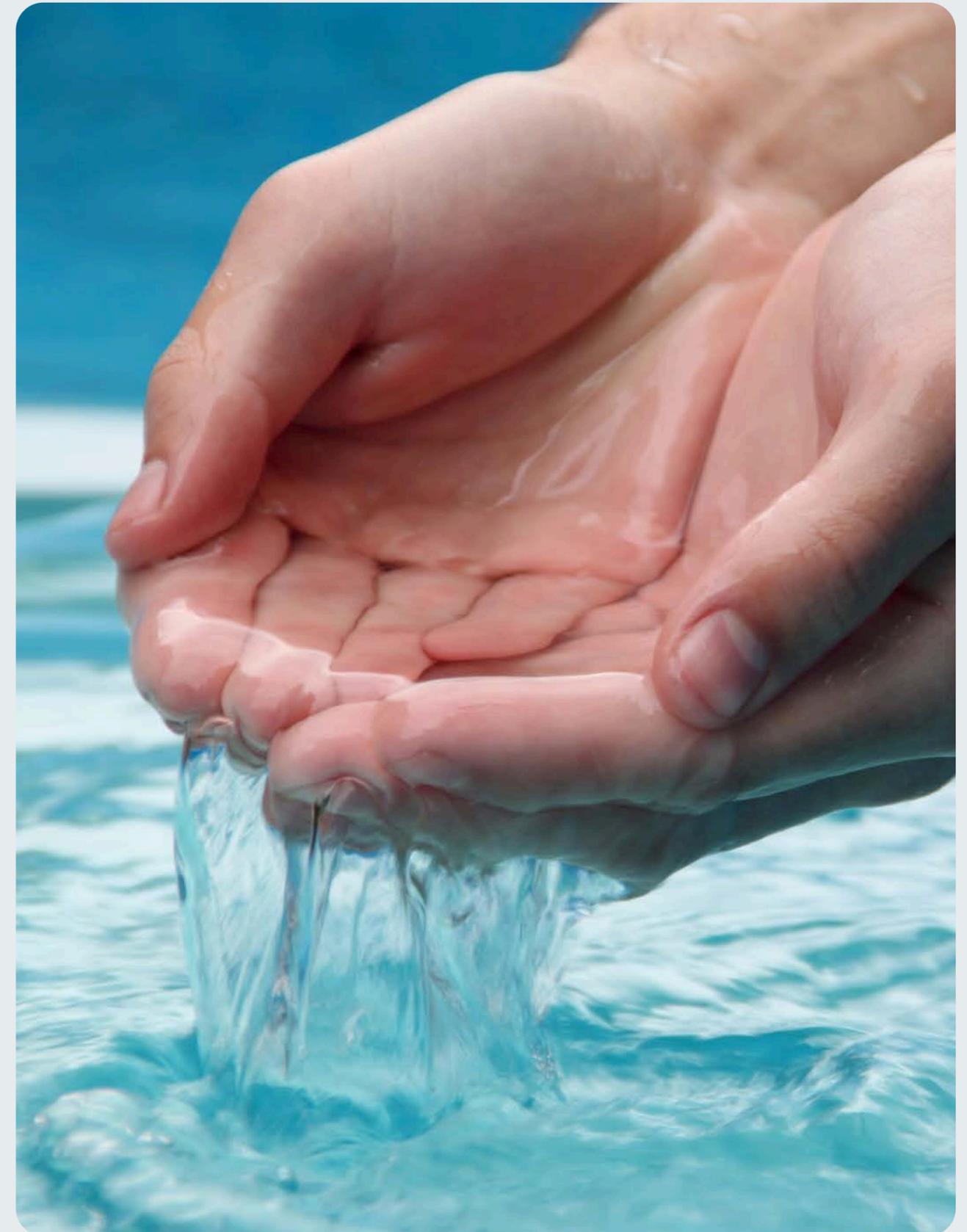

Fig. Such posters and slogans remind everyone of the importance of judicious water use. These visual cues serve as constant reminders to be mindful of their water consumption during routine activities.

Waste Management

We consider Waste management as a crucial aspect of environmental sustainability, particularly for us where our waste is contributed by a significant amount of electronic waste (e-waste). Sagility approach to waste management leverages the 4Rs concept—Reduce, Reuse, Recycle, and Recover—to ensure sustainable practices.

The Global E-waste Monitor 2024 reports that in 2022, the world generated a staggering 62 million metric tons of e-waste, almost double the amount from 2010. Alarmingly, only 22.3% of this e-waste was properly collected and recycled. Furthermore, daily office activities contribute significantly to waste, including packaging materials and food waste. If current trends persist, e-waste generation could surpass 80 million metric tons by 2030, exacerbating the growing waste crisis.

For us, our workforce is the cornerstone of business operations and the waste generated from their daily office activities—such as food waste, packaging materials, and office supplies—is also significant. Hence, this underscores the need for a comprehensive approach to waste management that goes beyond just e-waste.

Effective waste management strategies not only minimize our environmental impact but also enhance corporate sustainability by playing a vital role in combating climate change and compliance with regulations.

As of FY 2024, our approach to waste management has primarily been centred on general practices.

1. **Outsourced Waste Handling:** We partner with authorized external vendors to manage waste by category, ensuring proper collection, processing, and disposal in line with environmental standards.

2. **Electronic Waste Management:** Our waste generation sources include outdated electronic equipment such as desktops, laptops, batteries, and other IT assets. We responsibly dispose of recyclable waste through certified vendors.

3. **Donation Initiatives:** In the Philippines, we optimize the lifecycle of old desktops by donating them to schools managed by social organizations. This initiative not only prevents electronic waste from entering landfills but also supports educational development.

4. **Plastic Waste Reduction:** To combat plastic waste, our employees are encouraged to use personal tumblers and bottles, eliminating the need for single-use plastic containers in our offices.

5. **Sewage Treatment Plants (STP):** All buildings we operate in are equipped with STPs as per government required guidelines, ensuring that wastewater is treated and managed responsibly before release. We do a detailed assessment of all new premises we leased, with STP in place.
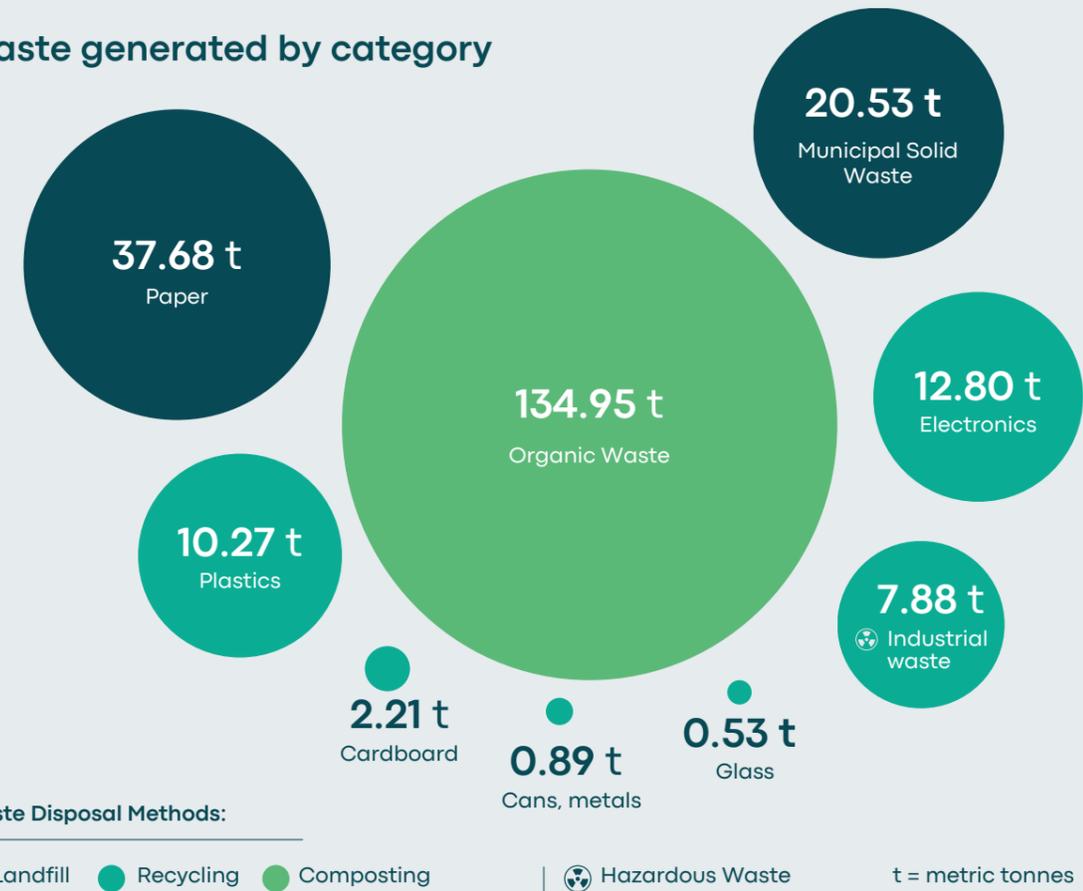
Additional Initiatives:

1. **CSR Partnerships:** We collaborate with NGO partners to donate old but functional electronic devices, benefiting both the community and our sustainability goals.

2. **Employee Awareness Programs:** Continuous education and awareness campaigns ensure that employees are actively engaged in waste reduction efforts, fostering an environmentally responsible workforce.

We recognize the need to evolve and are committed to developing a comprehensive strategy that prioritizes circularity in our waste management principles across all business operations. This shift aims to minimize waste generation, promote the reuse and recycling of materials, and ultimately contribute to a more sustainable and efficient operational framework. By integrating circularity into our practices, we will not only enhance our environmental responsibility but also drive innovation and value within our organization.

Waste generated by category

- **20.53 t** Municipal Solid Waste
- **37.68 t** Paper
- **134.95 t** Organic Waste
- **12.80 t** Electronics
- **10.27 t** Plastics
- **7.88 t** Industrial waste
- **2.21 t** Cardboard
- **0.89 t** Cans, metals
- **0.53 t** Glass

Waste Disposal Methods:

● Landfill   ● Recycling   ● Composting | ☢ Hazardous Waste   t = metric tonnes

GHG Emissions

At Sagility, we are dedicated to minimizing our environmental impact and addressing climate change. We prioritize the reduction of greenhouse gas (GHG) emissions across our operations.

GHG INVENTORIZATION

Sagility's GHG inventory complies with the Greenhouse Gas Protocol (GHG Protocol) guidelines, adopting the operational control approach. This method encompasses all emissions from activities under Sagility's direct operational control, including leased facilities and company-owned vehicles. The approach aligns with the WRI/WBCSD GHG Protocol and broader sustainability reporting standards.

We have conducted GHG inventorization for all our sites, which were tracked during the reporting period and for which the corresponding GHG emissions were calculated.

DATA COLLECTION PROCESS- FY2023 VS FY2024

For FY2023, Sagility followed only location-based approach for GHG Inventorization. Data collection for GHG Inventorization was quite challenging. Computation for Scope 3 emission did not cover all the categories. Also, the data source systems, standard reports and computation methodologies were not defined for India, Jamaica and the USA.

None of the locations had a standardized template or system for reporting emission data. Only data relating to the purchase of electricity was available at all geographies. Out of the 4 locations, Philippines followed the local law to report emission data. Renewable energy used in facilities in India was not recorded/captured as it is under the authority of the landlord. Baseline year was not defined in any region for setting targets.

FY 2024 marked a milestone in GHG Inventorization with the adoption of Digital Platform for ESG, streamlining data collection and review processes.

The Scope 1 & 2 activity data were gathered from invoices and service reports shared by the Sagility team from various locations. Inventory entries were provided to SAAS Platform's Client Management team via RFIs and . All emissions sources were collated and data was entered into the SAAS platform. Sagility started following Market based approach along with location based approach to be consistent with SBTi requirements.

For Scope 3, Sagility adopted a hybrid approach for emissions accounting, using spend data for most categories and actual activity data for waste emissions. A Scope 3 screening assessment was conducted to identify applicable categories through discussions with process owners. Customized Scope 3 RFI forms were used to collect data.

EMISSION CATEGORIES

Scope 1:

Fuel Combustion, Fleet Transportation, Fugitive Emissions

Scope 2:

Consumption of purchased electricity (Non renewable and renewable energy sources)

Scope 3:

Purchased Goods and services, capital goods, fuel and energy-related activities not included in scope 1 and 2, waste generated in operations, Business travel, employee commuting

Out of Scope (biogenic):

The fraction of CO_2-only emissions related to the consumption of bioenergy (CH_4, N_2O are included in Scope 1 & 2). Biogenic CO_2 emissions are labelled 'outside of scopes' by the GHG Protocol Corporate Accounting and Reporting Standard because the impact has been determined to be a 'net zero'

EMISSION INTENSITY

Emission Intensity S1	0.0013 co2 eq/sft
Emission Intensity S2	0.0118 co2 eq/sft
Emission Intensity S3	0.0267 co2 eq/sft
Total Emission Intensity	0.0399 co2 eq/sft

SCOPE 3 EXCLUSIONS

- **Upstream transportation & distribution:** Due to the nature of Sagility's' activities, there is no upstream transportation realized.

- **Upstream leased assets:** Based on Sagility's organizational boundary, emissions associated with leased assets are accounted under Scope 1 and 2

- **Downstream transportation & distribution:** Due to the nature of Sagility's activities, there is no downstream transportation realized.

- **Processing of sold products, Use of sold products, End-of-life treatment of sold products:** Sagility does not sell physical products, therefore no emission associated to these categories.

- **Downstream leased assets:** Sagility does not generate profit from leasing assets

- **Franchises:** Sagility is not a franchisor company

- **Investments:** Sagility did not generate revenue from investments in FY2024

GHG EMISSION QUANTIFICATION METHOD FOLLOWED

Sagility follows best practices from the WRI/WBCSD GHG Protocol to quantify emissions for Scopes 1, 2, and 3, using robust activity data and up-to-date emission factors across multiple categories through the SAAS platform.

Scope 1 & 2 Emissions:

We calculated Scope 1 and 2 emissions by multiplying usage data from emissions sources by relevant emission factors from the GHG Protocol or technical assessments.

Calculations use the formula:

Activity Data x Emission Factor = GHG Emissions (CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3)

Scope 2 emission factors follow the GHG Protocol's dual reporting requirement with

- Location-based and
- Market-based factors,

reflecting grid-average emissions or purchased electricity intensity, respectively.

All emissions are converted to CO_2 equivalents (CO_2e) using IPCC AR5 and AR6 GWP values.

Scope 1 direct emissions use DEFRA fuel-specific emission factors, with refrigerants sourced from IPCC and vendor-specific data.

Scope 2 calculations incorporate national grid emission factors (IEA, US EPA, CEA) for location-based, and residual mix rates for market-based calculations.

For Renewable Energy Credits (RECs), a zero-emission factor is manually applied under market-based reporting.

Scope 3 Emissions

Scope 3 quantification employs a hybrid approach, using verified emission factors aligned with Sagility's activities and expenditures.

For **Category 1**- Purchased goods and services, **Category 2**- Capital goods and **Category 6**- Business travel emission factors were taken from **US EEIO 2021** database.

While for **Category 3**- Fuel and energy related activities were taken from 2023 UK Department for Environment, Food and Rural Affairs (DEFRA) emissions database.

Category 5- Waste generated in operations emission factors were taken from ADEME (French Environment and Energy Management Agency) and US EPA (Environmental Protection Agency) Waste Reduction Model (WARM)- Version 15 and

Category 7- Employee commuting emission factors were taken from 2022 UK DEFRA emission dataset (adjusted with GWP values from IPCC AR6) and Eurostar country average. These factors were linked to Sagility's activities and expenditures using a combination of economic input-output and process life cycle inventory data.

The calculation methods and emission factors applied follow the GHG Protocol guidelines for screening Scope 3 emissions and identifying significant Scope 3 categories.

MANAGEMENT REVIEW OF EMISSIONS DATA

Sagility has defined process for management review to verify the accuracy of GHG inventory.

At present, monthly reporting on Scope 1 and 2 emissions are reviewed by Sustainability Project head and team prior to finalization.

It is further reviewed by Sustainability Head as part of monthly status update. The same is also shared as an update with the CEO and investors during the quarterly Sustainability Council connects.

An internal audit process verifies site-level data and supporting documents. Any discrepancies trigger corrective actions to maintain data accuracy.

A view of Roles & Responsibilities at Sagility's Corporate level to ensure Data Accuracy & Transparency is as follows:

Responsibility	Sagility Team
Defining and confirming boundaries of GHG reporting	Sustainability Council
Developing and confirming list of activity data required	Sustainability Project Team
Collating activity data from all sites	CREST Environmental Team
Perform quality checks on sites' data	Sustainability Project Team
Calculating GHG emissions from activity data	Sustainability Project Team
Monthly review of data	Sustainability Project Team
Approval of annual GHG inventory	Sustainability Committee

Emission Factors Used

Scope 1

Fuel
DEFRA (adjusted with GWP values from IPCC AR6

Refrigerants
IPCC AR5. IPCC AR6

Fire Suppressants
Manual-vendor-specific

Scope 2

Electricity

Location-Based	Market-Based
- IEA National Emission Factors (for non-USA sites) - US EPA eGrid (for sites in the USA) - CEA - CO2 Baseline Database for the Indian Power Sector - User Guide Version 18.0	- IEA National Emission Factors (for sites with no MB value) - Green-e Energy US Residual Mix Emission Rates - CEA - CO2 Baseline Database for the Indian Power Sector - User Guide Version 18.0 - Manual 0 Emission Factor (Renewable Electricity)

Scope 3

US EEIO 2021	DEFRA	ADEME
IPCC AR6	WARM)- Version 15	US EPA

GHG Emissions Data

Scope-wise Emission (%)

55,132 tCO2e
FY 2024 emissions

3.4%
Scope 1 Emissions

67%
Scope 3 Emissions

29.6%
Scope 2 Emissions
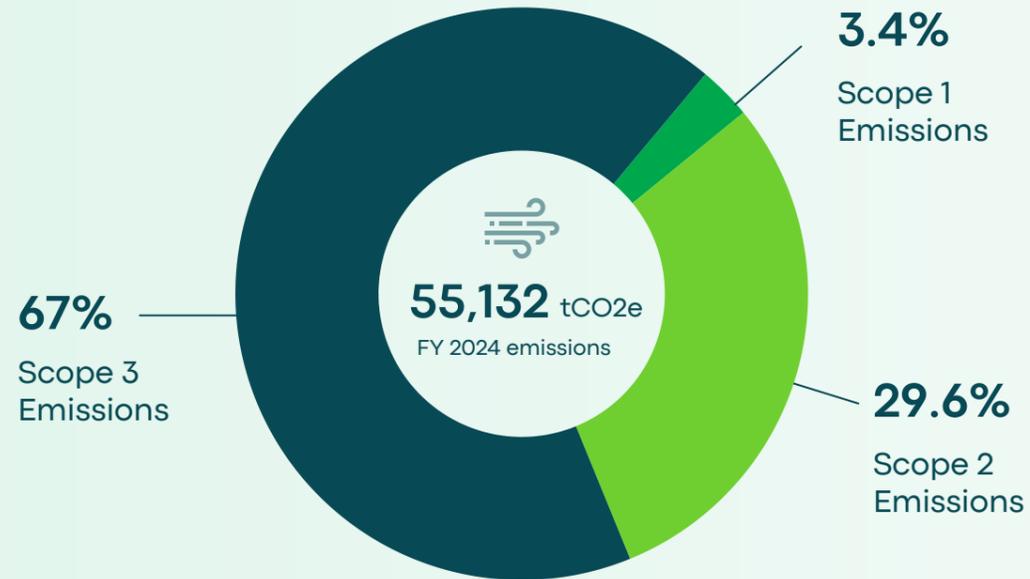
GHG Emissions

	CY 2022 tCO2e	FY 2024 tCO2e	FY 2024 tCO2e	Sources
Scope 1	846	1,830	1,830	All direct emissions within the operational control of an organization. (Fugitives - Fire Extinguishers & Refrigerants)
Scope 2	14,400	16,334	12,893	Indirect emissions generated from purchased electricity, heat, steam, or cooling
Scope 3	78,241	36,968	36,968	All other indirect emissions in Sagility's value chain, both upstream and downstream (6 categories were applicable)
Total (In-scope) emissions	93,487	**55,132** LOCATION BASED	**51,691** MARKET BASED	

Out of Scope Emissions
CO2-related Biogenic emissions
9.53 tCO2e

Percentage contribution of key sources of Scope 1 & Scope 2 Emissions

89.8%
Electricity consumption

9.1%
Refrigerants

0.8%
Diesel (Fleet/Genset)

0.3%
Natural Gas
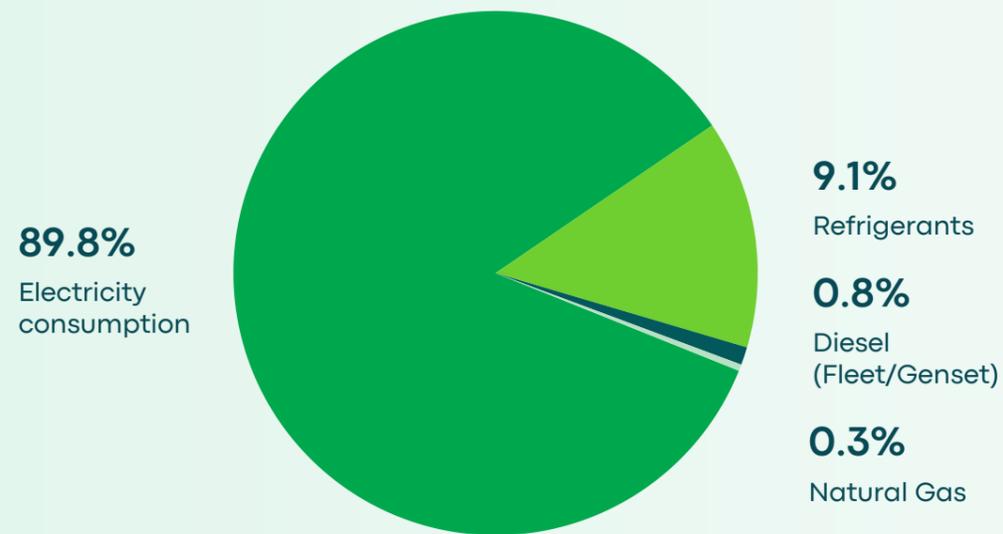
Scope 3 Proportions (FY 24)

36,968 tCO2e
FY 2024 Scope 3 Emissions

32%
Employee Commuting

39%
Purchased Goods & Services

13%
Fuel & Energy Related Activities

0.15%
Waste Generated in Operations

10%
Capital Goods

4.7%
Business Travel
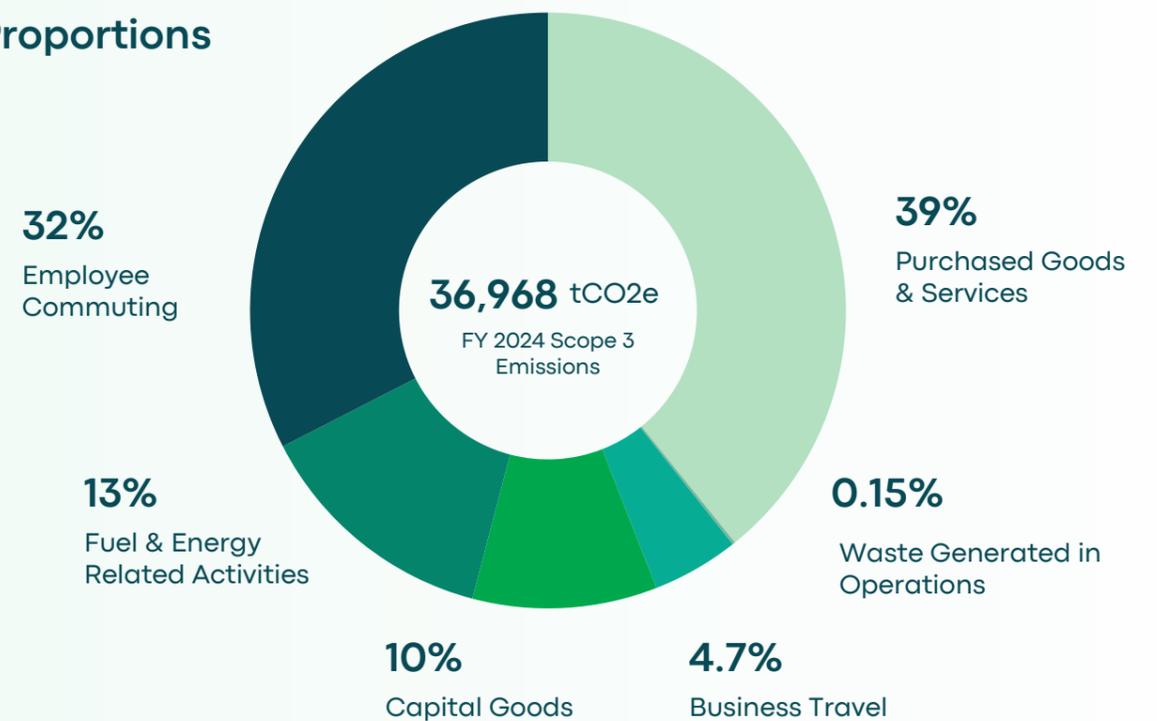
Our Commitment towards decarbonization

In order to initiate and subsequently march towards leading the transition to a decarbonized business operations among our peers and beyond, we took up the Science Based Targets initiative (SBTi).

SBTi is a global framework that enables organizations to set ambitious greenhouse gas (GHG) emissions reduction targets aligned with climate science. By committing to SBTi, organizations not only demonstrate their accountability in combating climate change but also contribute to global efforts to limit global warming to well below 2°C above pre-industrial levels. This commitment is crucial as it reinforces our dedication to climate action and aligns our goals with those of our investors and stakeholders.

Our Commitment to SBTi

Our sustainability journey began in 2022, marked by a strong commitment to decarbonization. In alignment with our investors' climate objectives, we took a significant step forward in 2023 when our management signed the commitment letter to the SBTi. This commitment reflects our resolve to implement science-based strategies that will effectively reduce our emissions and drive meaningful change in our operations.

Building a Strong Foundation

To support our SBTi commitment, we have established robust mechanisms for emissions measurement and reporting, as previously highlighted. We recognized the need for a clear and actionable strategy for decarbonization, which led us to partner with an external consulting firm. This collaboration is designed to help us define our near-term SBTi targets, create a concrete action plan for reducing emissions, and support the implementation of our decarbonization initiatives.

Exploring Decarbonization Measures

In our pursuit of effective decarbonization, we are actively exploring a range of measures aimed at limiting our emissions. Our initiatives include implementing energy efficiency measures, transitioning to a greener fleet, and incorporating renewable energy sources into our operations. Detailed descriptions of these initiatives have been provided in subsequent sections of this report.
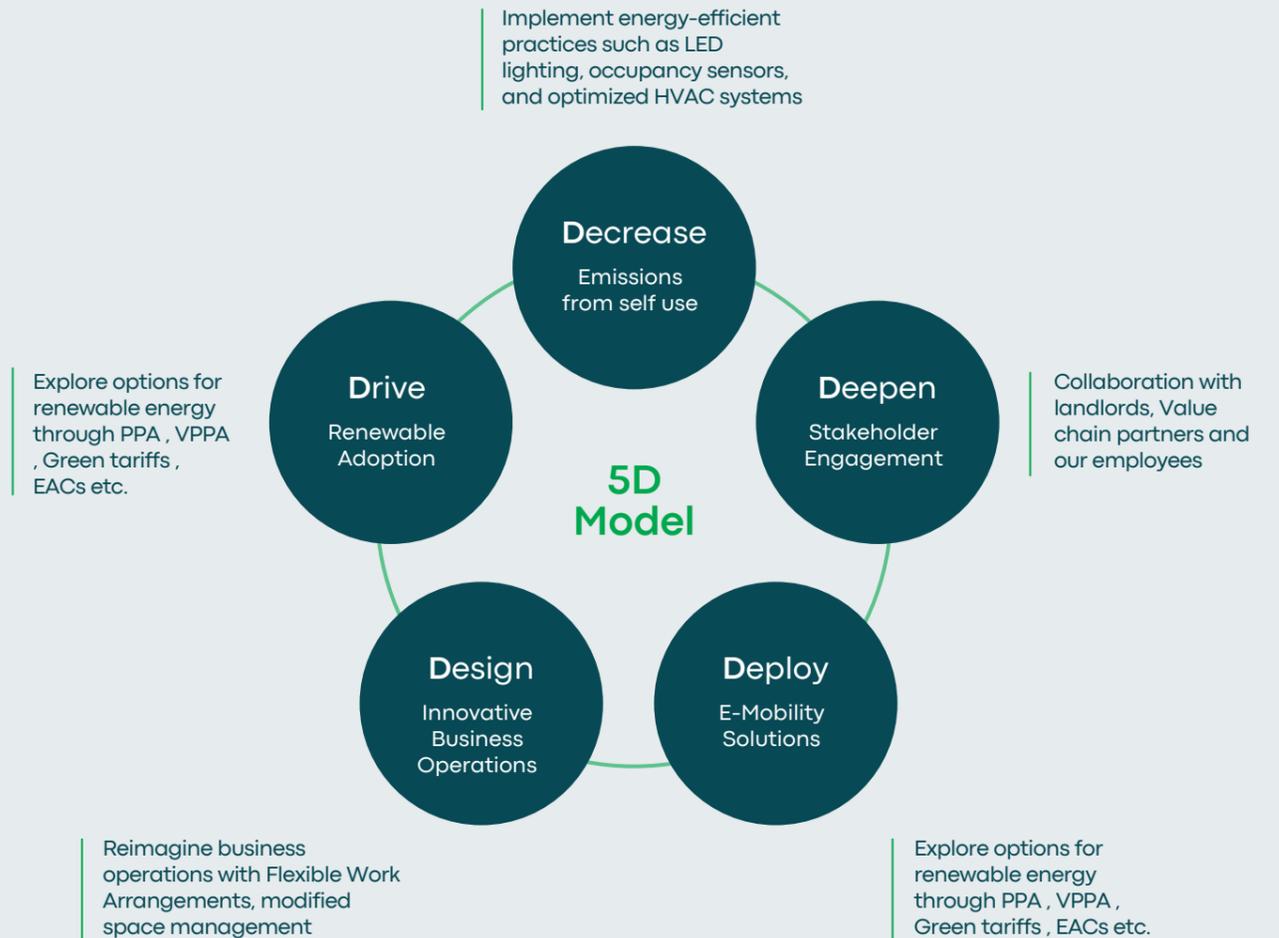
The Road Ahead

Looking forward, we are set to submit our emissions reduction targets, based on 2023 data, for SBTi validation in FY2025. This will mark another significant milestone in our decarbonization journey. Additionally, we plan to engage with our value chain partners to communicate our emissions reduction targets and sensitize them to their vital role in our climate goals.

We will also conduct capacity-building sessions with our suppliers to emphasize the business relevance of emissions reduction. Our commitment to continuous improvement drives us to keep exploring viable emission reduction measures, ensuring we realize our SBTi goals effectively.

Sagility 5D Model for Decarbonization

In light of the challenges we face and with a clear vision for the future, we have embraced a comprehensive 5D Decarbonization Model. This model serves as our strategic roadmap to significantly reduce our carbon footprint and achieve our decarbonization goals.

Implement energy-efficient practices such as LED lighting, occupancy sensors, and optimized HVAC systems

Decrease — Emissions from self use

Deepen — Stakeholder Engagement

Collaboration with landlords, Value chain partners and our employees

5D Model

Drive — Renewable Adoption

Explore options for renewable energy through PPA , VPPA , Green tariffs , EACs etc.

Design — Innovative Business Operations

Reimagine business operations with Flexible Work Arrangements, modified space management

Deploy — E-Mobility Solutions

Explore options for renewable energy through PPA , VPPA , Green tariffs , EACs etc.

sagility™ (in FY24)

COMMIT → DEVELOP → SUBMIT → COMMUNICATE → DISCLOSE

SBTi Process

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Emission Reduction Measures

As highlighted earlier at the beginning of this section, our office facilities are in a tenant-based model, with all our facilities leased. These are majorly based in Tech Parks/ Multi-tenant buildings, where we occupy certain units on a given floor or multiple floors. The operational control of building resources like Electricity, Water, STP, and sometimes Diesel Generators lies with the realtor. This presents unique challenges, including limited control over building infrastructure for the implementation of energy consumption measures for carbon emission reduction.

Yet, these challenges has only motivated us to continuously explore innovative ways and means for decarbonization. We are relentless in our approach and this has resulted in significant strides in reducing our environmental impact.

DECREASE EMISSIONS FROM SELF USE

Our priority is to implement strategies that systematically decrease emissions across all our operations. By leveraging energy-efficient technologies and practices, we can significantly lower our greenhouse gas emissions, even within the constraints of leased facilities.

Initiatives taken:

Took a conscious decision to assess the opportunity to replace LED bulbs and have replaced them in most of the facilities to improve efficiency. Occupancy-based lighting systems are being implemented in a phased manner.

For Heating, Ventilation and Air Conditioning (HVAC), Sagility has adopted variable refrigerant flow (VRF) systems to vary the flow of refrigerant to
indoor units based on demand in the new facilities. New Air-conditioning Units have been installed replacing old vintage units

Use of energy-saving software to auto switch-off PCs when kept idle.

Emissions Reduction Highlights

13.92% ⬇

Reduction in Global Scope 1 CO2e Emissions (w.r.t. FY 2023)

11.28% ⬇

Reduction in Global Scope 2 CO2e Emissions (w.r.t. FY 2023) through RECs

25.25%

Transition to Renewable Energy Achieved

DRIVE RENEWABLE ADOPTION

Transitioning to renewable energy sources is a critical component of our plan. Our Scope 2 emissions contributed to 89.91 % of our Scope 1 and Scope 2 emissions taken together in FY-24. Hence, We are committed to collaborating with our realtors to explore options for integrating renewable energy solutions, such as rooftop solar panels, energy from open access(PPA/VVPA), or any future options for clean energy into our leased spaces.

Initiatives taken:

We have identified renewable energy sourcing at some of its offices which includes Cranbury (USA), Pritech Park in Bangalore (India) and KOSMO One in Chennai (India).

25.25% of our energy consumption comes from renewable energy sources. We have procured EAC's (Energy Attributable Certificate) as strategy to increase the mix of renewable energy sources..

DESIGN INNOVATIVE BUSINESS OPERATIONS

Innovation is at the heart of our approach. We aim to reinvent the design of our business operations to be more sustainable, prioritizing practices that minimize resource consumption and optimize energy use. This includes adopting digital solutions that enhance operational efficiency, and promote remote work and flexible schedules to reduce commuting emissions and reduce waste.

DEPLOY E-MOBILITY SOLUTIONS

As part of our dedication to reducing emissions, we are focusing on deploying e-mobility solutions that promote sustainable transportation options for our employees and clients. By investing in electric vehicle charging infrastructure and encouraging the use of electric vehicles, we can further reduce our carbon footprint and contribute to cleaner urban environments.

Initiative taken:

Sagility has taken initiative towards changing consumption behavior for employee commute to join hands with the government in its initiative on electric mobility.

In FY2024, we have introduced 20 more EVs for employee commuting taking our EV fleet size to 30.

## RISKS AND OPPORTUNITIES DUE TO CLIMATE CHANGE

Sagility is exposed to both physical risks (e.g., floods, heatwaves) and transitional risks (e.g., regulatory shifts, investor pressure) due to climate change. These risks can materially impact operational continuity, compliance obligations, and stakeholder confidence. Financial implications include increased operational expenditure and potential revenue loss from non-compliance with climate commitments. Mitigation measures include defined internal decarbonization targets, oversight by the Sustainability Council (evidenced by SBTi commitment), and standardized climate disclosures to CDP and Ecovadis in alignment with investor requirements.

DEEPEN STAKEHOLDER ENGAGEMENT

Finally, achieving our NetZero goals requires a collaborative effort. We are committed to deepening our engagement with stakeholders, including our realtors, employees, and clients, to foster a shared vision for sustainability. By building strong partnerships and facilitating open dialogue, we can align our efforts and amplify our impact in the journey toward a greener future

Initiatives taken:

We have made immense efforts towards changing consumption behavior. Regular communication under "Sustainability@Sagility" helps in creating awareness among employees and encourages behavior such as turning off PCs & ACs when not in use.
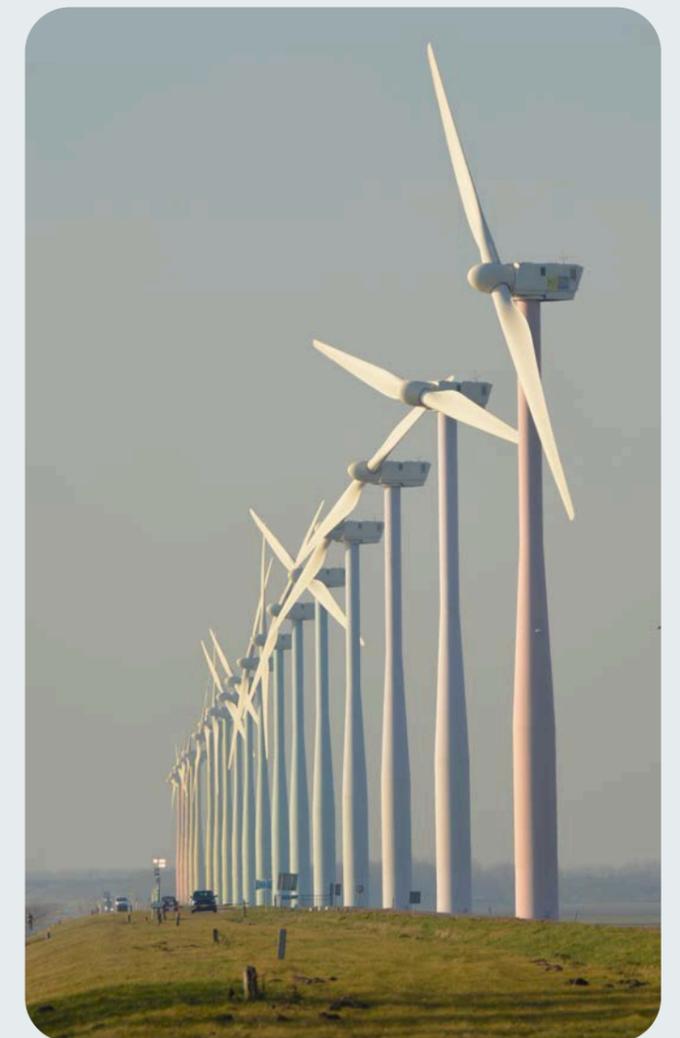
DECARBONIZATION PLAN FOR SCOPE 3

Measuring Scope 3 emissions is a complex and resource-intensive process, needing dedicated resources, and efficient data management systems, often challenging to coordinate across an entire supply chain. Sagility has undertaken significant efforts to account for all relevant Scope 3 categories.

Three Scope 3 categories—Purchased Goods and Services (Category 1), Fuel-and-Energy-Related Activities (Category 3), and Employee Commuting (Category 7)—constitute 85% of our total Scope 3 emissions. Sagility is prioritizing these categories to improve data quality and design effective decarbonization actions.

Sagility has committed to Science-based targets which requires addressing at least 67% of mandatory Scope 3 emissions. Sagility has committed to near-term target setting with the SBTi and aims for target validation by FY2025, and thus is enhancing focus on these categories to meet decarbonization commitments.

Purchased Goods & Services

This category accounts for 39.1% of total Scope 3 with a total of 14,465 tonnes of CO2e. To improve the accuracy of the emissions data, Sagility aims to identify the most significant suppliers and assess their sustainability maturity. The most mature suppliers can provide emission data, which Sagility can integrate into future inventories by allocating emissions based on their revenue share in the suppliers' client portfolio.

For suppliers early in their sustainability journey, Sagility must initiate clear communication of reporting needs and foster collaboration to enhance their emissions reporting processes. This joint effort will improve suppliers' reporting capabilities, ultimately enhancing the accuracy of Sagility's Scope 3 emissions data. Sagility has established a supplier criterion and green procurement policy for decarbonization in this Category.

Green procurement policy is targeting those purchased goods which can be either replaced by low-emission alternatives or comply with a threshold set against "recycled content".

Business Travel

This category represented 4.7% of Sagility's Scope 3 emissions in FY2024. The emissions reduction options include exploring low-emissions travel options. For more structured reporting, Sagility aims at setting up an activity-based data collection system with travel agency provider.

Employee Commuting

Employee commuting accounted for 12,004 tonnes of CO2e in FY2024, representing 32.5% of Sagility's Scope 3 emissions.

Improving data quality is the first step, requiring employee engagement and detailed data collection. The most accurate method involves "fuel-based" data i.e. tracking fuel type and quantity consumed. Alternatively, "distance-based" data can be used, requiring details on distance travelled, mode of transport, commuting frequency, and work weeks.

Sagility's emissions reduction efforts focuses on employee engagement and exploring region-specific opportunities. This includes assessing the feasibility of zero- or low-emission transportation options and collaborating with employee representatives to develop suitable incentives.

Fuel-and-energy related activities not included in Scope 1 and Scope 2

This category includes 4 categories i.e. upstream emissions from purchased fuels and electricity, transmission and distribution losses, and electricity generation. To enhance data accuracy, Sagility aims to adopt a supplier-specific approach by collecting data from energy providers and allocating upstream emissions based on the purchased energy ratio, excluding combustion emissions.

ENERGY MANAGEMENT AT SAGILITY

Sagility is committed to energy management as a key material topic, implementing rigorous programs to ensure alignment with national Sustainable Development Goals (SDGs) and decarbonization targets.

Energy Audits:

To track and improve energy performance, the company conducts comprehensive energy audits every three months (quarterly).

These audits assess:
- energy use
- identify inefficiencies, and
- recommend corrective actions to enhance energy efficiency and reduce carbon emissions.

By maintaining strict adherence to these audits, Sagility ensures that its operations are consistently optimized for energy conservation. This approach not only supports Sagility's sustainability objectives but also reinforces its commitment to contributing meaningfully to global efforts in reducing greenhouse gas emissions and achieving energy management excellence.

Furthermore, Sagility plans to employ advanced data analytics and monitoring tools to continuously measure and verify the effectiveness of energy-saving initiatives. This technical rigour ensures that corrective actions are data-driven, measurable, and aligned with best practices in energy management.

AVENUES WE PLAN TO EXPLORE IN FUTURE

Sagility recognizes that a multi-faceted strategy is essential for meaningful carbon emission reduction in this industry.

Key initiatives include energy reduction efforts, where a comprehensive gap analysis identifies areas for building power optimizations.

Future scope span to:
- Power and cooling improvements
- Increase renewable energy purchases
- Implementation of innovative solutions that leverage green technology.

With these short term strategies our long term vision for emission reductions focuses on:
- IT infrastructure optimization,
- Minimizing/ Reducing physical server use
- Workplace asset consolidation
- Cloud migration
- Adoption of energy-efficient virtual machines.

Additionally, sustainable workplace asset management, such as leasing and offering devices as a service will contribute to reduced environmental impact.

CDP

The Carbon Disclosure Project (CDP) is a global platform that enables organizations to disclose their environmental impact and performance. By reporting to CDP, companies can transparently communicate their sustainability efforts, benchmark against peers, and identify areas for improvement. Hence, we adopted CDP score which serves as a critical metric, guiding organizations in their journey towards enhanced environmental stewardship and accountability. A strong CDP score not only reflects a commitment to sustainability but also enhances corporate reputation and stakeholder trust.

Initial Reporting and Score

In 2022, we embarked on our CDP disclosure journey, reporting for the first time on our sustainability programs, governance structures, and climate risks. Although we received a score of 'D', this initial assessment provided us with valuable insights into our current practices and highlighted the areas needing improvement.

Decarbonization Actions

To support our climate action goals, we implemented several key measures aimed at decarbonization. While detailed actions have been outlined in the previous section, these initiatives reflect our commitment to reducing our environmental impact and enhancing sustainability across our operations.

Strategic Enhancements

Recognizing the need for a robust approach to climate action, we developed a comprehensive strategy aimed at elevating our sustainability performance. Key initiatives included:
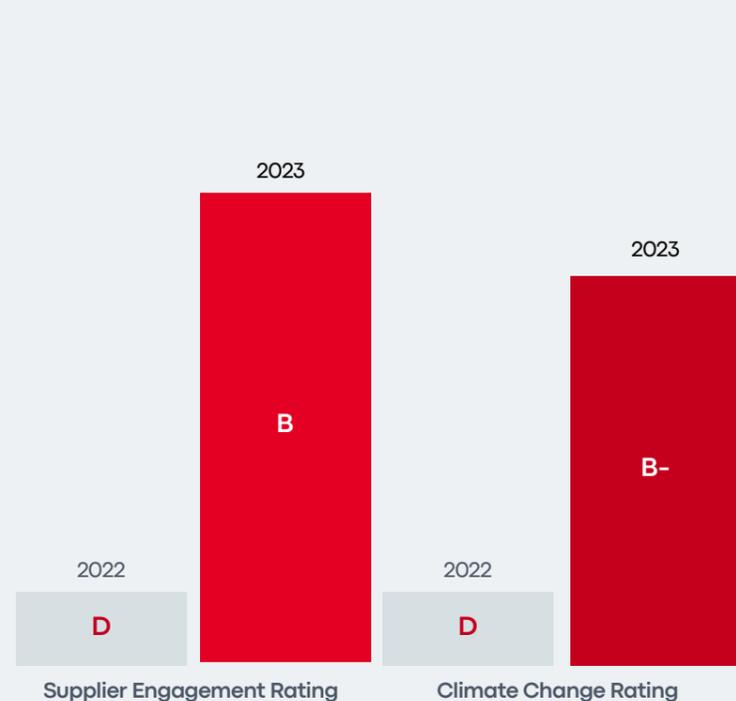
- Governance Model: Establishing a strong governance framework for strategy, planning, and implementation.
- Defining KPIs: Setting clear Key Performance Indicators to measure our progress.

- Quarterly Performance Reviews: Actively monitoring and assessing our performance improvements on a quarterly basis.

Our Commitment to Continuous Improvement

As we move forward, we remain steadfast in our commitment to sustainability and climate action. We are continuously exploring innovative solutions to address climate challenges and align with the Sustainable Development Goals (SDGs). Our commitment to the Science Based Targets initiative (SBTi) underscores our determination to achieve meaningful decarbonization goals.

With a clear vision and strategic focus, we are poised to enhance our CDP scores further in the coming years. Our journey is not just about improving scores; it is about fostering a culture of sustainability that permeates every aspect of our operations.
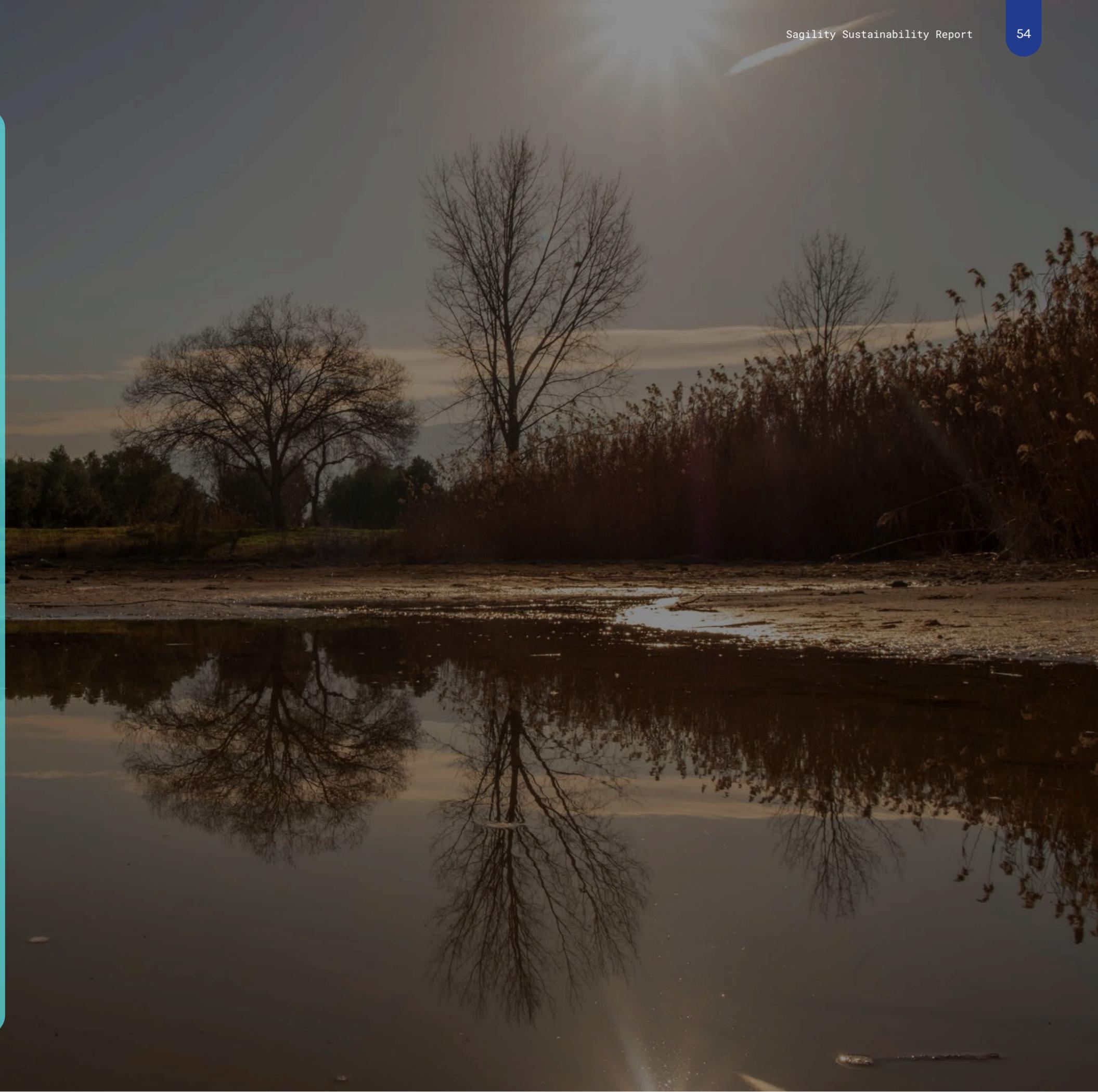
With a clear vision and strategic focus, we are poised to enhance our CDP scores further in the coming years. Our journey is not just about improving scores; it is about fostering a culture of sustainability that permeates every aspect of our operations.

CDP Ratings

Rating	Description	Grade
A List criteria	Best-practice transparency and performance	A
Leadership	Implementing current best practices	A-
Management	Taking coordinated action on environmental issues	B
		B-
Awareness	Knowledge of impacts on/of environment	C
		C-
Disclosure	Starting to disclose environmental impacts	D
		D-

Sagility's Performance

	Supplier Engagement Rating	Climate Change Rating
2022	D	D
2023	B	B-

Disclaimer : CDP scores are not intended for use in decision-making, investment analysis, compliance, or research related to ESG investment, performance, and practices in India. It is for information purpose only.

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Sustainability Risk Assessment

We have undertaken a comprehensive sustainability risk assessment for all the material topics identified in our materiality exercise. This includes alignment with SEBI's BRSR framework and support for TCFD recommendations, ensuring transparency in climate-related risks and governance to strengthen stakeholder trust and guide our long-term ESG strategy.

Rationale for identifying the risk / opportunity	Approach to adapt or mitigate risk	Financial implications of the risk / opportunity	Rationale for identifying the risk / opportunity	Approach to adapt or mitigate risk	Financial implications of the risk / opportunity
Topic 1: Energy Management			**Topic 4: Client satisfaction & innovation**		
⌁ **Opportunity**			⌁ **Opportunities**		
Energy management can allow Sagility to optimize its operations and better manage the existing resources. Sagility is already on the path of adapting energy efficiency initiatives to reduce energy consumption.	1. Assessment of existing energy split (Ongoing) 2. Define plan with timelines to install renewable energy infrastructure at all feasible sites (To be planned)	Financial benefits in the long term due to energy saving and lower cost associated with RE. Benefits associated with tax credits also can be availed which are granted by the government on use of RE in certain geographies.	1. Regular upgradation of employee skills and transitioning to latest technological developments will support us in covering the market base and adhering to emerging market demands 2. Through regular client surveys, Sagility ensures that we are well aware of the clients' needs as well as demands and can promptly fulfill the same. 3. Disclosure of our sustainability data leads to increased trust in customers thus increasing a sense of loyalty among customers	1. Robust service and process studies conducted from early stage 2. Frequent reviews of services being developed for customised client offerings	1. Increase in profitability by tapping customers interested in sustainable service providers
Topic 2: Climate Change			**Topic 5: DEI environment**		
⚠ **Risks**			⌁ **Opportunity**		
1. Climate change can pose both, a physical and a policy risk to business operations. Natural disasters such as floods, cyclones, heat/cold waves, etc. pose a threat to the day to day operations of Sagility. 2. There is also a growing requirement from clients, partners and investors to disclose, commit and work towards reduced emissions. 3. Regulatory requirements as well as reputational risk in terms of committed climate change mitigation actions are also critical for Sagility.	1. Sustainability goals to be defined to reduce carbon emissions and optimise energy usage (Decarbonization Internal Targets Set) 2. Oversight of Sustainability council on progress in climate change mitigation actions (SBTi Commitment Letter Submitted) 3.Timely reporting and disclosures on climate parameters to applicable standards and rating agencies (Reporting to CDP and Ongoing to Ecovadis on demand from Clients)	Financial implication of this risk can be: 1. Increased operation cost due to climate change 2. Lost opportunity cost due to failure in meeting committed actions	A sense of inclusivity and teaming within the organisation, leading to greater trust among employees and increased participation by employees from all sections of the society resulting in increased productivity	1. Global DEI policy defined for promoting a culture of inclusivity and equity (Defined) 2. DEI Council established to track progress on achievement of Sagility's DEI goals (Established)	Increased profitability through innovation and better ideas from diversified workforce.
Topic 3: Water & Waste Management			**Topic 6: Health, safety & well being**		
⚠ **Risks**			⌁ **Opportunity**		
1. The locations that Sagility functions in may face the risk of water shortage due to extreme weather conditions 2. Any noncompliances to existing or upcoming regulatory framework around waste disposal and recycling requirements may result in penalties and reputational risk for Sagility.	1. Initiation of water and waste recycling initiatives at existing facilities (To be planned) 2. Strict procedures for compliant disposal of waste as per norms (Ongoing)	Penalties applicable for non compliance to regulations for disposal of generated waste	Various initiatives around employee health and safety can help us enhance emotional and physical wellness of employees thus increasing productivity and overall organisational success	1. Global health and safety policy implemented to promote a safety and wellness culture (Defined and implemented) 2. Investigations of any health incidents noted and action plan to mitigate the same (To be planned)	Increased productivity from satisfied and happy employees leading to increased operational efficiency and growth.

Sustainability Risk Assessment

Rationale for identifying the risk / opportunity	Approach to adapt or mitigate risk	Financial implications of the risk / opportunity
Topic 7: Human Capital Management		
⚠ **Risks**		
1. With increased shift towards hybrid work culture on a long term basis, there may be an impact on attrition and organisation's growth due to inadequacy in meeting the employee preferences of working remotely 2. Lack of skill development opportunities can result in lower productivity and motivation of employees in keeping up with the latest technological developments	1. Programmes for upskilling and developing the employees (Ongoing) 2. Periodic assessment of these programmes to ensure desired employee development is achieved from them (To be discussed)	Lack of efficient human capital management can result in increasing attrition. This leads to increase in cost of re-hiring, loss of productivity and wage inflation.
Topic 8: Employee engagement		
⚠ **Risk**		
Failure to meet employee expectations highlighted in employee satisfaction surveys can result in employee dissatisfaction and turnover	Voice of employees and employee engagement surveys conducted to gauge employee satisfaction and to gain understanding of employee satisfaction (Ongoing)	Increase in cost of re-hiring, loss of productivity and wage inflation due to higher attrition rates
Topic 9: Human Rights		
⚠ **Risk**		
Reputational risk and regulatory action against any human rights issues noted for the organisation	Sagility has global Human Rights policy defined to foster a culture of respect, fairness and transparency in the organisation (Defined) Training on various issues related to human rights are also covered under code of conduct trainings (Ongoing - Part of COBEC trainings)	Loss of customer faith due to human rights issues noted for the organisation resulting in loss in profits
Topic 10: CSR		
⊲ **Opportunity**		
Greater social capital and appreciation from local communities on account of social activities conducted	Sagility partners with numerous NGOs and social organisations contributing to community development, education and clean water supply to marginalised communities (Ongoing)	Improved credibility and trust arising from community engagement can enhance our market reputation thus increasing potential client base.

Rationale for identifying the risk / opportunity	Approach to adapt or mitigate risk	Financial implications of the risk / opportunity
Topic 11: Cyber security & Data Privacy		
⚠ **Risks**		
1. Due to work from home there is an increased risk of data security incidents 2. Reputational risk in terms of any damages caused due to cyber security incidents to our clients . 3. Any privacy breaches or data security incidents are extremely critical due to the industry we operate in. There may also be financial implications due to any cybersecurity/privacy incidents under General Data Protection Regulation ("GDPR") adopted by the European Union ("EU") or other data privacy regulations across the globe and if we are unable to take the necessary steps to report such breaches and incidents to regulators and data subjects, wherever applicable, within the stipulated time.	1. Stringent governance and oversight over data security policies and procedures, regular training and awareness programs, privacy impact assessments, data mapping, third-party data sharing oversight, incident management. (Ongoing - handled by Compliance and Cyber Security team) 2. Continuous tracking of any changes in the applicable regulatory/standard framework. (Ongoing)	1. Any incident affecting client data can result in loss of business opportunity and hence revenue losses. 2. Financial losses due to non-adherence to regulations around data security and privacy.
Topic 12: Compliance		
⚠ **Risk**		
Any new updates to the regulatory framework and the multiple laws, regulations, and local statutes across the five geographies we operate in make it challenging to adhere to all the new updates. There is always a risk of non-compliance due to the changing scenario.	1. Periodic oversight in place to avoid any instances of non-compliance (Ongoing - Legal team) 2. Regular reporting of compliance status along with exceptions (if any) to Senior Management, Audit Committee and Board of Directors (Ongoing - Compliance team) 3. Compliance refresh is done as and when applicable (Ongoing)	Fines or penalties to be paid in case of failures in adhering to regulatory compliances.
Topic 13: Responsible Procurement		
⊲ **Opportunity**		
Various initiatives around employee health and safety can help us enhance emotional and physical wellness of employees thus increasing productivity and overall organisational success	1. Global health and safety policy implemented to promote a safety and wellness culture (Defined and implemented) 2. Investigations of any health incidents noted and action plan to mitigate the same (To be planned)	Business continuity issues due to failure in switching to ESG compliant vendors in Supply Chain resulting in revenue losses

Sustainability Risk Assessment

Rationale for identifying the risk / opportunity	Approach to adapt or mitigate risk	Financial implications of the risk / opportunity
Topic 14: Ethics and integrity		
⚠ **Risk**		
Reputational risk and regulatory action against any unethical practices noted	Whistleblower mechanism defined for employees and all other stakeholders to freely highlight any unethical practices noted (Defined and in place)	Loss in financing from investors due to loss of faith in lieu of unethical issues noted in the organisation
Topic 15: Risk & opportunities management		
⚠ **Risk**		
Severe effect on organisations sustenance due to inability to deal with adverse situations arising from lack of identification of potential risks and mitigation plans to handle the same	Enterprise risk management system to be developed for Sagility to identify all potential risks and mitigation actions for the most critical risks (To be planned)	Financial losses due to potential risks faced by the organisation
Topic 16: Stakeholder grievance redressal mechanism		
⚠ **Risk**		
Failure in timely redressal of reported grievance can result in lack of faith of stakeholders	Stringent grievance redressal mechanism established to review, address and resolve all reported grievances (Ongoing)	Regulatory action and compensation to be paid arising if the stakeholders invite regulatory action against grievance highlighted
Topic 17: Corporate Governance		
⚠ **Risk**		
1. Lack of transparency, fairness and accountability can have severe implications in the continuity of business functions for Sagility 2. Lack of periodic risk assessment can lead to inefficient preparedness towards any arising risk for the organisation	1. Policies and procedures defined for stringent governance and controls (Ongoing) 2. Whistleblower mechanism in place as a medium to report any governance incidents (Defined)	Any non-compliance to corporate governance regulations can result in actions against the company which can result in financial implications and loss of reputation.

GRI Content Index

Statement of Use	Sagility has reported with reference to the GRI Standards for the period Apr 1, 2023 to Mar 31, 2024
GRI used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	Not Applicable

Disclosure	Location
GRI 2: General Disclosures 2021	
2-1 Organizational details	6
2-2 Entities included in the organization's sustainability reporting	'7,8
2-3 Reporting period, frequency and contact point	8
2-4 Restatements of information	NA
2-5 External assurance	8
2-6 Activities, value chain and other business relationships	6
2-7 Employees	'7,37
2-8 Workers who are not employees	NA
2-9 Governance structure and composition	16-17
2-10 Nomination and selection of the highest governance body	15
2-11 Chair of the highest governance body	16
2-12 Role of the highest governance body in overseeing the management of impacts	16
2-13 Delegation of responsibility for managing impacts	16
2-14 Role of the highest governance body in sustainability reporting	16
2-15 Conflicts of interest	22

Disclosure	Location
GRI 2: General Disclosures 2021	
2-16 Communication of critical concerns	20
2-17 Collective knowledge of the highest governance body	16
2-18 Evaluation of the performance of the highest governance body	15
2-19 Remuneration policies	13
2-20 Process to determine remuneration	15
2-21 Annual total compensation ratio	NA
2-22 Statement on sustainable development strategy	4
2-23 Policy commitments	19
2-24 Embedding policy commitments	19 to 24
2-25 Processes to remediate negative impacts	33, 35, & 39
2-26 Mechanisms for seeking advice and raising concerns	22, 41 & 39
2-27 Compliance with laws and regulations	18-24
2-28 Membership associations	NA
2-29 Approach to stakeholder engagement	12, 52, 53
2-30 Collective bargaining agreements	39

GRI Content Index

Disclosure	Location
GRI 3: Material Topics 2021	
3-1 Process to determine material topics	12
3-2 List of material topics	12
3-3 Management of material topics	57, 58 & 59
GRI 201: Economic Performance 2016	
201-1 Direct economic value generated and distributed	Page 7
201-2 Financial implications and other risks and opportunities due to climate change	57
201-4 Financial assistance received from government	Not Applicable
GRI 203: Indirect Economic Impacts 2016	
203-1 Infrastructure investments and services supported	CSR Activities
203-2 Significant indirect economic impacts	57, 58, 59
GRI 205: Anti-corruption 2016	
205-2 Communication and training about anti-corruption policies and procedures	22
205-3 Confirmed incidents of corruption and actions taken	22
GRI 207: Tax 2019	
207-1 Approach to tax	17

Disclosure	Location
207-2 Tax governance, control, and risk management	17
207-3 Stakeholder engagement and management of concerns related to tax	17
207-4 Country-by-country reporting	17
GRI 301: Materials 2016	
301-1 Materials used by weight or volume	Not Applicable
301-2 Recycled input materials used	Not Applicable
301-3 Reclaimed products and their packaging materials	Not Applicable
GRI 302: Energy 2016	
302-1 Energy consumption within the organization	45
302-2 Energy consumption outside of the organization	Not Traceable
302-3 Energy intensity	45
302-4 Reduction of energy consumption	45 (Overall energy consumption increased due to expansion of office space)
302-5 Reductions in energy requirements of products and services	Not Applicable

GRI Content Index

| Disclosure	Location
GRI 303: Water and Effluents 2018	
303-1 Interactions with water as a shared resource	46, 47
303-2 Management of water discharge-related impacts	Not Applicable
303-3 Water withdrawal	43
303-4 Water discharge	Not Applicable
303-5 Water consumption	43
GRI 304: Biodiversity 2016	
304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Not Applicable
304-2 Significant impacts of activities, products and services on biodiversity	Not Applicable
304-3 Habitats protected or restored	Not Applicable
304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	Not Applicable
GRI 305: Emissions 2016	
305-1 Direct (Scope 1) GHG emissions	51
305-2 Energy indirect (Scope 2) GHG emissions	51
305-3 Other indirect (Scope 3) GHG emissions	51
305-4 GHG emissions intensity	47
305-5 Reduction of GHG emissions	53

Disclosure	Location
305-6 Emissions of ozone-depleting substances (ODS)	Sagility is not into Production, imports, and exports of ODS
GRI 306: Waste 2020	
306-1 Waste generation and significant waste-related impacts	48
306-2 Management of significant waste-related impacts	Given the nature of business major waste is E-waste in waste secion
306-3 Waste generated	48
306-4 Waste diverted from disposal	48
306-5 Waste directed to disposal	48
GRI 401: Employment 2016	
401-1 New employee hires and employee turnover	35
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	36
GRI 402: Labor/Management Relations 2016	
402-1 Minimum notice periods regarding operational changes	36
GRI 403: Occupational Health and Safety 2018	
403-1 Occupational health and safety management system	39
403-2 Hazard identification, risk assessment, and incident investigation	39 (Considering the nature of work, no operational hazards)
403-3 Occupational health services	39

GRI Content Index

Disclosure	Location
403-4 Worker participation, consultation, and communication on occupational health and safety	Not Applicable
403-5 Worker training on occupational health and safety	Not Applicable
403-6 Promotion of worker health	39
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Not Applicable
403-8 Workers covered by an occupational health and safety management system	39
403-9 Work-related injuries	Not Applicable
403-10 Work-related ill health	Not Applicable

GRI 404: Training and Education 2016

Disclosure	Location
404-1 Average hours of training per year per employee	25
404-2 Programs for upgrading employee skills and transition assistance programs	39
404-3 Percentage of employees receiving regular performance and career development reviews	39

GRI 405: Diversity and Equal Opportunity 2016

Disclosure	Location
405-1 Diversity of governance bodies and employees	37
405-2 Ratio of basic salary and remuneration of women to men	35

GRI 407: Freedom of Association and Collective Bargaining 2016

Disclosure	Location
407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Not Applicable

GRI 408: Child Labor 2016

Disclosure	Location
408-1 Operations and suppliers at significant risk for incidents of child labor	21, 23, & 39

GRI 409: Forced or Compulsory Labor 2016

Disclosure	Location
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	21, 39

GRI 411: Rights of Indigenous Peoples 2016

Disclosure	Location
411-1 Incidents of violations involving rights of indigenous peoples	Not Applicable

GRI 413: Local Communities 2016

Disclosure	Location
413-1 Operations with local community engagement, impact assessments, and development programs	Reported in section 'social' as a part of CSR
413-2 Operations with significant actual and potential negative impacts on local communities	Not Applicable

GRI 414: Supplier Social Assessment 2016

Disclosure	Location
414-1 New suppliers that were screened using social criteria	Not Applicable
414-2 Negative social impacts in the supply chain and actions taken	Not Applicable

GRI 416: Customer Health and Safety 2016

Disclosure	Location
416-1 Assessment of the health and safety impacts of product and service categories	Not Applicable
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Not Applicable

GRI 417: Marketing and Labeling 2016

Disclosure	Location
417-1 Requirements for product and service information and labeling	Not Applicable
417-2 Incidents of non-compliance concerning product and service information and labeling	Not Applicable
417-3 Incidents of non-compliance concerning marketing communications	Not Applicable

GRI 418: Customer Privacy 2016

Disclosure	Location
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	19

Assurance Statement

DNV
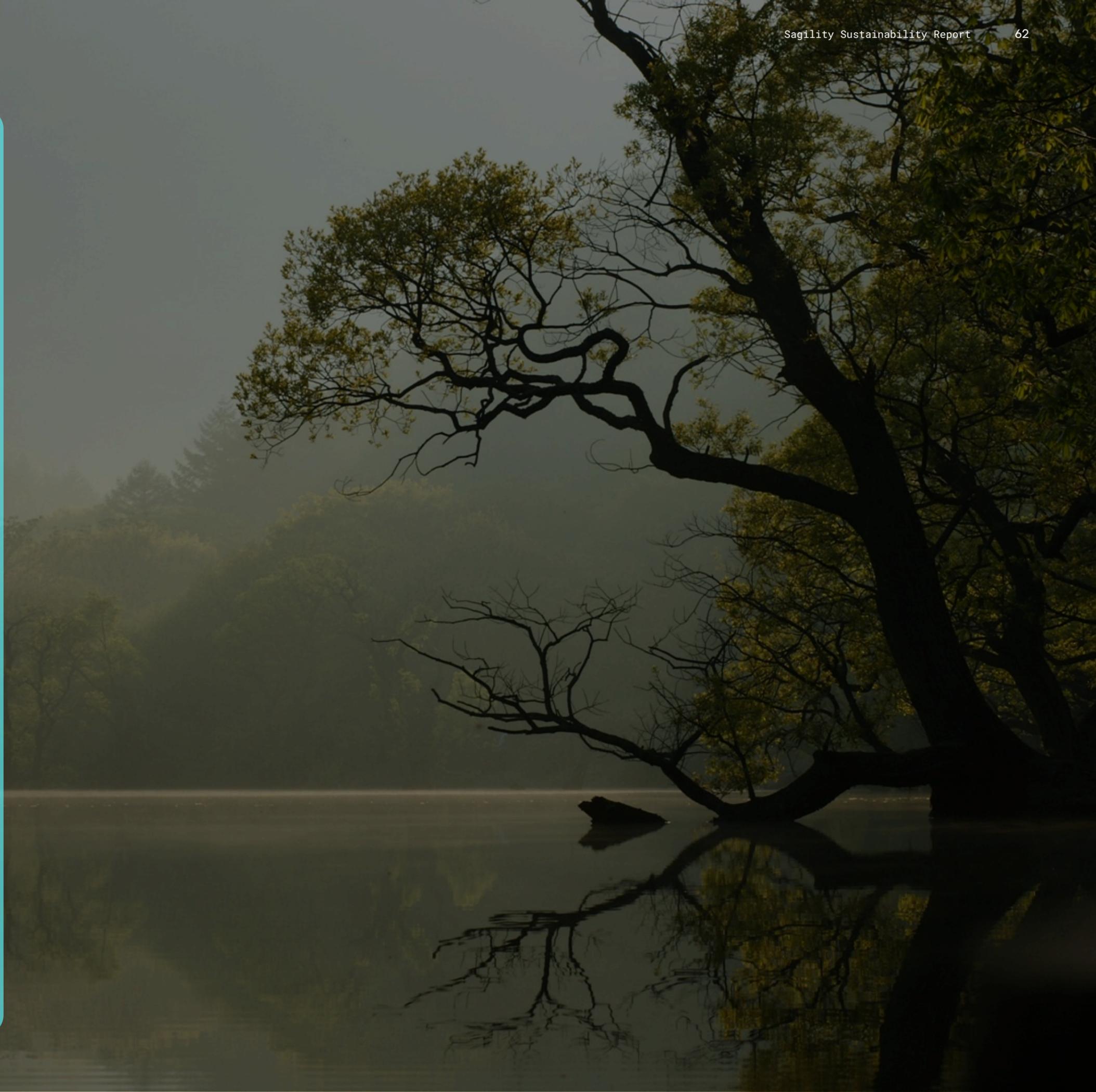
INDEPENDENT ASSURANCE STATEMENT
to the Management of Sagility India Limited

Sagility India Limited (Corporate Identity Number L72900KA2021PLC150054, hereafter mention as 'Sagility' or 'the Company') commissioned DNV Business Assurance India Private Limited ("DNV", "us" or "we") to conduct an independent assurance of its non-financial sustainability disclosures in its Sustainability Report for FY 2023-24 (hereafter referred as 'Report').

Scope of Work and Boundary

The agreed scope of work is a Limited Level of assurance of non-financial sustainability disclosures in the Report for the reporting period 01/04/2023 to 31/03/2024. The reported topic boundaries of non-financial performance are based on the materiality assessment covering Company's operations as brought out in the section 'About the Report' of the report."

The reporting and assurance boundary covers the performance of Sagility operations across the globe including India operations, that fall under the direct operational control of the Company's Legal structure.

Reporting Criteria and Standards

The disclosures have been prepared by Sagility:
- "in reference" to requirements of Global Reporting Initiative (GRI) standards 2021
- Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard.

Assurance Methodology/ Standard

DNV carried out assurance engagement in accordance with DNV's VeriSustain™ protocol (V6.0), which is based on our professional experience and international assurance practice, and the international standard in Assurance Engagements, ISAE 3000 (revised) - *Assurance Engagements other than Audits or Reviews of Historical Financial Information*. Apart from DNV's VeriSustain™ protocol (V6.0), DNV team has also followed ISO 14064-3 - *Specification with guidance for the verification and validation of greenhouse gas statements*; ISO 14046 - *Environmental management - Water footprint - Principles, requirements, and guidelines*, to evaluate disclosures wrt. Greenhouse gases and water disclosures respectively.

Our competence, and Independence

DNV applies its own management standards and compliance policies for quality control, which are based on the principles enclosed within ISO/IEC 17029:2019- Conformity Assessment – General principles and requirements for validation and verification bodies and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements. DNV has complied with the Code of Conduct during the assurance engagement. DNV's established policies and procedures are designed to ensure that DNV, its personnel and, where applicable, others are subject to independence requirements (including personnel of other entities of DNV) and maintain independence where required by relevant ethical requirements.

This engagement work was carried out by an independent team of sustainability assurance professionals. During the reporting period i.e FY 2023-24, DNV, to the best of its knowledge, was not involved in any non-audit/non-assurance work with the Company and its Group entities which could lead to any Conflict of Interest. DNV was not involved in the preparation of any statements or data included in the Report except for this Assurance Statement. DNV maintains complete impartiality toward stakeholders interviewed during the assurance process.

Basis of our conclusion

As part of the assurance process, a multi-disciplinary team of assurance specialists performed assurance work for selected sites of Sagility. We carried out the following activities:
- We adopted a risk-based approach, that is, we concentrated our assurance efforts on the issues of high material relevance to the Company's business and its key stakeholders.
- Reviewed the disclosures in the report. Our focus included general disclosures, GRI topic specific disclosures and any other key metrics specified under the reporting framework.
- Understanding the key systems, processes and controls for collecting, managing and reporting the non-financial disclosures in report.
- Walk-through of key data sets. Understand and test, on a sample basis, the processes used to adhere to and evaluate adherence to the reporting requirements.
- Collect and evaluate documentary evidence and management representations supporting adherence to the reporting requirements.
- Interviews with the senior managers responsible for management of disclosures. We were free to choose interviewees and interviewed those with overall responsibility of monitoring, data collation and reporting the selected GRI disclosures.
- DNV audit team conducted on-site audits for corporate office and other offices (refer Annexure II). Sample based assessment of site-specific data disclosures was carried out. We were free to choose sites for conducting our assessment.
- Reviewed the process of reporting as defined in the assessment criteria.

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DNV Business Assurance India Private Limited — Statement Number: DNV-2025-ASR-781079

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- Interviews with selected senior managers responsible for management of disclosures and review of selected evidence to support environmental KPIs and metrics disclosed the Report. We were free to choose interviewees and interviewed those with overall responsibility of monitoring, data collation and reporting the selected indicators.
- Verification of the consolidated reported performance disclosures in context to the Principle of Completeness as per VeriSustain™ Protocol, V6.0 for limited level of assurance for the disclosure.

Our Conclusion:

On the basis of the assessment undertaken, for GRI disclosures as mentioned in Annexure I, nothing has come to our attention to suggest that the disclosures are not fairly stated and are not prepared, in all material aspects, in accordance with the reporting criteria.

Principles as per DNV VeriSustain™ Protocol (V6.0):

1. Materiality
The process of determining the issues that are most relevant to an organization and its stakeholders.
The Report explains out the materiality assessment process carried out by the Company which has considered concerns of internal and external stakeholders, and inputs from peers and the industry, as well as issues of relevance in terms of impact for Sagility's business.
Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Materiality.

2. Responsiveness
The extent to which an organization responds to stakeholder issues.
The Report adequately brings out the Company's policies, strategies, management systems and governance mechanisms in place to respond to topics identified as material and significant concerns of key stakeholder groups. Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Responsiveness. However, going forward Sagility may, based on its strategic priorities, identify and articulate its medium and long-term sustainability targets and report its performance against these targets.
Nothing has come to our attention to believe that the Report does not meet the requirements related to the Principle of Responsiveness.

3. Reliability/Accuracy
The accuracy and comparability of information presented in the report, as well as the quality of underlying data management systems.
The Report brings out the systems and processes that the Company has set in place to capture and report its performance related to identified material topics across its reporting boundary. The majority of information mapped with data verified through our remote assessments with Sagility's management teams and process owners at the Corporate Office and sampled sites within the boundary of the Report were found to be fairly accurate and reliable. Some of the data inaccuracies identified in the report during the verification process were found to be attributable to transcription, interpretation, and aggregation errors. These data inaccuracies have been communicated for correction and the related disclosures were reviewed post correction.
Nothing has come to our attention to believe that the Report does not meet the principle of Reliability and Accuracy.

4. Completeness
How much of all the information that has been identified as material to the organization and its stakeholders is reported?
The Report brings out the Company's performance, strategies and approaches related to the environmental, social and governance issues that it has identified as material for its operational locations coming under the boundary of the report, for the chosen reporting period while applying and considering the requirements of Principle of Completeness.
Nothing has come to our attention to suggest that the Report does not meet the Principle of Completeness with respect to scope, boundary and time.

5. Neutrality/Balance
The extent to which a report provides a balanced account of an organization's performance, delivered in a neutral tone.
The Report brings out the disclosures related to Sagility's performance during the reporting period in a neutral tone in terms of content and presentation, while considering the overall macroeconomic and industry environment.
Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Neutrality.

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Responsibility of the Company

Sagility has the sole responsibility for the preparation of the Report and is responsible for all information disclosed in the Report. The company is responsible for maintaining processes and procedures for collecting, analyzing and reporting the information and ensuring the quality and consistency of the information presented in the Report. Sagility is also responsible for ensuring the maintenance and integrity of its website and any referenced disclosures on their website.

DNV's Responsibility

In performing this assurance work, DNV's responsibility is to the Management of the Company; however, this statement represents our independent opinion and is intended to inform the outcome of the assurance to the stakeholders of the Company. DNV disclaims any liability or co-responsibility for any decision a person or entity would make based on this assurance statement.

Use and distribution of Assurance statement

This assurance statement, including our conclusion, has been prepared solely for the Company in accordance with the agreement between us. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Management of the Company for our work or this assurance statement. We have not performed any work, and do not express any conclusion, on any other information that may be published outside of the Report and/or on Company's website for the current reporting period.

The use of this assurance statement shall be governed by the terms and conditions of the contract between DNV and the Sagility and DNV does not accept any liability if this assurance statement is used for an alternative purpose from which is intended, not to any third party in respect of this assurance statement.

Inherent Limitations

DNV's assurance engagement assume that the data and information provided by the Company to us as part of our review have been provided in good faith, is true, complete, sufficient, and authentic, and is free from material misstatements. The assurance scope has the following limitations:

- The assurance engagement considers an uncertainty of ±5% based on materiality threshold for estimation/measurement errors and omissions.
- DNV's opinion on financial disclosures relies on the third party audited financial reports of the Company. DNV does not take any responsibility of the financial data reported in the audited financial reports of the Company.
- The assessment is limited to data and information within the defined Reporting Period. Any data outside this period is not considered within the scope of assurance.
- Data outside the operations specified in the assurance boundary is excluded from the assurance, unless explicitly mentioned otherwise in this statement.
- The assurance does not cover the Company's statements that express opinions, claims, beliefs, aspirations, expectations, aims, or future intentions. Additionally, assertions related to Intellectual Property Rights and other competitive issues are beyond the scope of this assurance.
- The assessment does not include a review of the Company's strategy or other related linkages expressed in the Report. These aspects are not within the scope of the assurance engagement.
- The assurance does not extend to mapping the Report with reporting frameworks other than those specifically mentioned. Any assessments or comparisons with frameworks beyond the specified ones are not considered in this engagement.
- Aspects of the Report that fall outside the mentioned scope and boundary are not subject to assurance. The assessment is limited to the defined parameters.
- The assurance engagement does not include a review of legal compliances. Compliance with legal requirements is not within the scope of this assurance, and the Company is responsible for ensuring adherence to relevant laws.

For DNV Business Assurance India Private Limited,

Parab, Ankita	Digitally signed by Parab, Ankita Date: 2025.05.29 16:48:24 +05'30'
Ankita Parab Lead Verifier DNV Business Assurance India Private Limited, India.	

Sharma, Anjana	Digitally signed by Sharma, Anjana Date: 2025.05.29 17:43:51 +05'30'
Anjana Sharma Technical Reviewer Sustainability Services, DNV Business Assurance India Private Limited, India.	

Assurance Team- Tapan Kumar Panda, Suraiya Rahman

29/05/2025, Mumbai.

DNV

Annexure I

Disclosures assured for Limited level of assurance:

- GRI 201: Economic performance 2016 – 201-1, 201-2, 201-3
- GRI 203: Indirect Economic Impacts 2016 – 203-1, 203-2
- GRI 205: Anti-corruption 2016 - 205-2, 205-3
- GRI 302: Energy 2016 – 302-1, 302-3, 302-4
- GRI 303: Water and Effluents 2018 – 303-1, 303-3
- GRI 305: Emissions 2016* – 305-1, 305-2, 305-3, 305-4, 305-5
- GRI 306: Waste 2020 – 306-1, 306-2, 306-3
- GRI 401: Employment 2016 – 401-1, 401-2
- GRI 402: Labor/Management Relations 2016– 402-1
- GRI 403: Occupational Health and Safety 2018 – 403-1, 403-2, 403-3, 403-6
- GRI 404: Training and Education 2016 – 404-1
- GRI 405: Diversity and Equal Opportunity 2016 – 405-1, 405-2
- GRI 406: Non-discrimination 2016 – 406-1
- GRI 408: Child Labor 2016 – 408-1
- GRI 409: Forced or Compulsory Labor 2016 - 409-1
- GRI 413: Local Communities 2016 - 413-1
- GRI 418: Customer Privacy 2016 – 418-1

*The emission factors for fuel are sourced from the DEFRA, IPCC-AR6. The emission factor considered for non-renewable purchased electricity is 0.823 tCO2e/MWh (as per CEA CO2 baseline database, version 19.0). In Scope 3 GHG emissions are calculated for Category 1, 2, 3, 5, 6, and 7 as per GHG Protocol. Category 1 and 2 emissions are estimated following the spend-based method. Verification of Scope 3, Category 5 is limited to calculations done by Sagility's, waste disposal data has not been verified. The emission factors are taken from DEFRA, US EPA EF Hub 2023 AR5, EPA Supply Chain Greenhouse Gas Emission Factors v1.2 by NAICS-6_AR6.

Annexure II

Sites selected for audit

S.no	Site	Location
1.	Corporate Office	AMR Tech Park , Building II A, Bengaluru
2.	India Offices (onsite)	1. Suryawave Facility, Electronic City, Bengaluru 2. Sattva Global City, Bengaluru 3. Purva Summit, Hyderabad
3.	International Offices (remote audit)	1. Philippines - Ayala Technohub, Bridgestowne Zeta Tower and SM strata, 2. Jamaica - Angels

Sustainability- For Impact & Action

We have embarked on our journey towards climate action and sustainable impact for the environment and society. We are continuously exploring innovative solutions to address climate challenges and align with the Sustainable Development Goals (SDGs). Our commitment to the Science Based Targets initiative (SBTi) underscores our determination to achieve meaningful decarbonization goals.

With a clear vision and strategic focus, we are poised to enhance our ESG scores further in the coming years. Our journey is not just about improving our performance among peers; it is about fostering a culture of sustainability that permeates every aspect of our operations.

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