ADVANCING SUSTAINABLE HEALTHCARE, TOGETHER.

Humans for Humans





Synergy & Agility Through AI

SAGILITY SUSTAINABILITY REPORT | FY 2026

sagility®

As a company dedicated to transforming healthcare experiences, we believe that every innovation, decision, and action should ultimately serve a human purpose. In an era where Artificial Intelligence is redefining industries, we remain guided by a simple principle: technology is most powerful when it enables people to create meaningful impact for other people.

At Sagility, behind every algorithm is a human intention; behind every data point is a patient, a caregiver, an employee, or a community member whose well-being matters.

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Theme of the Report

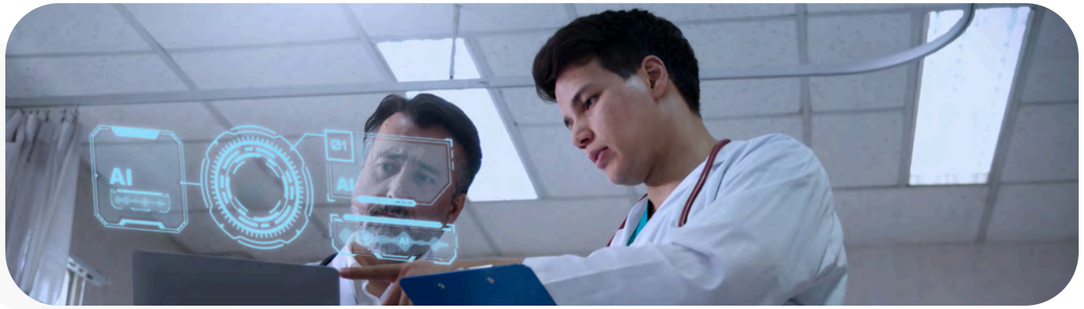
Our 2026 Sustainability Report is built around the theme "Human for Human Through AI", reflecting how Sagility is leveraging responsible AI to enhance healthcare outcomes, strengthen communities, empower employees, and accelerate environmental stewardship.

Across our organization, AI serves as an enabler of human potential. It helps healthcare professionals make faster and better-informed decisions, enables customer service teams to deliver more personalized member experiences, supports employees in focusing on higher-value work, and provides insights that strengthen operational efficiency and sustainability performance.

This philosophy guides our approach to sustainability through People First, Purpose-Driven Innovation, Planet-Conscious Operations, and Inclusive Growth.

As healthcare becomes increasingly digital, Sagility recognizes that lasting progress requires balancing technological advancement with empathy, trust, and accountability. By combining human compassion with intelligent technology, we are creating solutions that are more efficient, more accessible, and more sustainable. Humans helping humans, powered by AI, guided by responsibility, and inspired by a sustainable future.

Humans for Humans



Synergy & Agility Through AI

ADVANCING SUSTAINABLE HEALTHCARE, TOGETHER.

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OVERVIEW

Purpose, progress and sustainability priorities for FY 2026.

Chapters inside:

1. Leadership Messages
2. About this Report
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5. Sustainability Highlights
6. Awards & Recognitions
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Dear Stakeholders,

At Sagility, sustainability is embedded in how we operate, serve our clients, and create long-term value. It guides how we invest in our people, manage our operations, and position the business for future growth.

~ Ramesh Gopalan

Managing Director and Group Chief Executive Officer

Message from the MD & Group CEO

During FY2025-26, we advanced our sustainability agenda while continuing to deliver on our business priorities.

We further integrated ESG considerations into our operations, resource management practices, technology investments, and governance processes, ensuring that sustainability remains aligned with business performance and long-term value creation.

We remain committed to our Science Based Targets initiative (SBTi)-validated climate goals, including a 54.6% reduction in Scope 1 and 2 emissions and a 32.5% reduction in relevant Scope 3 emissions by FY2034 from a FY2024 baseline. Progress against these targets is supported by clear action plans across our global delivery network and reflects our disciplined approach to managing environmental impact.

Our people are at the center of everything we do. With nearly 46,860 professionals across five geographies, we continue to invest in building an inclusive, high-performing workplace that supports learning, wellbeing, growth, and collaboration.

We also remain committed to making a positive difference in the communities where we operate through focused social initiatives and employee participation.

As a trusted partner to leading healthcare payers and providers, we transform core administrative and clinical operations, member and patient experiences to deliver business outcomes through the combination of deep healthcare expertise, technology, AI, and trusted collaboration. This responsibility extends beyond serving our clients. It includes contributing to a more efficient, accessible, and sustainable healthcare ecosystem.

Looking ahead, demand for better healthcare outcomes, greater efficiency, and responsible innovation will continue to grow. We are well positioned to help clients navigate this transformation while creating sustainable value for our stakeholders.

I thank our clients, employees, investors, partners, shareholders, and communities for their continued trust and support. Together, we will continue to create meaningful impact and lasting value.

From the CSR & Sustainability Committee Chair

Dear Stakeholders,

Every sustainability journey reaches a point where the conversation must shift from intent to accountability from what we aspire to do to the measurable impact we create. For Sagility, this report reflects that shift. With clear baselines, targets, and governance systems now in place, our focus is increasingly on execution, outcomes, and long-term value creation.

Accordingly, the Committee's role has evolved beyond policy oversight to ensuring the credibility of our commitments, disclosures, and performance.

In FY 2025–26, I am particularly encouraged by Sagility's progress on inclusion, community impact, and climate action. At a time when global conversations around Diversity, Equity, and Inclusion are becoming more polarized, we remain clear that DEI is not a corporate trend, but a business imperative, as it is a true representation of the clients we serve.

Creating a workplace where people across backgrounds and perspectives feel valued, heard, and empowered strengthens both our culture and our performance.

Our CSR initiatives in healthcare, education, and livelihoods continue to create meaningful impact, supported by a growing culture of employee volunteering and engagement.

Climate action remains non-negotiable. The validation of our SBTi targets gives us a credible pathway for decarbonisation, while our operational focus on energy, water, and waste management continues to strengthen. The next phase will require deeper collaboration across our value chain, particularly on Scope 3 emissions.

Our materiality framework, built around 17 key impact areas, continues to guide our priorities, investments, and decisions.

> "I thank the leadership team and every employee contributing to this journey. Purpose is ultimately reflected through consistent action, and I continue to see that commitment across Sagility every day.

~ Dr. Shalini Sarin

Chairperson, CSR and Sustainability Committee



Message from the CFO

Dear stakeholders,

At Sagility, we believe that long-term financial performance and sustainable business practices are mutually reinforcing. As we continue to grow, our focus remains on disciplined capital allocation, sound governance, and responsible decision-making that strengthen business resilience and support enduring value creation.

~ Srinivas Mattapalli (MR)

Executive Vice President & Group Chief Financial Officer



Sustainability is well integrated into our finance and governance framework, enabling us to evaluate environmental, social, and governance considerations with the same discipline, accountability, and oversight that guide our financial decisions.

FY2025 - 26 has been another year of strong financial performance for Sagility, with 29% revenue growth, a 40% increase in PAT, and an EBITDA margin that reflects the operational discipline that has underpinned our business for over 25 years. Our financial performance provides the foundation to continue investing in our people, technology, innovation, and sustainability priorities while maintaining the agility needed to respond to an evolving business environment.

Our SBTi-validated climate targets represent a financial commitment as much as an environmental one. Achieving these targets requires thoughtful capital allocation, operational improvements, and long-term planning. Similarly, our continued investments in people development, information security, digital capabilities, and responsible procurement should be viewed as strategic investments that strengthen the resilience, competitiveness, and long-term value of our business.

The business environment continues to evolve, shaped by changing stakeholder expectations, regulatory developments, technological advancements, and emerging sustainability-related risks and opportunities.

Integrating sustainability into our governance and financial planning enables us to better anticipate these changes, strengthen operational resilience, and make informed investment decisions that support sustainable growth over the long term.

As a listed company, we recognise that transparent and reliable reporting is fundamental to maintaining the confidence of our investors and other stakeholders. Our sustainability disclosures, prepared in alignment with globally recognised reporting frameworks and supported by independent assurance, reflect our commitment to robust governance, accountability, and high-quality reporting.

As we look ahead, we remain focused on strengthening the foundations of sustainable growth through disciplined execution, prudent investment, and effective governance. The commitments outlined in this report are supported by clear accountability, measurable targets, and robust oversight.

I would like to thank our clients, investors, employees, partners, and communities for their continued trust and support. Together, we will continue to strengthen Sagility's position as a trusted healthcare solutions partner while creating sustainable value for all our stakeholders.

About This Report

This Report presents Sagility's sustainability performance for FY2025 – 26 (1 April 2025 to 31 March 2026). As our third annual sustainability report, it reflects our continued efforts to integrate sustainability into our business strategy, operations, and governance, supporting long-term value creation for our stakeholders. Over the past three years, sustainability has become increasingly embedded within the way we operate.

What began as an effort to establish our baseline has evolved into a more structured and integrated approach that informs decision-making across governance, operations, people practices, procurement, and environmental management. As we continue to grow, we remain focused on strengthening our ability to manage risks, seize opportunities, and create sustainable value through responsible business practices.

This report provides a transparent account of our sustainability priorities, governance, performance, and progress during the reporting period. It reflects our commitment to continuous improvement, accountability, and transparent disclosure as we advance our sustainability journey.

Scope & Boundary

This report covers all global operations of Sagility Limited and its subsidiaries over which we exercise operational control during FY2025-26, consistent with our financial reporting boundary. Operational control means we have the authority to introduce and implement operating policies at the operation. The BroadPath entities, acquired in January 2025, are included in this report for the first time as a full reporting year, following integration.

Reporting period	1st April 2025 – 31st March 2026 (FY2025-26)
Contact	https://sagility.com/contact-us/
Previous report	Sagility Sustainability Report FY2024-25
Annual Report	Sagility Annual Report FY2025-26

Frameworks & Standards

This report has been prepared in reference to the GRI Standards.

The GRI Content Index, included as Annexure A, identifies each disclosed standard, its location in this report, and any omissions with stated reasons.

GRI Standards	Primary reporting standard
GHG Protocol Corporate Standard	Emissions quantification and reporting
BRSR (SEBI)	Regulatory reporting standard
UN Sustainable Development Goals	Alignment reference
UN Sustainable Development Goals	Principles reference
UN Sustainable Development Goals	External assurance standard

Data Collection & External Assurance

The sustainability information presented in this report is compiled through a structured data collection and validation process coordinated by the Sustainability Working Group, with contributions from functional teams across all operating geographies. Environmental data, including energy consumption, greenhouse gas emissions, water, and waste, is sourced from facility management records, utility invoices, and authorised service providers. Workforce information is extracted from our human capital management system (Workday), while governance, ethics, compliance, and risk-related information is provided by the respective corporate functions. Sagility has adopted the ISO 14064-1 standard to collect Scope 1, Scope 2 & Scope 3 emissions either through the CDP Gold certified Ecostruxure platform or by calculating manually.

Reported information is subject to internal review and validation to promote accuracy, consistency, and completeness prior to publication. Select non-financial sustainability disclosures have been independently assured by DNV Business Assurance India Private Limited in accordance with ISAE 3000 (Revised), DNV's VeriSustain protocol & ISO 14064-3 standard at a limited level of assurance. DNV is independent of Sagility and has not participated in the preparation of this report or the underlying sustainability data. The Independent Assurance Statement is provided in Annexure B.

Forward-Looking Statements

This report contains forward-looking statements based on Sagility's current expectations, assumptions, and projections regarding future events and business performance. These statements may be identified by words such as "anticipates," "believes," "expects," "intends," "may," "plans," "projects," "will," and similar expressions.

Forward-looking statements are subject to known and unknown risks, uncertainties, and other factors that could cause actual outcomes to differ materially from those expressed or implied. While these statements are based on information and assumptions considered reasonable at the time of publication, they should not be regarded as guarantees of future performance, and readers are cautioned not to place undue reliance on them.

Exclusions & Restatements

Where previously reported information is identified as materially inaccurate or where changes in methodology, organizational boundary, or data availability affect reported performance, comparative information is restated where feasible.

About Sagility

Sagility is a technology-enabled, pure-play healthcare solutions and services company focused on supporting healthcare payers, providers, and their partners in the United States.

With over 26 years of deep domain expertise, we combine clinical knowledge, operational scale, and technology-enabled capabilities to help our clients enhance operational efficiency, improve member and patient experiences, and deliver better healthcare outcomes.

We have continued to strengthen our capabilities, expand our service offerings, and deepen our relationships with leading healthcare organizations. A significant milestone in our growth journey was the listing of Sagility Limited on the National Stock Exchange (NSE) and the Bombay Stock Exchange (BSE) in November 2024. We also completed the acquisition of BroadPath Healthcare Solutions, further strengthening our presence in the mid-market payer segment and expanding our client base and service capabilities.

Over time, we have evolved our operating model through the application of AI and automation, advancing from AI-enabled to AI-embedded operations - integrating intelligence directly within workflows to improve accuracy, consistency, and performance across complex healthcare processes.



SOAR Values

S	O	A	R
Spark Curiosity	One Team & Direction	Action for Results	Right by Right Purpose

Our Scale

- 46,860 Employees
- 31 Delivery centers
- 5 Countries

Brand Promise

Sagility delivers value in healthcare operations through deep domain expertise, tech- and AI-led transformation, and trusted collaboration. This promise reflects how Sagility operates in an environment where healthcare organizations are moving from fragmented, process-led models toward more integrated and outcome-driven operating frameworks.

Sagility's approach is anchored in three core strengths:

- Deep Domain Expertise
- Tech & AI-Led Transformation
- Trusted Collaboration



Deep Domain Expertise

A focused specialization in U.S. healthcare operations, built over more than 26 years, spanning payer, provider, and pharmacy workflows. This depth enables accurate application of domain knowledge in complex, high-stakes environment.

Tech & AI-Led Transformation

The disciplined application of technology and AI to solve specific operational challenges. Sagility focuses on embedding intelligent decision-making into workflows in a manner that is explainable, compliant, and aligned with clinical and regulatory requirements.

Trusted Collaboration

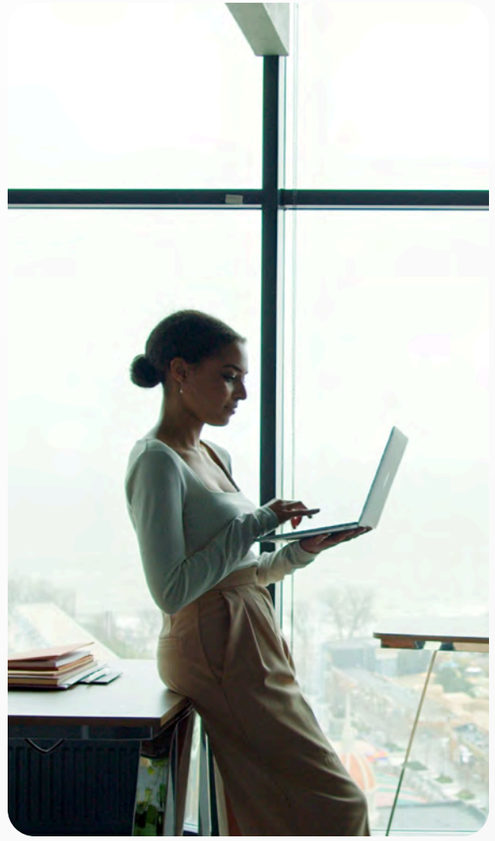
Long-term, partnership-led engagements built on transparency, shared accountability, and measurable outcomes across the partnership ecosystem. This promise is reflected in a consistent ability to incorporate client feedback into improved execution.

Legal Structure and Ownership

Sagility Limited is the listed Indian entity and the principal operating company of the Sagility group. Its equity shares have been listed on the National Stock Exchange of India Limited (NSE) and BSE Limited (BSE) since 12 November 2024, following a 100% offer-for-sale by Sagility B.V., an entity owned by EQT Private Capital Asia.

The listing reflects Sagility's continued commitment to strong corporate governance, transparency, and long-term value creation. Sagility operates through a network of wholly owned subsidiaries across India, the United States, the Philippines, Jamaica, Colombia, and the Netherlands, supporting the delivery of technology-enabled healthcare solutions to clients globally.

Unless otherwise stated, references to "Sagility" in this report relate to the consolidated operations of Sagility Limited and its subsidiaries for the reporting period from 1 April 2025 to 31 March 2026.



Key Corporate Milestones

FY2022-23

Sagility established as an independent, healthcare-focused company, carved out from Hinduja Global Services. Sagility (Colombia) SAS incorporated to expand nearshore delivery capability.

FY2023-24

Sagility Payment Integrity Solutions LLC (formerly Devlin Consulting) onboarded, deepening our pre/post-pay overpayment detection services. Birch Technologies acquired, adding clinical coding expertise.

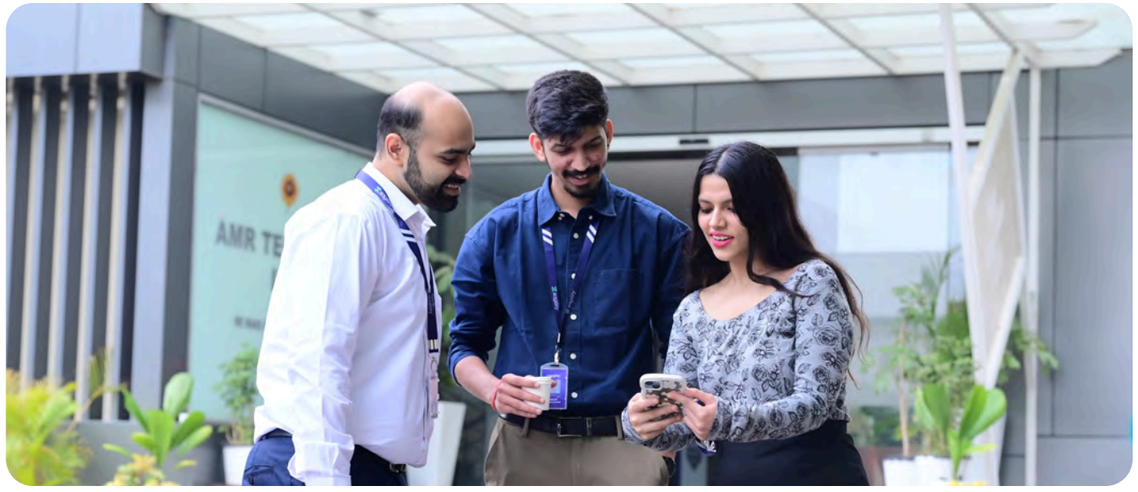
FY2024-25

BroadPath acquisition (January 2025) brought 30 new clients and expanded WAH capability significantly. Sagility India listed on NSE and BSE (November 2024). Revenue reached ₹55,699 million - a 17.2% YoY growth. 38 new clients added.

FY2025-26

Sagility added 17 new clients, expanded to serve 7 of the top 10 U.S. healthcare payers. Company renamed from Sagility India Limited to Sagility Limited. AI-augmented operating model advanced through the Synchrony suite.

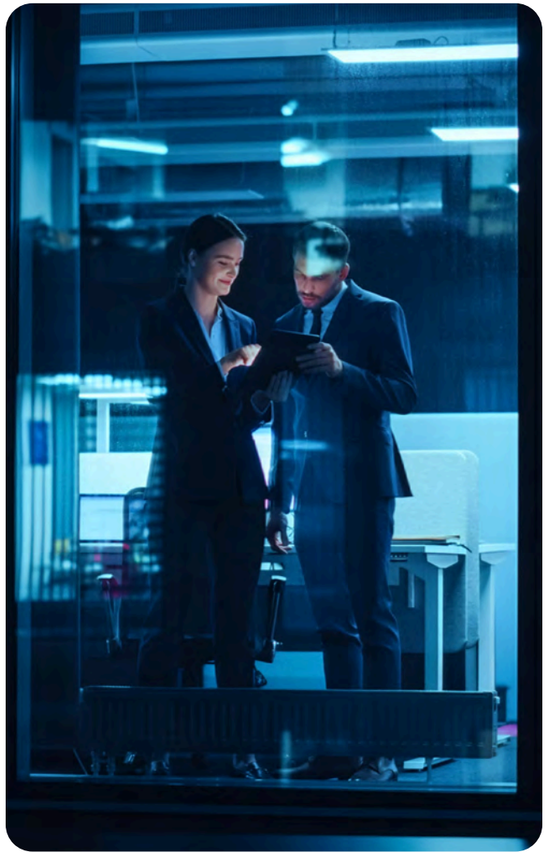




What We Do

We operate as the decision intelligence and outcomes layer for healthcare operations, focused exclusively in the U.S. healthcare industry. We partner with healthcare payers and providers to deliver operational, clinical, and technology-enabled solutions that improve efficiency, enhance member and patient experiences, and support better healthcare outcomes.

Our services span the healthcare value chain, including claims management, member services, care management, pharmacy benefit management, and provider revenue cycle management. By combining deep healthcare expertise with digital capabilities and operational excellence, we help clients navigate the complexity of the evolving healthcare ecosystem. During FY2025 - 26, payer services contributed 89.7% of our revenue, while provider services accounted for the remaining 10.3%.



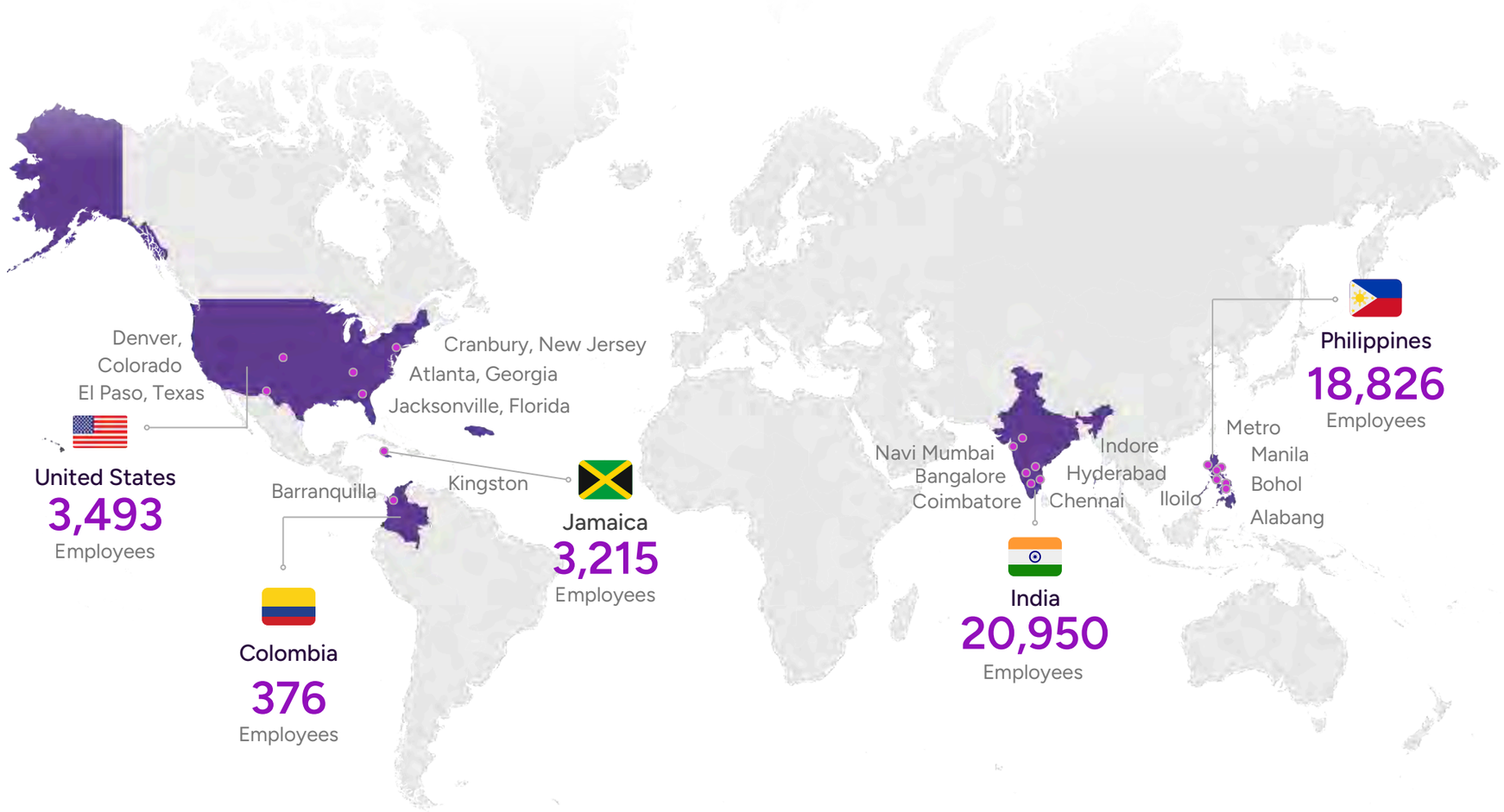
Where We Operate

Sagility operates a scalable, multi-shore delivery network across India, the Philippines, the United States, Jamaica, and Colombia. Sagility India Limited is headquartered at AMR Tech Park in Bengaluru. As of 31 March 2026, our operations comprised 31 delivery centers, providing the geographic reach and operational flexibility needed to support clients across the U.S. healthcare ecosystem. We continue to expand our presence in Tier-2 locations to broaden access to skilled talent, strengthen business resilience, and support sustainable growth.

Our global workforce of 46,860 employees, including clinicians and technology specialists, enables us to deliver specialised healthcare solutions across multiple time zones while responding effectively to the evolving needs of our clients. The depth of our institutional knowledge is difficult to replicate, which is a direct contributor to outcomes and retention.



Our Delivery Network



United States
3,493
Employees

Jamaica
3,215
Employees

Colombia
376
Employees

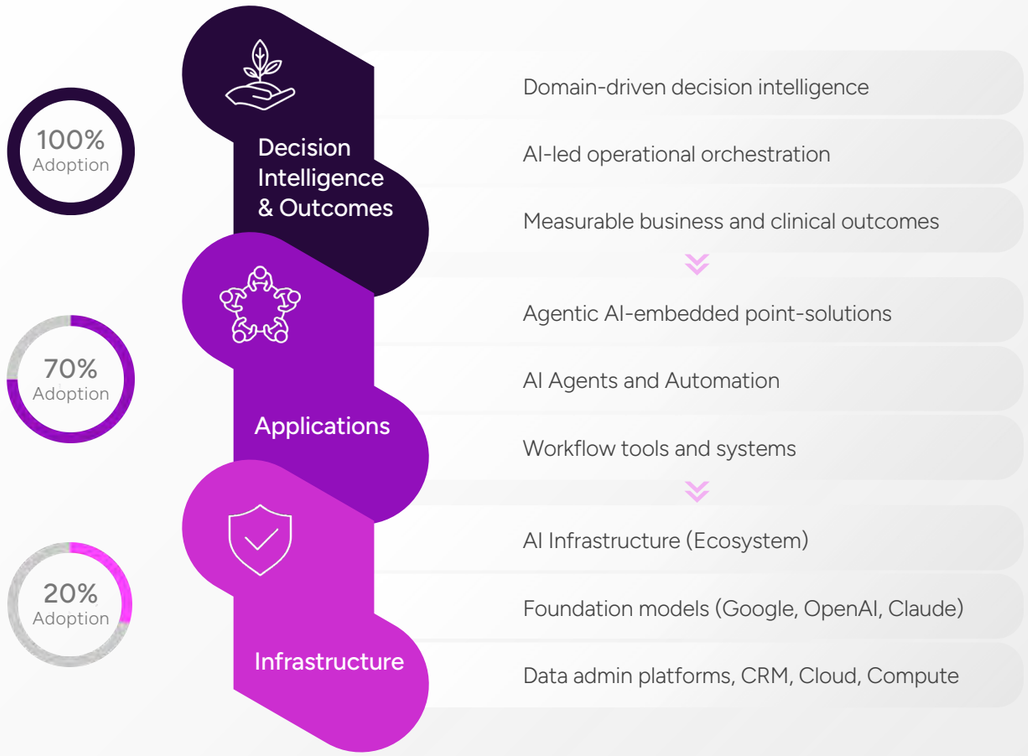
India
20,950
Employees

Philippines
18,826
Employees

We delivered a client satisfaction score (CSAT) of 61 and an employee satisfaction score (ESAT) of 51 for delivery operations. 46,860 employees completed over 6,956,113 hours of structured training and development programs.

To further strengthen workforce flexibility and resilience, we have expanded our Work-at-Home (WAH) model, with more than 50% of associates operating in WAH mode. This flexible operating model supports talent accessibility, business continuity, and operational efficiency while enabling us to adapt to changing business requirements.

Our Role in Healthcare Operations



Sagility is a Decision Intelligence and Outcome layer for healthcare operations.



Who We Serve

Downstream Clients & Beneficiaries

For Payers

Healthcare payers contribute 89.7% of Sagility's revenue. We support 7 of the top 10 U.S. health plans by enrolment, providing technology-enabled solutions across claims administration, care management, member services, and other core healthcare operations. Our services help clients improve operational efficiency, enhance member experience, and optimise administrative processes.

For Providers

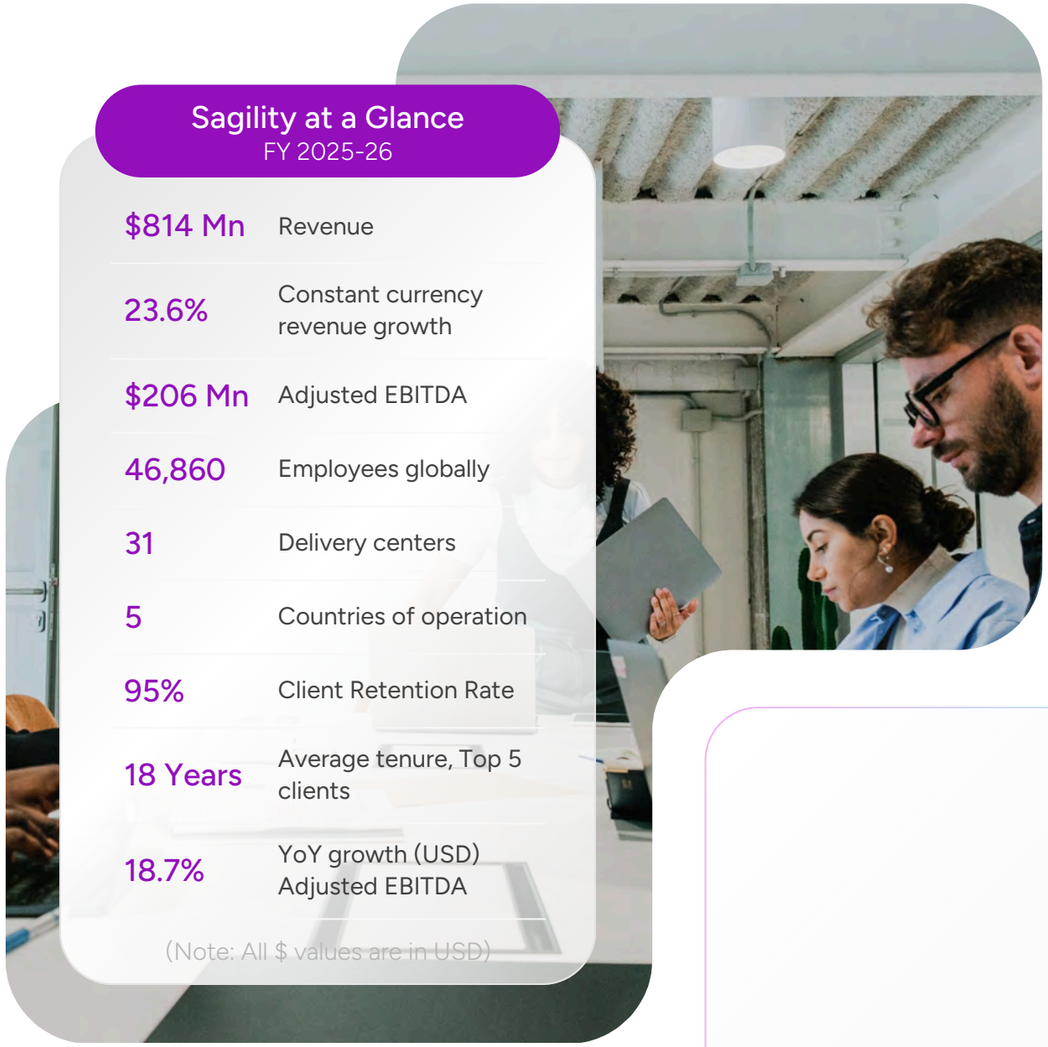
Our provider clients, including hospitals, physician groups, laboratories, and specialty providers, leverage our revenue cycle management (RCM) solutions to improve financial performance through efficient billing, coding, claims management, and accounts receivable processes. Our clinical coding expertise and analytics capabilities support timely reimbursements and revenue optimisation.

End Beneficiaries

Members & Patients

While our direct clients are healthcare payers and providers, the ultimate beneficiaries of our services are the members and patients they serve. By enabling more efficient, accurate, and responsive healthcare administration, we help support better healthcare experiences and improved access to care across the U.S. healthcare ecosystem.

Strong client partnerships remain central to our business. Our top five clients have an average relationship tenure of 18 years, reflecting the trust placed in our domain expertise, operational excellence, and ability to deliver consistent value over the long term.



Sagility at a Glance
FY 2025-26

$814 Mn	Revenue
23.6%	Constant currency revenue growth
$206 Mn	Adjusted EBITDA
46,860	Employees globally
31	Delivery centers
5	Countries of operation
95%	Client Retention Rate
18 Years	Average tenure, Top 5 clients
18.7%	YoY growth (USD) Adjusted EBITDA

(Note: All $ values are in USD)

Our Business Ecosystem

Connecting upstream partners, core operations, and downstream stakeholders to deliver sustainable value across the healthcare ecosystem.

Sagility operates within a connected business ecosystem that brings together specialised talent, technology partners, infrastructure providers, and knowledge and regulatory institutions to support the delivery of technology-enabled healthcare solutions. These relationships form the foundation of our operations, enabling us to deliver scalable, high-quality services while adapting to the evolving needs of the U.S. healthcare sector.

Upstream
Value Change Partners

MANPOWER & TALENT SUPPLIERS

Healthcare staffing firms
Focused staffing across India, Us & offshore delivery centers.

TECHNOLOGY & INFRASTRUCTURE

Cloud & data infrastructure
AWS/Azure/GCP HIPAA-compliant hosting, storage & managed services

Software & platform vendors
EHR/EMR, claims systems, RPA/AI tools & agentic workflow platforms

Security & compliance vendors
HITRUST, SOC2 tooling, cybersecurity & data privacy solution providers

KNOWLEDGE & REGULATORY INPUTS

Training & Academia
Specialized training institutes, AHIMA/AAPC certifications, etc.

Regulatory Bodies
Legal/compliance mandates across the operational boundaries

Proprietary data & IP
Clinical rule engines, benchmarks & AI training data assets

Sagility Core Operations

Claims & Membership
Adjudication, enrollment, billing & premium management

Payment Integrity
Fraud, waste & abuse, overpayment recovery

Member Engagement
Digital, Voice & Omnichannel CX, patient access

Payer Clinical Services
UM, prior auth (UMaaS), care & case management

Provider Services
Medical coding, billing, credentialing, AR follow-up

Provider Network Ops
Directory mgmt, contracts, credentialing

Global Workforce

India, Philippines, Jamaica, Colombia - near/offshore talent pipelines at scale

AI - Agentic Platforms - Intelligence Automation - BPaaS

Downstream
Client Categories

DIRECT CLIENT PAYERS

Commercial health plans
Large national & regional insurers managing employer sponsored & individual plans

Government health plans
Medicare Advantage, Medicaid MCOs, CHIP & qualified health plan operators

DIRECT CLIENTS - PROVIDERS

Hospsital & health systems
RCM, coding & patient access services for large acute-care & multi-site systems

Physician groups & clinics
Billing, credentialing & AR mgmt for independent & employed physician practices

Labs, DME & anciliary
Labs, durable medical equipment suppliers & other ancillary providers

END BENEFICIARIES

Members & Patients
Faster claims, better engagement, improved care access & health equity outcomes

OUTCOMES DELIVERED

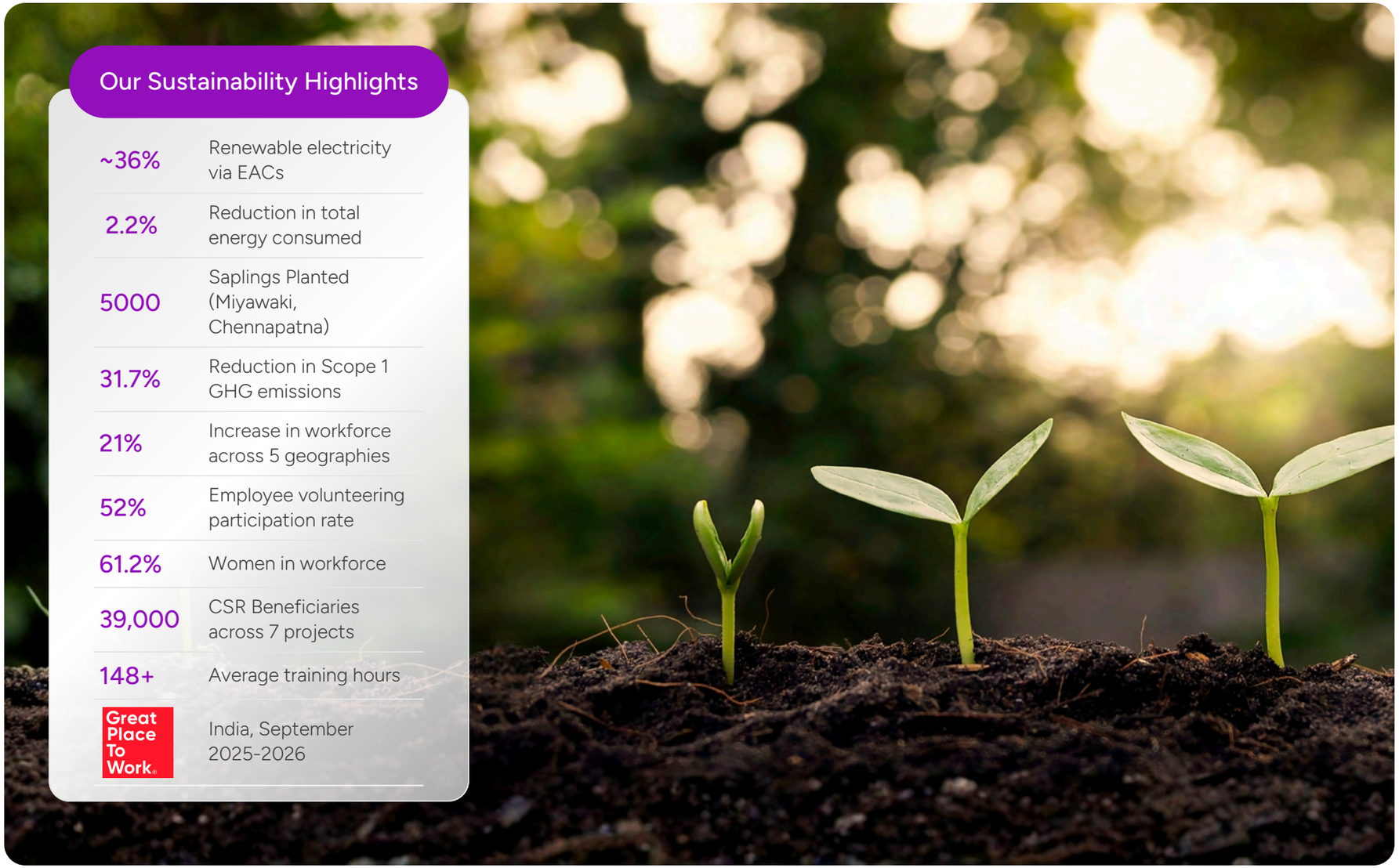
Improved Quality , Health Equity, Compliance, Improved Efficiency

Governance & Ethics - Skilled Workforce - Digital Trust & Information Security - Responsible Operations - Climate Stewardship - Innovation

Leveraging our global delivery network and deep healthcare domain expertise, we support healthcare payers and providers across a wide range of operational and clinical processes, including claims administration, payment integrity, care management, member engagement, provider services, and revenue cycle management. Our integrated delivery model combines skilled professionals, digital technologies, analytics, and operational excellence to help clients improve efficiency, strengthen compliance, enhance member and patient experiences, and achieve better business and healthcare outcomes.

While healthcare payers and providers are our direct clients, the impact of our work extends beyond these organizations to the members and patients they serve. By enabling more efficient, accurate, and responsive healthcare administration, we contribute to a healthcare ecosystem that is more accessible, effective, and resilient.

Responsible business practices underpin every stage of our business ecosystem. Strong governance, ethical business conduct, digital trust, responsible operations, climate stewardship, continuous innovation, and an engaged workforce enable us to manage risks, strengthen resilience, and create long-term value for our clients, employees, investors, business partners, and the communities in which we operate.



Our Sustainability Highlights

~36%	Renewable electricity via EACs
2.2%	Reduction in total energy consumed
5000	Saplings Planted (Miyawaki, Chennapatna)
31.7%	Reduction in Scope 1 GHG emissions
21%	Increase in workforce across 5 geographies
52%	Employee volunteering participation rate
61.2%	Women in workforce
39,000	CSR Beneficiaries across 7 projects
148+	Average training hours
Great Place To Work.	India, September 2025-2026

Awards & Recognitions

Human Resources

- Top 25 Best Workplaces™ in Healthcare, Biotech & Pharma — Great Place To Work
- Best Overall Employee Benefits Award — Empire Forums - 7th Edition L&D Summit & Awards
- Best Organizations for Women — ET Now
- Excellence in Talent Acquisition — 16th CHRO Confex & Awards
- Happy Companies to Work For — World HRD Congress
- Onboarding Program Of The Year — The Empire Forums
- Most Preferred Workplace — Marksmen Daily
- Top Private Employer - Philippines — Pag-IBIG Fund
- Best Health & Wellbeing Program of the Year — HRBP Summit Awards
- Best Employee Strategy - Earlylife — HRBP Summit Awards
- Best Employee-Centric BPO Culture — UBS Forums - 16th Edition BPO Innovation Summit & Awards

Corporate Social Responsibility

- Global CSR & Leadership Award — CSR Congress
- Most Impactful CSR Leader — World CSR Day
- Karma Summit by Goodera — Supercharger
- Best Employment Support Initiative of the Year — Brand Honchos
- Indian CSR Award — Brand Honchos
- Best Skill Development Initiative of the Year — 15th Edition CSR Summit and Awards 2025

Diversity, Equity & Inclusion

- Best Organization for Women — ET Now, The Times Group
- Best Organization for Women Empowerment — 9th Edition Women Empowerment Summit & GIWL Awards 2025
- Best Companies for Women in India — Best of the Best Conference

Excellence & Organizational Development

- Excellence in Learning & Development — 21st Future of L&D Summit 2025 - UBS Forums
- Best Organizational Development & Transformation Initiative — 22nd Future of L&D Summit 2025 - UBS Forums
- Circle of Excellence Awardee - Service Excellence Company of the Year — Asia CEO Awards 2025

Our Approach to Sustainability

At Sagility, sustainability is an integral part of how we build a resilient business, create long-term value, and support the evolving needs of the healthcare ecosystem. As a technology-enabled healthcare solutions and services company, we recognise that responsible business practices are essential to delivering operational excellence, managing emerging risks, strengthening stakeholder trust, and supporting sustainable growth. Environmental, Social, and Governance (ESG) considerations therefore inform our decision-making across governance, operations, people, technology, and business strategy. Recognising the importance of establishing a strong foundation, we undertook a comprehensive diagnostic assessment to evaluate our maturity, identify priority areas, and develop a structured roadmap aligned with our business strategy and stakeholder expectations.

We have progressively strengthened our sustainability framework by establishing governance structures, embedding the relevant considerations into key business processes, setting measurable priorities, and enhancing our reporting and disclosure practices. Our approach continues to evolve in response to changing stakeholder expectations, regulatory developments, and the dynamic needs of the healthcare sector, while remaining focused on creating long-term value.



Sustainability Governance

Effective governance is fundamental to integrating sustainability into Sagility's business strategy, operations, and decision-making. Our sustainability governance framework establishes clear oversight, accountability, and cross-functional collaboration, enabling us to identify, manage, and monitor sustainability-related risks and opportunities while creating long-term value for our stakeholders.

Oversight of the Company's sustainability agenda rests with the Board-level CSR & Sustainability Committee, which provides strategic direction on sustainability-related matters and oversees the implementation of the Company's sustainability program. Guided by its Charter, the Committee reviews sustainability priorities, monitors progress against ESG objectives and performance, oversees sustainability disclosures, and provides direction to ensure alignment with the Company's business strategy, regulatory requirements, and evolving stakeholder expectations.

The Committee is supported by the Sustainability Council, comprising the Sustainability Core Group and the Sustainability Working Group, which together drive the implementation of the Company's sustainability strategy. The Group Chief Financial Officer, designated as the Sustainability Head, provides executive leadership for the sustainability agenda and is responsible for advancing the Company's sustainability ambitions, overseeing implementation, monitoring performance, and reporting progress, key risks, and emerging opportunities to the Committee, the CEO, and the Board.

The Sustainability Core Group provides strategic guidance and oversight of sustainability initiatives, periodically reviewing ESG performance, external sustainability ratings, budgets, and sustainability-related risks and opportunities. Supporting the Core Group, the cross-functional Sustainability Working Group comprises representatives from functions across all operating geographies and is responsible for implementing action plans, monitoring progress, and coordinating sustainability initiatives across the Environmental, Social, and Governance pillars. The Working Group meets regularly to review progress, while the Sustainability Core Group reports to the CSR & Sustainability Committee at least annually, and more frequently as required.

This governance structure enables sustainability considerations to be integrated into business planning, operational decision-making, risk management, and performance monitoring, ensuring that accountability for sustainability is embedded across the organization. It is further supported by Sagility's Sustainability Policy, which establishes the Company's sustainability vision, guiding principles, governance framework, and strategic priorities, while providing a consistent foundation for integrating responsible business practices across our global operations.

Our Stakeholder Engagement Approach

Stakeholder engagement is integral to how Sagility understands evolving expectations, identifies material sustainability topics, and informs business decisions.

We are involved regularly with the individuals and organizations that influence, or are impacted by, our operations to better understand their perspectives and strengthen our approach to sustainable value creation.

Our stakeholder engagement process encompasses key groups across our value chain, including clients, employees, investors, suppliers, regulatory bodies, and the communities in which we operate.

We engage through a range of formal and informal channels, including stakeholder surveys, interviews, materiality workshops, governance forums, and ongoing business interactions. These engagements enable us to better understand stakeholder expectations, monitor emerging sustainability issues, and foster transparent and constructive dialogue.

Insights gathered through stakeholder engagement are periodically reviewed and integrated into our sustainability framework. They play an important role in shaping our materiality assessment, informing our sustainability strategy, identifying key risks and opportunities, and guiding the development of programs and initiatives that address the issues most relevant to our business and stakeholders.



Stakeholder Representatives	Communication methods and channels	Engagement frequency	Communication topics
Employees	Email, Internal Portal, Notice Boards, Townhalls, Surveys, HR Connect Sessions	Regularly	Sharing updates on business direction, workplace policies, employee well-being, skill development, feedback on work environment, and employee engagement initiatives
Clients	Email, Business Reviews, Service Review Meetings	Regularly	Understanding business needs, performance feedback, service delivery improvements, compliance expectations, and relationship management.
Investors	Email, Investor Calls, Reports, Regulatory Disclosures, Website	Quarterly / As needed	Sharing financial results, strategic updates, ESG disclosures, and responding to investor queries or concerns.
Community	CSR Collaborations, Field Visits, NGO Partnerships, Volunteering	Periodically / As part of CSR initiatives	Supporting social impact programs focused on inclusion, education, health, and livelihoods; engaging with women-owned businesses and LGBTQ+ communities.
Regulatory Bodies	Online Portal, Filings	As per statutory timelines	Compliance with legal and regulatory requirements, timely submissions of disclosures, and addressing regulatory directives.

Identifying Our Material Topics

Identifying and understanding the sustainability topics that matter most to our business and stakeholders is fundamental to Sagility's sustainability framework. Our materiality assessment provides the basis for prioritising ESG issues that have the greatest significance to our stakeholders and the greatest potential to influence our business strategy, operations, and long-term value creation.

The assessment was undertaken during FY 2023 - 24 and continues to remain relevant for the current reporting period. During January 2026, an interim review was conducted to assess whether any significant changes in our business, stakeholder expectations, regulatory landscape, or operating environment warranted updates to the assessment. Based on this review, the existing material topics were considered appropriate for FY 2025 - 26. The next comprehensive materiality assessment is planned for FY 2027.

The assessment methodology was developed with reference to the GRI Standards and informed by leading sustainability reporting practices. Material topics were prioritised based on two key considerations: their significance to stakeholders and their relevance to Sagility's business, considering operational, strategic, governance, and reputational considerations. Inputs to the assessment included stakeholder engagement, peer benchmarking, industry trends, and evolving regulatory requirements. The results were reviewed by senior management to ensure alignment with the Company's sustainability priorities and strategic direction.

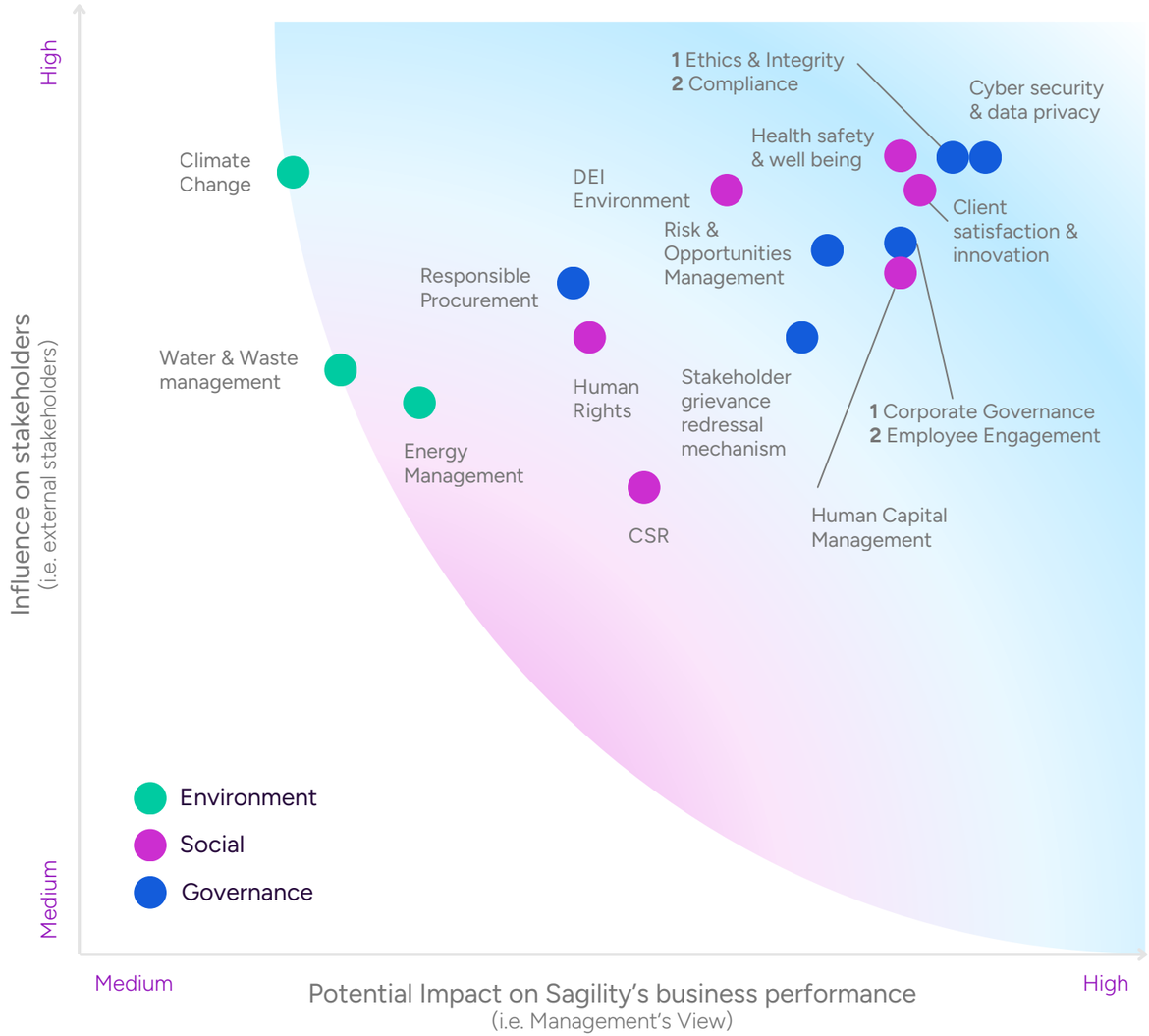
Our Material Topics

The assessment identified 17 material topics across the Environmental, Social, and Governance pillars. These topics form the foundation of our sustainability strategy and guide our governance approach, target setting, performance monitoring, risk management, and reporting.

The material topics identified through this process inform our sustainability strategy, governance priorities, performance metrics, and disclosures throughout this report.

Highest Priority Material Topics

Among the 17 identified topics, Cybersecurity & Data Privacy, Climate Change, Compliance, Ethics & Integrity, Client Satisfaction & Innovation, and Corporate Governance emerged as the most significant focus areas for Sagility, reflecting the combined weight of stakeholder expectations and business impact in these domains.



Risk & Opportunity Assessment

The table below presents Sagility's 17 identified material risks and opportunities, the rationale for each, our mitigation approach, and the financial implications. This assessment is aligned with the BRSR framework and TCFD recommendations, and covers all material ESG aspects across our value chain:

Material Aspect	Type	Rationale for Identifying the Risk / Opportunity	Approach to Adapt or Mitigate	Financial Implications
Cybersecurity & Data Privacy	Risk	Remote work increases vulnerability to data breaches. Cyber incidents can cause significant reputational damage. Breaches may lead to financial penalties under GDPR, HIPAA, and HITECH. Delayed reporting risks non-compliance and regulatory action.	Stringent governance through well-defined data security policies; regular training and awareness programs; privacy impact assessments; data mapping; third-party data sharing controls; incident management by Compliance and Cybersecurity teams; continuous tracking of regulatory and standards changes.	**Negative.** Revenue loss from client data incidents; financial penalties from non-compliance with data security and privacy regulations.
Client Satisfaction & Innovation	Opportunity	Skill upgrades and technology adoption align with market shifts. Client surveys help track evolving needs. Timely responses strengthen client satisfaction and retention.	Robust service and process studies conducted from an early stage; frequent reviews of services under development to tailor offerings to specific client needs; investment in domain-aligned technology capabilities.	**Positive.** Enhanced client stickiness and expanded revenue from improved satisfaction and innovation-led service differentiation.
Technology & Platform Dependency	Risk	Rapid technological evolution poses a risk of obsolescence or disruption to Sagility's proprietary platforms and service delivery tools.	Continuous investment in advanced technology integration; dedicated AI and automation team; alliances with technology companies to leverage tools alongside Sagility's healthcare domain expertise; BirchAI acquisition introduced proprietary automation and conversational AI platforms.	**Negative.** Potential service disruption and increased capital expenditure if technology platforms become obsolete or fall behind market standards.
Talent Management & Attrition	Risk	Higher voluntary attrition rates and rising employee costs could impact service delivery and margins. Difficulty in retaining skilled professionals in a competitive labour market.	Competitive compensation packages aligned to market benchmarks; internal training programs to ensure workforce readiness; multiple employee engagement initiatives; annual Employee Satisfaction surveys to identify and address attrition drivers.	**Negative.** Increased rehiring costs, loss of institutional knowledge, wage inflation, and potential impact on margins.
Contractual & SLA Risks	Risk	Failure to meet service-level agreements (SLAs) could lead to financial penalties or client dissatisfaction. Clients have the right to terminate contracts without cause, increasing revenue volatility.	Well-established SLA compliance monitoring process with leadership initiatives to address non-compliances; SLA compliance rate maintained above 95%; contracts restructured to link a portion of fees to measurable outcomes and volumes.	**Negative.** Financial penalties from SLA breaches; revenue volatility from contract termination risk.
Regulatory & Licensing Risks	Risk	Complex licensing requirements in the U.S. for operating as a TPA, PBM, and utilisation review entity. Risk of non-compliance with Indian and international laws including data protection and labour regulations.	Comprehensive global compliance management framework across all geographies; global privacy policy providing a consistent framework for adherence to privacy regulations; dedicated legal and compliance team.	**Negative.** Financial penalties and reputational damage from regulatory non-compliance; business disruption from licensing failures.
Health, Safety & Wellbeing	Opportunity	Health and safety initiatives improve employee wellbeing. Safe workplaces reduce absenteeism and turnover. Enhanced emotional and physical wellness increases productivity.	Global Health & Safety Policy implemented; ISO 45001-aligned OHS management system; investigation of any health incidents with action plans to mitigate future risks.	**Positive.** Increased productivity from satisfied and engaged employees leading to improved operational efficiency and growth.

Material Aspect	Type	Rationale for Identifying the Risk / Opportunity	Approach to Adapt or Mitigate	Financial Implications
DEI & Inclusion	Opportunity	Equitable practices boost employee morale and engagement. Diverse participation drives innovation and productivity. Inclusive teams strengthen organizational resilience and performance.	Comprehensive Global DEI Policy; DEI Council established to monitor achievement of DEI goals and drive ongoing improvements; structured programs including S.H.E. Leads and Employee Resource Groups.	Positive. Increased profitability driven by innovation and improved productivity; stronger employer brand and market competitiveness.
Climate Change	Risk	Acute physical risks (extreme weather events, flooding, heatwaves) and chronic physical risks (rising temperatures, changing precipitation). Transition risks including evolving climate regulations, carbon pricing, and growing client emphasis on responsible environmental practices.	Sustainability Council oversight of climate-related risks within enterprise-wide risk management; SBTi-validated near-term GHG reduction targets; annual climate disclosures to CDP and EcoVadis; climate risk assessment conducted and reviewed to identify priority adaptation and resilience actions.	Negative. Increased operational expenditure and potential revenue loss from non-compliance with climate commitments; physical damage to assets from extreme weather events.
Corporate Governance	Risk	Lack of transparency, fairness, and accountability can disrupt business continuity. Poor governance practices undermine stakeholder trust and operational stability.	Policies and procedures defined for stringent governance and controls; Whistleblower mechanism in place for reporting governance incidents; Risk Management Committee provides structured board oversight; regular internal audit by Ernst & Young LLP.	Negative. Non-compliance with corporate governance regulations may result in regulatory action, financial penalties, and reputational damage.
Responsible Supply Chain	Risk	Resource scarcity and supplier risks threaten business continuity. Failure to adapt to stakeholder expectations on sustainability may lead to reputational and operational setbacks.	Active engagement with vendors and suppliers on sustainability initiatives; transition towards sourcing from ESG-compliant suppliers; Supplier Code of Conduct and Sustainability Guidelines applied across the supply chain.	Negative. Business continuity disruptions and potential revenue losses from failure to transition to ESG-compliant vendors.
Stakeholder Grievance Redressal	Risk	Delayed grievance redressal erodes stakeholder trust. Ineffective response systems harm organizational credibility. Unaddressed concerns impact employee and client confidence.	Stringent grievance redressal mechanism established to ensure all reported concerns are promptly reviewed, addressed, and resolved; Whistleblower Policy provides confidential reporting channels across all geographies.	Negative. Regulatory action and compensation costs may arise if stakeholders escalate grievances; legal consequences and financial liabilities for the organization.
Human Rights	Risk	Human rights violations attract regulatory scrutiny. Non-compliance may lead to legal and financial penalties. Loss of customer trust due to human rights issues can damage reputation.	Global Human Rights Policy establishing a culture of respect, fairness, and transparency; human rights training embedded within the Code of Business Ethics and Conduct (COBEC) training program.	Negative. Loss of customer trust and reputational damage leading to decreased revenue; financial penalties from regulatory non-compliance.
Human Capital Management	Risk	Inefficient human capital management can lead to higher attrition rates, resulting in increased rehiring costs, loss of productivity, and wage inflation.	Structured talent development programs; competitive compensation and benefits; Employee Satisfaction surveys; engagement-led retention initiatives; Early Life Initiative targeting first 90-day attrition.	Negative. Higher attrition results in increased rehiring costs, loss of institutional knowledge, and potential margin pressure.
Ethics & Integrity	Risk	Reputational risk and regulatory action against any unethical practices. Loss of investor confidence due to ethical breaches.	Whistleblower mechanism for employees and all stakeholders to freely report unethical practices; Code of Conduct training mandatory for all employees; zero-tolerance policy for corruption and bribery.	Negative. Loss of investor financing and reputational damage from unethical practices; potential regulatory penalties.
CSR & Community Impact	Opportunity	Social contributions enhance the organization's reputation. Community engagement builds strong local relationships and improves employer brand.	Structured CSR programs across three thematic priorities; CSR Ambassadors Program deepening leadership involvement; Enrich with Sagility global employee volunteering platform.	Positive. Enhanced brand reputation, improved talent attraction, and stronger community relationships supporting long-term business sustainability.
Risk & Opportunities Management	Risk	Absence of regular risk assessments weakens the organization's preparedness. Inability to identify potential risks and mitigation plans can have severe implications for business continuity.	Enterprise Risk Management (ERM) framework to systematically identify potential risks across the organization; Risk Management Committee chaired by Independent Director; mitigation plans reviewed quarterly under Chief Risk Officer supervision.	Negative. Financial losses due to potential risks faced by the organization, including operational disruptions, legal liabilities, and reputational damage.

Creating Value Through an Integrated Business Ecosystem

At Sagility, we recognise that long-term value is created through more than financial performance alone. It depends on how effectively we bring together our financial resources, healthcare expertise, people, technology and infrastructure, natural resources, and stakeholder relationships to deliver outcomes that are sustainable over time.

Our value creation model illustrates how these interconnected forms of capital support our business model and strategy. Financial and manufactured capital provide the foundation for a scalable global delivery network; intellectual capital strengthens our healthcare domain expertise, technology platforms, analytics and innovation capabilities; and human capital brings the specialised skills and experience required to deliver high-quality services.

Natural capital considerations inform how we manage the environmental footprint of our operations, while strong social and relationship capital enables us to build enduring relationships with clients, employees, business partners, communities, regulators and other stakeholders.

These capitals come together through our technology-enabled healthcare services and operating model. Guided by our strategy, values and sustainability priorities, we seek to use these resources responsibly and efficiently to generate financial, intellectual, human, operational, environmental and social outputs.

The value generated extends beyond Sagility's financial performance. For clients, it means greater efficiency, quality, innovation and operational resilience. For employees, it includes opportunities for employment, learning and development in a safe and inclusive workplace. For investors, it supports sustainable growth and long-term returns; and for communities and the wider healthcare ecosystem, it contributes to employment, community development, responsible resource use and improved healthcare experiences. By considering both the resources we depend upon and the outcomes our activities generate, this model provides a more holistic view of how Sagility creates and preserves value for its stakeholders over time. It also reinforces the connection between our business strategy and sustainability priorities, demonstrating that sustainability is not separate from how we create value, but an integral part of how we manage the business for the long term.



Value Creation Model

Inputs
6 capitals deployed

Financial Capital
Revenue: Rs.71,929 Mn
Net worth: Rs.96,591 Mn
Listed NSE/BSE (Nov 2024)

Intellectual Capital
Over 26 years of healthcare expertise
AI/ML, NLP & analytics platform
Clinical rules engines & BPaas

Human Capital
46,860 employees across 5 Geos
Avg. training: 148 hrs/employee
61.2% female workforce

Manufactured Capital
31 delivery centers globally
Cloud first, HIPAA-complaint infra
ISO 45001 certified facilities

Natural Capital
~36% renewable energy via EACs
Energy consumed: 91,144 GJ
SBTi-validated targets

Social & Relationship Capital
17 new clients in FY26
Community CSR: INR 3.12 Cr
95% client retention rate

Business Model & Strategy
How we create value

CORE VALUES
Accountability · Compassion · Integrity · Collaboration · Excellence

Claims & Membership
Adjudication, enrollment, billing & premium management

Payment Integrity
Fraud, waste & abuse, overpayment recovery

Member Engagement
Omnichannel CX, digital portals & voice platforms

Payer Clinical Services
UM, prior auth (UMaaS), care & case management

Provider Services
RCM, medical coding, financial clearance, AR follow-up

Network & Analytics
Provider network ops, consulting & AaaS

Strategy
Technology-enabled BPaaS, AI & Intelligence Automation, Domain Expertise, Global Delivery

Sustainability Identified
Mapped the 17 material topics to relevant SDGs

Outputs
What we yield

Financial Output
Revenue: ₹71,929 Mn (US $814 Mn)
Adj. EBITDA margin: 25.3%
23.6% CC revenue growth

Intellectual Output
Payer segment: 89.7% of revenue
Provider segment: 10.3% of revenue
Top 5 clients grew 16.7% YoY

Human Output
eNPS: 51 | Attrition: 29.4%
20,000+ employees volunteered
71,000+ global volunteering hrs

Manufactured Output
31 delivery centers operational
>50% WAH capability
Digital portal & BPaaS platforms

Environmental Output (tCO_2e)
Scope 1: 716
Scope 2: 17,654 (location-based)
Scope 3: 33,967

Social & Client Output
CSAT score: 61
CSR: 38,000+ beneficiaries
7 CSR projects | 3 States

Outcomes
Value created for all

Economic Value
Profitable, consistent growth
Sustained long-term cash flow
Adj. EBITDA: ₹18,200 Mn

Innovation & Quality
Diversified tech-enabled portfolio
AI-driven healthcare outcomes
Faster, smarter decisions for clients

People Value
Top employer across 5 geographies
Safe, inclusive workplaces
Zero fatalities (2 consecutive yrs)

Operational Excellence
Higher quality of care delivery
Resilient BCP & secure operations
SLA compliance >95%

Climate & Env. Value
SBTi 1.5°C pathway committed
Carbon reduction on track
Responsible resource stewardship

Community & Trust
Improved healthcare access
Trusted partner for all stakeholders
Health equity & inclusion advance

UNSDG
Sustainable Development Goals













Stakeholders
Who Benefit

- Investors & Shareholders
- Payer & Provider Clients
- Employees & Talent
- Suppliers & Partners
- Communities & Planet
- Regulators & Government

Priorities for a Sustainable Future

Guided by our purpose, values, and material sustainability topics, our priorities reflect the areas where we believe we can create the greatest long-term value while effectively managing sustainability-related risks and opportunities. These priorities provide a common direction for our sustainability programs and decision-making across the organization. They also serve as the foundation for our targets, performance monitoring, and disclosures, ensuring that our sustainability efforts remain aligned with our business strategy, stakeholder expectations, and long-term value creation.



Environment

We are committed to environmental stewardship through responsible resource management, including energy efficiency, water conservation, and waste reduction. Our goal is to lower our carbon footprint and manage our impact while fostering a more sustainable future.

Commitment:

Aim to drive operations in a manner that is caring for the planet. Strive to reduce carbon emissions and optimise use of environmental resources.

Key Actions

- Reduce GHG emissions and carbon footprint by committing to SBTi.
- Track Scope 1 and 2 emissions and work towards implementing clean renewable energy sources.
- Track Scope 3 emissions and educate members across the value chain to reduce emissions.
- Minimise use of fossil fuels and maximise use of renewable sources.
- Introduce and implement measures to recycle and reuse water.
- Recycle waste generated and divert waste from disposal to landfill.

Social

We foster a work culture grounded in care, inclusion, and respect.
Our employee wellbeing initiatives and skill development programs support professional growth, while our CSR efforts focus on uplifting underserved communities through healthcare access, education, and livelihood support.

Commitment:

Promote employee and community welfare in a responsible manner. Act as a conscious employer and strive to promote stakeholder welfare.

Key Actions:

- 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 personalised 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

Integrity, accountability, and transparency form the foundation of our governance framework.
We are committed to upholding the highest standards of compliance and ethical business conduct, ensuring sustainable growth and long-term stakeholder trust.

Commitment:

Embed good governance, integrity, and ethics into the organization's daily practices and have a mechanism conducive to sustainability.

Key Actions

- Ensure transparent, fair, and ethical practices.
- Establish adequate measures for data security to safeguard sensitive information.
- Provide mandatory training 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.

EARTH

Measures to protect the planet and build a resilient future.

Chapters inside:

1. Our Carbon Footprint
2. Climate Risk & Resilience
3. Resource Stewardship

Climate Action and Environmental Stewardship



At Sagility, the climate action journey is not only about reducing emissions; it is about building accountability, resilience, and shared ownership. During FY 2025–26, we strengthened our environmental stewardship journey by advancing a more disciplined approach to measuring, managing, and reducing our environmental footprint across our global operations. As we move forward, we will continue to deepen our decarbonization roadmap, improve resource efficiency, and partner with our people and stakeholders to create long-term value for business, society, and the planet.

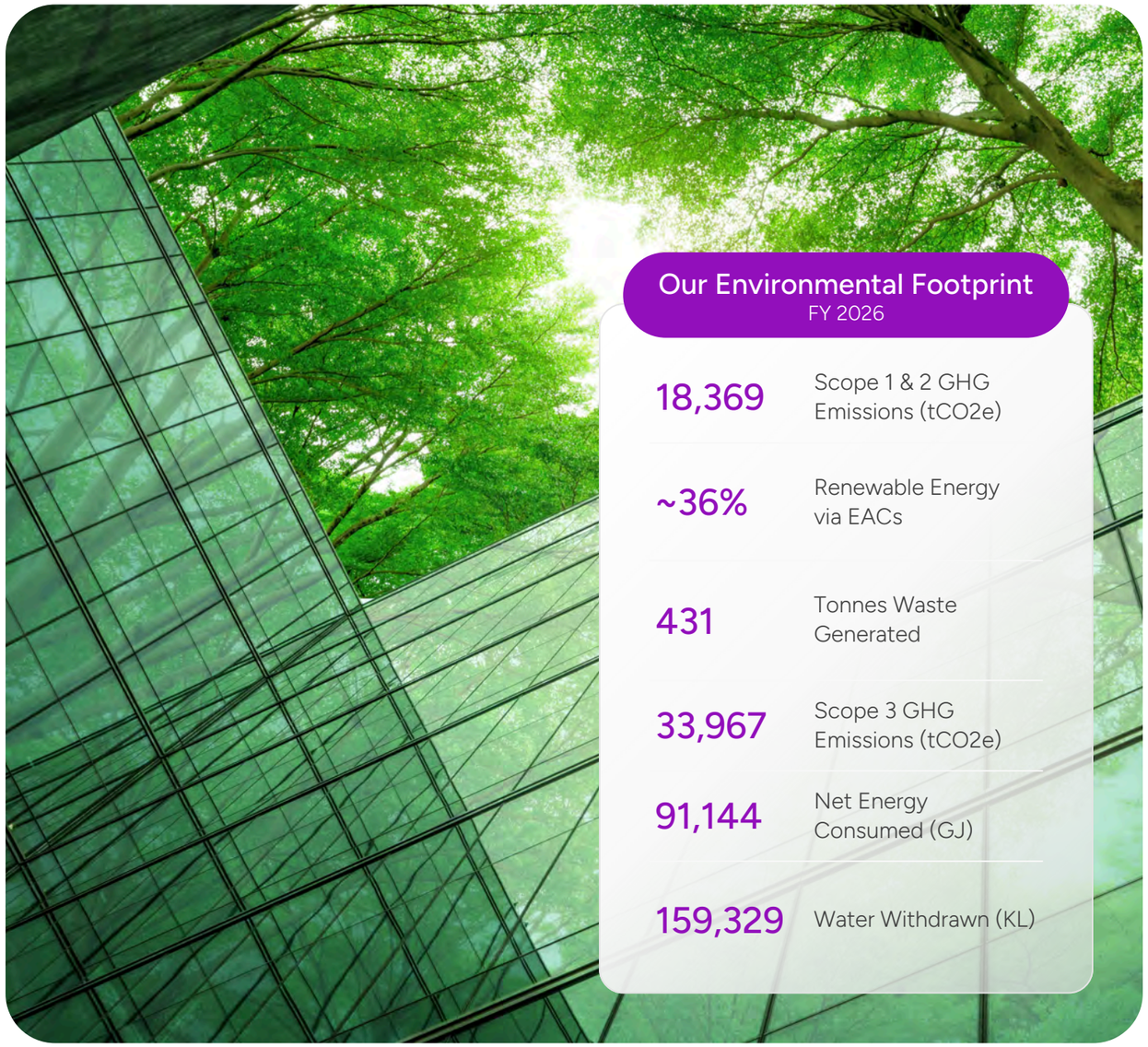
~ Ganesh Pandit
Senior VP, Global Internal Audit & Sustainability

As a technology-enabled healthcare solutions and services company, Sagility's environmental footprint is shaped by the nature of our business. Operating across India, the Philippines, the United States, Jamaica, and Colombia through managed office facilities, our most significant environmental impacts arise from the energy consumed to support our operations, employee commuting, business travel, and the goods and services we procure. While our operating model is not resource-intensive, we recognise our responsibility to manage these impacts responsibly and continuously improve the efficiency of our operations.

Our environmental approach is centred on reducing greenhouse gas emissions, improving resource efficiency, and strengthening climate resilience across our global operations. Guided by our Sustainability Policy and Science Based Targets initiative (SBTi)-validated emissions reduction targets, we integrate environmental considerations into operational decision-making while collaborating with employees, suppliers, landlords, and other partners to advance our sustainability ambitions.

This chapter outlines our approach and performance across three key areas:

- Our Carbon Footprint: Our greenhouse gas emissions inventory across Scopes 1, 2, and 3, progress towards our SBTi-validated targets, and the strategic initiatives driving our decarbonisation journey.
- Climate Risk & Resilience: Our approach to identifying, assessing, and managing climate-related risks and opportunities, and strengthening the resilience of our operations.
- Resource Stewardship: Our performance in managing energy, water, and waste across our global operations, together with initiatives to improve resource efficiency and reduce our environmental footprint.



Our Environmental Footprint
FY 2026

18,369	Scope 1 & 2 GHG Emissions (tCO2e)
~36%	Renewable Energy via EACs
431	Tonnes Waste Generated
33,967	Scope 3 GHG Emissions (tCO2e)
91,144	Net Energy Consumed (GJ)
159,329	Water Withdrawn (KL)

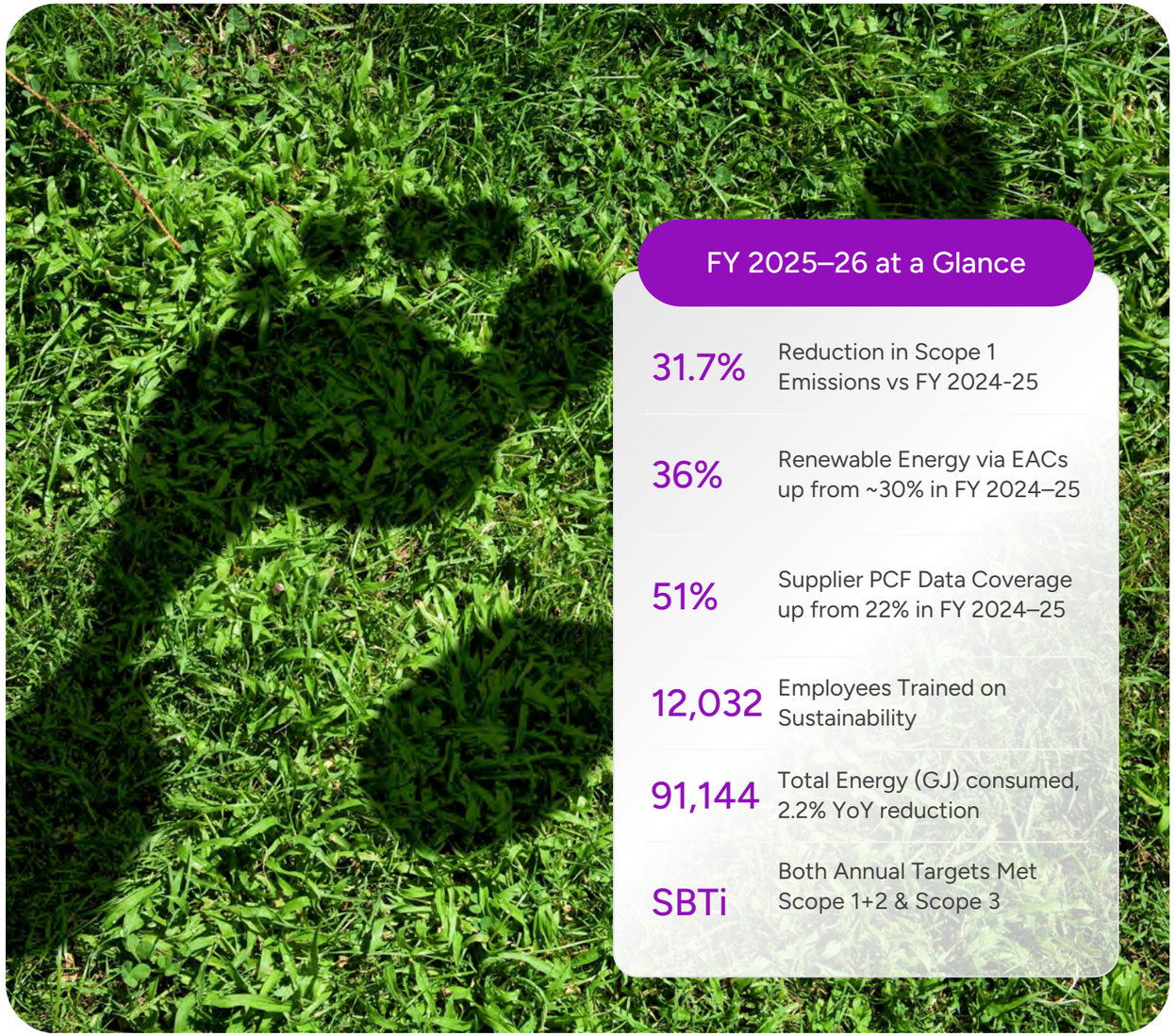
Our Carbon Footprint

Managing greenhouse gas emissions is a key component of Sagility's environmental strategy and our commitment to responsible operations. Guided by our Science Based Targets initiative (SBTi)-validated emissions reduction targets, we continue to strengthen our approach to carbon management through improved data quality, enhanced operational controls, and focused decarbonisation initiatives across our global operations.

During FY 2025 - 26, we continued to build on this foundation, advancing initiatives to reduce our carbon footprint while strengthening the systems and governance needed to support long-term progress. This section presents our greenhouse gas emissions performance, progress towards our climate commitments, and the actions undertaken during the reporting year.

Our Climate Journey (Year-on-Year)

FY 2023-24	FY 2024-25	FY 2025-26
Baseline & Pledge	Targets Validated	Performance & Depth
GHG baseline established. SBTi commitment letter signed. Digital GHG Inventory Management platform introduced.	SBTi near-term targets validated. Activity-based commuting data piloted. Renewable electricity through EACs: ~30% of total consumption.	SBTi annual targets met. Renewable electricity through EACs: ~36%. Supplier PCF coverage increased 22% to 51%.



FY 2025–26 at a Glance

31.7%	Reduction in Scope 1 Emissions vs FY 2024-25
36%	Renewable Energy via EACs up from ~30% in FY 2024–25
51%	Supplier PCF Data Coverage up from 22% in FY 2024–25
12,032	Employees Trained on Sustainability
91,144	Total Energy (GJ) consumed, 2.2% YoY reduction
SBTi	Both Annual Targets Met Scope 1+2 & Scope 3

What we've done.

Sagility's greenhouse gas emissions arise from diverse sources across our operations, including purchased electricity, employee commuting, business travel, and the goods and services we procure. As a technology-enabled healthcare solutions company operating through leased facilities across multiple geographies, achieving meaningful emissions reductions requires a coordinated approach that addresses both our direct operations and the broader value chain.

To guide this effort, we have adopted the 5D Decarbonisation Framework, a structured approach that integrates climate action across five interconnected pillars. The framework enables us to systematically identify emissions reduction opportunities, prioritise initiatives, and embed decarbonisation into operational decision-making across the organization.

Together, these five pillars provide the foundation for delivering our SBTi-validated climate commitments, while strengthening operational efficiency, collaboration with key stakeholders, and long-term business resilience.

The 5D Decarbonisation Model in Action

5 Dimension Pillars	FY 2025–26 Progress	FY 2025–26 Priority
Cut operational emissions through efficiency — DECREASE	Energy-efficient lighting and advanced HVAC systems continued their phased rollout across leased facilities - LEDs with occupancy sensors replacing conventional fittings, and VRF technology improving climate control efficiency. PC auto-shutdown software was deployed to reduce electricity consumption during non-working hours, and energy audits were conducted at key locations to identify the next round of improvements.	Expand Building Management System (BMS) deployments and identify the next tranche of HVAC upgrade candidates across priority sites.
DRIVE — Increase renewable electricity share	Sagility sourced renewable electricity through the procurement and retirement of Energy Attribute Certificates (EACs), increasing coverage to approximately 36% of total consumption - up from approximately 30% in FY 2024–25. Landlord engagement on on-site renewable options across India facilities is ongoing.	Target higher EAC coverage across all geographies and advance feasibility assessments for on-site renewable installations.
Engage suppliers and value chain partners — DEEPEN	Two dedicated training sessions were delivered to key suppliers on Product Carbon Footprint (PCF) methodology and allocated emissions reporting. As a result, supplier-specific data coverage increased from 22% to 51% of total Capex spend in a single year - materially reducing reliance on secondary emission factors. The Sustainability@Sagility awareness initiative continued to embed energy-saving practices across the employee base.	Extend supplier engagement to Opex spend categories and continue building PCF data coverage to further reduce proxy data dependence.
DEPLOY — Promote clean employee commuting	A fleet of 30 electric vehicles supported employee EV commuting across key locations, aligned with government e-mobility initiatives. The program continues to offer a structured, low-emission commuting alternative and contributes to reductions in employee travel-related emissions.	Explore further EV fleet expansion and formalise clean commute options by geography.
Embed sustainability in real estate decisions — DESIGN	When selecting the Indore facility, Sagility evaluated the space against sustainability criteria alongside conventional parameters - LED lighting, VRV/VRF HVAC systems, smart metering, low-flow plumbing fixtures. The selection reflects Sagility's intent to embed sustainability considerations into real estate decisions, ensuring that where choices exist, the more resource-efficient option is preferred.	Incorporate sustainability criteria as a standard parameter in all future facility selection decisions.

Embedding Sustainability at The Point of Design

The commissioning of Sagility's new facility at Indore in FY 2025–26 offered a practical opportunity to apply the Design pillar from the ground up, embedding sustainability considerations into material selection, systems design, and operational practices before the facility became operational.

Case Study: Indore, India

FY 2025–26

When evaluating the Indore facility, Sagility incorporated sustainability as a criterion in the selection process, assessing the space against ESG parameters across materials, systems, and operational design alongside conventional requirements.

The facility's existing features aligned with Sagility's environmental priorities, making it the preferred choice.

- LED lighting with occupancy sensors
- VRV/VRF HVAC with Variable Frequency Drives (VFDs) for energy-efficient, zoned climate control
- Smart metering and intelligent electrical controls
- Low VOC interior paints and sustainable material finishes
- Recycled-content carpets and modular reusable furniture
- Low-flow fixtures, sensor taps, and dual-flush systems
- STP recycled water usage and rainwater harvesting provisions

Flexible and remote working models, including flexi-scheduling, were also built into the facility's operational design from the outset to reduce commuting-related emissions.



Strengthening Scope 3 Management

Scope 3 emissions represent the largest share of Sagility's greenhouse gas footprint, reflecting the nature of our business and the activities that occur across our value chain. As a technology-enabled healthcare solutions company, our most significant Scope 3 emissions arise from purchased goods and services, employee commuting, business travel, and other upstream activities. Meaningful progress therefore depends not only on reducing emissions, but also on improving the quality, completeness, and reliability of the underlying data.

During FY 2025 - 26, we continued to strengthen our approach to Scope 3 emissions management by enhancing supplier engagement and expanding the collection of primary activity data. These efforts improved the accuracy of our emissions inventory and provided greater visibility into key emissions sources, enabling more informed decision-making and supporting our long-term decarbonisation strategy.

Enhancing Supply Chain Data Quality

Purchased goods and services represent the largest contributor to our Scope 3 emissions, accounting for approximately 46% of our total Scope 3 footprint. Historically, emissions for this category were estimated using spend-based emission factors. During FY 2025 - 26, we continued to improve our methodology by increasing the use of supplier-specific activity data, reducing reliance on secondary estimates, and enhancing the robustness of our greenhouse gas inventory.

Supplier Engagement Progress

FY 25-26

- Two structured training sessions were delivered with key suppliers, covering PCF methodology and allocated emissions reporting.
- Supplier-specific PCF data coverage increased from 22% to 51% of total Capex spend - more than doubling in a single year.
- Reduced reliance on spend-based secondary emission factors across Category 1, improving accuracy and auditability.
- FY 2026–27 target: extend supplier engagement to Opex categories and continue reducing proxy data dependence.



Employee Commuting

Activity Data at Scale

Employee commuting (Category 7) accounts for 33% of Scope 3.

In FY 2025 - 26, a major expansion of our commuting survey program delivered substantially higher response rates across geographies, enabling a shift from generic assumptions to individual-level activity data capturing commuting mode, distance, and frequency.

The increase in absolute commuting emissions this year reflects two realities: improved measurement coverage across geographies, and genuine workforce growth.

Sagility's headcount increased by approximately 21% year-on-year, from 38,754 to 46,860 employees.

Our GHG Emissions Performance

Measuring greenhouse gas (GHG) emissions provides the foundation for managing our carbon footprint and tracking progress towards our climate commitments. Sagility prepares its GHG inventory in accordance with the GHG Protocol Corporate Accounting and Reporting Standard, applying the operational control approach to define the organizational boundary across our operations in India, the Philippines, the United States, Jamaica, and Colombia.

The following tables present our GHG emissions across Scopes 1, 2, and 3 for FY 2025 - 26 under both location-based and market-based methodologies, together with comparative performance for the previous reporting year. These disclosures provide a transparent view of our emissions profile and support the monitoring of progress against our SBTi-validated emissions reduction targets.

Category	FY 25–26 (tCO_2e)	FY 24–25 (tCO_2e)	YoY Change
Scope 1	716	1,048	31.7% ↓
Scope 2 (Location)	17,654	17,024	3.7% ↑
Scope 2 (Market)	11,686	12,629	7.5% ↓
Scope 3	33,967	33,165	2.4% ↑
Total (Location)	52,337	51,237	2.1% ↑
Total (Market)	46,369	46,842	1.0% ↓

Scope 1&2 Emissions by Source

Electricity Consumption: 96.1%
Refrigerant Emissions: 3.6%
Diesel (Fleet/Genset): 0.2%
Natural Gas: 0.1%
Fire Suppression Agents: 0.1%

Scope 3 Emissions by Category

Total Scope 3 emissions were 33,967 tCO_2e in FY 2025–26. The 2.4% increase over the prior year reflects improved measurement coverage in commuting and genuine growth in workforce-related emissions as headcount expanded.

Emissions Intensity

Intensity ratios - emissions and energy per unit of revenue - declined across all scopes in FY 2025–26, reflecting revenue growth outpacing emissions growth and the efficiency improvements embedded across our operations.

Metric	tCO_2e/'000 FY25-26	USD Revenue FY24-25
Scope 1	0.0009	0.0016
Scope 2 (Location-Based)	0.0217	0.0259
Scope 2 (Market – Based)	0.0144	0.0192
Scope 3	0.0417	0.0504

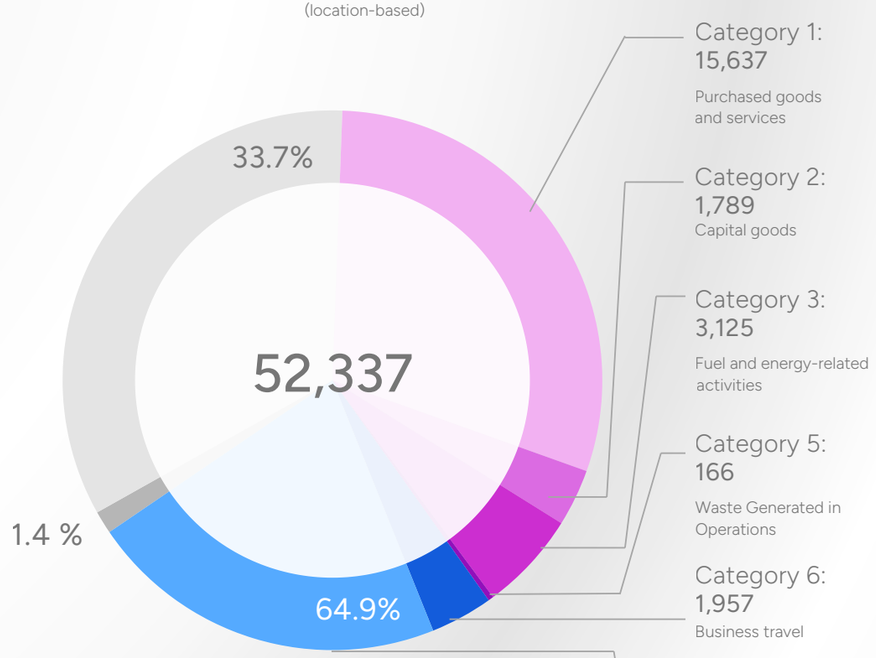
FY26 GHG emissions overview

Metric tons CO_2eq

Scope 1
716
Direct emissions

Scope 2
17,654
Fuel and indirect emissions (location-based)

Scope 3
Total: 33,967



Note: Categories 4 and 8 to 15 are not applicable to Sagility's operations and are excluded from the inventory

Science Based Targets

Where We Stand:

In FY 2024–25, Sagility's near-term emission reduction targets were independently validated by the Science Based Targets initiative (SBTi), using FY 2023–24 as the base year.

Near-Term Targets:

Sagility commits to reduce absolute scope 1 and 2 GHG emissions 54.6% by FY2034 from a FY2024 base year. Sagility also commits to reduce absolute Scope 3 GHG emissions from purchased goods and services, capital goods, fuel- and energy-related activities, and employee commuting by 32.5% within the same timeframe.

Scope 3 GHG Emissions

(SBTi Target Progress FY2026)

Sagility has committed to reduce absolute Scope 3 GHG emissions from purchased goods and services (Category 1), capital goods (Category 2), fuel- and energy-related activities (Category 3), and employee commuting (Category 7) by 32.5% by FY2034 from a FY2024 base year, in accordance with its SBTi-approved target.

Performance against the annual SBTi reduction trajectory [FY 2025–2026]

Emissions Category	Unit	SBTi Target FY 2025-26	Actual FY 2025-26	Performance vs Target
Scope 1 & 2 (Market-Based)	tCO_2e	13,115	12,402	5.4% Lower Than Target
Scope 3	tCO_2e	35,116	33,967	3.4% Lower Than Target

The FY2024 Scope 3 emissions within the applicable target boundary were 27,730.851842 tCO_2e. In FY2026, reportable Scope 3 emissions within the target boundary were 23,015.775810 tCO_2e.

This represents an absolute reduction of 4,714.076032 tCO_2e, or 17.01%, compared with the FY2024 target-boundary baseline.

The FY2034 target corresponds to target-boundary emissions of approximately 18,718.324993 tCO_2e, representing a total required reduction of 32.5% from the FY2024 baseline.

As of FY2026, Sagility has achieved 17.01% of the required absolute reduction, equivalent to approximately 52.34% of the total 32.5% reduction requirement. Based on a linear trajectory toward the FY2034 target, FY2026 performance is ahead of the indicative trajectory.

Total Scope 3 inventory – all reported categories

27,730.85	23,015.77
FY24 (tCO_2e)	FY26 (tCO_2e)

FY 2026 SBTi Scope 3 target progress: 17.01% absolute reduction.

17.01% reduction

Target status: On track toward the FY2034 SBTi target, based on the current linear trajectory assessment.



Road Ahead

FY 2025–26 demonstrated that Sagility's climate systems are maturing - data quality is improving, supplier engagement is deepening, and performance against science-based targets is tracking in the right direction. The work for FY 2026–27 builds directly on that foundation.

On emissions, the focus remains on maintaining the SBTi reduction trajectory across all three scopes, supported by expanding renewable electricity coverage through EAC procurement. On measurement, the priority is reaching 80% commuting survey coverage across all regions and extending supplier engagement into Opex categories to reduce the proportion of Scope 3 estimated through proxy data. Internally, the Sustainability at Sagility leadership program moves toward full coverage, and the ESG-aligned design approach applied at Indore becomes the standard against which all new facility decisions will be evaluated. The intent is not to declare progress; it is to sustain it.

Climate Risk & Resilience

Climate change presents both physical and transition risks that have the potential to influence business continuity, operational resilience, and long-term value creation. As a technology-enabled healthcare solutions company operating across multiple geographies, Sagility recognises that the continuity of our services depends on resilient operations, reliable infrastructure, and the ability to anticipate and respond to evolving climate-related challenges. Integrating climate considerations into our risk management approach enables us to better understand potential impacts on our people, facilities, supply chain, and business operations while supporting informed decision-making.

Understanding Our Climate Risks

During FY 2025 - 26, Sagility continued to strengthen its understanding of climate-related risks through an independent climate risk assessment covering our global operations and value chain. The assessment evaluated the potential impacts of both physical risks, including extreme heat, flooding, heavy rainfall, and water stress, and transition risks arising from evolving regulations, market expectations, decarbonisation pathways, and stakeholder requirements.

The assessment considered both current and future climate scenarios to understand how climate-related risks could affect our operations over time. The findings indicate that while our leased office-based operating model results in relatively limited direct physical exposure compared to asset-intensive industries, certain delivery locations may face increasing climate-related risks associated with extreme weather events and changing climatic conditions. The assessment also highlighted opportunities to strengthen operational resilience through enhanced business continuity planning, climate adaptation measures, and continued progress on emissions reduction.

During the reporting period, we conducted a comprehensive climate risk assessment across our global operating locations using catastrophe and climate modelling aligned with IPCC AR6 and CMIP6 protocols. The assessment evaluated acute physical risks, future chronic hazards under multiple climate scenarios, and transition risks across carbon emissions, regulation, consumer demand and supply chain. Our findings inform enterprise risk management and long-term value creation strategy.

Physical Risks

Acute Risks: Our portfolio faces material exposure to flooding and tropical cyclones, with portfolio-level average building damage of 0.172% (flooding: 0.103%, cyclones: 0.074%). Risk exposure is geographically differentiated—tropical and monsoon climate zones show comparatively higher acute exposure; temperate zones lower. This geographic variation shapes our location-specific risk management approach.

Chronic Risks: Future climate scenarios indicate material increases in extreme heat, extreme rainfall intensity, drought and wildfire potential across our operating footprint, with impacts varying significantly by region. Extreme heat emerges as a particularly significant long-term risk, with implications for workforce safety, cooling infrastructure and operational continuity. Water availability—driven by both increasing rainfall intensity and drought stress—represents a material supply chain and operational risk.



Long-Term Physical Hazard Trends

Hazard	Baseline	2050 - 2085 Projection	Risk Level
Extreme Heat	Baseline temperature extremes	Material increase in frequency & intensity	High
Extreme Rainfall	Baseline precipitation patterns	Increasing intensity of extreme events	Medium
Drought	Baseline drought frequency	Increasing frequency & duration (geographically variable)	High
Wildfire	Baseline fire weather	Gradual increase in fire-conducive conditions	Medium

Transition Risks

We assess transition risk across four dimensions under orderly and delayed policy implementation scenarios:

Scope 1&2 emissions are assessed as low-risk. Our emissions baseline and science-based reduction targets are disclosed in the Decarbonization section.

Regulatory exposure remains moderate near-term but could increase as climate reporting and energy-efficiency requirements evolve.

Supply chain represents the most material transition risk—Scope 3 emissions intensity and supplier climate performance are key cost drivers under both scenarios, with material cost escalation in delayed-transition pathways.

Consumer demand for sustainable healthcare solutions is evolving and presents an opportunity for differentiation.

Scenario Analysis & Methodology

Our assessment uses CMIP6 climate data and multiple Shared Socioeconomic Pathways (SSP) to evaluate a range of plausible futures through mid-century and beyond, rather than a single deterministic forecast. Transition scenarios represent orderly decarbonisation versus delayed policy action followed by rapid adjustment. This approach acknowledges inherent uncertainty in climate outcomes, policy responses, and technology advancement. Scenario analysis enables strategic planning across multiple pathways and aligns with TCFD recommendations and investor expectations for forward-looking climate risk assessment.

Building Climate Resilience

Our climate risk assessment informs enterprise risk management, operational resilience, facilities planning, and supply-chain strategy.

We address climate resilience through five strategic pillars:

- **Physical Adaptation**: Integrating climate risk into facilities planning and capital investment, with a focus on heat, water, and flood resilience.
- **Operational Preparedness**: Strengthening business continuity and emergency response for climate-related disruptions.
- **Emissions Reduction**: Executing our science-based decarbonisation roadmap across Scopes 1, 2 and 3 (detailed in the Decarbonization section).
- **Supply Chain Engagement**: Enhancing supplier climate-risk assessment and integrating Scope 3 emissions performance into procurement.
- **Risk Governance**: Embedding climate risk in enterprise risk management with Board-level oversight and continuous data improvement.

Transition Risk Assessment by Scenario

Risk Dimension	2028	2035 Orderly	2035 Delayed
Carbon Emissions	Low	Low	Low
Regulatory	Low	Low	Medium
Consumer Demand	Low	Low-Medium (Opp.)	Low-Medium (Opp.)
Supply Chain	Low-Medium	Medium	Medium

Road Ahead

Climate-related risks continue to evolve, shaped by changing climatic conditions, regulatory developments, technological advancements, and stakeholder expectations. Recognising that climate resilience is an ongoing journey, we remain committed to strengthening our understanding of climate-related risks and embedding climate considerations into business planning and decision-making.

Building on the findings of the climate risk assessment, we will continue to refine our understanding of both physical and transition risks across our operations and value chain. Our focus will be on strengthening scenario-based assessments, enhancing climate-related data and analytics, and integrating climate insights into enterprise risk management, business continuity planning, and operational decision-making.

We will also continue to advance our decarbonisation roadmap in line with our SBTi-validated targets, recognising that climate mitigation and climate resilience are complementary elements of a robust climate strategy. As our climate maturity evolves, we aim to further strengthen governance, improve the quality of climate-related disclosures, and enhance our ability to identify opportunities that support operational efficiency, resilience, and long-term value creation.

Through these efforts, we seek to build a more climate-resilient organization that is better equipped to respond to emerging risks while continuing to deliver reliable services to our clients and create sustainable value for our stakeholders.

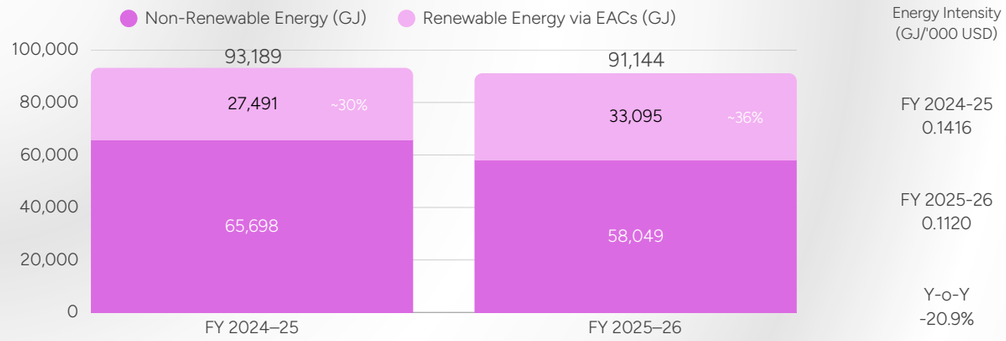
Resource Stewardship

Energy Management

Sagility's energy management strategy focuses on two interconnected priorities: improving operational energy efficiency across its global facility footprint and progressively increasing the share of electricity sourced from renewable origins. With electricity accounting for over 96% of total energy consumption, both priorities are directly linked to Sagility's Scope 2 decarbonisation commitments and its validated science-based targets.

In FY 2025–26, Sagility consumed 91,144 GJ of total energy, a 2.2% reduction from 93,189 GJ in FY 2024–25, achieved despite a 29% increase in revenue over the same period. Approximately 36% of total electricity consumption was sourced through the procurement and retirement of Energy Attribute Certificates (EACs), up from approximately 30% in FY 2024–25. This marks the third consecutive year of an increase in renewable electricity share, reflecting a sustained shift in Sagility's energy procurement approach.

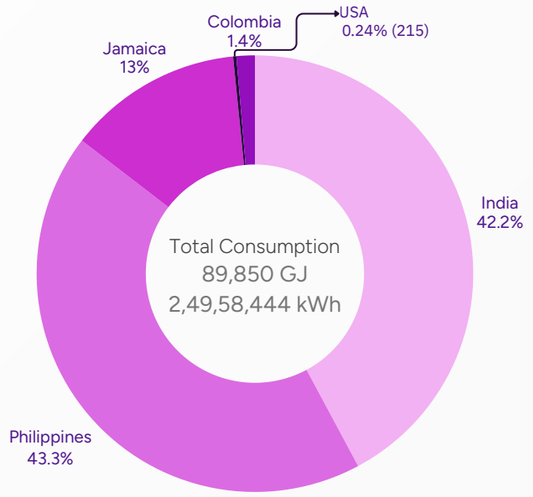
Energy Performance [FY 2025–26]



Key Initiatives in FY 2025–26

Initiatives	What We Do
Lighting Optimisation	Phased replacement of conventional lighting with LEDs and occupancy sensors across facilities
HVAC & Chiller Upgrades	Replacement with high-efficiency VRF systems; targeted chiller upgrades for improved cooling control
PC Auto-Shutdown Software	Auto-shutdown deployed across office equipment to reduce electricity draw during non-working hours
Building Management Systems	Smart meters and BMS at select sites for real-time energy monitoring and automated optimisation
IT & Server Efficiency	Virtual server programs, server room temperature management, and PC energy protocols
Energy Audits	Periodic audits at key facilities to identify inefficiencies and drive corrective action
Renewable Energy via EACs	Procurement and retirement of EACs across all geographies; Philippines achieved 100% coverage in FY 2025–26
Sustainability @Sagility	Employee awareness program on energy conservation - switching off equipment, AC management

Energy Consumption by Geography



Road Ahead

In FY 2026 - 27, we will focus on increasing EAC coverage across all geographies, advancing environmental management system deployments at additional sites, and identifying the next tranche of HVAC upgrade candidates. The target is a higher renewable electricity share and continued improvement in energy intensity per unit of revenue.

Water Management

Water is an essential resource that supports the day-to-day functioning of Sagility's global operations. As a technology-enabled healthcare solutions company operating from leased office facilities, our water consumption is limited to domestic and sanitary use and is primarily influenced by workforce occupancy across our locations rather than industrial or manufacturing processes. Water for our operations is sourced entirely from third-party municipal utilities.

During FY 2025 – 26, Sagility recorded a total water withdrawal through third parties of 159,329 KL, compared with 99,464 KL in FY 2024 – 25. The increase reflects the expansion of Sagility's reporting boundary and a 29% growth in global revenue during the year. Despite this growth, water consumption per employee remained broadly consistent with the previous reporting year, reflecting stable consumption patterns across our operations.

Given our presence across diverse geographies, we continue to monitor water use in areas facing higher levels of water stress. During the reporting year, approximately 72% of total water withdrawal occurred at facilities located in water-stressed regions across our global operations, as assessed using the WRI Aqueduct Water Risk Atlas for international sites and the Central Ground Water Authority (CGWA) database for India. This assessment helps us better understand location-specific water risks and informs our efforts to promote responsible water use and resource efficiency across our operations.

Conservation Measures

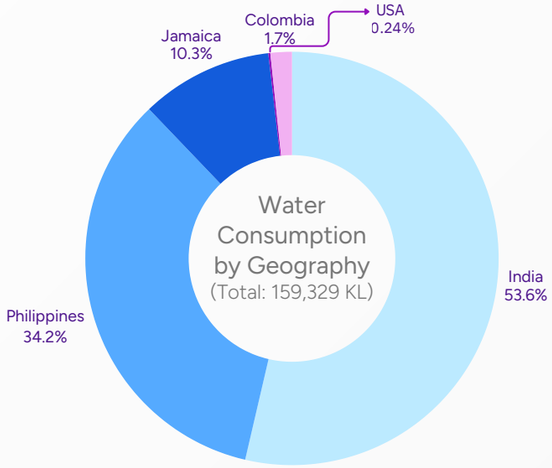
Conservation Measures	Approach	Application
Sensor-Based Fixtures	Touchless, sensor-activated taps minimising water use at point of consumption	India and select other geographies
Low-Flow Infrastructure	Low-flow faucets, dual flush systems, and efficient plumbing facilitated through landlord engagement	Select sites; Indore equipped from commissioning
STP Infrastructure	Sewage treatment plant infrastructure maintained by facility operators; STP-recycled water used for non-potable applications where available	Managed office parks
Rainwater Harvesting	Rainwater harvesting provisions operated by building management; utilised by Sagility where available	Select managed facilities
Employee Awareness	Water conservation messaging via Sustainability@Sagility; World Water Day campaigns; restroom and common area prompts	All geographies
Maintenance Coordination	Regular engagement with property teams for timely identification and repair of plumbing inefficiencies	All sites

Water Performance [FY 2025–26]

Risk Dimension	FY 2025–26	FY 2024–25
Total Water Withdrawal (KL)	159,329	99,464
Total Water Consumption (KL)	159,329	99,464
Water Consumed in Stressed Regions (KL)	114,341	89,550
% in Stressed Regions	71.80%	90.00%
Water Discharge (KL)	13,355	79,571
Water Intensity Per Turnover (KL/'000 USD)	0.1957	0.1511

Note: In FY 2025–26, water tracking has been expanded to cover all active operational sites. All water withdrawal is sourced from third-party municipal utilities. Actual utility bill data has been used where available; for remaining sites, consumption has been estimated at 45 litres per person per day in line with CGWA guidelines, based on monthly footfall data. For sites in India, the Philippines, and Colombia located within managed office parks equipped with Sewage Treatment Plants (STPs), discharge has been reported as zero, as wastewater is treated on-premises. For sites in the USA and Jamaica, discharge has been estimated at 80% of water consumed. Water discharge for FY 2024–25 was estimated at 80% of total water consumed across all sites. In the absence of site-level discharge tracking, the methodology change between years accounts for the significant difference in discharge figures.

Water Consumption by Geography



Road Ahead

In FY 2026–27, Sagility will work toward expanding direct utility billing coverage across sites, progressively reducing reliance on estimation-based methods, and strengthening engagement with landlords on water conservation infrastructure with particular focus on facilities in water-stressed geographies in India and the Philippines.

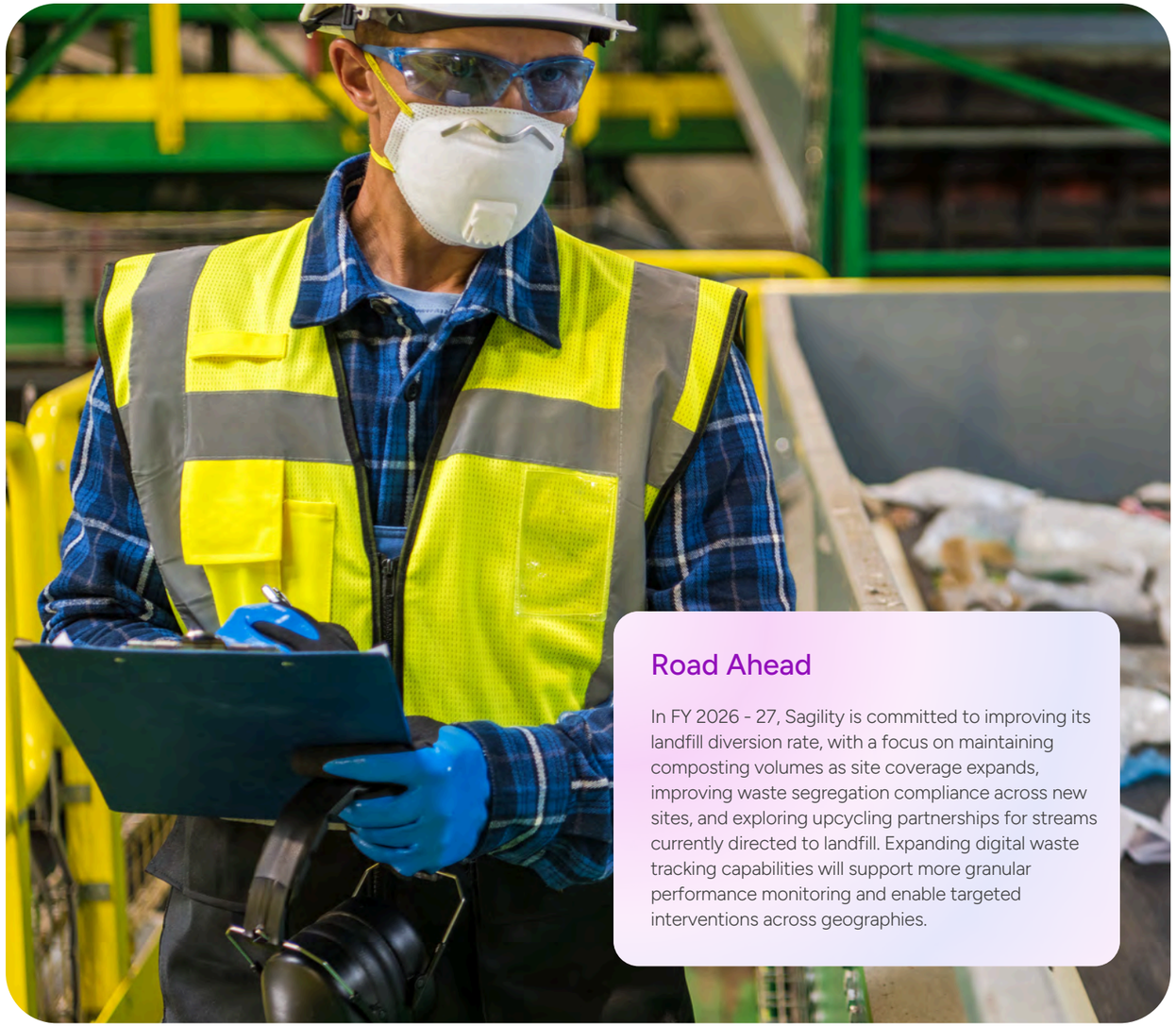
Waste Management

Sagility's approach to waste management is grounded in the principles of circularity, segregating waste at source, maximising diversion through recycling and composting, and ensuring responsible disposal through authorised vendors across all geographies. In FY 2025 - 26, Sagility generated 431.2 tonnes of waste across its facilities, diverting 37.8% from landfill through recycling and composting. Organic waste composting more than doubled year-on-year, from 55.0 to 109.4 tonnes, reflecting the expansion of collection infrastructure across additional sites. Electronic waste generated fell to 11.1 tonnes from 15.9 tonnes in the prior year, demonstrating the effectiveness of Sagility's IT asset lifecycle extension program despite a 21% increase in headcount.

IT assets are utilised across their full intended lifecycle and extended where feasible; once end-of-life, all devices are transferred exclusively to government-authorised recyclers in compliance with India's E-Waste (Management) Rules, 2022. Sagility also supports equipment donation initiatives for underserved school systems, extending device utility before disposal. Plastic waste increased from 31.1 to 48.1 tonnes, attributable to packaging from IT hardware procurement during a year of significant workforce expansion, a structural increase that Sagility continues to address through employee awareness, vendor engagement on biodegradable alternatives, and hardware packaging recycling where collection infrastructure is available. Waste segregation at source - sorting recyclables, organics, and general waste forms the operational foundation of the waste system, supported by awareness campaigns across Earth Day, World Environment Day, and Ozone Day.

Waste Performance [FY 2025–26]

Risk Dimension	FY 2025–26	FY 2024–25
Waste by Type (Metric tonnes)		
Plastic Waste	48.1	31.1
E-waste (Electronics)	11.1	15.9
Battery Waste	5.6	11.1
Other Non-Hazardous	366.4	278.6
Total Waste Generated	431.2	336.6
Disposal Route (Metric tonnes)		
Recycled	53.5	85.3
Composted	109.4	55
Landfilled	268.3	196.3



Road Ahead

In FY 2026 - 27, Sagility is committed to improving its landfill diversion rate, with a focus on maintaining composting volumes as site coverage expands, improving waste segregation compliance across new sites, and exploring upcycling partnerships for streams currently directed to landfill. Expanding digital waste tracking capabilities will support more granular performance monitoring and enable targeted interventions across geographies.

PEOPLE

Workforce, human rights, well-being and community outreach.

Chapters inside:

1. People & Culture
   - Employee Lifecycle at Sagility
   - Workforce Composition
   - Talent Management
   - Protecting Human Rights
   - Diversity, Equity & Inclusion
   - Employee Engagement
   - Employee Well-Being
2. Creating Shared Value

Our People and Culture

People are not a sustainability metric; they are the reason sustainability matters at Sagility. Over the past year, we have worked to make that conviction more concrete in how we design and deliver our people practices. Talent management, learning and development, employee wellbeing, and the protection of human rights across our geographies are not separate initiatives; they are expressions of a single commitment to create an environment where people can do meaningful work in a dignified and supportive setting. We celebrate the richness of diversity that comes from our multi-generational workforce across five geographies. Our workforce spans five geographies and is one of the most diverse in the Healthcare Operations space. That diversity is a source of genuine competitive strength, and we are working hard to ensure it is matched by equity in opportunity, in growth, and in voice. The investments we are making in people this year reflect the kind of organization Sagility is choosing to be.

~ Tina Vas

Executive Vice President, Chief Human Resources Officer



People are the foundation of Sagility's success, our ability to deliver operational excellence, drive innovation, and build trusted client relationships depends on the knowledge, expertise, and commitment of our people. Across India, the Philippines, the United States, Jamaica, and Colombia, our workforce brings together diverse skills and perspectives that enable us to support the complex and evolving needs of the U.S. healthcare ecosystem.

As of 31 March 2026, Sagility employed 46,860 professionals across five geographies, representing a 21.4% increase over the previous year. This growth reflects the continued expansion of our business and reinforces our commitment to building a capable, engaged, and future-ready workforce. We believe that investing in our people not only strengthens organizational performance but also enhances the quality, reliability, and resilience of the services we deliver to our clients.

Our people strategy is guided by our S.O.A.R. values: Spark Curiosity, One Team One Direction, Action for Results, and Right by Right Purpose, and is brought to life through our Talent Engagement Framework, which supports every stage of the employee lifecycle. From attracting and onboarding talent to learning and development, performance management, well-being, inclusion, and community engagement, our approach is designed to foster a workplace where people can grow, collaborate, and contribute to shared success.

In FY 2025-26, we deepened investments across all dimensions of the people agenda: expanding leadership development programs, strengthening DEI commitments with measurable outcomes, scaling employee volunteering through Enrich with Sagility, and maintaining our focus on well-being and safety.

Workforce by Geography and Key Indicators

Geography	India	Philippines	USA	Jamaica	Colombia	Total
No. of Full-time Employees	20,950	18,826	3,493	3,215	376	46,860



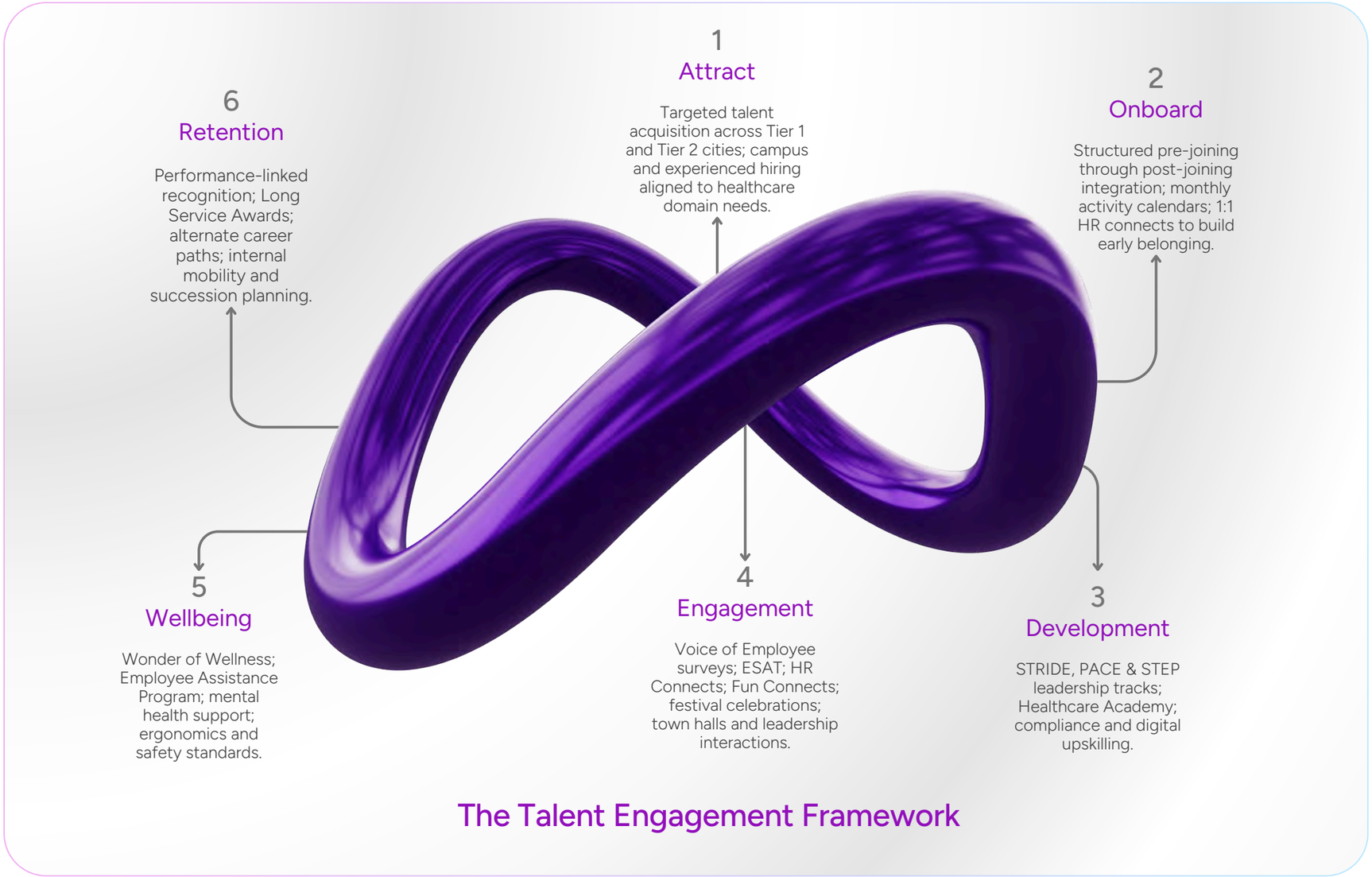
People at a Glance
FY 2026

46,860	Global Employees
61.2%	Women in Workforce
29.4%	Attrition Rate
148	Avg. Training Hours / Employee
100%	Appraisal Coverage
51	Employee NPS (CY2025)

Employee Lifecycle at Sagility

At Sagility, our people strategy is brought to life through the Talent Engagement Framework, which provides a structured approach to managing and enhancing the employee experience across every stage of the employee lifecycle. The framework recognises that creating a high-performing organization requires sustained investment in people from attracting and onboarding talent to developing capabilities, fostering engagement, supporting well-being, and enabling long-term career growth.

Built around six interconnected stages, the framework ensures that our people practices are aligned with our business priorities while creating a consistent and meaningful employee experience. By integrating talent development, performance, well-being, and engagement into a unified approach, we aim to build a skilled, motivated, and future-ready workforce that is equipped to support the evolving needs of our clients and the healthcare ecosystem.

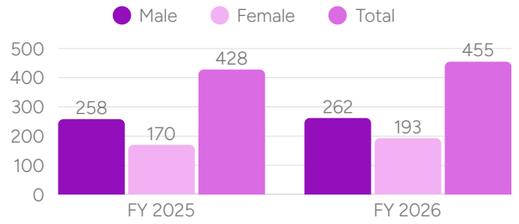


The Talent Engagement Framework

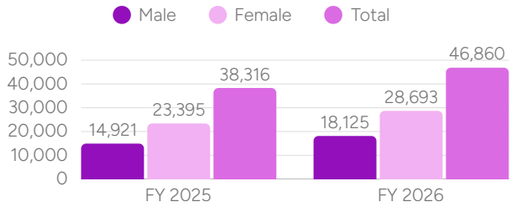
Workforce Composition

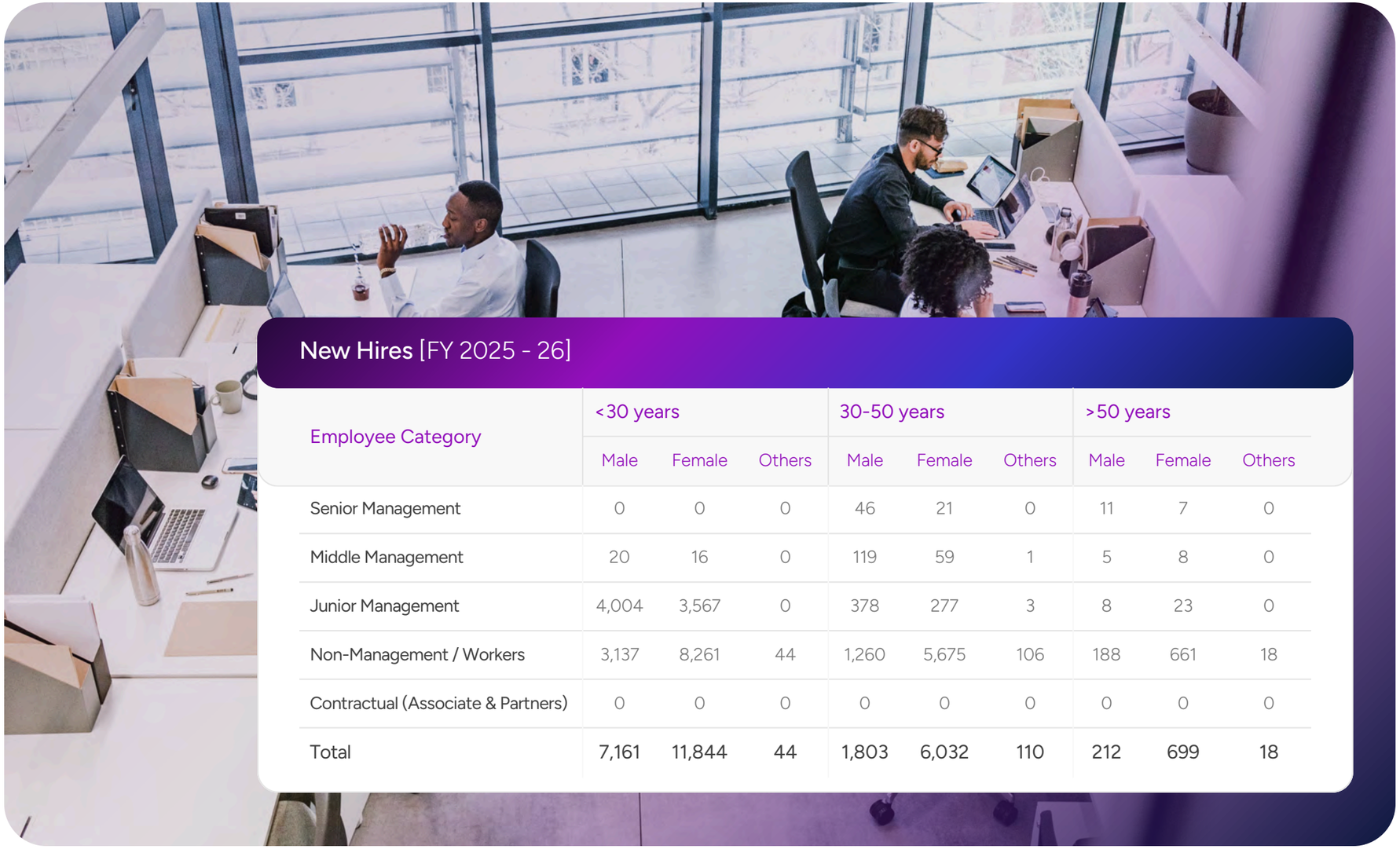
Understanding the composition of our workforce enables us to effectively plan for future growth, strengthen talent management, and foster an inclusive workplace. The following disclosures provide an overview of Sagility's workforce across key dimensions, including employment type, geography, gender, management levels, and new hires, reflecting the diversity and scale of our global operations.

Workforce Composition (Workers)



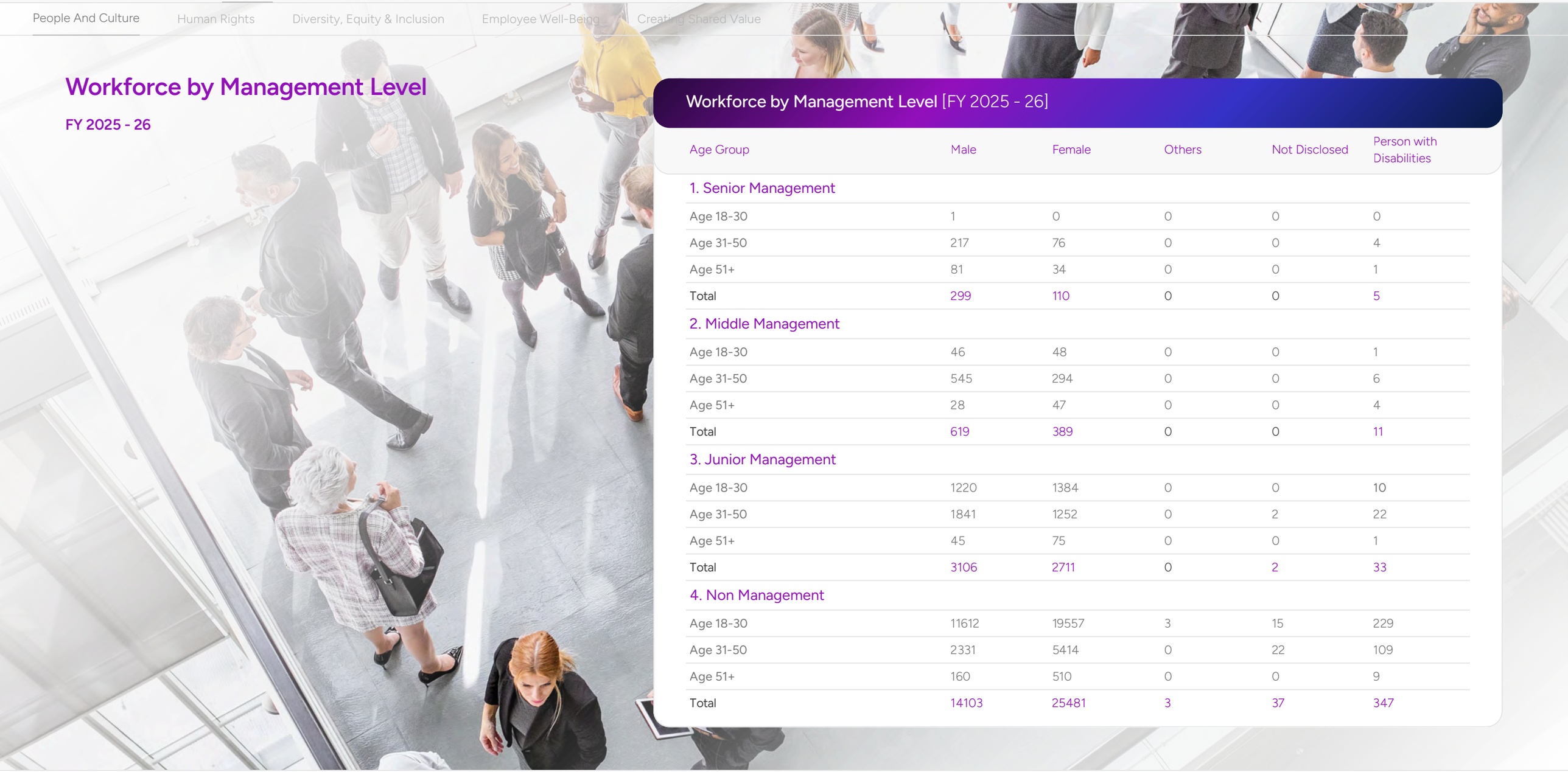
Workforce Composition (Employees)





New Hires [FY 2025 - 26]

Employee Category	<30 years			30-50 years			>50 years		
	Male	Female	Others	Male	Female	Others	Male	Female	Others
Senior Management	0	0	0	46	21	0	11	7	0
Middle Management	20	16	0	119	59	1	5	8	0
Junior Management	4,004	3,567	0	378	277	3	8	23	0
Non-Management / Workers	3,137	8,261	44	1,260	5,675	106	188	661	18
Contractual (Associate & Partners)	0	0	0	0	0	0	0	0	0
Total	7,161	11,844	44	1,803	6,032	110	212	699	18



Workforce by Management Level

FY 2025 - 26

Workforce by Management Level [FY 2025 - 26]

Age Group	Male	Female	Others	Not Disclosed	Person with Disabilities
1. Senior Management					
Age 18-30	1	0	0	0	0
Age 31-50	217	76	0	0	4
Age 51+	81	34	0	0	1
Total	299	110	0	0	5
2. Middle Management					
Age 18-30	46	48	0	0	1
Age 31-50	545	294	0	0	6
Age 51+	28	47	0	0	4
Total	619	389	0	0	11
3. Junior Management					
Age 18-30	1220	1384	0	0	10
Age 31-50	1841	1252	0	2	22
Age 51+	45	75	0	0	1
Total	3106	2711	0	2	33
4. Non Management					
Age 18-30	11612	19557	3	15	229
Age 31-50	2331	5414	0	22	109
Age 51+	160	510	0	0	9
Total	14103	25481	3	37	347

Talent Management

At Sagility, continuous learning is fundamental to building the capabilities needed to support our clients, strengthen operational excellence, and prepare our workforce for the future. As the healthcare landscape continues to evolve, we invest in developing the technical, functional, leadership, and behavioural skills that enable our people to grow professionally while delivering high-quality services across the healthcare value chain.

Our approach to talent development integrates learning, capability building, and performance management to create a culture of continuous improvement and accountability. Through structured learning programs, role-based development pathways, leadership initiatives, and regular performance conversations, we empower our people to build new skills, enhance their performance, and progress in their careers.

Our learning agenda is shaped through ongoing collaboration between employees, people managers, business leaders, and the Learning & Development function. Regular feedback, evolving business priorities, client requirements, and emerging industry trends help ensure that learning programs remain relevant, practical, and aligned with the capabilities required to support both individual growth and organizational success.

FY 2025-26

Our Talent Management Dashboard

6,956,113 Total Training Hours	**148** Avg. Hours per Employee
100% Appraisal Coverage	**27,923** New Hires

Learning & Development Framework

Sagility's learning ecosystem is as diverse in content as in delivery, spanning functional expertise, leadership capability, compliance fluency, and domain specialisation. As participation in digital and peer-led learning channels continues to grow, the workforce is not only meeting the future head-on but helping define it.

STRIDE, PACE & STEP

Tiered Leadership Development

At the core of Sagility's leadership development approach is a tiered framework - STRIDE, PACE, and STEP - designed to provide targeted development for leaders. The framework recognises that leadership is a progression, not a destination, and calibrates its interventions accordingly.

Healthcare Academy

The Healthcare Academy provides specialised training tailored to Sagility's core domain, U.S. healthcare operations. Programs include clinical coding, clinical documentation improvement, utilisation management, revenue cycle processes, and healthcare compliance. In FY 2025–26, 800+ employees completed Healthcare Academy programs.

Compliance Training

All applicable employees complete an Annual Compliance Training program covering HIPAA data privacy, general compliance, and Fraud, Waste & Abuse (FWA) prevention. In FY 2025–26, 100% completion was maintained across all applicable employees. This training reinforces Sagility's legal and ethical obligations and ensures consistent baseline standards across geographies.



Workforce Training

Building organizational capability requires investment at every level of the workforce. Sagility's learning and development programs are designed to address the distinct development needs of employees across different management levels, ensuring that technical, functional, and leadership capabilities continue to evolve in line with business priorities and career progression.

The following disclosures provide an overview of training participation across employee groups during FY2025–26.

Management Level	Total Training Hours
Senior	2,994
Middle	4,872
Junior	2,391
Non-Management	6,945,856
Total	6,956,113

Leadership Development Programs

New Leader Orientation provides structured onboarding for employees transitioning into leadership roles for the first time, equipping them with the frameworks, expectations, and cultural grounding needed to lead effectively at Sagility. In FY 2025–26, 133 new leaders completed the program.

Introduced in FY 2024–25, individual coaching is now available to identified high-potential leaders to accelerate their development in areas specific to their leadership context. In FY 2025–26, 60 leaders received individual coaching engagements.

Performance Management

100% of Sagility's employees participate in a structured annual appraisal process. The framework is tailored by role and level, with clearly defined goals and key performance indicators (KPIs) set at the start of the year. Every employee, regardless of role or geography, undergoes a formal review that assesses both performance and potential and receives structured feedback with opportunities for career development.

Sagility uses Workday to track and monitor KPIs from the appraisal process in real time, aligning individual goals with organizational targets. This ensures continuous visibility into employee contributions and enables timely course correction, recognition, and development conversations throughout the year.

360° Feedback & Leadership Coaching

Senior leaders participate in 360° feedback surveys, culture coaching workshops, and collaborations with external industry stakeholders. These interventions provide a rounded view of leadership effectiveness and equip senior leaders with the insights needed to strengthen their impact across functions and geographies.

Succession Planning

Succession planning is integrated into senior leadership discussions to identify and develop future leaders for critical operational roles. LIFT, or Leadership Identification & Future Talent, was designed as Sagility's succession and high-potential development initiative for senior leadership. The program includes Executive Succession Planning for the VP/SVP cohort and senior management leaders who may be considered for broader enterprise responsibilities. It brings together aspirations, mobility constraints, successor readiness, and development planning that includes coaching. This allows the organization to move from a static succession list to an active readiness-building process. Leadership coverage moved from 15 Executive Leaders completed in 2024 to 40 VP-SVP leaders in progress in the 2025-Mar 26 cycle. The Philippines population includes 8 leaders, comprising 6 VPs and 2 SVPs.



Rewards & Recognition

Sagility's Rewards & Recognition framework acknowledges outstanding contributions, celebrates milestones, and builds a sense of shared achievement across functions, geographies, and levels. Two parallel tracks - Operations and Shared Services- ensure that recognition is contextually meaningful and visible across the full organization.

Operations

- Top Gun
- Busy Bee
- Best Buddy
- Best Trainer
- Best Trainee
- Hall of Fame
- Leadership Award
- Spot Award
- Zero Attrition - Team Leader & Members

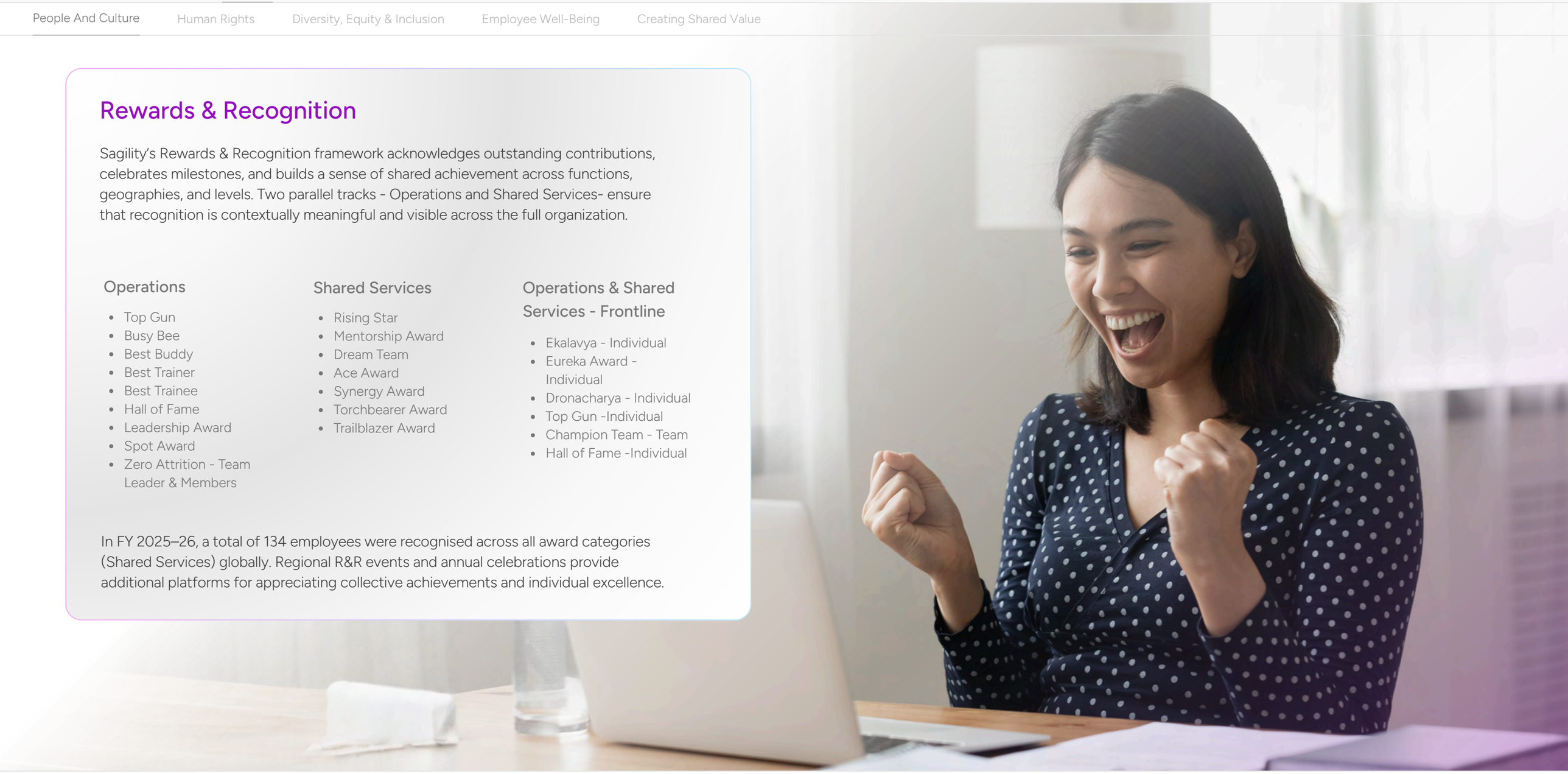
Shared Services

- Rising Star
- Mentorship Award
- Dream Team
- Ace Award
- Synergy Award
- Torchbearer Award
- Trailblazer Award

Operations & Shared Services - Frontline

- Ekalavya - Individual
- Eureka Award - Individual
- Dronacharya - Individual
- Top Gun -Individual
- Champion Team - Team
- Hall of Fame -Individual

In FY 2025–26, a total of 134 employees were recognised across all award categories (Shared Services) globally. Regional R&R events and annual celebrations provide additional platforms for appreciating collective achievements and individual excellence.



Protecting Human Rights

Respect for human rights is fundamental to Sagility's values and the way we conduct business. We are committed to providing a workplace where every individual is treated with dignity, fairness, and respect, while promoting ethical employment practices across our operations and business relationships. This commitment extends to all employees, contractors, suppliers, business partners, and other stakeholders associated with our operations across India, the Philippines, the United States, Jamaica, and Colombia.

Policy Framework

Our Human Rights Policy provides the framework for upholding internationally recognised human rights principles and is aligned with the **United Nations Universal Declaration of Human Rights**, the **International Labour Organization's Declaration on Fundamental Principles and Rights at Work**, and applicable local laws and regulations across the jurisdictions in which we operate. The policy applies to our global workforce of 46,860 employees (as of 31 March 2026), as well as officers, directors, contractors, subcontractors, suppliers, and other business partners.

We also encourage our suppliers and business partners to uphold the same principles through responsible business practices and compliance with our expectations on ethics, labour standards, and human rights. During FY2025–26, **100% of our operating premises** were assessed for human rights risks, supporting our efforts to identify, manage, and mitigate potential risks across our operations.

We continue to prioritize human rights education, with 100% of our workforce, including housekeeping and security personnel, completing **mandatory training on human rights**, responsible conduct, and ethical behaviour, reinforcing our zero-tolerance stance on discrimination, harassment, modern slavery, and retaliation.

Our Human Rights Policy is supported by **eleven focus areas** that guide the implementation of our human rights commitments across the organization.

Sagility's Human Rights Policy - Eleven Focus Areas

Zero Tolerance for Harassment
No verbal, psychological, or physical harassment of any kind. Bullying, intimidation, and inappropriate conduct are strictly prohibited.

Equal Opportunity & Non-Discrimination
Strictly against discrimination on grounds of caste, colour, religion, race, nationality, sexual orientation, disability, age, gender identity, or financial status. 100% unbiased hiring and promotion.

Freedom of Expression
Employees may participate in open dialogue without fear of dismissal, intimidation, or retaliation. Collaboration and free speech are embedded in Sagility's practices.

Prohibition of Child & Forced Labour
No minors employed in any business operation. No bonded, compulsory, or forced labour. All employees verified to be of legal working age through documented background verification.

Diversity, Equity & Inclusion
Inclusive workforce across all job levels. Whistleblower Policy outlines reporting channels for biased or unethical behaviour.

Decent Working Hours
Compliance with local laws on working hours and overtime. Paid holidays, maternity, paternity, adoption, bereavement, and sabbatical leave. Flexible and hybrid working models supported.

Fair Remuneration & Career Development
Remuneration aligned to geography-specific legal standards. Medical insurance for employees and dependants. 100% of eligible employees receive annual performance and career development reviews.

Employee Safety & Security
Periodic mandatory safety training and mock drills. Robust HSE Policy. Zero workplace injuries and fatalities as a target, supported by proactive incident management.

Sustainability
ESG Framework guides all business practices. Alignment with recognised sustainability frameworks.

Data Privacy
Employee and stakeholder data protected under applicable standards. Prior consent required before sharing any stakeholder details.

Grievance Redressal
Employees may report grievances to team leads, HR Business Partners, or anonymously via the Whistleblower Policy.

Fair Compensation & Working Conditions

Sagility is committed to fair remuneration and dignified working conditions across all geographies. The table below presents key fair compensation metrics:

Parameter	FY 2025–26
% Workforce above minimum wage	91.9%
Entry-level wage ratio - Male (vs min.wage)	2.17
Entry-level wage ratio - Female (vs min.wage)	1.68
Annual Total Compensation Ratio	257.7

No Child or Forced Labour

Sagility is committed to upholding internationally recognised labour standards and maintains a zero-tolerance approach to child labour, forced labour, bonded labour, and all forms of modern slavery across its operations. This commitment extends to our employees, contractors, suppliers, and other business partners through our policies, employment practices, and responsible sourcing expectations.

Robust recruitment and pre-employment verification processes help ensure compliance with applicable labour laws and confirm that all employees meet the legal minimum age for employment. During FY2025–26, no incidents of child labour, forced labour, or bonded labour were identified across our operations or within our supplier network.



Diversity, Equity & Inclusion

At Sagility, we are committed to fostering a workplace where every employee is treated with respect, provided with equitable opportunities, and empowered to contribute and grow. We believe that a diverse workforce and an inclusive culture strengthen collaboration, encourage innovation, and enable us to better serve the diverse needs of our clients and the communities in which we operate.

Our approach is guided by our Global Diversity, Equity & Inclusion Policy and supported through governance mechanisms, including the DE&I Council and a network of DE&I Champions, who work collaboratively to promote awareness, encourage inclusive practices, and support the implementation of DE&I initiatives across our global operations.

61.2% Women in Workforce	**55.9%** Increase in Global PwD	**83%** Maternity RTW-Global
5,700+ IWD Participation Globally	**700+** Women Engaged via community platforms	**16%** Women in Leadership

DE&I Governance

Sagility's diversity, equity, and inclusion (DE&I) agenda is guided by a structured governance framework that promotes accountability, oversight, and consistent implementation across our global operations. Our Global DE&I Council, led by the Global Head – DE&I & CSR and comprising senior leaders representing all operating geographies, provides strategic oversight of the Company's DE&I priorities and initiatives.

The Council meets quarterly to review progress, monitor key DE&I objectives, evaluate emerging priorities, and provide guidance on initiatives that foster an inclusive workplace. It also oversees the implementation of the Global DE&I Policy, reviews progress against established goals, and supports the integration of inclusive practices across talent management, employee engagement, and organizational development. The Global DE&I Policy is reviewed periodically, and at least annually, to ensure its continued relevance and alignment with evolving business needs and regulatory expectations.

Supporting the Council is a network of DE&I Champions across the organization, who help promote awareness, encourage employee participation, and reinforce inclusive behaviours within their respective teams and locations. Together, this governance structure helps embed diversity, equity, and inclusion into our people practices while supporting a workplace where employees are respected, valued, and provided with equitable opportunities to contribute and grow.



Gender Diversity

Maintaining a diverse workforce is an important aspect of Sagility's people strategy. As of 31 March 2026, women represented 61.2% of our global workforce, reflecting our continued focus on fostering an inclusive workplace and maintaining balanced representation across our operations. This also enabled us to achieve our FY2025–26 objective of maintaining women's representation at and above 60% of our global workforce.

We continue to strengthen gender diversity through inclusive talent acquisition, equitable development opportunities, leadership programs, and policies that support employee well-being and career progression. Together, these initiatives contribute to building a workplace where employees have the opportunity to grow and succeed based on merit, capability, and performance.

61.2%
Women in Workforce

66.5%
IWD Participation Globally

Women in Leadership

Women in leadership stands at 16% in FY 2025–26, exceeding the 15% policy target. Through structured programs, we are actively working to close the gap between overall female representation and senior leadership participation.

S.H.E. Leads Program

S.H.E. Leads (Support, Help and Empower Leads) is Sagility's flagship leadership development program for women in junior and middle management. Participants develop leadership, communication, influencing, and business skills through ten virtual workshops, executive mentoring, experiential assignments, and group projects. In FY 2025-26, 39 women successfully graduated from the program, reinforcing the pipeline of future-ready women leaders across the organization.

HUMM Care Program

The HUMM (Health Understanding, Men & Women) Care Program promotes employee well-being through gender-inclusive health education. In FY 2025–26, over 280 mothers were supported through childcare and workplace flexibility initiatives under HUMM Care, with an 87% engagement rate across the program.

Pay Equity

Sagility tracks the remuneration ratio of women to men as part of its gender equity monitoring. The ratio in FY25 stood at 1.46 (women to men) while FY26 ratio increased to 1.8.

S.H.E. Circle ERG

S.H.E. Circle is Sagility's women's Employee Resource Group, focused on advancing gender inclusion, professional development, and employee engagement. Through networking, learning, and leadership-focused initiatives, the platform fosters connection, peer support, and career growth opportunities for women employees. In FY 2025–26, over 700 women employees were engaged globally through S.H.E. Circle and related leadership and community platforms.

Equal Employment Opportunity & Inclusive Hiring

Sagility is committed to providing equal employment opportunities and fostering an inclusive recruitment process that enables individuals to realise their full potential. Employment decisions across the employee lifecycle, including recruitment, career progression, learning and development, compensation, and benefits, are based on merit, qualifications, performance, and business requirements, without discrimination on the basis of any protected characteristic. We maintain a zero-tolerance approach to discrimination and provide accessible grievance mechanisms to support a respectful and inclusive workplace across all our operating locations. During FY 2025–26, four incidents of discrimination involving employees were reported. All reported incidents were reviewed, with one case pending resolution; in accordance with the Company's established grievance redressal and investigation mechanisms, appropriate corrective actions were undertaken.

We continue to strengthen inclusive hiring practices through structured interviewer training, awareness programs on unconscious bias, and recruitment processes designed to promote fairness and consistency. We also recognise the importance of supporting employees through different stages of their careers. Initiatives such as re-entry programs and flexible work arrangements help create opportunities for caregivers and professionals returning to the workforce, contributing to an 81% maternity return-to-work rate in India during FY 2025 - 26. 92.4% of employees received appraisal, reflecting the total headcount as of the reporting date.

However, 100% of employees eligible during the performance cycle were covered. Employees who joined after the defined eligibility cut-off date were not included in the performance and career development process for the reporting period.
In line with our commitment to fostering an inclusive workplace, we also continue to promote awareness and employee engagement through organization-wide initiatives that celebrate diversity and reinforce our culture of respect and belonging. At the same time, local hiring remains an important focus across all our operating geographies, enabling us to build diverse teams, strengthen community connections, and access local talent.

99.89%
Locals in Total Workforce

98.54%
Locals in Senior Management

Persons with Disabilities (PwD)

Sagility is committed to fostering an inclusive workplace where persons with disabilities are provided with equitable opportunities to join, contribute, and grow. We strive to create an accessible work environment by promoting inclusive hiring practices, removing barriers to participation, and providing reasonable workplace accommodations that enable employees to perform their roles effectively.

Our approach is guided by our commitment to equal opportunity and is aligned with applicable legal and regulatory requirements across the geographies in which we operate, including the Rights of Persons with Disabilities Act, 2016 (India), the Americans with Disabilities Act (United States), and other relevant local legislation. We continue to strengthen accessibility and inclusion across our workplaces, ensuring that employment decisions are based on merit, capability, and business needs while providing appropriate support throughout the employee lifecycle.

Abilities Circle ERG

Abilities Circle is Sagility's ERG dedicated to fostering an inclusive and accessible workplace for persons with disabilities. The platform brings together employees, allies, and advocates to raise awareness, promote accessibility, share lived experiences, and address workplace challenges.

Through engagement sessions, awareness campaigns, policy advocacy, and community-building initiatives, Abilities Circle supports equal opportunities and strengthens Sagility's commitment to a disability-inclusive workplace.

In FY 2025–26, accessibility audits were conducted across key locations, with infrastructure enhancements planned to further strengthen physical and digital inclusion.

LGBTQ+ Inclusion

Sagility is committed to fostering a workplace where LGBTQ+ employees are treated with dignity, respect, and fairness. Our approach is guided by our commitment to equal opportunity and supported through policies that prohibit discrimination, promote inclusive employment practices, and encourage a culture of respect across our global operations.

To reinforce an inclusive workplace, we conduct awareness and sensitisation programs, including allyship initiatives, and periodically engage employees through activities that promote understanding and inclusion. During PRIDE Month, employees across our global operations participate in awareness sessions and engagement initiatives that celebrate diversity and foster a culture of belonging. Beyond the workplace, we also support community-based initiatives through partnerships with non-governmental organizations working to advance inclusion and social equity.

DE&I Targets & Performance

Sagility's DEI Policy establishes formal global targets, ensuring accountability and measurable annual progress. In FY 2025 - 26, all four tracked parameters were met:

Parameter	FY26 Target	FY26 Performance
Gender Diversity	Maintain 60% women FTE globally	61.2%
Women in Leadership	Maintain 15% for FY26	16% ↑
Persons with Disabilities (PwD)	5% increase from previous year	55.9% ↑
Employee Resource Groups	2 ERGs active	2 (S.H.E. Circle & Abilities Circle)



DE&I Recognition

Sagility's DEI performance earned external recognition from three independent bodies in FY 2025-26:

GIWL Awards

Best organization for Women Empowerment, September 2025



Award Recognition

Best Companies for Women in India AVTAR, FY 2025–26



Award Recognition

Sagility ranked 19th- DEI 100 Index, India's first DEI Index by Team Marksmen, 2025





Employee Engagement

We believe that meaningful engagement is built on open and ongoing dialogue. Through a combination of real-time feedback channels and annual engagement surveys, we provide employees with multiple opportunities to share their perspectives and contribute to the continuous improvement of our workplace.

Voice of Employee & Engagement Mechanisms

At Sagility, we believe that meaningful employee engagement begins with listening. We have established structured feedback mechanisms that enable employees to share their experiences, perspectives, and suggestions throughout their journey with the organization. These insights help us understand evolving employee expectations, identify areas for improvement, and inform decisions that strengthen our workplace culture and employee experience.

Our employee listening framework comprises two complementary mechanisms. The Voice of Employee (VoE) program captures feedback at key moments across the employee lifecycle, including onboarding, learning and development, role experience, workplace facilities, and leadership, through automated pulse surveys designed to encourage timely and constructive feedback. Complementing this, our annual Employee Satisfaction (ESAT) survey, administered through the Qualtrics platform, provides a comprehensive assessment of employee satisfaction and engagement across our global workforce.

Together, these mechanisms provide valuable insights that support continuous improvement across our people practices and help ensure that employee feedback remains an integral part of our decision-making process.



Employee Well-Being & Safety

At Sagility, employee well-being and safety are integral to creating a workplace where people can perform at their best and build fulfilling careers. As a people-driven organization, we recognise that supporting the physical, mental, emotional, and financial well-being of our employees strengthens engagement, enhances organizational resilience, and enables us to consistently deliver high-quality services to our clients.

Our approach to employee well-being extends across the entire employee lifecycle, supported by programs that promote health and wellness, psychological safety, work-life balance, and a safe working environment. By fostering a culture of care, respect, and support, we aim to create a workplace where employees feel valued, empowered, and equipped to succeed.

Our efforts were recognised during FY 2025 - 26 when Sagility was certified as a Great Place to Work® and ranked among the Top 50 Best Employers in India and the Top 25 Best Workplaces in Healthcare & Pharma. We also recorded a significant improvement in our Glassdoor rating, increasing from 3.4 to approximately 4.5, exceeding the industry benchmark of 3.7. These recognitions reflect the positive workplace experience we continue to build through sustained investment in our people and culture.

51 Employee NPS (CY2025)	**~4.5** Glassdoor Rating
97% ESAT Participation Rate	**2000+** EAP Registrations by May 2026
GPTW 92% Trust Index	**Zero** Workplace Fatalities



Employee Wellbeing

Our wellbeing approach is structured across four interconnected dimensions: physical, mental, financial, and educational, recognising that sustainable employee performance requires support across every aspect of a person's life.



Physical Wellness

Wonders of Wellness

Wonders of Wellness is Sagility's proactive physical wellbeing initiative, designed to address the evolving lifestyle and health challenges faced by employees in a fast-paced work environment. The program integrates preventive care, fitness engagement, and ergonomic support into the everyday employee experience.

Executive Health Check-up Camps: Conducted in partnership with Orange Health Lab for employees aged 40 and above; 356 participants received comprehensive diagnostic screenings and health insights enabling early identification of health risks.

Fitness programs: Over 30 Zumba sessions reaching approximately 10,000 employees; virtual yoga classes to support flexibility and mental calmness across locations; dance therapy workshops to relieve stress through rhythmic movement.

Ergonomic Workstations: Employees are supported with ergonomically designed workstations, guidance on posture management, and screens positioned at eye level, reducing physical strain and supporting sustained performance.

Mental & Emotional Wellness

Employee Assistance program

Sagility's EAP, delivered through 1-to-1 help, provides confidential and accessible mental health and wellness support across the organization. The program has demonstrated consistent growth: registrations accelerated to 2,195 by May 2026, reflecting improved outreach, increased employee trust, and the organization's sustained focus on psychological safety.

Services include professional counselling, self-assessment tools (including GAD-7 and PHQ-9 for anxiety and depression screening), wellness coaching, and awareness sessions. Counselling usage indicates mental health and self-development as key areas of employee concern, reinforcing continued investment in emotional resilience.

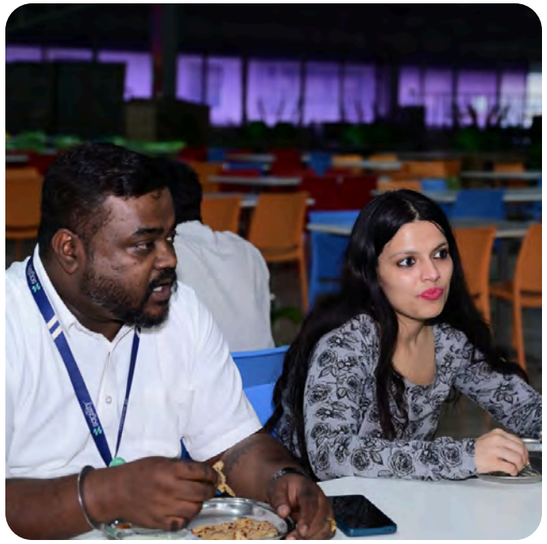
In March-April 2026, targeted wellness sessions on stress management, work-life balance, and mental health awareness reached 400-480 employees. Self-assessment tool usage increased from 52 assessments in March to 147 in May 2026. SSO integration with OneLogin was completed, enabling seamless and secure access to the 1to1help portal.

Additionally, 100+ suicide prevention awareness sessions were conducted, alongside safe and respectful workplace sensitisation programs across all geographies.

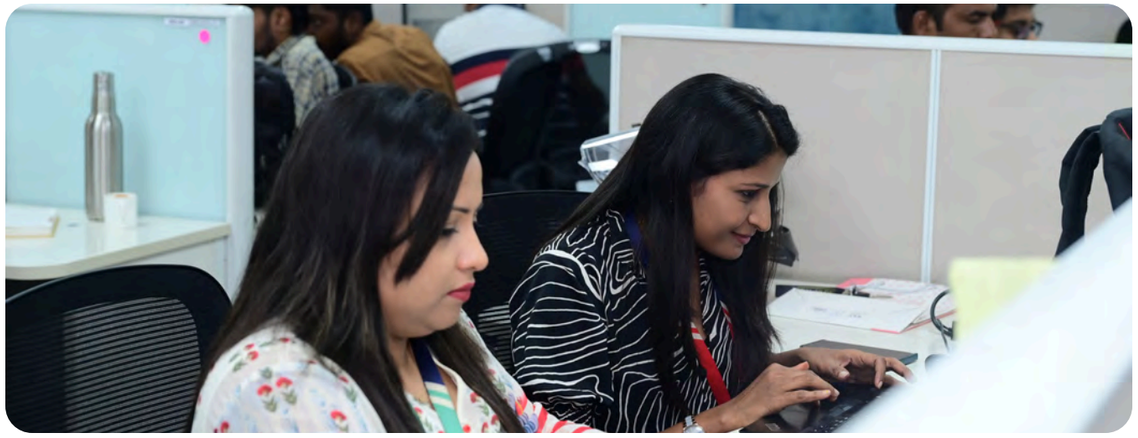
Financial Wellbeing

Sagility supports employees in managing short-term financial needs through Refyne, an earned wage access service. In FY 2025 - 26, 679 employees availed Refyne services, with an aggregate disbursement of ₹10.29 Cr providing timely access to earned wages and reducing financial stress without recourse to high-interest borrowing.

Sagility provides defined post-employment benefits to eligible employees across geographies. In FY 2025 - 26, defined benefit plan expenses recognised in the consolidated statement of profit and loss amounted to INR 393.35 Mn. As at 31 March 2026, defined benefit plan liabilities stood at INR 1,007.64 Mn for Gratuity in India and INR 1,503.78 Mn for the Pension plan in the Philippines.







Higher Education program

Recognising that education-led attrition was a recurring driver of early and mid-career exits, Sagility introduced the Higher Education Enablement program, enabling employees to pursue academic qualifications without compromising their employment or income. In partnership with Jain University and other accredited institutions, the program offers flexible undergraduate and postgraduate learning pathways with education fee reimbursement on successful completion.

The initiative is eligible across roles and career levels, promoting equitable access to education and upward mobility. It has contributed to reduced education-led attrition, improved employee loyalty, and a stronger employer brand as a learning-led organization.

Benefits for Permanent Employees

Sagility extends a comprehensive benefits package to permanent employees, including medical insurance, accident insurance for employees and dependent family members, social security contributions, flexible and hybrid working arrangements, and structured leave policies covering maternity, paternity, adoption, bereavement, and sabbatical. Retirement benefit provisions, gratuity, and pension are maintained in accordance with applicable laws in each geography.

Sagility provides employees with advance notice prior to the implementation of significant operational changes that may substantially affect them. Notice periods typically range from 15 to 60 days, depending on location-specific labor regulations and employee grade. These provisions are outlined in employment contracts and appointment letters.

Sagility supports continued employability and career progression through structured learning, development, and internal mobility initiatives across select geographies. The Company provides targeted training and development programs to enhance employee capabilities and support professional growth for eligible employees. Internal Job Postings (IJPs) are also leveraged to encourage internal mobility, particularly for lower- and mid-level leadership roles.

Employee Engagement & Retention

Great Place to Work (GPTW)
In FY 2025–26, Sagility received its first-ever Great Place to Work® certification, an outcome that reflects years of sustained investment in people practices, culture, and employee experience. The Trust Index™ score of 92% significantly outperformed the India Top 100 benchmark of 88%, with all five GPTW dimensions exceeding national benchmarks.

Additional Recognition

Top 50 Best Employers
India (all industries)

Top 25 Best Employer
Healthcare & Pharma

94% Employee
Endorsement Rate

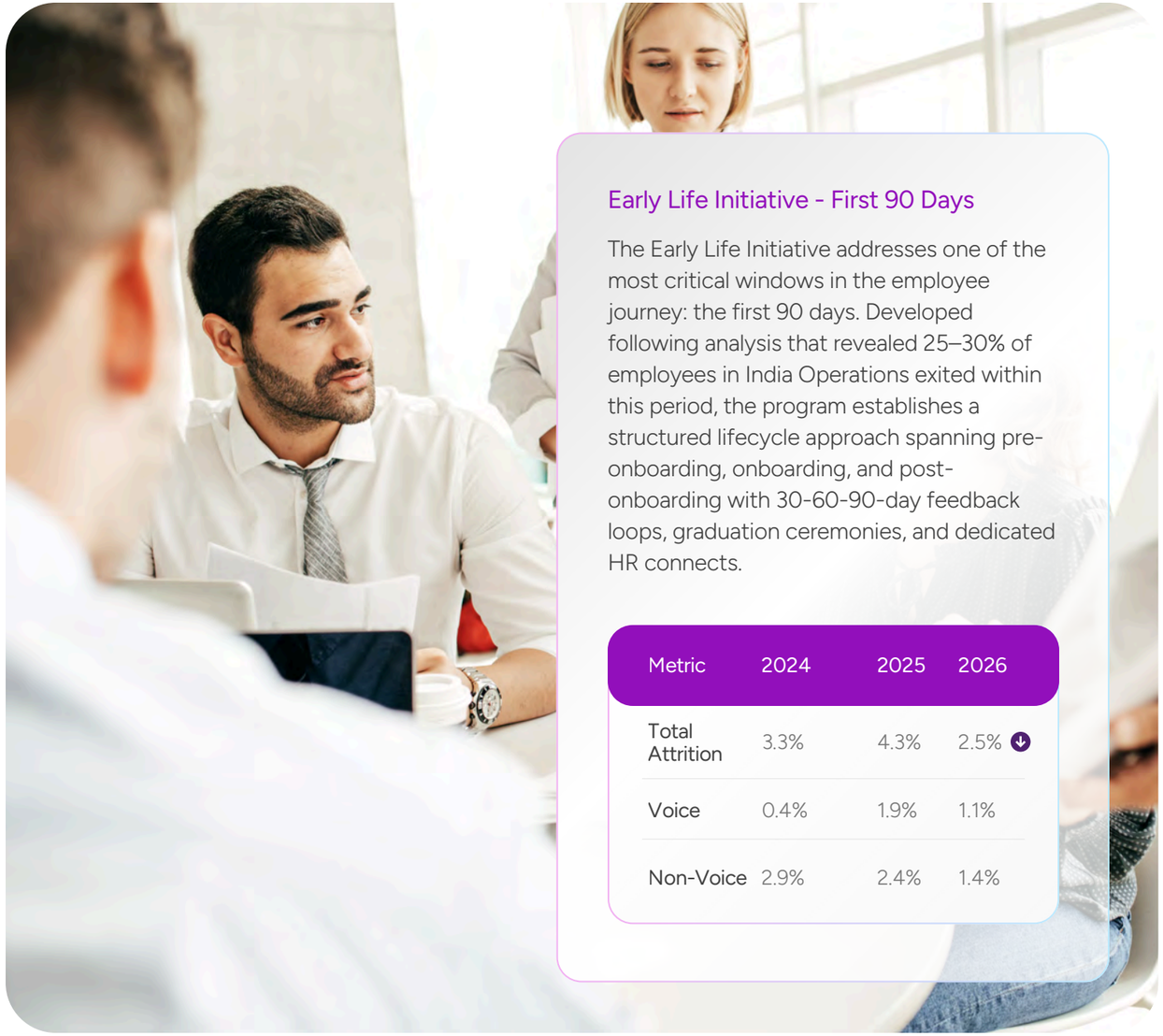
Employee Satisfaction (ESAT)

The annual ESAT survey recorded a 97% participation rate in 2025 reflecting strong employee trust in Sagility's listening processes. The Employee Net Promoter Score (eNPS) stood at 51, improving from 50 in the prior year. Scores across all 13 dimensions of the ESAT survey demonstrated sustained or improved performance, with managerial effectiveness (4.47), DEI&B (4.44), and alignment with the organization (4.41) among the strongest performers.

Glassdoor Rating Improvement

Our Glassdoor rating improved from 3.4 to approximately 4.5 during FY 2025–26, surpassing the industry benchmark of 3.7. This was achieved through a structured, lifecycle-based advocacy model capturing authentic employee feedback at key moments including onboarding, recognition, promotions, and exits. A governance framework ensured daily review tracking, weekly sentiment analysis, monthly leadership reviews, and quarterly strategy refreshes. HRBPs drove advocacy, geo HR Heads ensured SLA adherence, and business leaders reinforced participation within teams.

Glassdoor rating improved from 3.4 to ~4.5 in FY 2025–26, surpassing the industry benchmark of 3.7.



Early Life Initiative - First 90 Days

The Early Life Initiative addresses one of the most critical windows in the employee journey: the first 90 days. Developed following analysis that revealed 25–30% of employees in India Operations exited within this period, the program establishes a structured lifecycle approach spanning pre-onboarding, onboarding, and post-onboarding with 30-60-90-day feedback loops, graduation ceremonies, and dedicated HR connects.

Metric	2024	2025	2026
Total Attrition	3.3%	4.3%	2.5% ↓
Voice	0.4%	1.9%	1.1%
Non-Voice	2.9%	2.4%	1.4%

Occupational Health & Safety

Our occupational health and safety framework is built on ISO 45001 standards and applies to all employees, contractors, and visitors across every geography. Safety is not treated as a compliance function, it is embedded in leadership accountability, onboarding design, and daily operational practice.

OHS Management System - ISO 45001

The organization has implemented a comprehensive OHS Management System across all locations. Key elements include routine inspections, risk assessments, proactive feedback collection from employees, and periodic review and update of mitigation measures. Annual training calendars are developed from topics derived from risk assessments under HIRA and are initiated from the first day of onboarding.

Hazard Identification & Risk Assessment (HIRA) - By Geography

India: Governed by the HIRA procedure. Workers are engaged through fire mock drills and POSH awareness sessions. A worker representative is designated at each site to collect occupational health and safety feedback.

Americas (US, Jamaica): Occupational health is supported through qualified staff, regular HIRA updates, safety drills at B&M sites, BCP tests, and structured wellness programs. Contractor risks are managed through HIRA during induction. OSHA and Workers' Compensation posters are posted in visible common areas and on Sagility Connect for virtual workers.

Colombia: HIRA is implemented and reinforced via employee communication and contractor onboarding. The Joint Committee on Occupational Health and Safety (COPASST) meets monthly to promote OHSMS implementation and risk mitigation. The Workplace Coexistence Committee addresses workplace harassment through quarterly meetings

Safety Committees/Forum:

Management-employee health and safety committees/forum operate across all geographies, providing a structured channel for worker participation in OHS governance.

Incident Monitoring

We maintain a robust incident monitoring framework, tracking all safety-related incidents including first aid cases, injuries, and fatalities for direct employees and individuals under our operational oversight. We recorded zero workplace fatalities and no recordable cases of work-related ill health in FY 2025–26, reflecting the effectiveness of our safety systems and employee awareness.

Details of Workers covered by an occupational health and safety management system:

Parameters	Employees	Workers
Total number of employees and workers who are not employees, but whose work and/or workplace is controlled by the organization	3,215	376
The percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by an occupational health and safety management system	100%	100%



Zero
Workplace Fatalities
(2 consecutive years)

5
Work-Related Injuries
(FY 2025 - 26)

Preventing Sexual Harassment (POSH)

We are committed to providing a workplace where every employee is treated with dignity, respect, and professionalism. We maintain a zero-tolerance approach to sexual harassment and all forms of inappropriate workplace behaviour and strive to foster an environment where employees feel safe, respected, and empowered to raise concerns without fear of retaliation.

Our approach is supported by policies, awareness programs, and established grievance mechanisms that enable the timely reporting, investigation, and resolution of concerns. We comply with applicable laws and regulations across all the geographies in which we operate, including the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (India) and equivalent anti-harassment legislation in the Philippines, the United States, Jamaica, and Colombia.

Parameter	FY 2025-26
Total Harassment Cases Registered	56
Cases Pending Resolution	4

Governance

Internal Committees (ICs) and Redressal Committees are established at each location, with the option to report directly to HR. Employees are expected to report incidents without delay through location-specific channels. All complaints are handled promptly, confidentially, and fairly, with outcomes driving corrective actions per company policy and applicable legal guidelines.

Awareness & Training

Mandatory training ensures that all employees understand the POSH policy, available reporting routes, and their rights, with periodic refreshers and ongoing awareness campaigns. Site-level communications share local IC / Redressal Committee contacts and support resources. Investigations are conducted with impartiality and sensitivity.

Grievance Redressal

Sagility maintains a robust grievance redressal mechanism across all geographies. Employees may report concerns to team leads, HR Business Partners, or anonymously through the Whistleblower Policy.

470/460	194/160
Grievances Received / Resolved (FY25)	Grievances Received / Resolved (FY26)



Creating Shared Value



The most telling test of a CSR program is not what it spends, but what it changes. At Sagility, our approach is rooted in the understanding that real and lasting impact requires proximity to communities, to specific needs, and to the structures that hold them back. Our focus areas of health access, education, and livelihood enhancement are not chosen arbitrarily; they reflect the SDGs most relevant to where we operate and where our people's passions lie. This year, employee-led volunteering has been a defining feature of how we deliver impact. When our people bring their time, skills, and conviction to a cause, the results are categorically different. Building that culture of active citizenship within Sagility is as much a part of our DEI mission as it is of our CSR strategy, as inclusion means belonging to something larger than the organization itself. We are not done. But we are building something with staying power.

~ Aparna Rao Basu

Senior Vice President-Head Human Resources (India) | Global Head DEI & CSR

At Sagility, creating positive impact extends beyond the services we deliver to our clients. We recognise that our long-term success is closely linked to the well-being of the communities in which we operate. Through our corporate social responsibility (CSR) initiatives, strategic partnerships, and employee volunteering programs, we seek to contribute to inclusive and sustainable development while creating lasting value for communities.

Our CSR approach is guided by the principles of responsible corporate citizenship, transparency, and measurable impact. Working in partnership with credible non-governmental organizations (NGOs), we focus our efforts on areas where we can make a meaningful contribution, including healthcare access, livelihood enhancement, community development, and environmental conservation. Each project is supported by structured governance processes, including partner due diligence, program monitoring, and impact assessment, to ensure that our investments create tangible and sustainable outcomes.

During FY2025 - 26, we implemented seven CSR projects across three states, positively impacting 39,321 beneficiaries. A key milestone during the year was the launch of the CSR Ambassadors program, which strengthened leadership engagement by connecting senior leaders directly with individual CSR initiatives. Our employee volunteering program, Enrich with Sagility, further amplified our community impact, engaging more than 20,485 employees across five geographies who collectively contributed over 71,865 volunteering hours in support of community initiatives.



CSR Governance

Effective governance is fundamental to ensuring that our CSR investments create meaningful and measurable impact. Sagility's CSR governance framework provides clear oversight, accountability, and monitoring mechanisms that guide the selection, implementation, and evaluation of CSR initiatives while ensuring compliance with applicable regulatory requirements and alignment with the Company's broader sustainability priorities.

CSR Ambassadors Program

A key milestone during FY2025–26 was the launch of the CSR Ambassadors program, an initiative designed to strengthen leadership engagement and oversight of Sagility's community initiatives. Under the program, senior leaders at the management level were each assigned to a specific CSR project, fostering closer engagement with program implementation and community outcomes.

Through regular interactions with implementation partners, participation in CSR Connect sessions, project inaugurations, and field visits, CSR Ambassadors provided strategic guidance, monitored project progress, and helped strengthen collaboration between business leadership and implementation teams. Their involvement also encouraged greater employee participation in community initiatives and reinforced a culture of shared responsibility for creating positive social impact.

The program reflects Sagility's commitment to embedding community engagement into its leadership agenda, ensuring that CSR initiatives are supported by active oversight, informed decision-making, and sustained organizational commitment.

Policy Framework

Our CSR policy provides the strategic framework for planning, implementing, and monitoring the Company's community investments. Guided by our commitment to responsible corporate citizenship, the policy seeks to create meaningful and lasting social impact by leveraging our resources, expertise, and partnerships to support underserved communities. Our approach emphasises collaboration with employees, implementation partners, government agencies, clients, and local communities to maximise the effectiveness and sustainability of our CSR initiatives.

In India, our CSR program is implemented in accordance with Section 135 of the Companies Act, 2013, and the applicable CSR Rules. The policy guides the identification, implementation, and evaluation of CSR projects while ensuring that our community investments remain aligned with regulatory requirements, local community needs, and the Company's broader sustainability priorities.

Our CSR initiatives are focused on three strategic areas: Tech-Enabled Skilling, Healthcare, and Local Communities Projects, delivered through credible non-profit organizations with established domain expertise. During FY2025–26, Sagility fulfilled 100% of its statutory CSR obligation, with the approved CSR budget fully deployed across all seven sanctioned projects.



Our Strategy

Our CSR strategy is guided by a focused and impact-driven approach. We concentrate our efforts on carefully selected priority areas where our resources, partnerships, and expertise can create meaningful and sustainable outcomes for communities. By adopting a targeted approach, we seek to maximise the long-term impact of our CSR investments while addressing priority social needs in the communities where we operate.

Three Thematic Priorities

Our program is structured around three thematic priorities that collectively address the most pressing needs of the communities in which we operate:

Tech-Enabled Skilling: Promoting employment-enhancing vocational skills and livelihood projects, with a focus on children, women, the differently abled, and youth from economically disadvantaged backgrounds, creating pathways to sustainable income and financial independence.

Empowering Local Communities: Engaging with diverse local, underserved, and vulnerable communities to support their holistic development spanning education, sports, environmental stewardship, and measures to reduce inequalities faced by socially and economically backward groups.

Inclusive Access to Healthcare: Eradicating health inequities by promoting preventive healthcare, mental well-being, and community-based wellness interventions, ensuring that underserved populations have the knowledge, access, and support to achieve their full health potential.

Key Focus Areas

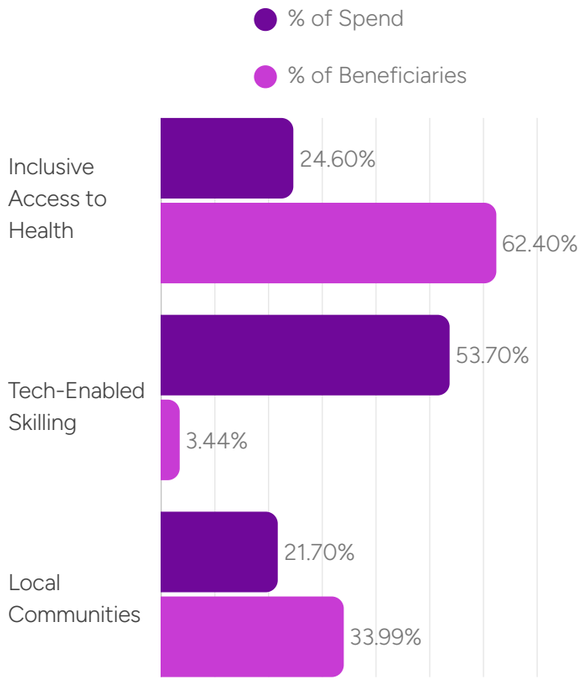
These three thematic priorities are executed across five focus areas, each reflecting a specific dimension of community need: Education, Youth Skilling, Community Development, Sustainable Development, and Philanthropic & Humanitarian Efforts. In FY 2025–26, Sagility expanded its programs to include environmental stewardship anchored by the Miyawaki forest plantation at Chennapatna.

In FY 2025–26, Sagility's total CSR investment of INR 3.12 Cr was allocated across three program areas, with the majority directed toward livelihood and skilling, reflecting our commitment to economic mobility as a primary lever for social change. CSR programs in India were executed through partnerships with credible NGOs screened and approved under the Company's governance framework. Together, these programs reached 39,321 beneficiaries across three states.

Each program was governed through a structured cycle of due diligence, milestone-based monitoring, and impact assessment, ensuring that outcomes were measured, reported, and independently reviewed.



Thematic Area	% of Spend	Beneficiaries
Health	24.60%	24,600+
Tech-Enabled Skills	53.70%	1371+
Local Communities	21.70%	13,300+



Inclusive Access to Healthcare

As a healthcare-focused organization, we recognize the important role we can play in improving access to quality healthcare within underserved communities. Our CSR initiatives seek to strengthen community well-being by supporting programs that promote preventive healthcare, improve access to essential health services, and enhance healthcare infrastructure where it is needed most.

Through partnerships with experienced implementation agencies, we deliver community-based interventions that are designed to address local healthcare needs while creating sustainable outcomes. During FY 2025 - 26, we implemented two healthcare-focused CSR projects: the InSight program, which supports vision care through screening, awareness, and treatment interventions, and Project Jeevitha, which strengthens healthcare delivery by providing medical infrastructure to improve patient care.

Together, these initiatives contribute to improving healthcare access and supporting healthier communities, reflecting our purpose of creating meaningful impact beyond our business operations. In FY 2025 - 26, we partnered with 'The NUDGE Institute' to address uncorrected presbyopia (age-related near vision glasses, aiming to reverse productivity loss and increase income across 3 blocks in Wardha, Maharashtra. The program was directed at correcting presbyopia; the project helps reverse productivity losses; impact studies indicate that providing reading glasses can boost income by 20% to 33% for affected workers. Additionally, 306 ASHA workers were up-skilled to conduct vision tests and manage data documentation.

For the second project, we partnered with 'Nirmaan Organization' to strengthen critical care delivery and emergency preparedness at the hospital by integrating infrastructure upgrades with lifesaving capacity building in Bengaluru, Karnataka. Under this project, Sagility has procured and installed 15 advanced 5-function ICU beds with remote control features; Deployed 117 single-function manual beds across general wards; Installed 1 Automated External Defibrillator (AED) in an accessible hospital location. Efforts directed towards capacity building were seen through procuring a CPR mannequin, with 20 CPR training sessions also conducted.

The initiative directly supports SDG 1 (No Poverty), SDG 3 (Good Health and Well-being), and SDG 10 (Reduced Inequalities).



24.6%
Share of CSR Investment

2 States
Karnataka & Maharashtra

24,600
Direct Beneficiaries

Overcoming Vision Barriers

For 49-year-old Sunil Manhore from Borgaon, declining near vision severely hindered his ability to perform daily tasks involving fine print, but the high cost of retail spectacles put a solution out of reach. Through the InSight program's Community Cadre Model, a trained ASHA worker screened Sunil and provided him with free reading glasses directly in his village. This crucial intervention immediately restored his visual clarity, eliminating physical eye strain and significantly enhancing his daily productivity and overall well-being.

"Integrating vision care into my health services has been incredibly beneficial for Drugwada village. In the open market, spectacles can cost over ₹1,000—a price many poor families simply cannot afford. Through this program, I was able to distribute high-quality glasses completely free of charge, which has been a huge help to our underprivileged residents. Providing this service has given me a great sense of satisfaction and peace of mind."

-Mangala Deoraoji Manhore, ASHA Volunteer (16 years), Drugwada Village (Sahur Block)

Tech-Enabled Skilling

Creating sustainable livelihood opportunities is central to Sagility's approach to community development. We recognise that access to relevant skills, employment opportunities, and financial literacy can significantly improve economic resilience and enable individuals from underserved communities to build independent and sustainable livelihoods. Through partnerships with experienced implementation agencies, our programs focus on enhancing employability, strengthening vocational capabilities, and supporting entrepreneurship among individuals facing barriers to employment.

During FY 2025 - 26, Sagility implemented three livelihood-focused initiatives designed to create pathways to economic empowerment. These included the Empowering Women through Vocational Skilling, Entrepreneurship and Financial Literacy program, which supported women in developing vocational skills, entrepreneurial capabilities, and financial literacy to enhance income generation opportunities; the Employment Training program for Persons with Disabilities, which promoted inclusive employment by strengthening job readiness and employability skills; and the SGBS Unnati program, which equipped underprivileged youth with industry-relevant skills and career readiness training to improve access to sustainable employment.

Together, these initiatives reflect our commitment to strengthening livelihoods, promoting inclusive economic participation, and creating opportunities for individuals and communities to achieve long-term financial independence.

1,371
Beneficiaries Trained

53.7%
Share of CSR Investment

2 States
Karnataka & Tamil Nadu

In FY 2025–26, under the first project, Sagility partnered with 'Desai Foundation' to empower underserved women and adolescent girls by equipping them with employable skills and the confidence to pursue income-generating activities. The project focused on providing vocational trainings & dedicated sessions on Entrepreneurship Development (business planning) and Financial Literacy (savings, budgeting) across 3 cities. The program covered 18 training batches across basic and advanced levels in Sewing, Beautician, and Computer skills and was designed to result in direct placement into formal employment.

Empowerment Through Enterprise

Advanced Beautician Skill Training

Lata Mesta, a former teacher from Sirsi, struggled to support her family of four on a meagre salary of just ₹10,000 a month. Determined to build a better future, she enrolled in the Advanced Beautician Skill Training conducted by the Desai Foundation Trust and Sagility. Leveraging her new skills, Lata launched a personalized home-service beauty business, quickly building trust and a loyal client base. Today, her income has more than doubled to ₹20,000–₹22,000 per month, giving her true financial independence and the confidence to plan for her very own boutique.

The second project was in partnership with the Association of People with Disabilities. The Project aims to provide specialized vocational training and rehabilitative support to individuals. Using an 80:20 approach, the program prioritizes Youth with Disabilities (specifically those with locomotor, hearing, and low-vision impairments) alongside their caregivers and marginalized peers, ultimately equipping them for functional and financial independence. The project trained 296 individuals, focusing 80% on Youth with Disabilities (YwDs) and 20% on caregivers and marginalized peers across 10 cities in Karnataka. In addition, Sagility also raised awareness about various livelihood opportunities among 3,735 community members, which included ASHA workers, parents, local leaders, and VRWs.

Sireesha's Path to Independence

Bandi Sireesha, a young woman from rural Anantapur living with a congenital deformity and hearing impairment, faced significant barriers to employment and supporting her low-income family. Her life transformed when she enrolled in the Employment-Led Retail Training Program supported by Sagility. Through targeted training in retail skills, workplace readiness, and tailored communication methods, Sireesha built the confidence and practical abilities needed to enter the formal workforce. Today, her determination has paid off: she is successfully employed as a Warehouse Associate at Myntra, earning a stable salary of ₹20,000 per month. This opportunity has not only granted Sireesha true financial independence but has also empowered her to become a strong, reliable provider for her family.



The third project was undertaken in partnership with 'Unnati Foundation', working through a 35-day, 300-hour training program that equips youth (18-25 years) with spoken English, life skills, values, basic computer knowledge, and vocational training.

With a focus on empowering underprivileged backgrounds. Unnati guarantees corporate placements with social security, enabling participants to achieve ambitions and contribute positively to society. Additionally, Unnati offered a 3- to 4-week "Become a Change Maker" (BAC) induction program to train newly hired Change Makers on training delivery approaches and Unnati methodologies across 4 locations in Karnataka. The initiatives align with SDG 1 (No Poverty), SDG 4 (Quality Education), SDG 5 (Gender Equality), SDG 8 (Decent Work and Economic Growth), and SDG 10 (Reduced Inequalities).

Empowering Youth for a Better Future

In November 2025, Md Aqueeb from the 79th batch at Unnati Hospet Centre transformed his career through the program. Due to financial constraints, he had discontinued his education and struggled to find a job because of low confidence and limited communication skills. Through Unnati's 35-day training and continuous support from trainers, he significantly improved his skills and confidence. He is now employed as a Customer Service Executive at NOVAC Technology Solutions in Chennai, showcasing how skill development and mentorship can help youth overcome challenges and build sustainable livelihoods.



Awards/Recognition



Indian CSR Awards
Best Employment Support Initiative of the Year
August 2025



Best Skill Development Initiative of the Year
October 2025



Local Communities

Sagility's community development initiatives are designed to strengthen the social well-being and resilience of the communities in which we operate. Through long-term partnerships with experienced implementation agencies, we support programs that promote education, youth development, health and well-being, environmental stewardship, and social inclusion.

Our approach is centred on creating opportunities that enable individuals and communities to thrive while addressing local needs through sustainable and collaborative interventions.

During FY 2025 - 26, Sagility implemented two community-focused CSR initiatives. Through its partnership with the Sportz Village Foundation, the Sports for Change, Sports Excellence & Shakti program promoted the holistic development of children by using sports as a platform to strengthen physical fitness, teamwork, leadership, and socio-emotional skills. Implemented across three locations, the program reached 3,350 beneficiaries during the year. FY 2025 - 26 marked the third year of this initiative, with a significant expansion of the Shakti Self-Defence program to enhance outreach and create a deeper and more sustainable impact within the communities it serves.

Complementing these efforts, Sagility also supported Urban Afforestation initiatives aimed at enhancing urban green cover and promoting environmental awareness. These initiatives contribute to healthier and more sustainable communities by encouraging ecological restoration and fostering greater environmental stewardship.

The initiative supports SDG 1 (No Poverty), SDG 4 (Quality Education), SDG 5 (Gender Equality), and SDG 10 (Reduced Inequalities).

The second intervention was Urban Afforestation through “Say Trees”.

13,200
Individuals Reached

21.7%
Share of CSR Investment

2 States
Karnataka & Tamil Nadu



#	Metric	Value
1	Students competed in external tournaments	303 students, 84 medals
2	Students advanced to district/elite academy level	51 students
3	Shakti self-defence program- skills applied in real life	98% participants, 165 girls
4	Lesson plan completion rate	96%
5	Overall SEL (Social-Emotional Learning) score improvement	50%
6	Average play time increase / School attendance uplift	+16% play time · +12% non-sports days · +10.5% sports days

Miyawaki Forest Plantation, Chennapatna

In November 2025, Sagility planted 5,000 saplings at the Karnataka State Police Training School (KSPTS) campus in Chennapatna, Karnataka, in implementation partnership with Say Trees. The plantation was carried out using the Miyawaki method, a scientifically validated afforestation technique pioneered by Japanese botanist Prof. Akira Miyawaki. Miyawaki forests grow up to ten times faster and are thirty times denser than conventionally planted forests, making them particularly effective for urban carbon capture and biodiversity restoration.

The site, located at B.M. Road, Chennapatna Government Silk Farm, covers 0.45 acres of land. The plantation was designed to enhance green cover across the campus and promote local biodiversity through the use of predominantly native species.

Independent Assessment by CERE

In April 2026, the Centre for Environmental Research and Education (CERE), a Mumbai-based non-profit specialising in corporate sustainability and carbon management, conducted a comprehensive geotagging and carbon sequestration audit of the plantation. A team of botanists and taxonomists assessed the site over two days, geotagging 1,700 plants and conducting a full observational count of the remaining plantation.

CERE's carbon sequestration methodology has been independently verified in accordance with the ISAE 3410 standard ensuring the credibility and rigour of the reported findings.



Plantation Assessment Results

5,000 Saplings Planted	**48** Species Identified
4,379 Plants Surviving	**39** Native Species
88% Overall Survival Rate	**0.45 Acres** Plantation Area

Carbon Sequestration Certification

Estimated CO2 Sequestration: 956.17 metric tonnes over 15 years

Certifying Body: Centre for Environmental Research and Education (CERE)

Species Composition

The plantation's 4,379 surviving plants span 48 distinct species, of which 39 are native to India, including ecologically significant species such as Azadirachta indica (Neem), Dalbergia latifolia (Shisham), Pterocarpus marsupium (Indian Kino), Phyllanthus emblica (Amla), and Ficus racemosa (Umber). The Ficus family, represented at the site by Ficus racemosa, is considered a keystone group owing to its critical role in supporting ecosystem balance and biodiversity. No invasive species were observed on site.

Of the 48 species, 83% are woody trees, the category with the highest capacity for long-term carbon storage. This compositional profile underpins the plantation's strong sequestration potential over its 15-year assessment horizon.

Sagility's afforestation initiative at Chennapatna represents the intersection of corporate responsibility and ecological action grounded in science, executed with rigour, and independently verified. As these 4,379 trees mature over the next fifteen years, they will sequester nearly a thousand metric tonnes of carbon dioxide, improve air quality, support local biodiversity, and provide shade and shelter to the communities that surround them.

Employee Volunteering

Enrich with Sagility

Sagility's global employee volunteering program, Enrich with Sagility, embodies the conviction that meaningful community impact is not the sole responsibility of a CSR function; it is a collective act, powered by the energy, skills, and commitment of every person across the organization.

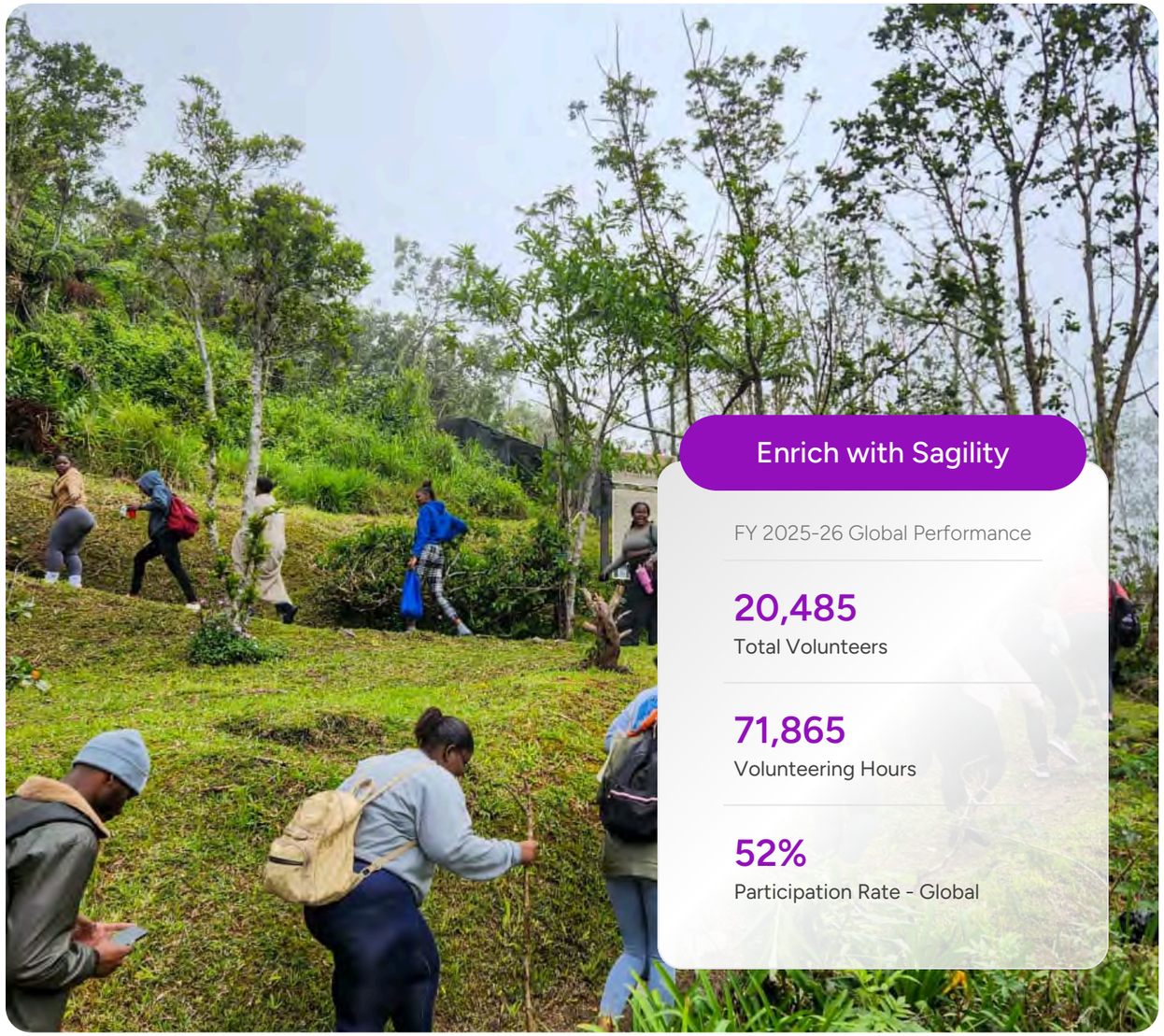
In FY 2025 - 26, Enrich with Sagility mobilised employees across all five geographies through a broad spectrum of community activities spanning education, environmental drives, healthcare outreach, and support for vulnerable populations. The program surpassed its participation target of 50%, achieving a 52% global participation rate.

Geography-Level Performance

Sagility's employee volunteering program is designed to respond to the unique social priorities of the communities in which we operate. While guided by a common global framework, volunteering initiatives are implemented locally, enabling employees across each geography to support causes that are most relevant to their communities

During FY 2025 -26, the Philippines and India recorded highest levels of employee participation, while Jamaica demonstrated particularly strong engagement relative to the size of its workforce, reflecting a strong culture of community involvement across our global operations.

Geography	Participation Rate	Volunteers	Hours Contributed
Philippines	59%	9,208	44,914
India	56%	9,779	18,154
Jamaica	36%	1,228	8,467
United States	10%	253	253
Colombia	6%	17	77



India: With a 56% employee participation rate and 18,154 volunteering hours contributed, employees across India actively supported community outreach initiatives aligned with Sagility's three CSR focus areas: Education & Employability, Health & Well-being, and Environmental Sustainability. During the year, 40+ volunteering events were conducted, including Cycle to Transform, a government school transformation initiative that engaged 300+ volunteers, and a Mini Forest Plantation Drive, which brought together 200+ volunteers and senior leaders to support environmental sustainability efforts.

Philippines: The Philippines recorded the highest employee participation rate globally at 59%, with employees contributing 44,914 volunteering hours across a diverse range of community initiatives. During the year, 20+ volunteering activities were organized, including Path of Hope: A Run for Bahay Aruga, which engaged 2,000+ volunteers, Giving at SOS Village with participation from 700+ volunteers, and the Classroom Care Initiative, which mobilized 400+ volunteers to support learning environments and community development.

Jamaica: Jamaica employees contributed 8,467 volunteering hours, achieving a 36% participation rate across 12 community engagement activities during the year. Key initiatives included the Hike to Hollywell, which saw participation from 500+ volunteers, and the Labour Day Tree Planting Drive, which engaged 250+ volunteers in environmental conservation efforts.

United States: The US team contributed 253 volunteering hours through community outreach initiatives during the year. Key activities included "More Than a Makeover: Sagility Brings Hope Home in El Paso," which engaged 36 volunteers, and "Together for Families: Sagility Supports the Ronald McDonald House, Jacksonville," with participation from 11 volunteers, demonstrating the team's commitment to supporting families and strengthening local communities.

Colombia: Colombia's volunteering participation reflects the geography's early-stage integration into the global Enrich with Sagility framework.

VolunCheers 2026 is Sagility's flagship platform, which brought together employees globally to recognize and celebrate volunteer contributions, reinforcing a culture of service, ownership, and collective impact.

Award Recognition: The Supercharger Award



Expanding Volunteering Initiatives Globally, August 2025

Way Forward

As we look ahead, Sagility will continue to strengthen its approach to community investment by building on the partnerships, governance mechanisms, and programs established over the past three years. Our focus remains on creating sustainable and measurable social impact through initiatives that address priority community needs while aligning with our purpose as a responsible corporate citizen.

In the coming years, we will continue to expand and strengthen our programs across our three strategic CSR focus areas: Inclusive Access to Healthcare, Livelihood Enhancement, and Community Development. We will work with our implementation partners to enhance program reach, deepen community engagement, and improve long-term outcomes through structured monitoring and impact assessment. We also aim to broaden opportunities for employee volunteering, enabling more employees to contribute their time, skills, and expertise to initiatives that create meaningful impact within the communities where we operate.

As our CSR journey evolves, we will continue to strengthen program governance, foster long-term partnerships, and focus on delivering measurable outcomes that contribute to healthier, more inclusive, and resilient communities.





ORGANIZATION

Governance structure, risk, compliance and responsible business practices.

Chapters inside:

1. Ethical Governance & Accountability
   - Board of Directors
   - Board Committees & Oversight on Sustainability,
   - Board Competencies, Risk Management
2. Integrity & Compliance
   - Code of Conduct
   - Anti Corruption
   - Compliance
3. Digital Trust, Cybersecurity & Responsible AI
   - Privacy Policy Framework
   - Responsible AI
4. Responsible Sourcing and Supply Chain
5. Building Trusted Client Partnerships

Ethical Governance & Accountability



Governance that earns trust is governance that goes beyond the minimum. At Sagility, we view regulatory requirements as the baseline, not the benchmark. In FY 2025–26, we continued to strengthen our governance structures in line with SEBI's BRSR framework, the Companies Act, and our own internal standards of transparency and accountability. Our disclosures have grown in depth and quality, and our Board-level oversight of sustainability matters through the CSR & Sustainability Committee has brought strategic rigour to an area that many organizations treat as peripheral. I see that as a meaningful differentiator. Looking ahead, as Sagility grows its global footprint and regulatory expectations across jurisdictions continue to evolve, the compliance function will need to be increasingly anticipatory, identifying emerging requirements before they become obligations and embedding them into our systems well in advance. That proactive orientation is what we are building towards.

~ Satishkumar SS

Company Secretary & Compliance Officer

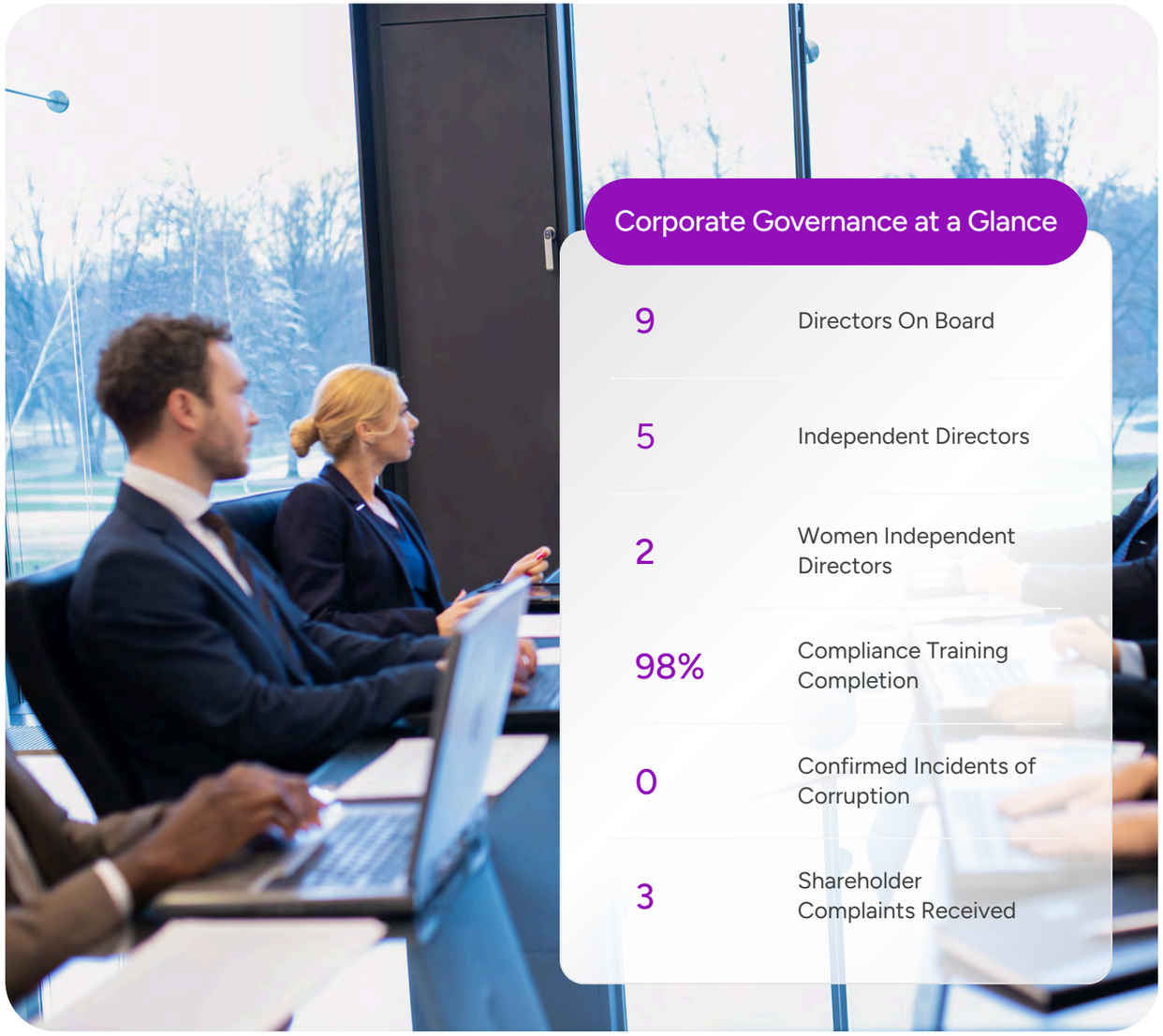
Strong corporate governance is fundamental to Sagility's ability to create long-term value and maintain the trust of our stakeholders. Our governance framework is built on the principles of accountability, transparency, integrity, and responsible decision-making, providing effective oversight of our business while supporting sustainable growth. Sagility's governance practices are guided by the applicable provisions of the Companies Act, 2013, the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, and other applicable statutory and regulatory requirements. Through clearly defined governance structures, robust policies, and established risk management and compliance processes, we seek to uphold the highest standards of ethical conduct across our operations.

Governance of sustainability is fully integrated into our broader corporate governance framework.

The Board provides oversight of environmental, social, and governance (ESG) matters through the CSR & Sustainability Committee, while the Group Chief Financial Officer, in the capacity of Sustainability Head, provides executive leadership for the implementation of our sustainability strategy.

This governance structure ensures that sustainability priorities are embedded into business decision-making, supported by clear accountability, regular performance reviews, and transparent reporting to the Board.





Corporate Governance at a Glance

9	Directors On Board
5	Independent Directors
2	Women Independent Directors
98%	Compliance Training Completion
0	Confirmed Incidents of Corruption
3	Shareholder Complaints Received

Board of Directors

The Board of Directors at Sagility plays a central role in guiding our strategic direction and ensuring that long-term stakeholder value remains at the core of our decision-making. The Board comprises individuals with deep expertise in business operations, finance, human capital management, risk oversight, and technology.

Board Composition

As of 31 March 2026, the Board comprised nine directors: one Executive Director, three Non-Executive Non-Independent Directors (including the Chairman), and five Independent Directors, of whom two are women. Independent Directors constitute at least 50% of the Board, in compliance with Regulation 17 of the SEBI Listing Regulations and Section 149 of the Companies Act, 2013. In the opinion of the Board, all Independent Directors are independent of management and satisfy the criteria of independence as defined under applicable law.

Board Diversity

Sagility recognises that a diverse and well-balanced Board strengthens governance by bringing together a broad range of perspectives, skills, experience, and independent judgement to support effective decision-making and long-term value creation.

Our approach to Board composition seeks to maintain an appropriate mix of expertise, industry knowledge, diversity, and independence to meet the evolving needs of the business.

The Company's Board Diversity Policy, overseen by the Nomination and Remuneration Committee (NRC), provides the framework for promoting diversity in Board composition and guiding succession planning. The policy encourages diversity across gender, age, professional background, experience, and other relevant attributes while ensuring that Board appointments continue to be based on merit, competence, and the skills required to support the Company's strategic objectives. The policy is reviewed periodically by the NRC and is publicly available on the Company's website.

The Board of Directors of Sagility Limited comprises nine members, reflecting a diversity of experience, age, and gender. As at 31 March 2026, the Board includes two women directors, both Independent Directors, representing 22% of total Board membership. All nine directors are aged above 30, with two directors in the 30–50 age bracket and seven aged above 50.



Mr. Ramesh Gopalan
Managing Directo and Group CEO



Mr. Hari Gopalakrishnan
Non-Executive Non-Independent Director



Mr. Martin I. Cole
Chairman, Non-Executive Non-Independent Director



Mr. Jimmy Mahtani
Non-Executive Non-Independe Director



Mr. Anil Kumar Chanana
Chairman — Audit & Risk Mgmt. Committee, Independent Director



Dr. William Winkenwerder Jr
Independent Director



Ms. Ginger Dusek
Member- CSR & Sustainability Committee, Independent Director



Mr. Venkat Krishnaswamy
Chairman — NRC, Independent Director



Dr. Shalini Sarin
Chairperson - CSR & Sustainability Committee, Independent Director

Board Performance Evaluation

The Board conducts annual performance evaluations for all directors, KMPs, and senior management, facilitated by the Chairman and supported by the Company Secretary and Compliance Officer. Structured questionnaires cover Board and Committee composition, individual contributions, execution of specific duties, and governance effectiveness. Evaluations serve as the basis for reappointment decisions and for setting or modifying performance-linked objectives. Independent Directors are appointed for tenures of up to five years, based on a formal evaluation process. Venkat Krishnaswamy (Chairman), Shalini Sarin (Member), and Hari Gopalakrishnan (Member) form part of the NRC, which held 4 meetings in FY26, with all recommendations accepted by the Board. NRC also oversees succession planning.

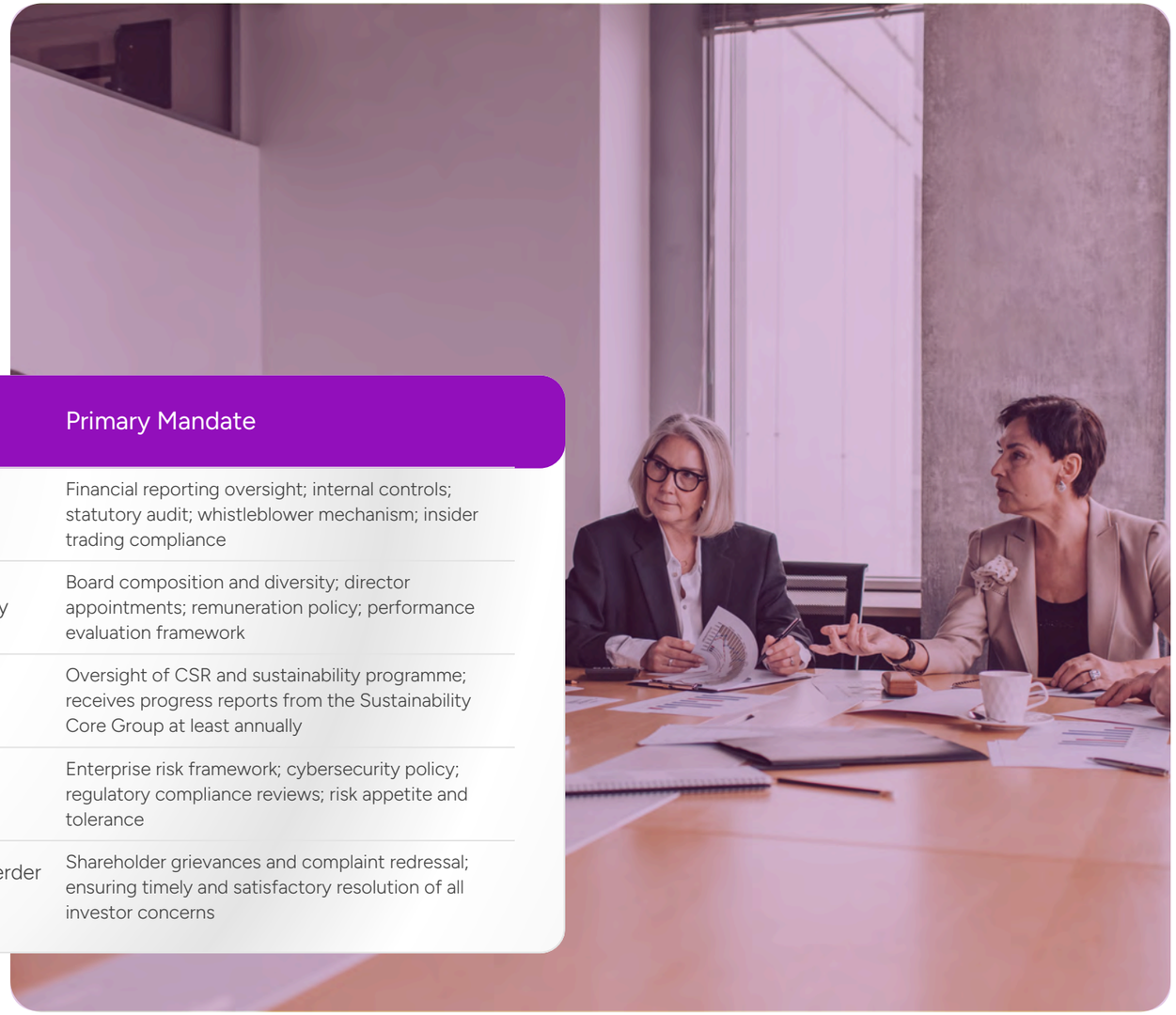
Familiarisation program

Upon appointment, new Directors receive key governance documents, introductions to senior management, and briefings on the business, regulatory environment, and their specific responsibilities under applicable law. The Chairman and Group CEO provide a detailed overview of the Company's structure, market presence, and internal processes.

Board Committees

The Board is supported by five key committees, each chaired by an Independent Director, providing specialised oversight across financial, governance, sustainability, risk, and stakeholder domains. All committee recommendations made to the Board are duly considered and acted upon.

Committee	Chairperson	Primary Mandate
Audit Committee	Anil Kumar Chanana	Financial reporting oversight; internal controls; statutory audit; whistleblower mechanism; insider trading compliance
Nomination & Remuneration (NRC)	Venkat Krishnaswamy	Board composition and diversity; director appointments; remuneration policy; performance evaluation framework
CSR & Sustainability Committee	Dr. Shalini Sarin	Oversight of CSR and sustainability programme; receives progress reports from the Sustainability Core Group at least annually
Risk Management Committee	Anil Kumar Chanana	Enterprise risk framework; cybersecurity policy; regulatory compliance reviews; risk appetite and tolerance
Stakeholder Relationship Committee	Dr. William Winkenwerder Jr	Shareholder grievances and complaint redressal; ensuring timely and satisfactory resolution of all investor concerns



Management-Level Governance

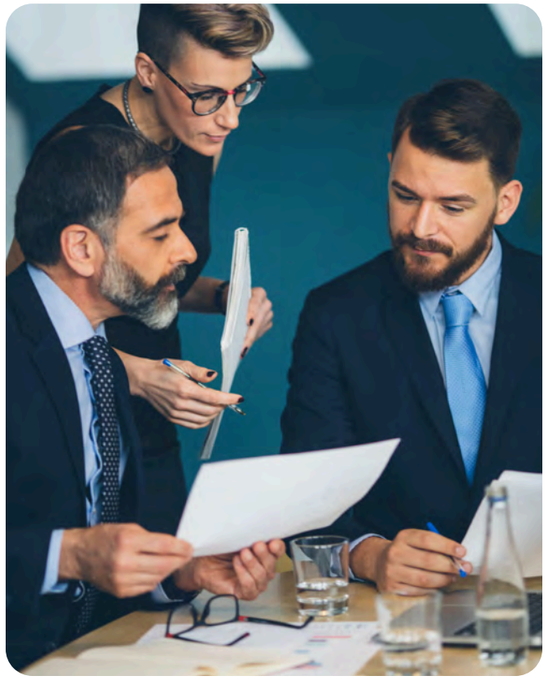
Beyond the Board, Sagility's governance structure extends through a range of management-level committees and forums that address specific subject-matter areas across the organization. These include:

- Anti-Sexual Harassment Committee — POSH Act compliance; Internal Committee (IC) oversight at every location
- Health & Safety Committee — ISO 45001 OHS governance across all geographies
- CSR Committee — statutory CSR program governance under Section 135 of the Companies Act, 2013
- Sustainability Working Group — monthly cross-functional ESG execution and progress review
- Sustainability Core Group — periodic ESG performance review; reports to the Sustainability Head and CEO
- Global DEI Council — quarterly oversight of DEI programs, targets, and measurable progress

Regional Boards of Governance are established in India, the Philippines, Jamaica, and Colombia, ensuring consistent governance practices across all of Sagility's operational geographies.

Key Managerial Personnel & Senior Management

Sagility's Key Managerial Personnel (KMP) and Senior Management bring several decades of combined experience across healthcare operations, finance, legal, and technology, enabling the organization to navigate sectoral complexity and deliver resilient performance across its global footprint.



Name	Designation	Category
Sarvabhouman Doraiswamy Srinivasan	Executive VP & Group CFO, Sustainability Head (upto November 15, 2025)	KMP
Srinivas Rathnam Mattapalli	Executive VP & Group CFO, Sustainability Head (effective from February 14, 2026)	KMP
Satishkumar Sakharayapattana Seetharamaiah	Company Secretary & Compliance Officer	KMP
Abhishek Kayan	Deputy CFO (effective from November 15, 2025)	Senior Management
Daniel B. Bailey	Global General Counsel	Senior Management
Madan Moudgal	Executive Vice President, Chief Digital Officer	Senior Management
Anand Biradar	Senior Vice President, GTM Strategy & Enablement, and Enterprise Transformation	Senior Management
Mohit Saxena	Executive Vice President, Chief Delivery Officer	Senior Management
Sohail Djariri	Chief Growth Officer (upto November 29, 2025)	Senior Management
Chris Shiffert	Chief Growth Officer (effective from December 01, 2025)	Senior Management

Board Oversight on Sustainability

Sagility has established a robust three-tiered sustainability governance structure to ensure strategic direction, operational execution, and continuous alignment of ESG priorities across the organization. This governance model enables cross-functional integration of sustainability into the company's core operations and long-term value creation strategy.

The governance structure comprises:

1. Board-Level CSR & Sustainability Committee
2. Sustainability Core Group (Executive Level)
3. Sustainability Working Group (Cross-functional representation)

Each level of governance plays a distinct and complementary role in translating Sagility's ESG vision into practice, strengthening accountability, and fostering continuous improvement.

The key responsibilities of the CSR & Sustainability Committee, Sustainability Core Group, and Sustainability Working Groups are briefly explained below.

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



Board-Level CSR & Sustainability Committee

The CSR & Sustainability Committee ("the Committee") is constituted per the Companies Act, 2013 and SEBI LODR, reports to the Board, and comprises at least three directors, including at least one independent director. It meets as needed per the annual schedule at the call of the Chair or a majority of members. The Group CFO is designated as the Sustainability Head, who monitors performance, reports periodically to the Board/CEO, and oversees ESG policies, strategies, and programs.



Sustainability responsibilities (per Charter)

- Guide the creation of Sagility's Sustainability Vision & Goals and promote a Sustainability Council.
- Oversee progress on the sustainability agenda and stakeholder sustainability metrics.
- Approve budgets (as proposed by the Sustainability Core Group) and all material sustainability disclosures.
- Report periodically to the Board; flag emerging sustainability matters; and advise the Sustainability Head/Council on policy, practice, and disclosure enhancements.

CSR responsibilities (per Charter)

- Formulate and recommend the CSR Policy and annual action plan (activities under Schedule VII, execution modality, fund utilization, timelines, monitoring, and need/impact assessment).
- Review and recommend CSR budgets; identify CSR partners/programs; delegate to the CSR team and supervise execution; review implementing-agency compliance.
- Monitor CSR Policy implementation and issue directions to ensure timely completion; perform other Acts/SEBI LODR-mandated functions.

Sustainability Core Group

The Core Group operates within the Sustainability Council (led by the Sustainability Head and presided over by the CEO) and supports the Head in translating strategy into enterprise-wide action. It meets and reports progress to the Committee at least once a year, reviews periodic updates from the Working Group, and the Project Lead provides monthly updates to the Sustainability Head and CEO.

Key responsibilities include:

- Co-develop sustainability ambitions and goals with the Sustainability Head and Working Group.
- Review stakeholder-engagement plans on material topics; monitor performance across sustainability metrics; periodically review external sustainability ratings.
- Present budgetary plans for sustainability initiatives to the Sustainability Head and CEO; periodically review sustainability risks & opportunities; and perform other functions delegated by the Board.

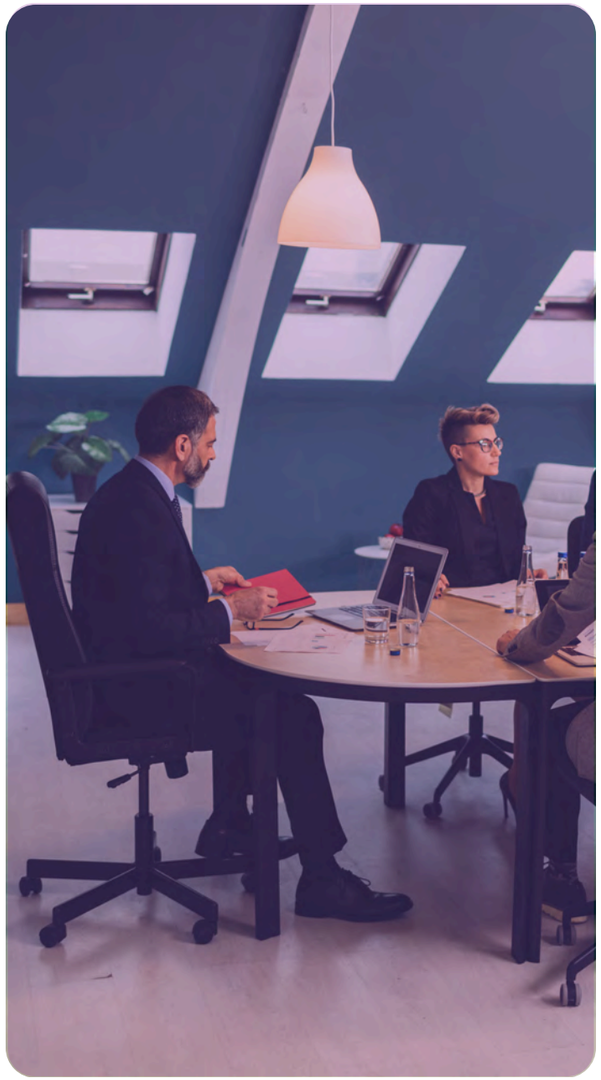
Sustainability Core Group

The Working Group is the execution arm of the program, with representation from departments across all geographies and across E, S, and G focus areas. It meets monthly to track progress and next steps on the defined action plan.

Key responsibilities include:

- Establish and standardize sustainability processes across geographies.
- Gather ESG data, monitor and report to the Core Group; identify improvement opportunities and assess cost–benefit prior to implementation.
- Drive organization-wide sustainability awareness and culture; identify sustainability risks and mitigation; analyse emerging trends and their implications.

Sagility participates in industry associations and membership bodies to support industry collaboration, knowledge sharing, policy advocacy, and sectoral development across its operating regions. The Company is affiliated with various national and international industry associations and advocacy organizations. For further details please refer, P7E1, in the Annual BRSR Report.



Board Competencies

An effective Board requires a broad and complementary mix of skills, experience, and perspectives to provide sound strategic direction and effective oversight. Sagility's Board brings together expertise across key areas including healthcare services, technology, finance, corporate governance, risk management, legal and regulatory compliance, human capital, and sustainability. This diverse range of competencies enables the Board to guide the Company's strategy, oversee business performance, manage emerging risks, and support long-term value creation.

The Board's collective expertise is regularly considered by the Nomination and Remuneration Committee (NRC) to ensure that its composition continues to align with the Company's evolving business priorities, governance requirements, and future growth aspirations.

The Skills and Competency Matrix of the Board of Directors, prepared pursuant to SEBI Listing Regulations, is available under the Report on Corporate Governance in Sagility's Annual Report 2025-26.





Risk Management

Effective risk management is fundamental to our ability to deliver consistent, high-quality services and create sustainable long-term value. We operate in a dynamic environment shaped by evolving regulations, rapid technological advancements, cybersecurity threats, climate-related risks, and changing client expectations. Managing these risks proactively enables us to protect our people, operations, clients, and reputation while supporting business continuity and operational resilience.

Our enterprise risk management approach integrates risk considerations into business planning and decision-making, enabling us to anticipate change, respond effectively to evolving risks, and pursue opportunities that support sustainable growth and long-term value creation.



Risk Management Framework

Sagility's Risk Management Policy, approved by the Board of Directors, provides the framework for identifying, assessing, monitoring, and managing risks across the organization. Our Enterprise Risk Management (ERM) framework enables the systematic evaluation of strategic, operational, financial, compliance, and emerging risks, supporting informed decision-making and long-term business resilience.

Risk assessments are conducted periodically, considering business operations, regulatory developments, technology trends, and stakeholder expectations. Environmental, social, and governance (ESG) risks, including climate-related risks, are integrated into the broader ERM framework.

During FY2025–26, Sagility continued to monitor 17 key enterprise risks, with defined mitigation measures and governance oversight supporting effective risk management across the organization.

The Four-Phase Risk Management Process

Phase 1 Identify

Industry-specific and organization-level risks are identified through internal research and ERM inputs. Senior leadership and domain experts are engaged to validate and finalise the most relevant risks for the reporting year.

Phase 2 Evaluate

Risks are prioritised based on their likelihood of occurrence and potential impact on operational and strategic objectives. Both inherent and residual risks are assessed, including contingent and cybersecurity risks.

Phase 3 Mitigate

Tailored mitigation plans are developed to address identified risks, with the objective of enhancing business continuity and resilience. Plans are specific to each risk area and embedded across the relevant business functions.

Phase 4 Monitor

Mitigation plans are monitored and reviewed on a quarterly basis under the supervision of the Chief Risk Officer. The Risk Management Committee oversees this process to ensure ongoing relevance and effectiveness.

Risk Governance Structure

The Board of Directors provides overall oversight of Sagility's risk management framework, supported by the Risk Management Committee, chaired by an Independent Director.

The Committee oversees the implementation of the Risk Management Policy, reviews key enterprise risks, and monitors the effectiveness of risk mitigation measures in line with the SEBI Listing Regulations.

The Chief Risk Officer leads the implementation of the enterprise risk management framework, while periodic internal audits assess the effectiveness of risk management controls. Findings are reported to the Board, ensuring appropriate oversight and continuous improvement of the Company's risk management practices.

Sagility has identified the following key risk themes across its operations: geopolitical and sector risks, client concentration and restructuring risks, fluctuations in client business volumes, competition, cybersecurity and information security, talent management and attrition, ESG-related risks, technology and AI adoption, and data privacy and regulatory compliance. For a detailed description of each risk and the corresponding mitigation measures, please refer to the Risk Management section within the Management Discussion and Analysis of Sagility's Annual Report FY 2025-26.



Integrity & Compliance

The intersection of law, ethics, and healthcare is where some of the most consequential decisions an organization makes come to rest. At Sagility, protecting sensitive health data is not an abstract responsibility; it is a daily one, and the standards we hold ourselves to must reflect that gravity. The Health Insurance Portability and Accountability Act (HIPAA) and the broader landscape of data privacy and security regulations exist for good reasons. Our role is not merely to comply with them but to embody their intent. This year, we continued to strengthen our legal and compliance infrastructure across geographies, with particular attention to the evolving regulatory environment around AI and automated decision-making in healthcare. Our objective is to ensure that as Sagility innovates, it does so on a foundation of legal and ethical principles that our clients, partners, and regulators can rely upon without reservation.

~ **Daniel B. Bailey**
Executive VP, Global General Counsel

Integrity & Compliance

Maintaining the trust of our clients, employees, investors, and other stakeholders depends on conducting business with integrity and in compliance with applicable laws and regulations. As a technology-enabled healthcare solutions company handling sensitive healthcare information and supporting critical business processes, Sagility is committed to maintaining the highest standards of ethical conduct, accountability, and responsible business practices across all our operations.

Our integrity and compliance framework is supported by a comprehensive suite of policies, governance mechanisms, mandatory employee training, and established reporting channels that promote ethical decision-making and compliance with applicable legal and regulatory requirements across all the geographies in which we operate. These policies are reviewed periodically to ensure they remain aligned with evolving regulatory expectations and business requirements.

Code of Conduct

Sagility's Code of Conduct establishes the principles and standards that guide the behaviour of our directors, employees, contractors, and other representatives. It outlines expectations relating to ethical business conduct, legal compliance, confidentiality, conflicts of interest, fair dealing, protection of Company assets, and responsible decision-making, while providing clear mechanisms for reporting and addressing potential violations.

The Code serves as the foundation of our governance framework and reinforces our commitment to conducting business with integrity, professionalism, and accountability across all our operations.

Professionalism & Ethical Behaviour

Sagility expects all employees to conduct themselves with integrity, professionalism, and respect in every interaction. Employees are required to comply with applicable laws, Company policies, and our core values while demonstrating fairness, honesty, and accountability in their dealings with clients, colleagues, suppliers, regulators, and other stakeholders. We also promote ethical conduct throughout the employee lifecycle through regular awareness programs, mandatory compliance training, and clear behavioural expectations that support a respectful and inclusive workplace.

Zero Tolerance for Harassment

Sagility is committed to maintaining a workplace that is safe, respectful, and free from all forms of harassment, discrimination, and inappropriate behaviour. We maintain a zero-tolerance approach to harassment, whether verbal, physical, written, or sexual, and encourage employees to report concerns through established grievance mechanisms without fear of retaliation.

All reported concerns are addressed promptly, fairly, and in accordance with Company policies and applicable legal requirements, reinforcing our commitment to protecting employee dignity and fostering an inclusive workplace.

Conflict of Interest

Employees are expected to act in the best interests of the Company and to avoid situations where personal interests could conflict, or appear to conflict, with their professional responsibilities. Sagility's Conflict of Interest Policy establishes clear requirements relating to outside employment, financial interests, gifts and hospitality, personal relationships, and dealings with customers, suppliers, and other business partners.

Employees are required to disclose actual or potential conflicts of interest through established approval and reporting mechanisms, enabling the Company to manage such situations in a transparent and appropriate manner. During FY2025–26, Non-Executive Directors had no pecuniary relationship or transactions with the Company, other than sitting fees, commission, and reimbursement of expenses incurred for attending Board and Committee meetings.

Anti-Corruption

Sagility maintains a zero-tolerance approach to bribery, corruption, and all forms of unethical business conduct. Our Anti-Corruption Policy requires compliance with applicable anti-bribery and anti-corruption laws across the jurisdictions in which we operate, including the Prevention of Corruption Act, 1988 (India) and the U.S. Foreign Corrupt Practices Act (FCPA).

The policy applies to all employees, directors, contractors, agents, and business partners acting on behalf of the Company. Through mandatory training, awareness programs, and established governance controls, we reinforce our commitment to conducting business with integrity, transparency, and accountability.

During the reporting period, 100% of operations were covered through compliance and governance processes relating to corruption risk management, and no significant corruption-related risks were identified. No incidents involving directors, key managerial personnel, employees, or workers were identified or reported through disciplinary or regulatory actions.

Insider Trading

Sagility is committed to maintaining the highest standards of market integrity and transparency. The Company has established a **Code of Conduct for Prevention of Insider Trading**, in accordance with the **SEBI (Prohibition of Insider Trading) Regulations, 2015**, to prevent the misuse of unpublished price-sensitive information (UPSI) and promote fair and transparent trading practices.

The Code applies to designated persons, directors, employees, and other individuals who may have access to UPSI. It establishes clear requirements relating to trading window closures, pre-clearance of trades, disclosures, and confidentiality obligations, supported by periodic awareness and compliance measures to reinforce responsible conduct.



Communication and training about anti-corruption policies and procedures

Metrics [FY 2025-26]	Senior Management	Senior Management	Senior Management	Non Management
Total number of employees	409	1008	5819	39624
Total number of employees the organization's anti-corruption policies & procedures have been communicated to	408	1000	5751	39322
Total number of employees that have received training on anticorruption	408	1000	5751	39322
% of employees that the organization's anti-corruption policies & procedures have been communicated	99.76%	99.21%	98.83%	99.23%
% of employees that have received training on anticorruption	99.76%	99.21%	98.83%	99.23%

Addressing Policy Violations

Sagility maintains a structured and consistent approach to addressing violations of the Code of Conduct and other Company policies. All reported concerns are assessed through established investigation procedures, with appropriate disciplinary measures determined based on the nature, severity, and circumstances of each case.

Disciplinary actions may include counselling, written warnings, reassignment, suspension, or termination of employment, as appropriate, and may also involve reporting to relevant regulatory or law enforcement authorities where required. All disciplinary actions are documented and reviewed to ensure consistency, fairness, and compliance with applicable legal and regulatory requirements.







Whistleblower Policy & Grievance Redressal

Sagility's Whistleblower Policy provides a secure and confidential mechanism for employees and other stakeholders to report actual or suspected misconduct, unethical behaviour, fraud, legal or regulatory violations, or breaches of Company policies without fear of retaliation.

The mechanism is supported by dedicated reporting channels across all operating geographies and is guided by the principles of confidentiality, protection against retaliation, and fair investigation of concerns raised in good faith. Oversight of the framework rests with the Audit Committee, which periodically reviews reported cases, investigation outcomes, and corrective actions to ensure the continued effectiveness of the mechanism.

Compliance Management

Sagility maintains a robust compliance management framework to ensure adherence to applicable legal, regulatory, and contractual requirements across the jurisdictions in which we operate. Our approach combines clearly defined policies, governance structures, periodic compliance assessments, employee awareness programs, and ongoing monitoring to support responsible business conduct and effective risk management.

The compliance framework covers key regulatory domains relevant to our business, including healthcare regulations, data privacy and information security, labour and employment laws, corporate governance, financial and tax compliance, and industry-specific statutory requirements. Regular reviews and guidance provided to business functions help ensure that compliance obligations are effectively integrated into day-to-day operations.

Training and awareness are central to how Sagility promotes a culture of compliance. Structured training programs, mandatory for all applicable employees, cover the Code of Conduct, ethics policies, data privacy, and healthcare-specific compliance requirements.

In FY 2025–26, 100% of applicable employees completed Annual Compliance Training covering HIPAA data privacy, general compliance standards, and Fraud, Waste & Abuse (FWA) prevention.

Sagility is committed to fair competition and compliance with applicable antitrust and competition laws across its operations. During the reporting period, there were no legal actions pending or completed against the Company related to anti-competitive behavior, antitrust, or monopoly practices.

Our compliance framework spans six key domains:

Compliance Domain	Scope
Data Protection & Privacy	Global Privacy Policy; compliance with HIPAA, GDPR, CCPA, and other applicable data protection regulations across all geographies
Cybersecurity & Intellectual Property	ISO 27001 framework; mandatory NDA requirements for all employees; structured IP protection protocols from onboarding through exit
Healthcare Compliance	HIPAA, FISMA, HITECH compliance; SOC 1, SOC 2, ISO 27001, NCQA, PCI DSS, URAC, and HITRUST certifications embedded in the operating model
Labour Laws & Equal Opportunity	Compliance with applicable labour laws, minimum wage regulations, and equal opportunity requirements across India, Philippines, USA, Jamaica, and Colombia
Anti-Money Laundering & Anti-Bribery	India's Prevention of Corruption Act 1988; U.S. Foreign Corrupt Practices Act (FCPA); Anti-Money Laundering Policy applied globally
Competition, Taxation & Environmental	Compliance with applicable competition law, tax regulations, and geo-specific environmental statutory requirements

Digital Trust, Cybersecurity & Responsible AI



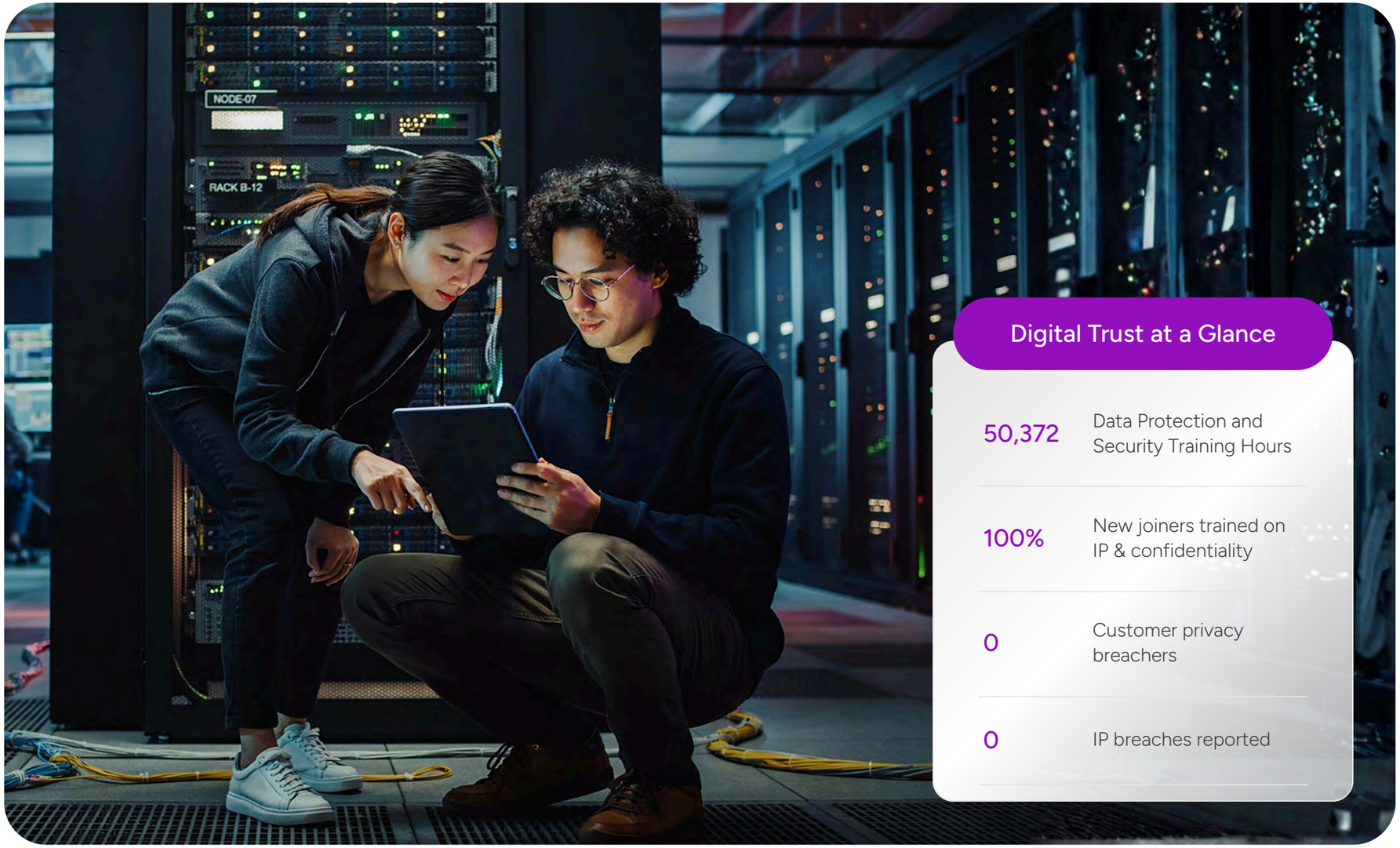
In FY26, our technology and cybersecurity agenda remained closely aligned to Sagility's broader strategic priorities of sustainable growth, resilience, and stakeholder trust. We view technology not simply as an operational enabler, but as a core lever for enterprise value creation—improving efficiency, strengthening governance, supporting scalability, and reinforcing the confidence that clients, partners, and regulators place in our organization. During the year, we advanced cloud modernisation with disciplined FinOps governance, expanded AI-enabled and automated workflows, and further embedded cybersecurity-by-design across the enterprise. We also strengthened foundational governance through enhanced policies for artificial intelligence, information protection, and access control, ensuring that innovation is pursued with clear accountability and risk oversight. Our continued investments in resilience, 24x7 cyber operations, third-party risk management, and scalable integration capabilities have improved our ability to support business continuity across geographies while enabling long-term, responsible growth. Looking ahead, we remain focused on building a secure, adaptive, and future-ready digital foundation that supports sustainable business performance. We believe enduring progress is created when innovation, governance, resilience, and trust are advanced together.

~ Shwetank Verma

Senior Vice President, Global Technology Engineering & Workplace Solutions

Protecting information is fundamental to the trust our clients place in us. As a technology-enabled healthcare solutions company, Sagility processes sensitive health and personal information on behalf of healthcare payers and providers. Safeguarding this information through robust data privacy, cybersecurity, and responsible technology practices is essential to maintaining client confidence, meeting regulatory requirements, and ensuring the continuity of our operations.

Our approach is built on strong governance, comprehensive information security controls, and a culture of accountability. We continuously strengthen our capabilities to address evolving cyber threats, protect sensitive information, and support the responsible adoption of emerging technologies, including artificial intelligence, while maintaining the highest standards of privacy, security, and ethical conduct.



Digital Trust at a Glance

50,372	Data Protection and Security Training Hours
100%	New joiners trained on IP & confidentiality
0	Customer privacy breachers
0	IP breaches reported

Privacy Policy Framework

Sagility's Global Privacy Policy establishes the principles and requirements for the responsible collection, processing, storage, sharing, and protection of information across our global operations. The policy applies to all employees, contractors, and third parties who access or process information on behalf of the Company and covers client information, **Protected Health Information (PHI)**, **Personally Identifiable Information (PII)**, employee records, supplier information, and contractor data across digital, physical, and verbal forms of communication.

Our privacy program is aligned with applicable data protection and healthcare privacy regulations across the geographies in which we operate, including **HIPAA and CCPA** in the United States, **the Digital Personal Data Protection Act, 2023** in India, the **Data Privacy Act, 2012** in the Philippines, **the Data Protection Act, 2020** in Jamaica, and **Law No. 1581 of 2012** in Colombia.

Governance & Internal Controls

Sagility maintains a robust privacy and information security governance framework designed to safeguard sensitive information and support regulatory compliance. Role-based access controls, the principle of least privilege, secure data handling protocols, and defined incident management procedures help ensure that information is accessed, processed, and shared only for legitimate business purposes.

Our governance framework is supported by employee awareness programs, defined reporting and investigation protocols, and ongoing monitoring of privacy and security controls. Any actual or suspected privacy or security incident is investigated through established response procedures, with corrective actions, including retraining or disciplinary measures where appropriate, implemented based on the nature and severity of the incident.



Breach Notification Protocol

In the event of a PHI breach, Sagility is committed to notifying affected individuals and clients promptly in accordance with applicable laws and contractual agreements; investigating the breach and implementing corrective actions without delay; and documenting all incidents, actions taken, and lessons applied. These protocols are aligned with HIPAA Breach Notification requirements and equivalent standards across each operating geography.



Technical Safeguards & Security Practices

Sagility maintains a comprehensive cybersecurity framework designed to protect sensitive information, strengthen operational resilience, and safeguard client trust. Our approach combines preventive, detective, and responsive controls, supported by continuous monitoring and regular assessments to address evolving cyber threats across our global operations. Key elements of our information security framework include:

- Encryption of sensitive information at rest and in transit
- Role-based access controls, firewalls, and intrusion detection systems to safeguard network infrastructure
- Secure storage and controlled access for physical records
- Periodic security audits, vulnerability assessments, and penetration testing conducted by internal teams and independent specialists
- Continuous risk assessments to identify, evaluate, and mitigate emerging cybersecurity threats
- Cybersecurity insurance to strengthen organizational resilience against potential cyber incidents
- AI-enabled security monitoring and threat detection capabilities to support proactive cyber defence

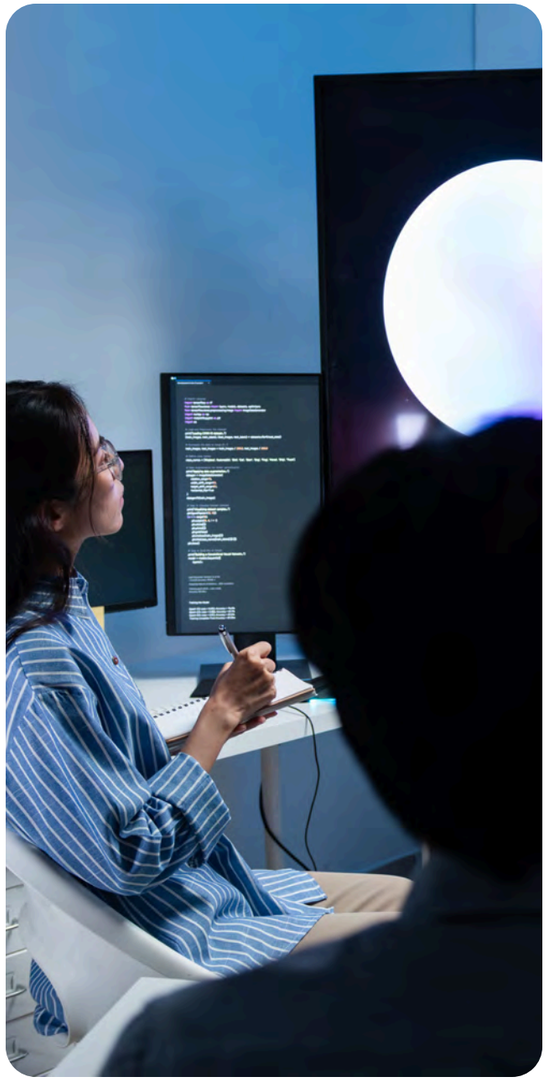
Our quality and compliance framework is built on globally recognised standards, integrated into our operating model and customised to meet the unique needs of each service line:

Sustained delivery aligned to global standards & frameworks

- ISO 27001 — Information Security Management System
- SOC 1 — Service Organization Control — Financial Reporting
- SOC 2 — Service Organization Control — Trust Service Criteria
- HIPAA — Health Insurance Portability and Accountability Act
- NCQA — National Committee for Quality Assurance
- PCI DSS — Payment Card Industry Data Security Standard

Employee Training & Awareness

Technology and security controls are most effective when supported by an informed and vigilant workforce. Sagility therefore places significant emphasis on building employee awareness and reinforcing individual accountability for protecting sensitive information.



All employees undergo mandatory training on data privacy, information security, cybersecurity awareness, phishing prevention, and secure information handling. New joiners receive structured onboarding on confidentiality and intellectual property requirements, while periodic refresher programs help employees stay informed of evolving cyber threats, regulatory developments, and client-specific security obligations.

Intellectual Property Protection

Safeguarding intellectual property is an integral part of Sagility's information governance framework. We maintain policies and controls to protect proprietary information, client data, business methodologies, and other confidential assets throughout the information lifecycle.

Key elements of our intellectual property protection framework include:

- Mandatory Non-Disclosure Agreements (NDAs) for all employees prior to commencement of employment, with 100% NDA coverage maintained across our global workforce.
- Clearly defined protocols governing the creation, use, storage, and sharing of confidential and proprietary information.
- Controlled external communications, with authorised spokespersons and appropriate legal and compliance review for public disclosures.
- Defined disciplinary processes for unauthorised access, disclosure, or misuse of confidential information.

Responsible AI

Artificial intelligence is playing an increasingly important role in transforming healthcare operations by improving efficiency, enhancing decision-making, and supporting better service delivery. At Sagility, we recognise that the use of AI in healthcare requires robust governance, strong data protection, transparency, and human oversight to ensure that technology is deployed responsibly and in compliance with applicable legal, regulatory, and client requirements. During FY 2025 - 26, Sagility continued to integrate AI capabilities across its healthcare operations, evolving from the use of AI as a supporting tool to embedding AI within selected business processes to enhance operational efficiency, consistency, and quality. Across all AI-enabled processes, human expertise and judgement remain central to decision-making, particularly where activities involve regulated healthcare processes or sensitive information.

To support the responsible adoption of AI, Sagility strengthened its AI governance framework during the reporting year by establishing structured policies and oversight mechanisms governing the development, deployment, monitoring, and ongoing review of AI-enabled solutions. This framework is designed to promote responsible innovation while ensuring appropriate governance, accountability, data privacy, information security, and regulatory compliance across our operations and client engagements.

Sagility's AI framework is built on four core principles that balance performance gains with trust, safety, and regulatory standards:

Human-in-the-Loop Decisioning

Every AI-assisted decision retains a human checkpoint. Clinical and operational judgement remains the final authority in regulated healthcare workflows.

Bias Monitoring & Mitigation

AI models are continuously monitored for bias and performance drift, with mitigation protocols ensuring equitable, consistent outcomes across all patient populations.

Clear Audit Trails

Every AI-driven action is logged with full traceability — supporting regulatory compliance, client accountability, and the ability to explain any outcome.

Model Governance & Accountability

Formal governance processes cover approval, versioning, performance monitoring, and retirement — ensuring accountability throughout the model lifecycle.

Sagility's AI Operating Model

Sagility operates as the Decision Intelligence and Outcomes layer for healthcare operations, helping clients move from fragmented, process-led models toward integrated, intelligence-led operating frameworks. This role is delivered through two integrated components that together form a closed-loop operating model: intelligence informs action, and operational outcomes continuously refine decision-making.

System of Intelligence (SOI)
The Intelligence Layer

Processes fragmented data across healthcare workflows using predictive and generative AI to generate insights and decision support converting raw operational data into structured, actionable intelligence that can be applied at scale.

System of Orchestration and Action (SOA)
The Execution Layer

Translates intelligence into coordinated workflows, integrating human expertise with AI to ensure accurate, scalable, and compliant outcomes. Routes work dynamically based on context, urgency, and complexity - keeping humans at the centre of critical decisions.



The practical result of this model is an operating environment where insight, action, and accountability are connected. Data from healthcare workflows is converted into structured intelligence; that intelligence is applied within coordinated workflows by teams that combine human expertise with AI capability; and the outcomes of those workflows feed back into improved models and processes. This feedback loop is what distinguishes AI-embedded operations from AI-assisted ones.

Sagility's proprietary platform capabilities, including BirchAI and healthcare-focused large language models, are embedded within this model, enabling scalable, outcome-driven services that are specifically designed for the complexity and compliance requirements of U.S. healthcare operations.

AI Capabilities

Sagility delivers artificial intelligence by embedding it into real healthcare workflows. Each capability below is designed to address a specific operational challenge in the healthcare value chain, always within a framework that maintains governance, explainability, and compliance:

1. Generative AI for Healthcare Operations

Applied to accelerate and augment the work healthcare teams perform every day — assisting humans to ensure accuracy and compliance in regulated environments without replacing clinical or operational judgement.

2. Agentic AI for Intelligent Workflow Orchestration

Enables healthcare organizations to manage complex, multi-step workflows — intake, utilisation management, appeals, care coordination — more effectively and at scale. AI routes work dynamically based on context, urgency, and complexity.

3. AI Consulting

Helps healthcare organizations move from AI interest to AI impact — starting with operational pain points, regulatory considerations, data readiness, and workflow maturity to ensure AI investments are practical, defensible, and sustainable.

4. Intelligent Content Processing (ICP)

Transforms unstructured healthcare content — documents, faxes, forms, referrals, clinical notes, correspondence — into usable structured data, unlocking information that was previously trapped in documents.

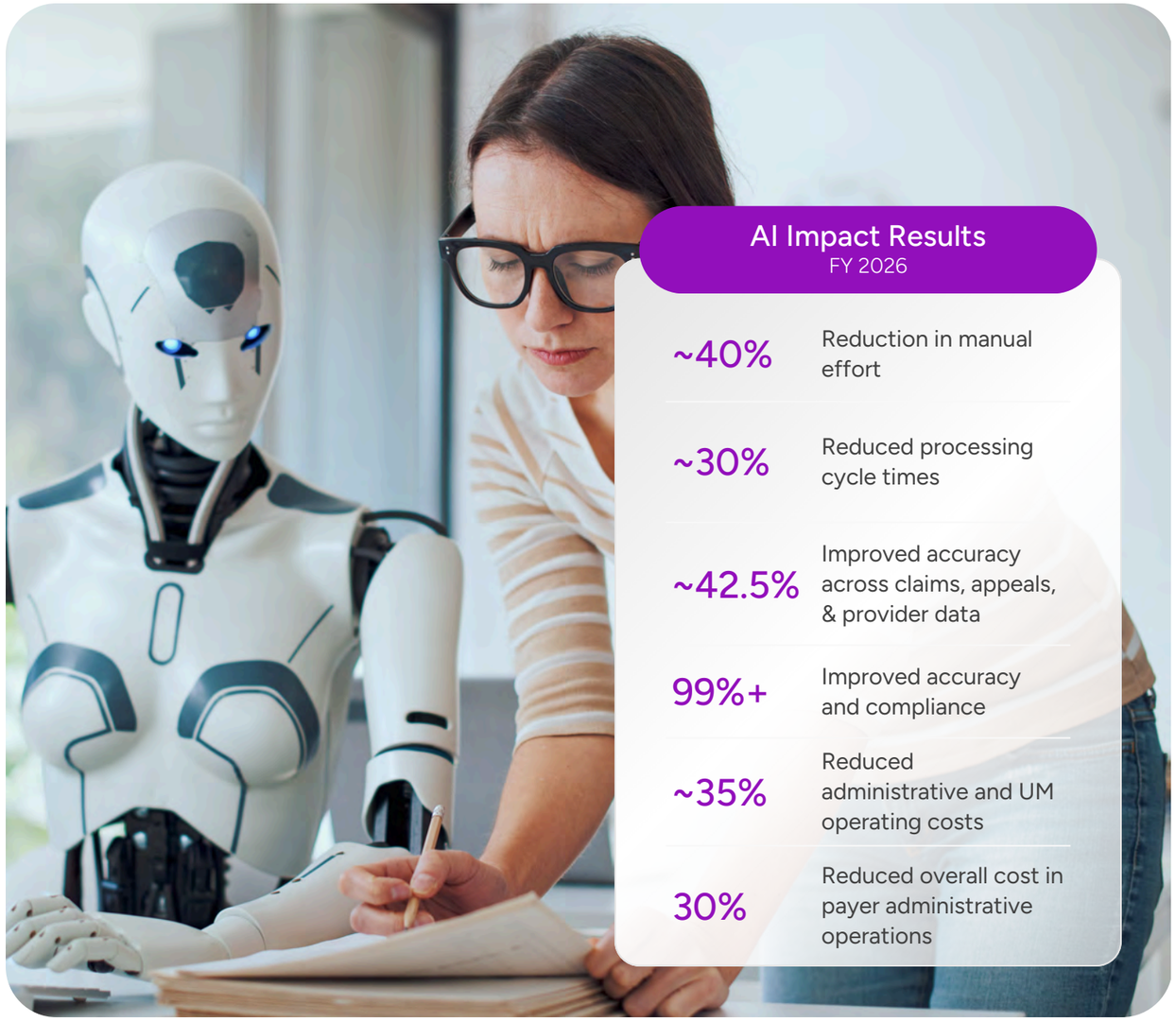
5. Speech Analytics & Conversational Intelligence

Turns voice interactions into actionable insight through transcription and intent detection, sentiment and compliance monitoring, call summarisation, quality scoring, and agent assist — improving experiences across healthcare conversations.

As the U.S. healthcare industry moves from managing transactions to orchestrating outcomes, the role of AI will deepen across every dimension of Sagility's operating model. Sagility is advancing its AI-augmented management framework, embedding intelligence not only in client-facing workflows but in how the organization itself manages quality, performance, and continuous improvement.

The focus will remain on responsible, practical AI adoption: starting with operational pain points, ensuring regulatory and data readiness, and expanding into higher-value clinical and administrative domains where AI can deliver measurable, defensible outcomes. Sagility's investment in healthcare-specific AI platforms, proprietary automation tools, and a structured governance framework positions it to continue deepening the integration of Decision Intelligence across the healthcare lifecycle for the benefit of its clients, their members, and the patients they ultimately serve.

Sagility's AI capabilities have delivered measurable operational impact for healthcare payer and provider clients. The outcomes on the right reflect results achieved across client engagements.



AI Impact Results
FY 2026

~40%	Reduction in manual effort
~30%	Reduced processing cycle times
~42.5%	Improved accuracy across claims, appeals, & provider data
99%+	Improved accuracy and compliance
~35%	Reduced administrative and UM operating costs
30%	Reduced overall cost in payer administrative operations



Responsible Sourcing & Supply Chain

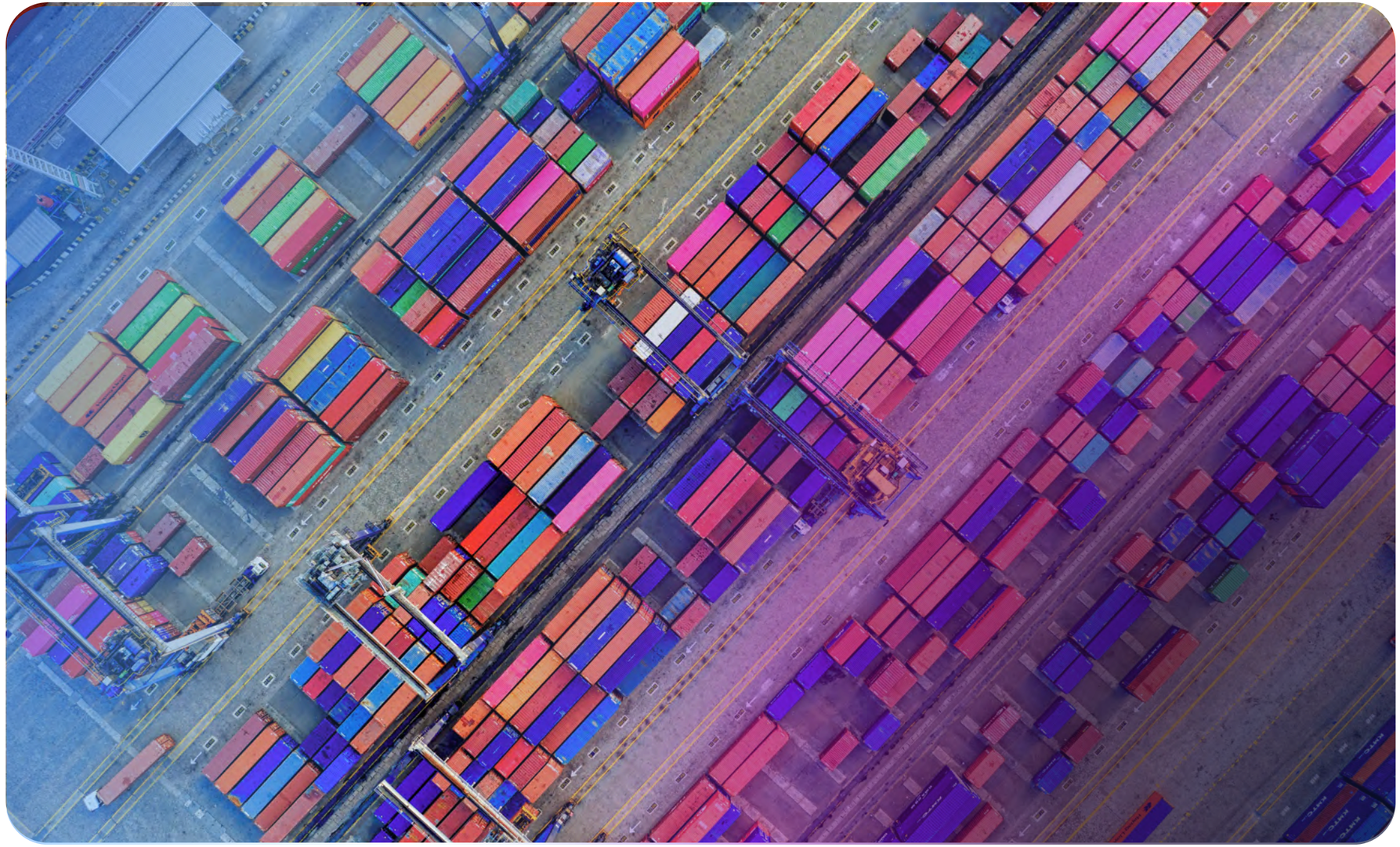
A sustainability strategy that stops at the organization's boundaries is only partially realised. The supply chain is where many of our most significant Sustainability risks and opportunities live, in the practices of the vendors, service providers, and partners who collectively shape our impact on the environment and society. This year, we advanced our due diligence processes through which we assess and engage our supply base. Our expectation of suppliers is not simply that they avoid harm; it is that they actively align with our sustainability values, particularly on environmental performance, labour practices, and ethical conduct. Encouraging vendors to adopt greener practices, reduce their emissions, and report transparently on their Sustainability performance is a long-term endeavour, and one that requires relationship-building as much as policy. We are making genuine progress, and as procurement practices across the industry mature, Sagility intends to be a leader in responsible sourcing within the healthcare services space.

~ Prasad Mathakari

Executive Vice President, Head of Global Procurement

At Sagility, we recognise that responsible business practices extend beyond our own operations to the partners and suppliers that support our business. We are committed to building a resilient, ethical, and sustainable supply chain by promoting transparency, integrity, and responsible sourcing practices across our value chain. Our approach is guided by our Supplier Code of Conduct and Supplier Sustainability Guidelines, which establish the environmental, social, ethical, and governance expectations applicable to our suppliers, contractors, and business partners.

We expect all suppliers to comply with these requirements throughout their engagement with Sagility. Our supplier governance framework promotes ethical conduct, respect for human rights, environmental responsibility, regulatory compliance, and responsible business practices, while providing mechanisms for reporting concerns confidentially and without fear of retaliation.



Sustainable Sourcing

We understand that the environmental performance of our supply chain contributes to the Company's broader sustainability objectives. Through our Supplier Sustainability Guidelines, we encourage suppliers to adopt responsible environmental practices, improve resource efficiency, and minimise the environmental impacts associated with their operations and the products and services they provide.

Our sustainable sourcing expectations include:

- Climate & Resource Efficiency – Encourage suppliers to monitor and reduce greenhouse gas emissions, energy consumption, and water use through efficient technologies and operational practices.
- Responsible Waste Management – Promote the safe handling and disposal of waste, including e-waste and hazardous waste, through authorised recyclers and in compliance with applicable regulations.
- Sustainable Materials & Packaging – Encourage the use of recyclable, reusable, and environmentally preferable materials while reducing unnecessary packaging and single-use plastics.
- Renewable Energy & Innovation – Encourage suppliers to explore renewable energy solutions and innovative practices that contribute to reducing their environmental footprint.
- Environmental Compliance – Expect suppliers to comply with applicable environmental laws and maintain systems that support continual improvement in environmental performance.



Supplier Code of Conduct

Our Supplier Code of Conduct establishes the minimum standards of ethical, social, environmental, and business conduct expected of all suppliers, contractors, and business partners. The Code is aligned with internationally recognised frameworks, including the United Nations Global Compact (UNGC), the United Nations Sustainable Development Goals (SDGs), the Universal Declaration of Human Rights, and relevant ISO standards, reflecting our commitment to responsible and sustainable sourcing. The Code outlines our expectations across key areas such as labour and human rights, occupational health and safety, environmental stewardship, business ethics, data privacy and information security, and compliance with applicable laws and regulations. Together, these requirements help promote responsible business practices, strengthen supply chain resilience, and ensure alignment with Sagility's values and sustainability commitments. 100% of the new suppliers accepted and follow the supplier code of conduct.

The following sections summarise the key expectations under the Social Responsibility and Environmental Stewardship pillars of our Supplier Code of Conduct.

Social Focus

- Prohibition of child labour (no person below 15 or legal minimum age)
- Prohibition of forced, bonded, or compulsory labour
- Compliance with minimum wage laws and mandated benefits
- Equal employment opportunity; non-discrimination and anti-harassment
- Diversity and inclusion in workforce composition
- Community engagement and minimising operational impact on local communities
- Workplace health, safety, and emergency preparedness
- Prohibition of drug, alcohol, and narcotics in the workplace
- Compliance with Modern Slavery Act (UK) 2015 and equivalent laws

Green Environment

- Reducing carbon emissions and water consumption
- Efficient systems and processes; continual improvement
- Reducing use of hazardous and toxic materials
- Responsible disposal of e-waste and hazardous waste through authorised agencies
- Adoption of renewable energy sources where feasible
- Reduce, Reuse, Recycle - zero waste to landfill approach
- Sustainable and low-impact packaging materials
- Green initiatives embedded in operations and processes

Due Diligence & Risk Management

Sagility integrates due diligence throughout the supplier lifecycle to promote responsible sourcing, manage third-party risks, and strengthen the resilience of its supply chain. Prior to onboarding, and periodically thereafter, suppliers are assessed against defined criteria covering legal and regulatory compliance, ethical business conduct, labour and human rights practices, health and safety, environmental responsibility, and operational performance.

Our supplier due diligence process includes the review of relevant policies, declarations, and supporting documentation to verify alignment with the expectations set out in our Supplier Code of Conduct and Supplier Sustainability Guidelines. Where appropriate, suppliers may also be required to complete self-assessments or participate in audits to support ongoing monitoring and continuous improvement. 13.2% of suppliers are subject to human rights review.

Through this structured approach, we seek to identify and mitigate potential risks, encourage responsible business practices, and build long-term partnerships with suppliers that share our commitment to integrity, sustainability, and ethical conduct. Report any known or suspected improper behaviour to compliance@sagility.com, with confidentiality guaranteed.

During the reporting period, no significant actual or potential negative environmental impacts within the supply chain were identified through the Company's existing supplier governance and review mechanisms. Consequently, no supplier relationships were terminated due to environmental concerns during the reporting period.



1,566 Total Suppliers	**574** New Suppliers onboarded
100% Suppliers Covered under Anti-Corruption	**91.1%** Sourced from local suppliers

Business Ethics & Anti-Bribery

Sagility expects all suppliers, contractors, and business partners to conduct business with integrity and uphold the highest standards of ethical behaviour. Suppliers are required to comply with all applicable anti-bribery, anti-corruption, and fair competition laws in the jurisdictions in which they operate, including relevant legislation such as India's Prevention of Corruption Act, 1988 and the U.S. Foreign Corrupt Practices Act (FCPA), where applicable.

Suppliers are prohibited from offering, soliciting, or accepting bribes, facilitation payments, or any other improper inducements intended to influence business decisions. Gifts, hospitality, or other benefits must never compromise, or appear to compromise, the integrity of business relationships. Suppliers are also expected to maintain accurate books and records, submit invoices that faithfully reflect goods or services provided, and promptly report any actual or suspected breaches of ethical or legal requirements in connection with their engagement with Sagility.

Looking Ahead

As our business continues to grow, we recognise that building a resilient and responsible supply chain is an ongoing journey. We will continue to strengthen supplier engagement by embedding sustainability considerations more systematically into supplier onboarding, performance evaluation, and ongoing relationship management. Our focus will remain on working collaboratively with suppliers to promote ethical business conduct, respect for human rights, environmental responsibility, and regulatory compliance across our value chain.

Looking ahead, we aim to further enhance supplier due diligence, expand ESG awareness across our supplier network, and strengthen the use of data-driven insights to monitor supplier performance and identify emerging risks. By fostering long-term partnerships with suppliers who share our values, we seek to build a supply chain that is resilient, responsible, and well-positioned to support sustainable business growth.

Building Trusted Client Partnerships



At Sagility, we believe that sustainability is not a standalone initiative but an integral part of how we operate, grow, and create long-term value. Across our global operations, we are focused on building a resilient, efficient, and responsible delivery ecosystem by embedding sustainability into our operating model, technology investments, and continuous improvement programs.

At Sagility, we believe that sustainable operations and business performance are mutually reinforcing. Every effort to optimise energy consumption across our delivery centers, enhance resource utilisation, or streamline workflows to eliminate inefficiencies creates value on multiple fronts, improving operational effectiveness while reducing our environmental footprint.

During the year, our delivery teams continued to demonstrate excellence in execution, reflected in a Net Promoter Score (NPS) of 61 and strong client retention levels that underscore the depth and durability of our client partnerships. We recognise that this trust is earned over time and strengthened through consistent, responsible action. Maintaining it requires unwavering commitment to ethical operations, robust data security, responsible people practices, and environmentally conscious facility management.

Operational sustainability is not a separate agenda; it is embedded in the way we deliver excellence, create long-term value, and fulfil our responsibilities to clients, employees, communities, and shareholders.

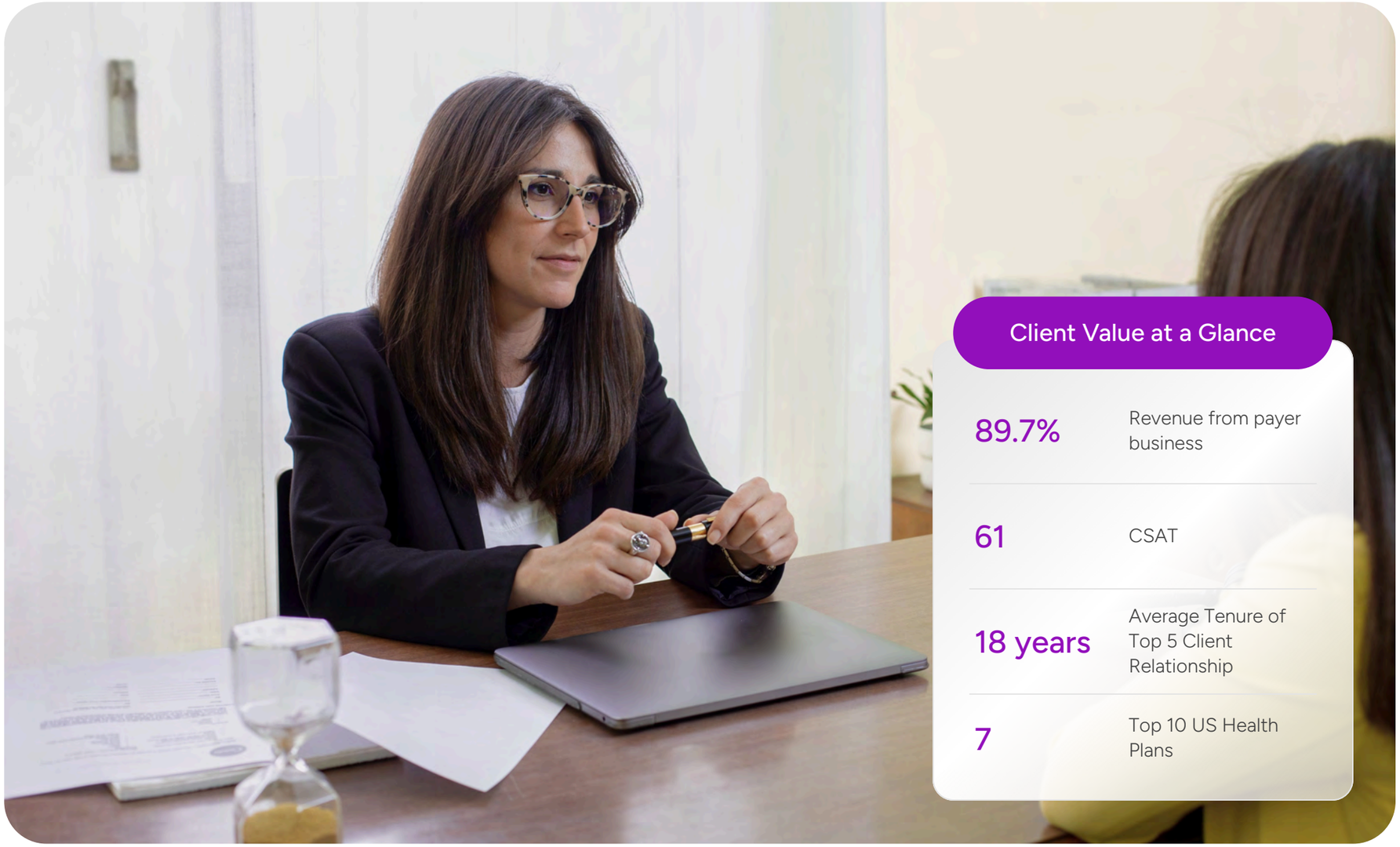
~ Mohit Saxena

Executive Vice President, Global Chief Delivery Officer

At Sagility, every client relationship is built on a shared objective to improve the efficiency, accessibility, and quality of healthcare delivery. As a healthcare solutions provider, we partner with leading U.S. healthcare payers and providers to help navigate an increasingly complex healthcare ecosystem through deep domain expertise, digital innovation, operational excellence, and a steadfast commitment to service quality.

Our approach extends beyond delivering individual services. We work alongside our clients to understand evolving healthcare challenges, respond to changing regulatory and market dynamics, and co-create solutions that improve member experiences, strengthen operational performance, and generate measurable business outcomes. This collaborative approach has enabled us to build enduring partnerships, many of which span more than two decades, reflecting the trust our clients place in our people, capabilities, and ability to evolve with their changing needs.

As healthcare organizations continue to accelerate digital transformation, embrace value-based care models, and adopt emerging technologies, Sagility remains committed to delivering innovative, scalable, and responsible solutions that create long-term value for our clients and, ultimately, the patients and communities they serve.



Client Value at a Glance

89.7%	Revenue from payer business
61	CSAT
18 years	Average Tenure of Top 5 Client Relationship
7	Top 10 US Health Plans

Creating Value Through Client Partnerships

Strong client relationships are founded on consistent execution, responsiveness, and a shared commitment to continuous improvement. At Sagility, we engage with our clients as strategic partners, working collaboratively to solve operational challenges, enhance service quality, and support business transformation across the healthcare value chain.

Our healthcare-focused operating model combines domain expertise, advanced analytics, automation, digital platforms, and AI-enabled solutions to deliver measurable improvements across claims management, payment integrity, revenue cycle management, care management, provider services, and member engagement. By integrating these capabilities with a deep understanding of our clients' operating environments, we help organizations improve efficiency, reduce costs, enhance compliance, and elevate member and patient experiences.

Continuous collaboration enables us to anticipate changing client needs, identify new opportunities for innovation, and develop solutions that support long-term organizational resilience. This partnership-driven approach has been instrumental in strengthening client confidence and sustaining long-standing relationships across the healthcare ecosystem.

Co-Innovation & Executive Engagement

Innovation is most effective when developed in close partnership with clients. Throughout FY 2025 - 26, Sagility continued to strengthen collaboration through executive engagements, client visits, innovation workshops, healthcare forums, and strategic discussions focused on addressing emerging challenges across the U.S. healthcare landscape. These engagements provide valuable opportunities to understand evolving client priorities, exchange industry insights, and jointly explore solutions that leverage digital technologies, automation, advanced analytics, and artificial intelligence. They also enable our leadership teams to remain closely connected with client expectations, ensuring that innovation is guided by real-world business needs and measurable outcomes.

A notable example during the year was the Client & Customer Summit, which brought together senior leaders from leading payer and provider organizations to discuss emerging trends shaping healthcare delivery, including responsible AI adoption, digital transformation, payment integrity, and member-centric care. Such forums reinforce Sagility's role as a trusted partner committed to helping clients navigate change while improving operational performance and healthcare outcomes.

Listening to Our Clients

Client feedback is integral to our continuous improvement philosophy. We actively seek insights through regular business reviews, executive interactions, customer satisfaction assessments, operational governance forums, and day-to-day engagement with our clients. These structured feedback mechanisms enable us to understand client expectations, identify opportunities for improvement, and strengthen service delivery across every engagement.

The insights gathered inform operational improvements, process enhancements, capability development, and innovation initiatives, helping us remain responsive to evolving client needs. By embedding client feedback into our decision-making processes, we foster a culture of continuous learning and reinforce the long-term partnerships that underpin our business.





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New clients onboarded

Looking Ahead

As digital transformation, AI, and evolving regulatory requirements continue to reshape healthcare, Sagility will deepen its client partnerships by combining healthcare expertise with technology-enabled solutions, responsible AI, and operational excellence — supporting clients through complexity while creating sustainable value for a more efficient, patient-centric healthcare ecosystem.

ANNEXURES

Inside:

1. Annexure A: GRI Content Index

2. Annexure B: Independent Assurance Statement

Annexure A
GRI Content Index

Annexure A: GRI Content Index

Statement of use : Sagility Limited has reported the information cited in this GRI content index for the period 1 April 2025 to 31 March 2026 with reference to the GRI Standards.:

GRI 2: General Disclosures 2021

DISCLOSURE	LOCATION
2-1 Organizational details	Sustainability Report - About Us (opening; Legal Structure & Ownership; Where We Operate) Annual Report 2025-26 - Corporate Overview; registered office details
2-2 Entities included in the organization's sustainability reporting	Sustainability Report - About this Report > Scope and Boundary Annual Report 2025-26 - Consolidated financial statements, list of subsidiaries
2-3 Reporting period, frequency and contact point	Sustainability Report - About this Report > table (Reporting period / Contact / Previous report / Annual Report)
2-4 Restatements of information	Sustainability Report - About this Report > Exclusions & Restatements
2-5 External assurance	Sustainability Report - About this Report > Data Collection & External Assurance; Annexure B (Independent Assurance Statement)
2-6 Activities, value chain and other business relationships	Sustainability Report - About Us > What We Do / Who We Serve; Our Business Ecosystem; Responsible Sourcing and Supply Chain; Building Trusted Client Partnerships Annual Report 2025-26 - MD&A, revenue by client category
2-7 Employees	Sustainability Report - People & Culture > Workforce Composition (Workforce by Geography and Key Indicators; Workforce by Management Level) Annual Report 2025-26 - BRSR Section A, employees and workers by gender and employment type
2-8 Workers who are not employees	Sustainability Report - Workforce Composition, Employee Well-being & Safety > Details of Workers covered by an occupational health and safety management system Annual Report 2025-26 - BRSR Section A, other than permanent workers

DISCLOSURE	LOCATION
2-9 Governance structure and composition	Sustainability Report - Ethical Governance & Accountability > Board of Directors; Board Composition; Board Committees; Board Diversity; Board Oversight on Sustainability Annual Report 2025-26 - Corporate Governance Report, board and committee composition
2-10 Nomination and selection of the highest governance body	Sustainability Report - Ethical Governance & Accountability > Board Diversity; Board Performance Evaluation; Board Committees (NRC) Annual Report 2025-26 - Nomination and Remuneration Policy; Corporate Governance Report, NRC terms of reference
2-11 Chair of the highest governance body	Sustainability Report - Ethical Governance & Accountability > Board Composition table Annual Report 2025-26 - Corporate Governance Report, roles of Chairman and Managing Director
2-12 Role of the highest governance body in overseeing the management of impacts	Sustainability Report - Our Sustainability Journey > Sustainability Governance; Ethical Governance & Accountability > Board Oversight on Sustainability; From the CSR & Sustainability Committee Chair Annual Report 2025-26 - Corporate Governance Report, committee terms of reference
2-13 Delegation of responsibility for managing impacts	Sustainability Report - Ethical Governance & Accountability > Board Oversight on Sustainability; Risk Management > Risk Governance Structure
2-14 Role of the highest governance body in sustainability reporting	Sustainability Report - Ethical Governance & Accountability > Board Oversight on Sustainability (Sustainability responsibilities per Charter)
2-15 Conflicts of interest	Sustainability Report - Integrity & Compliance > Conflict of Interest Annual Report 2025-26 - Corporate Governance Report, related party transactions; Policy on Related Party Transactions
2-16 Communication of critical concerns	Sustainability Report - Integrity & Compliance > Whistleblower Policy & Grievance Redressal; Employee Well-being & Safety > Grievance Redressal Annual Report 2025-26 - Corporate Governance Report, vigil mechanism

Annexure A: GRI Content Index

Statement of use : Sagility Limited has reported the information cited in this GRI content index for the period 1 April 2025 to 31 March 2026 with reference to the GRI Standards.:

GRI 2: General Disclosures 2021

DISCLOSURE	LOCATION
2-17 Collective knowledge of the highest governance body	Sustainability Report - Ethical Governance & Accountability > Board Competencies; Familiarisation program Annual Report 2025-26 - Corporate Governance Report, skills matrix and familiarisation program
2-18 Evaluation of the performance of the highest governance body	Sustainability Report - Ethical Governance & Accountability > Board Performance Evaluation Annual Report 2025-26 - Corporate Governance Report, board evaluation
2-19 Remuneration policies	Sustainability Report - Ethical Governance & Accountability > Board Committees (NRC mandate) Annual Report 2025-26 - Nomination and Remuneration Policy; Annexure A, remuneration of directors and KMP
2-20 Process to determine remuneration	Sustainability Report - Ethical Governance & Accountability > Board Committees (NRC); Board Performance Evaluation Annual Report 2025-26 - Nomination and Remuneration Policy; Corporate Governance Report, NRC composition and process
2-21 Annual total compensation ratio	Sustainability Report - Protecting Human Rights > Fair Compensation & Working Conditions | Annual Report 2025-26 - Annexure A, remuneration of directors, KMP and employees
2-22 Statement on sustainable development strategy	Sustainability Report - Message from the MD & Group CEO
2-23 Policy commitments	Sustainability Report - Protecting Human Rights > Policy Framework; Integrity & Compliance > Code of Conduct; Responsible Sourcing > Supplier Code of Conduct; Digital Trust > Privacy Policy Framework; Our Sustainability Journey (Sustainability Policy) | Annual Report 2025-26 - BRSR Section B, policy coverage and web links
2-24 Embedding policy commitments	Sustainability Report - Integrity & Compliance > Compliance Management; Responsible Sourcing > Due Diligence & Risk Management; Talent Management > Compliance Training | Annual Report 2025-26 - BRSR Section B

DISCLOSURE	LOCATION
2-25 Processes to remediate negative impacts	Sustainability Report - Integrity & Compliance > Whistleblower Policy & Grievance Redressal; Addressing Policy Violations; Employee Well-being & Safety > Grievance Redressal and Preventing Sexual Harassment (POSH)
2-26 Mechanisms for seeking advice and raising concerns	Sustainability Report - Integrity & Compliance > Whistleblower Policy & Grievance Redressal; Employee Well-being & Safety > Grievance Redressal Annual Report 2025-26 - Corporate Governance Report, vigil mechanism
2-27 Compliance with laws and regulations	Sustainability Report - Integrity & Compliance > Compliance Management Annual Report 2025-26 - Corporate Governance Report, Other Disclosures; BRSR Principle 1, fines and penalties
2-28 Membership associations	Sustainability Report - Ethical Governance & Accountability > Board Oversight on Sustainability (closing paragraph, signposting BRSR P7) Annual Report 2025-26 - BRSR Principle 7, Essential Indicator 1
2-29 Approach to stakeholder engagement	Sustainability Report - Our Sustainability Journey > Our Stakeholder Engagement Approach and stakeholder table Annual Report 2025-26 - BRSR Principle 4
2-30 Collective bargaining agreements	Annual Report 2025-26 - BRSR Principle 3, Essential Indicator 7 **(Not Applicable)**

Annexure A: GRI Content Index

Statement of use : Sagility Limited has reported the information cited in this GRI content index for the period 1 April 2025 to 31 March 2026 with reference to the GRI Standards.:

GRI 3: Material Topics 2021

DISCLOSURE	LOCATION
3-1 Process to determine material topics	Sustainability Report - Our Sustainability Journey > Identifying Our Material Topics
3-2 List of material topics	Sustainability Report - Our Sustainability Journey > Our Material Topics (materiality matrix and Highest Priority Material Topics panel)
3-3 Management of material topics	Sustainability Report - distributed across all chapters; Risk Management > Risk & Opportunity Assessment table

GRI 202: Market Presence 2016

DISCLOSURE	LOCATION
202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Sustainability Report - Protecting Human Rights > Fair Compensation & Working Conditions Annual Report 2025-26 - BRSR Principle 5, minimum wage details
202-2 Proportion of senior management hired from the local community	Sustainability Report - Diversity, Equity & Inclusion > Equal Employment Opportunity & Inclusive Hiring

GRI 201: Economic Performance 2016

DISCLOSURE	LOCATION
201-1 Direct economic value generated and distributed	Sustainability Report - From the CFO's Desk; About Us > Sagility at a Glance; Creating Shared Value (CSR investment) Annual Report 2025-26 - MD&A and consolidated financial statements
201-2 Financial implications and other risks and opportunities due to climate change	Sustainability Report - Climate Action and Environmental Stewardship > Climate Risk & Resilience; Risk Management > Risk & Opportunity Assessment (Climate Change)
201-3 Defined benefit plan obligations and other retirement plans	Sustainability Report - Employee Well-being & Safety > Financial Wellbeing Annual Report 2025-26 - financial statements, employee benefits note

GRI 203: Indirect Economic Impacts 2016

DISCLOSURE	LOCATION
203-1 Infrastructure investments and services supported	Sustainability Report - Creating Shared Value > Inclusive Access to Healthcare; Empowering Local Communities; Miyawaki Forest Plantation Annual Report 2025-26 - BRSR Principle 8, CSR projects
203-2 Significant indirect economic impacts	Sustainability Report - Creating Shared Value > Inclusive Access to Healthcare; Tech-Enabled Skilling Annual Report 2025-26 - BRSR Principle 8

Annexure A: GRI Content Index

Statement of use : Sagility Limited has reported the information cited in this GRI content index for the period 1 April 2025 to 31 March 2026 with reference to the GRI Standards.:

GRI 204: Procurement Practices 2016

DISCLOSURE	LOCATION
204-1 Proportion of spending on local suppliers	Sustainability Report - Responsible Sourcing and Supply Chain > Business Ethics & Anti-Bribery (metrics panel) Annual Report 2025-26 - BRSR Principle 8, sourcing from local suppliers

GRI 206: Anti-competitive Behavior 2016

DISCLOSURE	LOCATION
206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Sustainability Report - Integrity & Compliance > Compliance Management (closing paragraph) Annual Report 2025-26 - BRSR Principle 7, Essential Indicator 2

GRI 205: Anti-corruption 2016

DISCLOSURE	LOCATION
205-1 Operations assessed for risks related to corruption	Sustainability Report - Integrity & Compliance > Anti-Corruption Annual Report 2025-26 - BRSR Principle 1
205-2 Communication and training about anti-corruption policies and procedures	Sustainability Report - Integrity & Compliance > Anti-Corruption (communication and training table) Sustainability Report - Responsible Sourcing>Anti-Corruption Annual Report 2025-26 - BRSR Principle 1, anti-corruption training
205-3 Confirmed incidents of corruption and actions taken	Sustainability Report - Integrity & Compliance > Anti-Corruption; Ethical Governance & Accountability > Corporate Governance at a Glance Annual Report 2025-26 - BRSR Principle 1

GRI 302: Energy 2016

DISCLOSURE	LOCATION
302-1 Energy consumption within the organization	Sustainability Report - Energy, Water & Waste > Energy Management; Energy Performance table; Electricity Consumption by Geography Annual Report 2025-26 - BRSR Principle 6, energy consumption
302-3 Energy intensity	Sustainability Report - Energy, Water & Waste > Energy Performance table Annual Report 2025-26 - BRSR Principle 6, energy intensity
302-4 Reduction of energy consumption	Sustainability Report - Energy, Water & Waste > Key Initiatives in FY2025-26; Our Carbon Footprint > 5D Decarbonisation Model (Decrease pillar) Annual Report 2025-26 - BRSR Principle 6

Annexure A: GRI Content Index

Statement of use : Sagility Limited has reported the information cited in this GRI content index for the period 1 April 2025 to 31 March 2026 with reference to the GRI Standards.:

GRI 303: Water and Effluents 2018

DISCLOSURE	LOCATION
303-1 Interactions with water as a shared resource	Sustainability Report - Energy, Water & Waste > Water Management (opening and Conservation Measures) Annual Report 2025-26 - BRSR Principle 6
303-2 Management of water discharge-related impacts	Sustainability Report - Energy, Water & Waste > Water Management (methodology note)
303-3 Water withdrawal	Sustainability Report - Energy, Water & Waste > Water Performance table; Water Consumption by Geography (Annual Report 2025-26 - BRSR Principle 6, water withdrawal by source)
303-4 Water discharge	Sustainability Report - Energy, Water & Waste > Water Performance table and methodology note
303-5 Water consumption	Sustainability Report - Energy, Water & Waste > Water Performance table Annual Report 2025-26 - BRSR Principle 6

GRI 305: Emissions 2016

DISCLOSURE	LOCATION
305-1 Direct (Scope 1) GHG emissions	Sustainability Report - Our Carbon Footprint > Our GHG Emissions Performance; GHG Emissions table; Scope 1 & 2 Emissions by Source Annual Report 2025-26 - BRSR Principle 6, Scope 1 emissions
305-2 Energy indirect (Scope 2) GHG emissions	Sustainability Report - Our Carbon Footprint > GHG Emissions table Annual Report 2025-26 - BRSR Principle 6, Scope 2 emissions
305-3 Other indirect (Scope 3) GHG emissions	Sustainability Report - Our Carbon Footprint > Strengthening Scope 3 Management; Scope 3 Emissions by Category table Annual Report 2025-26 - BRSR Principle 6, Scope 3 emissions
305-4 GHG emissions intensity	Sustainability Report - Our Carbon Footprint > Emissions Intensity table Annual Report 2025-26 - BRSR Principle 6, GHG intensity
305-5 Reduction of GHG emissions	Sustainability Report - Our Carbon Footprint > 5D Decarbonisation Model in Action; Science Based Targets: Where We Stand Annual Report 2025-26 - BRSR Principle 6

GRI 306: Waste 2020

DISCLOSURE	LOCATION
306-1 Waste generation and significant waste-related	Sustainability Report - Energy, Water & Waste > Waste Management Annual Report 2025-26 - BRSR Principle 6, waste management
306-2 Management of significant waste-related	Sustainability Report - Energy, Water & Waste > Waste Management Annual Report 2025-26 - BRSR Principle 6
306-3 Waste generated	Sustainability Report - Energy, Water & Waste > Waste Performance table Annual Report 2025-26 - BRSR Principle 6, waste generated
306-4 Waste diverted from disposal	Sustainability Report - Energy, Water & Waste > Waste Management; Waste Performance table (Annual Report 2025-26 - BRSR Principle 6)
306-5 Waste directed to disposal	Sustainability Report - Energy, Water & Waste > Waste Performance table Annual Report 2025-26 - BRSR Principle 6

GRI 308: Supplier Environmental Assessment 2016

DISCLOSURE	LOCATION
308-1 New suppliers that were screened using environmental criteria	Sustainability Report - Responsible Sourcing and Supply Chain > Sustainable Sourcing; Supplier Code of Conduct; Due Diligence & Risk Management Annual Report 2025-26 - BRSR Principle 2
308-2 Negative environmental impacts in the supply chain and actions taken	Sustainability Report - Responsible Sourcing and Supply Chain > Due Diligence & Risk Management (closing paragraph)

Annexure A: GRI Content Index

Statement of use : Sagility Limited has reported the information cited in this GRI content index for the period 1 April 2025 to 31 March 2026 with reference to the GRI Standards.:

GRI 402: Labor/Management Relations 2016

DISCLOSURE	LOCATION
401-1 New employee hires and employee turnover	Sustainability Report - People & Culture > Workforce Composition (New Hires table); Talent Management Dashboard; People at a Glance Annual Report 2025-26 - BRSR Principle 3, turnover rate
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Sustainability Report - Employee Well-being & Safety > Benefits for Permanent Employees; Financial Wellbeing; Higher Education program Annual Report 2025-26 - BRSR Principle 3, employee benefits
401-3 Parental leave	Sustainability Report - Diversity, Equity & Inclusion > FY2025-26 at a Glance; Equal Employment Opportunity & Inclusive Hiring; Women in Leadership (HUMM Care) Annual Report 2025-26 - BRSR Principle 3, Essential Indicator 5

DISCLOSURE	LOCATION
402-1 Minimum notice periods regarding operational changes	Sustainability Report - Employee Well-being & Safety > Benefits for Permanent Employees

GRI 403: Occupational Health and Safety 2018

DISCLOSURE	LOCATION
403-1 Occupational health and safety management system	Sustainability Report - Employee Well-being & Safety > Occupational Health & Safety; OHS Management System - ISO 45001 Annual Report 2025-26 - BRSR Principle 3
403-2 Hazard identification, risk assessment, and incident investigation	Sustainability Report - Employee Well-being & Safety > Hazard Identification & Risk Assessment (HIRA) by geography; Incident Monitoring Annual Report 2025-26 - BRSR Principle 3
403-3 Occupational health services	Sustainability Report - Employee Well-being & Safety > HIRA by geography (Americas); Wonders of Wellness
403-4 Worker participation, consultation, and communication on occupational health and safety	Sustainability Report - Employee Well-being & Safety > Safety Committees/Forum; HIRA by geography Annual Report 2025-26 - BRSR Principle 3
403-5 Worker training on occupational health and safety	Sustainability Report - Employee Well-being & Safety > OHS Management System; HIRA by geography Annual Report 2025-26 - BRSR Principle 3, health and safety training
403-6 Promotion of worker health	Sustainability Report - Employee Well-being & Safety > Employee Wellbeing (physical, mental, financial and educational dimensions) Annual Report 2025-26 - BRSR Principle 3
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Sustainability Report - Employee Well-being & Safety > HIRA by geography (Americas, Colombia); Responsible Sourcing > Supplier Code of Conduct
403-8 Workers covered by an occupational health and safety management system	Sustainability Report - Employee Well-being & Safety > Details of Workers covered by an occupational health and safety management system Annual Report 2025-26 - BRSR Principle 3
403-9 Work-related injuries	Sustainability Report - Employee Well-being & Safety > Incident Monitoring Annual Report 2025-26 - BRSR Principle 3, safety incidents
403-10 Work-related illness	Sustainability Report - Employee Well-being & Safety > Incident Monitoring Annual Report 2025-26 - BRSR Principle 3, safety incidents & illness

Annexure A: GRI Content Index

Statement of use : Sagility Limited has reported the information cited in this GRI content index for the period 1 April 2025 to 31 March 2026 with reference to the GRI Standards.:

GRI 404: Training and Education 2016

DISCLOSURE	LOCATION
404-1 Average hours of training per year per employee	Sustainability Report - Talent Management > Talent Management Dashboard; Workforce Training table Annual Report 2025-26 - BRSR Principle 3, training hours
404-2 Programs for upgrading employee skills and transition assistance programs	Sustainability Report - Talent Management > Learning & Development Framework; Leadership Development Programs; Performance Management; Employee Well-being & Safety > Higher Education program
404-3 Percentage of employees receiving regular performance and career development reviews	Sustainability Report - Talent Management > Annual Appraisal Framework; Diversity, Equity & Inclusion > Equal Employment Opportunity & Inclusive Hiring Annual Report 2025-26 - BRSR Principle 3

GRI 405: Diversity and Equal Opportunity 2016

DISCLOSURE	LOCATION
405-1 Diversity of governance bodies and employees	Sustainability Report - Ethical Governance & Accountability > Board Diversity; People & Culture > Workforce by Management Level; Diversity, Equity & Inclusion > Gender Diversity and Persons with Disabilities Annual Report 2025-26 - Corporate Governance Report; BRSR Principle 5
405-2 Ratio of basic salary and remuneration of women to men	Sustainability Report - Diversity, Equity & Inclusion > Women in Leadership (Pay Equity) Annual Report 2025-26 - BRSR Principle 5, median remuneration by gender

GRI	DISCLOSURE	LOCATION
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Sustainability Report - Diversity, Equity & Inclusion > Equal Employment Opportunity & Inclusive Hiring Annual Report 2025-26 - BRSR Principle 5, complaints on discrimination
GRI 407: Freedom of Association and Collective Bargaining 2016	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	408-1 Operations and suppliers at significant risk for incidents of child labor	Sustainability Report - Protecting Human Rights > Policy Framework; No Child or Forced Labour; Responsible Sourcing > Supplier Code of Conduct Annual Report 2025-26 - BRSR Principle 5
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Sustainability Report - Protecting Human Rights > No Child or Forced Labour; Responsible Sourcing > Supplier Code of Conduct | Annual Report 2025-26 - BRSR Principle 5
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	Sustainability Report - Protecting Human Rights > Human Rights Training
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Sustainability Report - Creating Shared Value > CSR Governance; Our Strategy; Inclusive Access to Healthcare; Tech-Enabled Skilling; Empowering Local Communities; Employee Volunteering - Enrich with Sagility Annual Report 2025-26 - BRSR Principle 8, CSR projects and social impact assessments
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Sustainability Report - Responsible Sourcing and Supply Chain > Supplier Code of Conduct; Due Diligence & Risk Management | Annual Report 2025-26 - BRSR Principle 5, value chain partners assessed
	414-2 Negative social impacts in the supply chain and actions taken	Sustainability Report - Protecting Human Rights > No Child or Forced Labour; Responsible Sourcing > Due Diligence & Risk Management
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Sustainability Report - Digital Trust, Cybersecurity & Responsible AI > opening metrics panel; Privacy Policy Framework | Annual Report 2025-26 - BRSR Principle 9, Essential Indicator 3

Annexure B
Independent Assurance Statement

INDEPENDENT ASSURANCE STATEMENT

to the Management of Sagility Limited

Sagility Limited (Corporate Identity Number U72900KA2021PLC150054, hereafter mention as 'Sagility' or 'the Company') commissioned DNV Business Assurance India Private Limited ("DNV", "us" or "we") to conduct an independent assurance of non-financial ESG (Environmental, Social, and Governance) disclosures in its Sustainability Report for Financial Year (FY) 2025-26 (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 01/04/2025 to 31/03/2026. The reported topic boundaries of non-financial performance are based on the materiality assessment covering the Company's operations as brought out in the section 'Our Material Topics' of the Report.

The reporting and assurance boundary includes the performance of Sagility's global operations that fall under the direct operational control of the Company's Legal structure across nine locations in India and fourteen International locations.

Reporting Criteria and Standards

The disclosures have been prepared by Sagility Limited:

- with 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.* DNV's VeriSustain™ Protocol (V6.0) has been developed in accordance with the most widely accepted reporting and assurance standards. 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* to evaluate disclosures wrt. Greenhouse gases.

Basis of our conclusion

As part of our independent assurance engagement, we have evaluated the reported environmental, social, and governance (ESG) information against the agreed criteria. Throughout the engagement, we exercised professional judgment and maintained professional skepticism to ensure the integrity and reliability of our conclusions.

As part of the assurance process, 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 as per stated reporting criteria.
- Understanding the key systems, processes, and controls for collecting, managing, and reporting the non-financial ESG disclosures in the 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.

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 2025-26, 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.

- Interviews with the senior managers responsible for the management of disclosures and review of selected evidence to support environmental KPIs and metrics disclosed in the Report. We were free to choose interviewees and interviewed those with overall responsibility for monitoring, data collation, and reporting the selected ESG disclosures.
- DNV audit team conducted on-site and remote audits for corporate offices and sites. 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 reporting criteria and assurance methodology.
- Verification of the consolidated reported performance disclosures in context to the Principle of Completeness as per VeriSustain™ Protocol V6.0, for a limited level of assurance for the disclosure.

Our Conclusion:

On the basis of the assessment undertaken and agreed scope of work, nothing has come to our attention to suggest that the disclosures (as mentioned in Annexure I of this statement) are not fairly stated and are not prepared, in all material aspects, in reference 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 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. The list of topics has been prioritized, reviewed and validated, and the Company has indicated that there is no significant change in material topics from the previous reporting period.

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Materiality.

2. Stakeholder inclusiveness

The participation of stakeholders in developing and achieving an accountable and strategic response to Sustainability.

The Report brings out the stakeholders who have been identified as significant to Sagility, as well as the modes of engagement established by the Company to interact with these stakeholder groups. The key topics of concern and needs of each stakeholder group, which have been identified through these channels of engagement, are further brought out in the Report.

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Stakeholder Inclusiveness.

3. 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.

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 the 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. Accuracy

The extent to which the Report provides correct and sufficiently detailed information to allow an assessment of the organization's impacts.

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 Report presents both qualitative and quantitative information in a manner that is consistent with available evidence and other reported disclosures. It clearly distinguishes between measured and estimated data, provides adequate descriptions of measurement methodologies, and outlines assumptions and limitations where applicable. 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 suggest that the Report does not meet the requirements related to the Principle of Accuracy.

6. Reliability

The extent to which the Report presents information that can be consistently and dependably verified and used for decision-making.

The Report provides disclosures that are supported by documented evidence, validated data sources, and established internal controls. It outlines the processes used to collect, compile, and review information, ensuring that the data presented is dependable and reproducible. The inclusion of third-party assurance further enhances the reliability of the disclosures and supports informed decision-making by stakeholders.

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Reliability.

7. 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.

***8.* Sustainability Context**

This addresses the requirement related to the presentation of the organization's performance in its own sustainability and general business context, i.e., a local, regional and international context.

The Report outlines how the Company monitors and evaluates its impact across local, regional, and global sustainability contexts. It reflects the Company's efforts to align its performance with broader societal needs and planetary boundaries to monitor, measure and evaluate its significant direct and indirect impacts linked to identified material topics across the Company, its significant value chain entities and key stakeholder groups.

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Sustainability Context.

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 its 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.

Inherent Limitations

DNV's assurance engagement assumes 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.

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 the 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 it is intended, not to any third party in respect of this assurance statement.

For DNV Business Assurance India Private Limited,	
Sarkar, Chandan Digitally signed by Sarkar, Chandan Date: 2026.09.03 11:15:39 +05'30'	Sharma, Anjana Digitally signed by Sharma, Anjana Date: 2026.09.03 11:59:35 +05'30'
Chandan Sarkar Lead Verifier	**Anjana Sharma** Assurance Reviewer
Verifiers: Mohanakrishnan R, Sudharshan K, Suraiya Rahman, Poornachander Maratha, Shilpa Swarnim	

03/09/2026, Bengaluru

DNV Headquarters, Veritasveien 1, P.O.Box 300, 1322 Høvik, Norway. Tel: +47 67 57 99 00. www.dnv.com

DNV Business Assurance India Private Limited

Report Number: DNV-2026-ASR-870930-3

Annexure I

Disclosures assured for Limited level of assurance:

- GRI 2: General Disclosures 2021 - 2-1 to 2-29
- GRI 3: Material Topics 2021 - 3-1, 3-2, 3-3
- GRI 201: Economic Performance 2016 - 201-1, 201-2, 201-3
- GRI 202: Market Presence 2016 - 202-1, 202-2
- GRI 203: Indirect Economic Impacts 2016 - 203-1, 203-2
- GRI 204: Procurement Practices 2016 - 204-1
- GRI 205: Anti-corruption 2016 - 205-1, 205-2, 205-3
- GRI 206: Anti-competitive behaviour 2016 - 206-1
- GRI 302: Energy 2016 - 302-1, 302-3, 302-4
- GRI 303: Water and Effluents 2018 - 303-1, 303-2, 303-3, 303-4, 303-5
- GRI 305: Emissions 2016 - 305-1*, 305-2**, 305-3***, 305-4, 305-5
- GRI 306: Waste 2020 - 306-1, 306-2, 306-3, 306-4, 306-5
- GRI 308: Supplier Environmental Assessment 2016 - 308-1, 308-2
- GRI 401: Employment 2016 - 401-1, 401-2, 401-3
- GRI 402: Labor/Management Relations 2016 - 402-1
- GRI 403: Occupational Health and Safety 2018 - 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10
- GRI 404: Training and Education 2016 - 404-1, 404-2, 404-3
- 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 410: Security Practices 2016 - 410-1
- GRI 413: Local Communities 2016 - 413-1
- GRI 414: Supplier Social Assessment 2016 - 414-1, 414-2
- GRI 418: Customer Privacy 2016 - 418-1

** Calculation of Scope 1 GHG emissions is based on conversion factors and emission factors considered in the IPCC Sixth Assessment Report, UK Department for Environment, Food and Rural Affairs (DEFRA) 2025.*
*** Calculation of Scope 2 GHG emissions for Indian operations is calculated based on emission factors in the Central Electricity Authority, Govt. of India (CEA Version_21.0), for the Philippines and other global operations are calculated based on emission factors based on the International Energy Agency (IEA) National Emission Factors 2025, US EPA Emission factors for Greenhouse gas inventories (2025).The Scope 2 Market-based calculations are based on utilization of Energy Attribute Certificates.*
**** Calculation of Scope 3 GHG emissions are based on Corporate Value Chain (Scope 3) Accounting and Reporting Standard by GHG Protocol and emission factors considered in the UK Department for Environment, Food and Rural Affairs (DEFRA 2025), US Environmental Protection Agency (EPA) Supply Chain Greenhouse Gas Emission Factors v1.3 by NAICS-6, International Energy Agency (IEA 2025), and ADEME (French Environment and Energy Management Agency).*

Annexure II - Sites selected for audit

S. No	Site	Location
1.	Corporate Office (onsite audit)	Bangalore (Corporate Office - AMR Tech Park 1 & 2A)
2.	Site Location (onsite audit)	Hyderabad (Purva); Coimbatore (KCT Tech Park), Philippines (Plaza E, Zeta and Giga tower); Bangalore (Global City, Surya Wave)
3.	Site Location (remote audit)	Jamaica (Angles, Constant Spring 2)



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