

About Mphasis

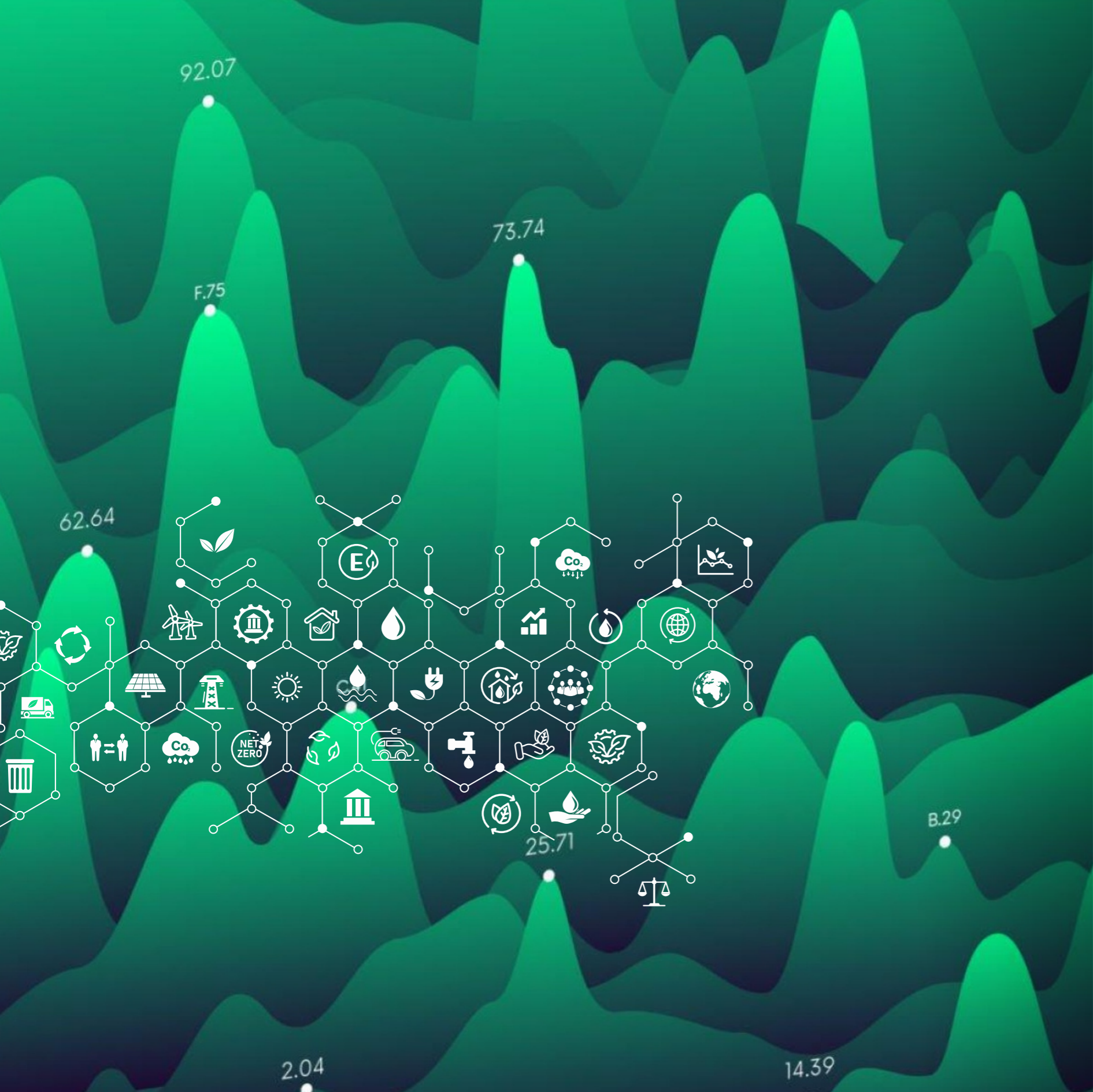
Mphasis' purpose is to be the "Driver in the Driverless Car" for Global Enterprises by applying next-generation design, architecture and engineering services, to deliver scalable and sustainable software and technology solutions. Customer centricity is foundational to Mphasis, and is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive to provide hyper-personalized ($C = X2C_{2, TM}^2 = 1$) digital experience to clients and their end customers. Mphasis' Service Transformation approach helps 'shrink the core' through the application of digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. Mphasis' core reference architectures and tools, speed and innovation with domain expertise and specialization, combined with an integrated sustainability and purpose-led approach across its operations and solutions are key to building strong relationships with marquee clients.

[Click here](#) to know more. (BSE: 526299; NSE: MPHASIS)



ESG DATABOOK

2023-24



We provide an accurate and transparent account of our Company's sustainability data that are material to our business through this Environmental, Social and Governance (ESG) Databook 2023-24. The ESG Databook contains the key performance indicators of Mphasis (Global) across material business categories and reflects our commitment to disclose the impacts of our business responsibly. However, for certain ESG data parameters, we have limited the information to operations within India (including Environment performance data). In this ESG Data Book, we disclose relevant financial and non-financial information (including historical figures in some cases) that we consider to be of material significance to our stakeholders.

The reported data reflects the ESG priorities of the organization and are aligned with the Global Reporting Initiative (GRI) and Dow Jones Sustainability Index (DJSI). All reported data is as of and for the fiscal year ended March 31, 2024.

Economic & Governance Performance

Economic value

Category	Unit	2023-24	2022-23
Economic value generated			
Total revenue	Million INR	134,963.19	139,600.96
Earnings before tax	Million INR	20,683.22	21,730.57
Taxes reported	Million INR	5,135.02	5,351.35
Effective tax rate	%	24.83	24.64
Economic value distributed and retained			
Total operating costs	Million INR	29,313.04	32,887.59
Total employee-related expenses (salaries and benefits)	Million INR	79,253.27	80,757.80
Payments to providers of capital	Million INR	1,608.67	972.58
Payment to government	Million INR	5,775.90	5,078.68
Community investments	Million INR	368.86	343.10
Economic value retained	Million INR	1,608.67	972.58

Philanthropic contributions, Business ethics

Category	Unit	2023-24
Total revenue	Million INR	368.9
Community investments	% of total CSR spend	100%
Political contributions	Million INR	N/A

Category	Unit	2023-24	2022-23	2021-22	2020-21
Fines or settlements related to anti-competitive practices	Million INR	0	0	0	0
Fines as % of total revenue	%	0	0	0	0
Contributions to and spending for political campaigns, political organizations, lobbying, trade associations, tax-exempt entities	Million INR	0	0	0	0
Confirmed cases of corruption and bribery	No.	0	0	0	0

Category	Unit	2023-24
Ongoing investigations related to anti-competitive practices	No.	0
Current involvement in any ongoing corruption and bribery cases	No.	Nil
No. of incidents of discrimination and harassment	No.	48 <small>*The company has reported zero incidents of discriminations and 48 cases of sexual harassment.</small>
No. of incidents of conflicts of interest	No.	0
No. of incidents of money laundering or insider trading	No.	0
Total no. of information security breaches	No.	0
Complaints concerning breaches of customer privacy and losses of customer data	No.	0

CEO-to-Employee Pay Ratio

Indicator	Ratio
The ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual)*	17 : 1
The ratio of the percentage increase in annual total compensation for the organization's highest-paid individual to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual)	1 : 1.2

* When calculating the CEO-to-Employee pay ratio, the company has considered only the median remuneration of its US employees (>10% of workforce) as the CEO is paid in USD, and including employees from India would distort the ratio due to currency and market differences.

Management Ownership (Share ownership of CEO and other executives)

Position	Name	Multiple of base salary
CEO and Managing Director	Mr. Nitin Rakesh	46.02
Executive committee members	Average of 6 ExCo members*	9.83

* Includes six members: Manish Duggar, Elango R., Veda Sivamakrishnan Iyer, Ramanathan Srikumar, Ravi Vasantraj, Rohit Jayachandran

Membership Associations

Parameter	2023-2024	2022-2023
List of industry associations, other membership associations, and national or international advocacy organizations in which it participates in a significant role.	The National Association of Software and Service Companies (NASSCOM)	The National Association of Software and Service Companies (NASSCOM)
	American Chamber of Commerce (AMCHAM)	American Chamber of Commerce (AMCHAM)
	Confederation of Indian Industry (CII)	Confederation of Indian Industry (CII)
	US-India Strategic Partnership Forum (USISPF)	US-India Strategic Partnership Forum (USISPF)
	Calgary Chamber of Commerce	Calgary Chamber of Commerce
	Canada-India Business Council	Toronto Board of Trade
	Calgary Economic Development (CED)	

Policy Influence: Contributions and other Spending

Category	Currency	2023-24	2022-23	2021-22	2020-21
Lobbying, interest representation or similar	INR	Nil	Nil	Nil	Nil
Local, regional or national political campaigns / organizations / candidates	INR	Nil	Nil	Nil	Nil
Trade associations or tax-exempt groups (e.g. think tanks)	INR	10,764,749	7,530,000	7,488,747	7,202,500
Total contributions and other spending	INR	10,764,749	7,530,000	7,488,747	7,202,500

Customer relationship management

Category	Unit	2023-24	2022-23	2021-22	2020-21
Customers using the online services solutions/sales platform	%	Not applicable			
% of revenues generated online (e.g., through direct sales, advertising, etc.)	%				
Respondents satisfied by Customer Satisfaction Survey	% of satisfied customers	87	80	83	87
Data coverage: % of customers/consumers surveyed out of the total number of customers	%	46	45	50	52
Target for FY23		85%			



Social Performance

Workforce

Category	Employees	Unit	2023-24	2022-23
Board of directors	Male	No	9	9
	Female	No	3	3
	<30	No	0	0
	30-50	No	3	4
	>50	No	9	8
Senior management	Male	No	69	99
	Female	No	11	14
	<30	No	-	0
	30-50	No	38	60
	>50	No	42	53
Middle management	Male	No	605	545
	Female	No	92	83
	<30	No	-	1
	30-50	No	461	451
	>50	No	237	176
Junior management	Male	No	1,779	1,739
	Female	No	405	384
	<30	No	11	7
	30-50	No	1,806	1,802
	>50	No	367	314
Other employees	Male	No	17,630	18,458
	Female	No	10,637	11,041
	<30	No	13,998	14,969
	30-50	No	13,490	13,755
	>50	No	779	775
Target for 2025			40%	
Share of women in total workforce	as % of total workforce	%	35.68	35.11
Target for 2025			5%	
Share of women in all management positions, including junior, middle, and top management	as % of total management positions	%	4.56%	4.17%

Target for 2025	4%			
Share of women in junior management positions, i.e. first level of management	as % of total junior management positions	%	3.63	3.32%
Target for 2025	0.28%			
Share of women in top management positions, i.e. maximum two levels away from the CEO or comparable positions	as % of total top management positions	%	0.25%	0.25%
Target for 2025	36%			
Share of women in management positions in revenue-generating functions (e.g. sales)	as a % of all such managers	%	35.67%	35.58%
Target for 2025	32%			
Share of women in STEM-related positions	as a % of total STEM positions	%	31.37%	30.73%
Target for 2025	0.50%			
People with disabilities	as a % of the total workforce	%	0.42	0.21
LGBTQI+	as a % of the total workforce	%	0.041	0.061
Contractual workers	Total	No	1,755	2,020
Workforce global	Male	No	20,084	22,303
	Female	No	11,146	12,080
	<30	No	14,009	15,514
	30-50	No	15,796	17,388
	>50	No	1,425	1,481

Workforce Breakdown: Nationality

Nationality	Share in total workforce (as % of total workforce)	Share in all management positions, including junior, middle and senior management (as % of total management workforce)
Indian	93.96%	81.3%
American	3.73%	5.6%
Chinese	0.79%	0.1%
Costa Rican	0.75%	0.0%
Mexican	0.68%	0.0%
British	0.45%	1.2%
Taiwanese	0.44%	0.7%
Canadian	0.18%	0.2%
French	0.15%	0.7%
Malaysian	0.12%	0.0%

New employee hires

Category	Employees	Unit	2023-24	2022-23
Senior management	Male	No	5	75
	Female	No	0	8
	<30	No	0	1
	30-50	No	4	63
	>50	No	5	19
Middle management	Male	No	81	362
	Female	No	11	60
	<30	No	0	8
	30-50	No	71	364
	>50	No	21	50
Junior management	Male	No	342	7651
	Female	No	94	4461
	<30	No	11	7398
	30-50	No	365	4532
	>50	No	60	189
Other employees	Male	No	3422	0
	Female	No	2785	0
	<30	No	6208	0
	30-50	No	3040	0
	>50	No	213	0
New employee hires	Male	No	6128	9414
	Female	No	3869	5062
	<30	No	6218	8063
	30-50	No	3480	6048
	>50	No	299	373

The junior management and new employee recruits involve non-binary team members who prefer not to be categorized as strictly male or female. Their representation is appropriately accounted for within the age-wise breakdown.

Category	Unit	2023-24	2022-23	2021-22	2020-21
Percentage of open positions filled by internal candidates (internal hires)	%	42.78	43.26	26.65	30
Average hiring cost/FTE	INR	70,999	81,838	65,459	65,731
New employee hires	No.	11,264	14,484	15,040	5207

Gender-pay indicators

Employee level	Unit	2023-24	
		Average Female Salary	Average Male Salary
Executive level (base salary only)	Million INR	5,91,777 Monetary Units	6,61,484 Monetary Units
Executive level (base salary + other cash incentives)	Million INR	14,91,818 Monetary Units	16,72,998 Monetary Units
Management level (base salary only)	Million INR	10,83,357 Monetary Units	11,90,438 Monetary Units
Management level (base salary + other cash incentives)	Million INR	28,76,087 Monetary Units	31,80,214 Monetary Units
Non-management level	Million INR	1,66,897 Monetary Units	1,82,575 Monetary Units
Mean gender pay gap	%	9.4	
Median gender pay gap	%	6.7	
Mean bonus gap	%	1.7	
Median bonus gap	%	3	

Employee turnover rate

Category	Employees	Unit	2023-24	
			Voluntary	Total
Senior management	Male	No	15%	26%
	Female	No	10%	19%
	<30	No	-	-
	30-50	No	20%	27%
	>50	No	10%	23%
Middle management	Male	No	8%	11%
	Female	No	7%	10%
	<30	No	100%	100%
	30-50	No	10%	13%
	>50	No	5%	9%
Junior management	Male	No	13%	18%
	Female	No	12%	19%
	<30	No	13%	13%
	30-50	No	13%	18%
	>50	No	10%	19%
Other employees (non-executive)	Male	No	24%	35%
	Female	No	26%	38%
	<30	No	28%	40%
	30-50	No	23%	33%
	>50	No	10%	36%

Category	Unit	2023-24	2022-23	2021-22	2020-21
Voluntary turnover rate	%	23.9%	31.15	34.39	8.13
Total employee turnover rate	%	34.5%	43.78	44.17	28.88
Data coverage (as % of all FTEs globally)	%	100	100	100	100

Training man hours

Category	Unit	2023-24	
		Male	Female
Senior Management	Avg. hours of training	4.74	0
Middle management	Avg. hours of training	8.08	8.05
Junior management	Avg. hours of training	9.22	8.76
Other employees (non-executive)	Avg. hours of training	14.56	15.56

Category	Unit	2023-24
Average hours per FTE of training and development	Avg. hours of training	14.63
Total amount spent per FTE on training and development	INR	88,058,185
Average amount spent per FTE on training and development	INR	2819.6

Absentee Rate

Indicator	Unit	2023-24	2022-23	2021-22	2020-21
Employees	% of total days scheduled	0.58	0.47	0	0
Data coverage	% of employees	100%	100%	100%	100%

Parental leave (Permanent employees)

Indicator	Unit	2023-24		2022-23	
		Male	Female	Male	Female
Employees entitled to parental leave	No.	20,084	11,146	20,841	11,522
Employees that took parental leave	No.	702	535	730	552
Employees that returned to work in the reporting period after parental leave ended	No.	702	518	730	525
Employees that returned to work after parental leave ended that were still employed 12 months after their return to work	No.	548	325	595	432
Rate of return to work that took parental leaves	%	100%	96.82%	100	95
Retention rate of employees that took parental leave	%	75.07%	61.90%	81.51	78.26

Benefits provided to permanent and temporary employees

Category	Unit	2023-24	
		Permanent employees	Temporary employees
Life insurance	Yes/No	Yes	No
Health care	Yes/No	Yes	No
Disability	Yes/No	Yes	No
Parental leave (maternity leave or paternity leave)	Yes/No	Yes	No
Marriage leave (additional to normal leaves allotted)	Yes/No	No	No
Bereavement leave (additional to normal leaves allotted)	Yes/No	No	No
Leave for Haj (additional to normal leaves allotted)	Yes/No	No	No
Leave for baptism (additional to normal leaves allotted)	Yes/No	No	No
Leave for circumcision ceremony (additional to normal leaves allotted)	Yes/No	No	No
Retirement provision	Yes/No	Yes	No
Stock ownership	Yes/No	Yes	No
Transportation	Yes/No	Yes	Yes
Housing	Yes/No	No	No
Transportation	Yes/No	Yes	Yes
Food allowance	Yes/No	Yes	No
Extra paid holidays	Yes/No	No	No
Citizenship leave	Yes/No	No	No
Car lease	Yes/No	Yes	No
Sabbatical	Yes/No	Yes	No
Gender reassignment leave	Yes/No	Yes	No
Family treatment leave	Yes/No	No	No
Fertility treatment leave	Yes/No	Yes	No
Learn while you can	Yes/No	Yes	No

Employee Engagement

Indicator	Unit	2023-24	2022-23	2021-22	2020-21
Employee Net Promoter Score (eNPS)	% of employees with top level of engagement, satisfaction, wellbeing, or employee net promoter score (eNPS)	7.40	7.87	7.99	7.91
Target for FY 23	8.05				
Data coverage	% of employees who responded to the survey	68%	59.3%	73.50%	65%

Human capital return on investment

Indicator	Unit	2023-24	2022-23	2021-22	2020-21
a) Total Revenue	INR Million	134,963.19	139,600.96	121,218.94	98,552.56
b) Total Operating Expenses	INR Million	29,313.04	32,887.59	28,093.38	79,193.97
c) Total employee-related expenses (salaries + benefits)	INR Million	79,253.27	80,757.80	70,345.01	56,297.86
Resulting HC ROI (a - (b-c)) / c	-	2.3331	2.3214	1.32384	1.34386
Total employees	No.	31,230	34,392	32,424	29,473

Privacy Protection

Indicator	Unit	2023-24
Percentage of customers whose data is used for secondary purposes	%	0
Number of requests for customer information received from government or law enforcement agencies	No.	0
Of the requests, percentage of requests that resulted in disclosure	%	0

Suppliers and procurement spend*

Category	Unit	2023-24	2022-23
Total suppliers	No.	5322	7473
Total procurement spend	Million INR	32962.81	40809.58
Procurement spend on locally-based suppliers	Percentage of total	96	99

* The values correspond only to the India entities of the Mphasis Group

Supplier Environmental Assessment

New suppliers screened		
Category	Unit	2023-24
Percentage of new suppliers that were screened using environment criteria	%	100%
Percentage of suppliers identified having significant actual and potential negative impacts	%	0%
Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which improvements were agreed upon as a result of assessment	%	0%
Percentage of suppliers identified having significant actual and potential negative impacts on society with which relationship has been terminated	%	0%

Human Rights Assessment

Category	Unit	% of total assessed in last three years	% of total assessed where risks have been identified	% of risk with mitigation actions taken
Own Operations (including Joint Ventures where the company has management control)	%	100	0	0
Contractors and Tier I Suppliers (as a % of contractors or Tier I Suppliers)	%	100	0	0



Environmental Performance

Energy consumption

Category	Unit	2023-24	2022-23	2021-22	2020-21
Energy consumed (from non-renewable sources)	MWh	12,168	11,405	9,950	11,080
Non-renewable energy consumption (Target for FY23)	MWh	11,559.6			
Captive DG power	MWh	218	228	109	175
Total renewable energy purchased or generated	MWh	11,868	11,088	11,889	12,169
Total cost of energy consumption	INR	29,54,86,600	25,44,13,266	23,85,06,035	26,34,28,429
Data coverage	%	100	100	100	100
Total energy consumption	MWh	24,254	22,721	21,948	23,424
Energy intensity	Total Energy consumption/ Revenue in Million INR	0.182	0.163	0.181	0.238

Emissions

Category	Unit	2023-24	2022-23	2021-22	2020-21
GHG emissions					
Scope 1: Direct emissions	tCO2eq	164.09	172.45	83	137
Data coverage	%	100	100	100	100
Target for FY23	Tonnes	170.73			
Scope 2: Indirect emissions Location-based	tCO2eq	17,146.84	16,045.69	15,579.10	16,352.10
Data coverage	%	100	100	100	100
Target for FY23	Tonnes	15,885.23			
Scope 2: Indirect emissions Market-based	tCO2eq	8,680.36	8,136.05	7,097.87	7,792.97
Data coverage	%	100	100	100	100
Target for FY23	Tonnes	8,054.69			
Scope 3: Indirect emissions	tCO2eq	3,416.94	2,864	2,756	1,986
Scope 3 Categories	Employee commuting (Diesel consumption*2.65 [Emission factor] / 1000)	3,417	2,864	2,756	1,986
Target for FY23	tCO2eq	2835.36			

Category	Unit	2023-24	2022-23	2021-22	2020-21
Total GHG emissions (Scope 1+ Scope 2 Market-based +Scope 3)	tCO2eq	12,261.39	11,172.5	11,172.5	11,172.5
GHG emission intensity (includes Scope 1 + Scope 2 Market-based)	tCO2eq/Revenue in Million INR	0.092	0.06	0.06	0.06

Air pollutant management

The main emissions from our support activities are Nitrogen Oxide (NOx), Sulfur Oxide (SOx). These are emitted primarily through the use of Diesel Generators sets at Mphasis campuses. An external agency is hired to conduct air quality testing once in 6 months within our work area after which the results are studied and verified by the EHS team. However, we do not monitor or measure air emissions other than GHG emissions.

Emissions of ozone-depleting substances (ODS)

Heating, ventilation and air conditioning (HVAC) systems that are used at our facilities utilise refrigerants like R22 and R410A. The Ozone Depleting Potential (ODP) of each of these substances are different but a group-wide decision has been made to find minimum ODP and Global Warming Potential alternatives to replace all R22 refrigerants.

Category	Unit	2023-24	2022-23
HCFC-22 or R-22	Tonnes	0.131	0.233
CFC-12 or R-12	Tonnes	0	0
CFC-11 or R-11	Tonnes	0	0
HFC-134a or R-134a	Tonnes	0	0
R404A	Tonnes	0	0
R123	Tonnes	0	0
R417A	Tonnes	0	0
R410A	Tonnes	0.789	0.595
R407C	Tonnes	0.101	0.032
R32	Tonnes	0	0

Water consumption

Water is consumed within the organization only for drinking, cooking and lavatory operation. Water consumption is part of the maintenance charges of the company as all facilities are leased. Since our operations are not water-intensive, we do not actively track our water consumption. However, there are efforts made to ensure that water is consumed judiciously within all Mphasis facilities through the use of water aerators and sewage treatment plants. We also encourage our employees to minimize the impacts of their water consumption by raising awareness through collaboration with NGOs and internal awareness programs. The total water consumption for 2023-24 for Mphasis facilities was estimated to be 51,097 kL

Waste Management

Category	Unit	2023-24	Waste diverted from disposal	Waste directed to disposal
Waste generated				
Paper Waste & Food Waste	Tonnes	87.392	83.722	0
Non-Hazardous Waste	Tonnes	44.827	0.753	36.690
Hazardous Waste	Tonnes	28.721	0	28.721
Total waste generated	Tonnes	160.940	84.475	60.765
Waste disposed				
Category	Unit	2023-24	2022-23	2021-22
A) Total waste generated	Tonnes	160.940	122.883	75.13
B) Total waste recycled/reused/sold	Tonnes	108.55	70.61	21.62
Total waste disposed (A-B)	Tonnes	36.690	52.273	53.51
Target for FY23	Tonnes	49.66		
Data coverage	%	100	100	100

Waste diverted from disposal by recovery operation, in metric tons (t)

Waste recovered	Onsite	Offsite	Total
A) Hazardous waste			
Preparation for reuse	0	0	0
Recycling	0	0	0
Other recovery operations	0	0	0
Total	0	0	0
B) Non-hazardous waste			
Preparation for reuse	0	0	0
Recycling	0	108.55	108.55
Other recovery operations	0	0	0
Total	0	108.55	108.55

Waste directed to disposal by disposal operation in metric tons (t)

Waste disposed	Onsite	Total
A) Hazardous waste		
Incineration (with energy recovery)	Tonnes	0
Incineration (without energy recovery)	Tonnes	0
Landfilling	Tonnes	28.721
Other disposal operations	Tonnes	0
Total	Tonnes	28.721
B) Non-hazardous waste		
Incineration (with energy recovery)	Tonnes	0
Incineration (without energy recovery)	Tonnes	0
Landfilling	Tonnes	36.690
Other disposal operations	Tonnes	0
Total	Tonnes	36.690

Data center efficiency

Average PUE	Unit	2023-24	2022-23	2021-22	2020-21
Average PUE	-	2.37	2.31	2.08	2.1
Target for FY23	To sustain below 2.5				
Coverage (% of total ICT population)	%	71	71	71	71
Total energy used in data centers	MWh	7,630	7,002.3	7,241.4	8,957
% of renewable energy (of total energy)	%	39.48	46.07	9.29	15.55
Renewable energy target for FY23	44%				

