



Human Rights Policy

Purpose

This policy formalizes Genpact's commitment to internationally recognized human rights.

Scope

This policy applies to all directors, officers, employees, and contractors of all Genpact entities (collectively "Genpact" or the "Company").

Requirements and responsibilities

General principles

Human rights are the basic rights and freedoms to which all people are entitled, regardless of race, sex, nationality, ethnicity, language, religion, or any other status.

At the core of Genpact's purpose—the relentless pursuit of a world that works better for people—are people. In keeping with our purpose and company values, Genpact is committed to respecting and promoting internationally recognized human rights, as well as complying with applicable law and regulations.

This policy is grounded in the principles set forth in the United Nations Guiding Principles on Business and Human Rights, the Universal Declaration of Human Rights, and the International Labor Organization Declaration on Fundamental Principles and Rights at Work. If faced with conflicting requirements, Genpact seeks to honor the principles of internationally recognized human rights.

We expect our suppliers, business partners, clients, and other third parties with which we work to uphold and promote these principles, and we urge them to adopt human rights policies within their own businesses.

Genpact standards

As a member of the Genpact community, the Company requires that you understand and comply with the following standards:

1. Reject forced labor and human trafficking. Do not engage directly or indirectly in any use of forced labor or child labor or trafficking in persons. Every employee has a responsibility to report human trafficking to the appropriate authorities. If you know or reasonably suspect that human trafficking is occurring or has occurred in our business, in our supply chain, or in the supply chains of any supplier, promptly raise this concern to your manager, a local HR manager, or the Ombuds Helpline.
2. Make fair and merit-based employment decisions and create an inclusive environment. Genpact does not tolerate discrimination against any person for legally protected characteristics such as race, color, ethnicity, religion, sex, sexual orientation or gender expression, age, nationality, or disability. Every employee is entitled to be treated fairly in respect to their employment, including fair compensation and working conditions, consistent with applicable law.
3. Treat others with respect. Genpact expects employees to engage with each other, and others you may interact with in work-related situations, with professional courtesy, dignity, and respect. Genpact respects every person's right to work in an environment free of harassment or abuse of authority.
4. Respect freedom of association. Genpact respects the right of all employees to interact and organize among themselves to collectively pursue common interests. This includes the right to join, or not join, a trade union of their choosing, to peacefully assemble, and to bargain collectively in accordance with the law. Employees and their representatives are free to communicate and share concerns with management without fear of discrimination or reprisal.

5. Maintain a safe and healthy workplace. Always follow applicable health and safety laws and regulations, as well as Genpact policies related to safe and healthy workplaces. Raise any potential health or safety issues to your manager promptly.
6. Engage third parties with care. Genpact has zero tolerance for human rights abuses in our supply chain. Our [Third-Party Code of Conduct](#) articulates this expectation and compliance is mandatory for all vendors. Where vendors fall short of our expectations in ethics and human rights, Genpact may invoke contractual remedies or seek other partners.
7. Use resources thoughtfully. We are committed to reducing our environmental impact through energy management, green infrastructure, water stewardship, and waste reduction, as described in our [Sustainability Report](#).

Implementation

Genpact implements its commitment to human rights through policies and procedures; a due diligence process to identify, prevent, and mitigate negative impacts on human rights; and processes to enable the Company to remediate any adverse human rights impacts to which we may contribute.

We perform human rights due diligence using a variety of methods, including risk assessments (such as supplier risk assessments) and application of established frameworks to new services (such as frameworks for responsible artificial intelligence).

Genpact educates employees on human rights topics through mandatory annual training on the Code of Conduct, role-specific training on relevant topics, and by making tools and resources related to Genpact's values, purpose, and ethical expectations available to all employees.

Grievance Mechanisms

The Company is committed to supporting the identification of adverse impacts to human rights that Genpact may cause or to which it may contribute, to address any such grievances promptly and consistently, and to remediate any adverse impacts to human rights. In support of this commitment, Genpact makes available an ethics hotline (called the Ombuds Helpline) that is hosted by a third party, which allows anyone to raise concerns related to ethics or human rights.

Consequences of non-compliance

Any employee, regardless of position or title, who violates any provision of this Policy may be subject to discipline up to and including termination of employment. Violations by contractors may result in removal from assignment at Genpact.

Reporting and non-retaliation policy

The Company encourages individuals to speak up without fear of retaliation when they see or suspect Policy violations. Retaliation is prohibited and will not be tolerated at Genpact. Please refer to the Non-Retaliation Policy for more information.

References

Integrity@Genpact

Third-Party Code of Conduct

Anti-Slavery and Human Trafficking Policy

Anti-Corruption Policy

Ombuds Program Policy
Non-Retaliation Policy
Sustainability Report

Document history			
Version	Date	Policy Owner	Summary of Changes
1.0	October 2023	Heather White, Legal Department	Initial version