Pursuing better

Sustainability report 2023

genpact

Contents

Message from our CEO

At Genpact, as we work toward our vision – to empower clients through applied AI solutions that drive unparalleled outcomes – we know that our impact must go beyond the bottom line. We strive to create the best outcomes not only for clients but also for our employees, communities, and the planet.

I am proud to say that we made strides toward our environmental, social, and governance (ESG) goals in 2023 and have been recognized repeatedly for our achievements. Our commitment to diversity and inclusion reflects our belief that we are better together. Our work here has been recognized by Forbes, which included us in its list of Best Employers for Diversity in 2023. And the Ethisphere Institute, for the sixth year, called out our dedication to ethics and sustainability, naming us one of the World's Most Ethical Companies.

Genpact participates in the United Nations Global Compact, a global network of over 17,000 companies committed to responsible business practices. We have had our near-term net-zero goals validated by the Science Based Targets initiative (SBTi) and are on track on this journey, having cut our Scope 1 and Scope 2 emissions by more than 45% when compared to 2019. We have also more than doubled our renewable energy usage, improved water stewardship, and reduced waste.

Our work within our local communities continues to thrive, building upon our longstanding efforts to uplift those in need. Over the past year, more than 63,000 Genpact colleagues have contributed to volunteering projects that have positively impacted millions of lives worldwide.

Our teams are in relentless pursuit of a world that works better for people. This is a goal we can only achieve with the dedication of our global teams and partners, plus our capabilities with data, technology, and AI. Together, we are reducing our impact on the planet, improving our communities, and accelerating our clients' sustainability initiatives.

I extend my gratitude to every employee, client, and partner who has contributed to our ESG programs and eagerly anticipate another year of collective action toward realizing a sustainable future.

Balkrishan "BK" Kalra
President and Chief Executive Officer,
Genpact

"
More than 63,000 Genpact colleagues have contributed to volunteering projects that have positively impacted millions of lives worldwide.
"

Genpact at a glance

Genpact (NYSE: G) is a global professional services and solutions firm delivering outcomes that shape the future. Our 125,000+ people across 30+ countries are driven by our innate curiosity, entrepreneurial agility, and desire to create lasting value for clients. Powered by our purpose – the relentless pursuit of a world that works better for people – we serve and transform leading enterprises, including the Fortune Global 500, with our deep business and industry knowledge, digital operations services, and expertise in data, technology, and AI.

800+
clients

>90
delivery centers

125,000+
employees

>35
countries served

>25
delivery center countries

Figure 1: Genpact at a glance

**Figure 2: Genpact's delivery center countries**

Our purpose

We're in the relentless pursuit of a world that works better for people.

This is our purpose. It guides us and pushes us to make an impact far bigger than just the bottom line.

We pursue better by using our collective talent, experience, and resources to amplify the impact any one of us can make on the world. We create lasting change for our clients while also helping workers prosper, communities thrive, and the environment flourish.

We're committed to advancing our ESG goals to contribute to a more sustainable and equitable world.

We view our ESG strategy through five lenses:
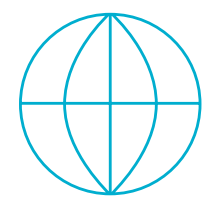
Better planet
We're passionate about creating a more sustainable, resilient world. Because when societies, economies, and the environment flourish, people thrive too

Better business
We partner with clients to make a meaningful difference in their organizations, communities, and the world

Better together
We foster a diverse, equitable, and inclusive workplace where every one of our people can celebrate their authentic selves

Better communities
We encourage and empower our people to create impact through many small acts of compassion

Governance for sustainable growth
We create value for all our stakeholders while our corporate governance practices deliver an accountable business with strong performance

ESG highlights in 2023

Every year, we deepen our commitment to our ESG goals by improving diversity in our workforce, encouraging more employees to join our corporate social responsibility (CSR) programs, and reducing our impact on the planet. See our biggest ESG achievements from 2023.

42%
of full-time employees and 50% of our board are women as of December 31, 2023

129,999
full-time employees

117,911
total CSR volunteer participants from 63,042 unique volunteers

8% to 21%
increase in renewable energy usage[1]

127,866 tCO2e
Scope 1, 2, and 3 emissions, a 5% drop in emissions per employee[2]

303,995 kl
water withdrawn, down by 8%[1]

25.9 mn
lives impacted by CSR activities

1. Compared to 2022.
2. In 2023, more employees returned to a Genpact office as their main place of work than in the previous year. This has resulted in a marginal increase in energy consumption, water withdrawal, and waste generation, which has been compensated by initiatives to reduce our footprint

Sustainability targets

Genpact's near-term science-based targets

SCIENCE
BASED
TARGETS

We are committed to reaching net zero by 2050 and have had our near-term emissions targets validated by the Science Based Targets initiative (SBTi). See our goals for 2025 and 2030:

		By 2025	By 2030
	Emissions[1]	Reduction in Scope 1 and 2 emissions by **31%** Reduction in Scope 3 emissions by **25%**	Reduction in Scope 1 and 2 emissions by **58%** Reduction in Scope 3 emissions by **46%**
	Percentage of renewable energy[2]	**25%** renewable energy	**35%** renewable energy
	External liquid discharge	**Zero** liquid discharge in owned sites	Moving from zero liquid discharge to **10%** water positivity
	Waste	**100%** circularity in scrap recycling in India to be extended to other Genpact locations	Reduce waste to landfill by **75%** Have an active recycled-waste-to-build program to minimize overall waste to landfills -targeting TRUE certification for Genpact-owned sites[3]
	Biodiversity impact assessment	Carry out assessments of owned and single-tenant sites. Complete suite of biodiversity action plans implemented at owned sites	Execute biodiversity action plans at defined major sites. Identify and act on reducing the impact on biodiversity across the entire supply chain
	Supplier assessment	Adopt a tool-based approach to assess our supply chain vendors on ESG factors	We may use internal carbon pricing and ESG supplier ratings to make purchase decisions and reduce our Scope 3 emissions or other methods to reduce supply chain emissions

Table 1: Our sustainability targets

1. Emissions targets are measured against 2019 as the base year
2. Renewable energy is dependent on local regulations and availability at our sites
3. Run by Green Business Certification, Inc., TRUE is a zero-waste certification program dedicated to measuring, improving, and recognizing zero-waste performance

Recognition for our ESG work in 2023

Better planet, better communities

Global Leader in ESG/Sustainability
(third consecutive year), Golden Peacock Awards

ESG Industry Top Rated, Sustainalytics

Sustainable Corporate of the Year
(second consecutive year), Frost & Sullivan

Sustainability Leader in Mega-Large Business,
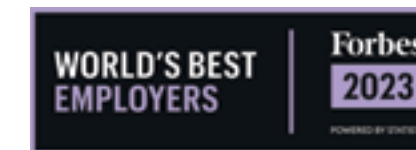Service Sector (across five sites), Frost & Sullivan

Gold rating for global sustainability
performance, EcoVadis

B rating for CDP reporting on
climate change disclosure

Better together

Named in World's Best Employers list
(third consecutive year), Forbes

Named in America's Best Employers
for Diversity list, Forbes

Named in the 100 Best Companies for
Women in India list and the Most Inclusive
Companies Index, Avtar and Seramount

Winner of the Impact Award from the
Headspace Working Well Awards Program

Named in the Bloomberg Gender-Equality
Index (second consecutive year)

Silver award in the category of Asia's
Best Diversity Reporting by the Asia
Sustainability Reporting Awards

Better business

Ranked second in customer satisfaction in
the Management Top 250 List, Wall Street
Journal/The Drucker Institute

Named in World's Most Ethical Companies list
(for the sixth time), The Ethisphere Institute

Named in Best Workplaces for Innovators list
(second consecutive year), Fast Company
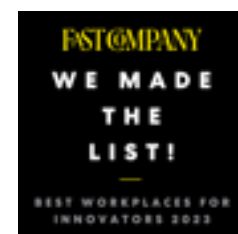
Named in World's Best Management
Consulting Firms list, Forbes

Named in America's Most Innovative
Companies list, Fortune

CSO50 Award (for seven consecutive years) for
excellence in cybersecurity and implementation of
holistic risk management practices

Sustainability at Genpact

Our approach to ESG and sustainability

Our purpose influences every aspect of our business, including our ESG programs, which are woven into our culture. We encourage our people to collaborate across functions and participate in ESG initiatives that demonstrate our company values.

How we live our purpose:
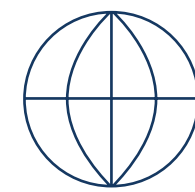
Better planet
Environment and climate action

We are committed to reducing our environmental impact through energy management, green infrastructure, water stewardship, and waste reduction

Better communities
Corporate social responsibility

We support our communities in the areas of health, education, equitable opportunities, and climate action

Governance for sustainable growth

We strive to create economic value for all our stakeholders, supported by strong corporate governance practices

Better together
Our people and DEI

We are focused on building a more diverse, equitable, and inclusive workforce

Better business
Client excellence

We innovate and collaborate with our clients to drive measurable business outcomes and accelerate their sustainability journeys

Figure 3: Pursuing a world that works better for people

Sustainability governance

Our sustainability governance structure has cross-functional representation and a direct line to our board of directors. It provides a foundation for developing and implementing our sustainability strategy and targets. To deliver on our commitments, we have defined lines of accountability across the structure.

The nominating and governance committee of the board of directors oversees our ESG program and our overall corporate objectives for progress toward our commitments.

Our ESG management committee includes representation from the Genpact Leadership Council and across the business, including:

Environmental health, safety, and sustainability

Corporate social responsibility
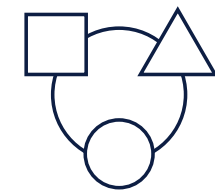
Diversity, equity, and inclusion

Legal
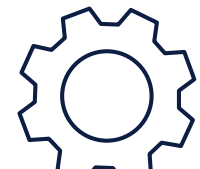
Infrastructure and logistics

The global ESG team works with the ESG management committee and regularly updates the nominating and governance committee of our board on the ESG risks and opportunities that are relevant to Genpact and our stakeholders.

Alignment with the United Nations' Sustainable Development Goals

We are a member of the United Nations Global Compact (UNGC) and align our sustainability goals with the United Nations' Sustainable Development Goals (SDGs). We believe we can have the greatest, direct impact on 14 of the SDGs in particular. Our work to meet these goals also indirectly supports the remaining three SDGs. Our partnerships with stakeholders have three core dimensions: economic, social, and environmental.

At the start of each section of the report, we highlight the SDGs most relevant to our work.

UN SDGs that Genpact directly impacts

UN SDGs that Genpact indirectly impacts

We're committed to building collaborative global partnerships with all stakeholders as we pursue the UN's Sustainable Development Goals

Figure 4: Alignment with the UN's Sustainable Development Goals[1]

Stakeholder engagement

Our stakeholders – the individuals, groups, and organizations that we can impact or that can impact our business – are key to achieving our sustainability goals. We actively communicate our vision, strategy, and performance to them and use surveys to understand their needs and refine our goals, initiatives, and reporting practices.

Stakeholders	Needs and expectations of our stakeholders	Mode of engagement
Employees	• Training and development • Fair and timely remuneration • Reward, recognition, and appreciation for performance • A diverse, open, nondiscriminatory, and safe working environment	• Employee engagement survey • Annual performance appraisal • CSR volunteering • Training and development programs • Ombuds program • DEI programs
Clients	• Seamless service delivery • Innovation • Fair and competitive pricing	• Net Promoter Score Plus (NPS+) questionnaire for process owners biannually and senior client stakeholders annually • Regular governance meetings between Genpact and client organizations
Investors	• Sustained financial performance • Regular dividends • Ethical business practices and good corporate governance • Risk mitigation • Integrating ESG into strategy and operations • Transparent reporting and disclosure	• Quarterly earnings calls with investors • Annual shareholder meetings • Annual report on Form 10-K • Quarterly touchpoints with investors including one-on-one meetings and group meetings as well as broker-sponsored conferences
Suppliers	• Fair and ethical procurement and engagement practices • Timely payment	• Vendor prequalification, risk analysis, and rating process • Training vendors' employees and conducting capacity-building sessions on diverse topics such as health, safety, and the environment
Communities	• Economic, social, and environmental betterment of our communities	• Employee volunteering activities • Initiatives with NGOs, including engagements to strengthen their processes
Academic institutions	We offer campus recruits: • Equal opportunity • Training and development • Fair remuneration	• Campus recruitment
Government and regulatory bodies	• Compliance with laws and regulations • Ethical business practices • Transparency in disclosures • Tax revenues • Contribution to national climate change agendas	• Engagement through membership in industry bodies like the National Association of Software and Service Companies (NASSCOM), the Confederation of Indian Industry (CII), the Information Technology and Business Process Association of Philippines, and the Association of Business Service Leaders in Romania • Paying taxes • Complying with all relevant laws and regulations
Industry bodies	• Innovation • Advocacy and collaboration	• Online questionnaires • Conferences

Table 2: Overview of stakeholder engagement at Genpact

Materiality assessment

In 2023, we updated our materiality assessment to better understand and prioritize the ESG topics that matter most to our business and stakeholders. We did this in line with the requirements from the Global Reporting Initiative (GRI) Universal Standards 2021 on impact materiality.

By engaging with our key stakeholders, we evaluated the actual and potential positive and negative impacts of our business on the economy, environment, and people.

To determine Genpact's material topics, we used a three-step approach:

Step 1: Contextualization

We developed our list of relevant material topics by drawing on a broad spectrum of sources and taking the best practices from our sector into account. We examined the insights from internal stakeholders, ran comprehensive peer reviews and benchmarking exercises, scanned sectors for trends, analyzed media reports, and drew references from global ESG guidelines and frameworks, including the Sustainability Accounting Standards Board (SASB), Morgan Stanley Capital International (MSCI), EcoVadis, and S&P Global's Corporate Sustainability Assessment.

Step 2: Impact identification and analysis

To assess the impact of each of our material topics, we engaged our stakeholders and reviewed the outlook for our sector. Our methodology involved mapping the potential impact – positive and negative – of each topic across economic, environmental, and social perspectives and capturing internal and external stakeholder insights using tailored surveys and focus groups.

We analyzed the responses, assigning different weights to each stakeholder group, categorizing themes into subtopics, and creating a materiality matrix that we could examine in more detail.

Step 3: Prioritization of topics

By involving subject matter experts from around the organization, we evaluated the significance of the impact on Genpact's business, the environment, and society according to where they appeared in the value chain and their projected timeframe (short, medium, or long term). We also considered the significance of the topic to our stakeholders. Then, we prioritized them as having "high" or "medium" impact.

Our sustainability governance function oversaw this process, facilitated second opinions, and initiated broader discussions as necessary. We ran this process on a shared platform, with assessments accessible to all involved, which resulted in substantial internal discussion. Various functions and teams took part, refining topics and upholding and enhancing data quality in our performance management efforts.

Changes from 2022

The majority of our material topics have not changed since last year. But we now include new topics such as supplier diversity and resilience and responsible AI. We have bifurcated climate change into two separate topics – climate change mitigation and adaptation – for enhanced impact assessment, preparedness, and transparency. To take a more holistic approach and expand the coverage of our material topics from an impact perspective, we revised the nomenclature of topics, such as changing urban resilience to urban biodiversity/resilience and talent management to talent attraction and retention.

We continue to consider human rights as a standalone material topic because we are dedicated to upholding and respecting human rights across our entire business and expect the same behavior from our clients, partners, and other third parties. This is defined in our Human Rights Policy and reiterated in our code of conduct and the companion code for third parties. The controls and policies we have in place are designed to prevent the use of forced or child labor, and we demand that our vendors and suppliers have similarly suitable controls and policies. We abide by all local legislation that is relevant to our employees' health and safety.

We analyzed, examined, and assessed the responses received from our materiality exercise on the basis of importance and consolidated them into a materiality matrix to offer a better understanding and clearer visualization.
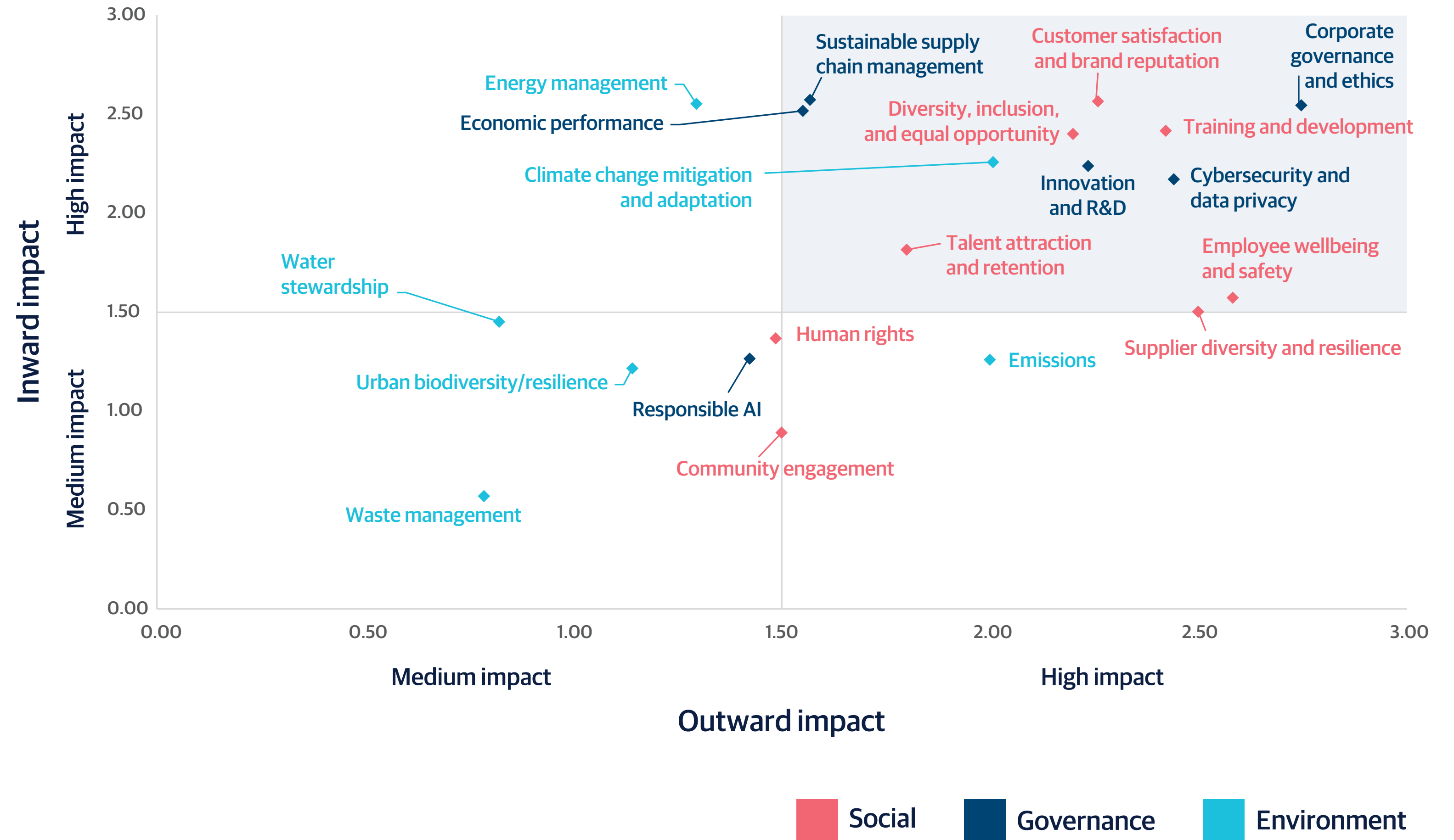
Figure 5: Our 20 materiality topics

Measuring our performance

We actively participate in global frameworks such as the Climate Disclosure Project (CDP), submit to assessments by ratings bodies like EcoVadis and Sustainalytics, and enter recognition programs that assess companies' ESG performance. We're also members of CII and NASSCOM, major trade associations in the Indian IT and business process management industries, and the United Nations Global Compact.

In addition to our certifications from EcoVadis, CDP, and other sustainability assessments, we also have the following ISO certifications:

ISO certificate	Certificate number	Valid to
ISO 14001:2015 – Environment Management System	EMS 553818	October 28, 2024
ISO 45001:2018 – Occupational Health and Safety Management System	OHS 553848	October 28, 2024
ISO 22301:2019 – Business Continuity Management	BCMS 570154	January 30, 2026
ISO 50001:2018 – Energy Management System	ENMS 786117	March 29, 2026
ISO 27001:2022 – Information Security Management System	IS 553847	October 28, 2024
ISO 31000:2018 – Risk Management Guidelines	ERM 735290	December 31, 2024

Table 3: Our ISO certifications

Note: Certificates that expire in 2024 are currently undergoing the process of being extended.

Better planet

Environment and climate action

Better planet

Actions against climate change

To support the world's battle against the climate crisis, Genpact is aligned with the frameworks and regulatory requirements developed by groups and forums such as COP28, the UN Global Compact, CDP, and SBTi. We're also preparing for new regulations from the US, EU, and other geographies.

The IT and professional services sectors have an impact on the environment and climate from the greenhouse gases (GHG) that companies emit. With appropriate measures in place, our industry has the potential to reduce GHG emissions considerably and make a significant impact globally.

Genpact's climate strategy revolves around quantifying, tracking, and reducing our emissions footprint in line with our 2050 net-zero target and water conservation and waste management strategies. Our GHG commitments align with the SBTi, which has validated our near-term targets, marking a substantial step forward in our journey toward net zero.

19,353GJ
saved through energy-saving initiatives

50,764kl
water recharged in aquifers through rainwater harvesting, up by 10%

45,237tCO2e
Scope 1 and 2 GHG emissions, down by 5%

37%
water recycled against water withdrawn, up by 13%

21%
of our total energy consumption was through renewable sources in 2023, up by 13%

Figure 6: Environmental highlights[1,2]

SDGs impacted[3]

6 CLEAN WATER AND SANITATION

13 CLIMATE ACTION

7 AFFORDABLE AND CLEAN ENERGY

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

15 LIFE ON LAND

11 SUSTAINABLE CITIES AND COMMUNITIES

17 PARTNERSHIPS FOR THE GOALS
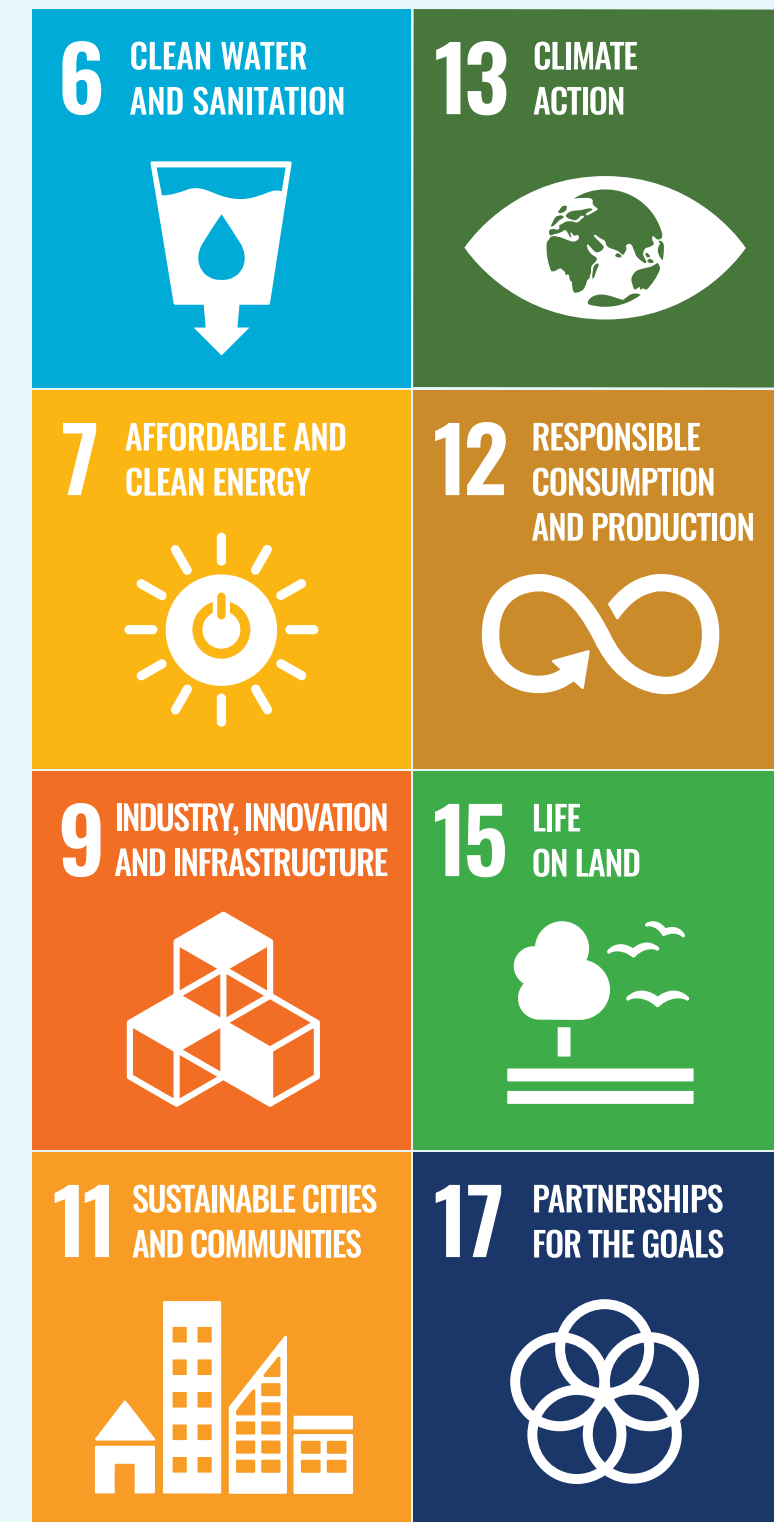
1. Compared to 2022
2. Genpact has encouraged employees to return to working in the office to support our collaborative culture and instil a greater sense of belonging. In 2023, 37.5% of employees returned to a Genpact office as their main place of work. This has resulted in a marginal increase in power and water consumption along with waste generation, which have been substantially made up by initiatives taken to reduce our overall footprint.
3. See Appendix III: Alignment to the UN Sustainable Development Goals

Case study

Supporting local biodiversity with afforestation

Afforestation is one of the best ways to create carbon sinks that help reduce atmospheric carbon dioxide levels. Over the years, Genpact's afforestation drive has helped create many carbon sinks in urban areas across India, which have helped sequester carbon and improve air quality, reduce noise pollution, and decrease temperatures in and around our afforestation sites.

Since 2011, Genpact has planted 138,522 trees across 8 countries. In 2023, trees we planted in India will sequester 3,200.31 metric tons (MT) of carbon dioxide over the next 15 years. Additionally, we planted mangrove saplings and conducted a coastal cleanup initiative in Bataan, the Philippines, to help prevent the impact from flooding, storms, and cyclones.

While our tree-planting drives have contributed to the creation of green spaces in cities, our in-house activities create additional benefits, such as green office spaces. These trees also support local biodiversity by providing a habitat for local flora and fauna and support livelihoods for the people who work as their caretakers.

Figure 7: Carbon sequestration certificates
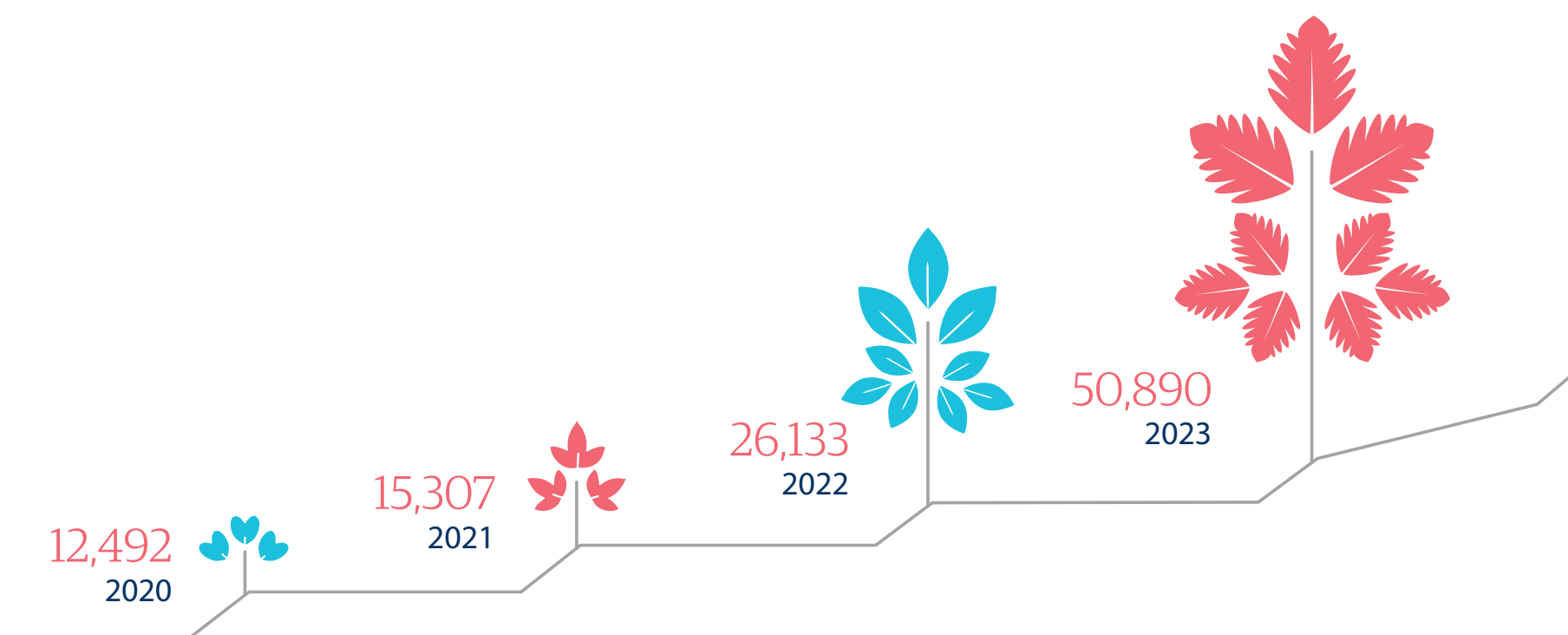
Figure 8: Tree planting at Genpact

12,492 — 2020
15,307 — 2021
26,133 — 2022
50,890 — 2023
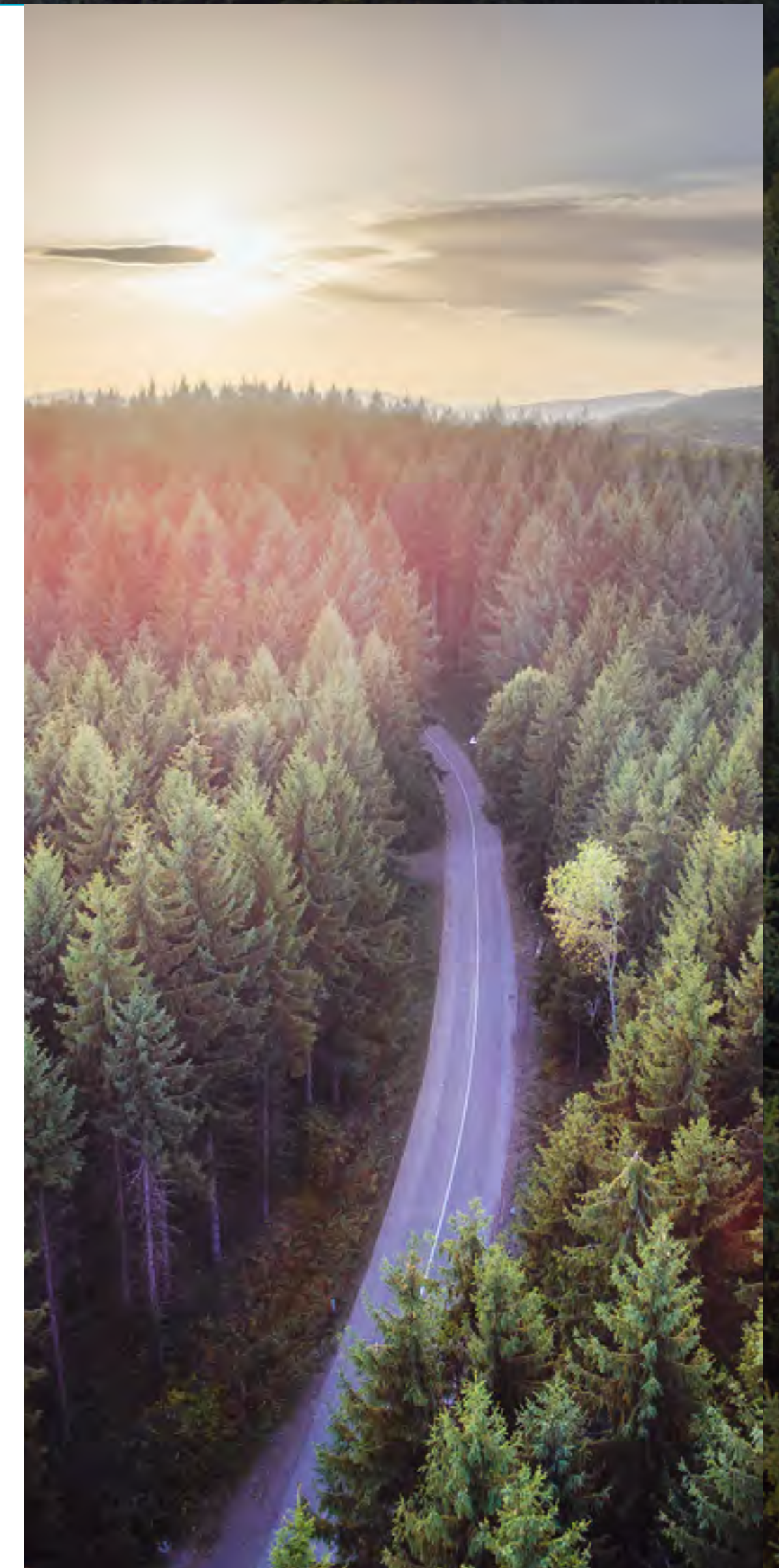
Minimizing our climate-related risks

Climate change presents all companies with new risks to mitigate and challenges to overcome. But at Genpact, it also encourages us to innovate and develop new ways of working. We're improving how we integrate climate issues into our business and reduce our exposure to the risks.

We are embedding climate action, risks, and opportunities into our operations, and Genpact's ESG committee discusses these topics regularly. Since 2020, Genpact has aligned its climate-risk preparedness with the Task Force on Climate-Related Financial Disclosures (TCFD) recommendations, now monitored by IFRS 2.

Genpact also works with frameworks and standards from SBTi, GRI, and SASB, as well as assessors like CDP, EcoVadis, and other third parties, to guide our strategy on climate change and climate-related action plans.

Key elements of our SBTi-validated near-term net-zero strategy

Scope 1 emissions reduction

- Shifting from diesel-based generators to alternate fuel mechanisms

- **Impact**: Transitioning diesel generators (DGs) to piped natural gas (PNG) has the potential to create a reduction of 5.2 megavolt-ampere (MVA) each year

Scope 2 emissions reduction

- Increasing use of renewable energy

- Reducing the amount of energy consumed by central air conditioning by replacing or retrofitting old heating, ventilation, and air conditioning systems with the latest energy-saving technology, as well as by rationalizing (downsizing, replacing, reducing battery sizes, and so on) uninterrupted power supply

- Reducing the footprint of our IT and data centers, aggressively consolidating our real estate, adopting new technologies, and reducing our energy consumption

  - **Impact**: Five sites reduced their data-center footprint by 75%

Scope 3 emissions reduction

- Adopting a supply chain screening tool to rate vendors' emissions, enabling us to shortlist companies that support our sustainability goals

- Using internal carbon pricing models in the supply chain

- Increasing the penetration of collaboration tools to reduce business travel

- Adopting zero-emission vehicles for employee transport

- Optimizing water usage, recycling, the adoption of circularity, and waste management, and increasing the use of recycled materials in projects in a phased manner

Carbon accounting

- Implementing robust carbon accounting systems to track and report emissions accurately, identify areas for improvement, and measure progress toward decarbonization goals

Employee engagement

- Encouraging employees to support sustainability initiatives through awareness campaigns, training programs, and incentivizing green behaviors in the workplace

Innovation and research

- Investing in the development of new technologies, such as AI, and processes to further reduce carbon emissions in our operations

Case study

Switching to electric vehicles in the Philippines

Electric vehicles (EVs) can play a significant role in reducing emissions from employees commuting to work in several ways, including:

- Zero tailpipe emissions
- Reduced air pollution
- Public transportation integration
- Renewable energy integration
- Lower operational costs
- Behavioral changes

Our Bataan office in the Philippines switched from using traditional shuttle vans to fully electric buses. This initiative reduced its carbon footprint and set the stage for more ambitious projects. It has also installed an EV charging station to support the EV initiative.[1]

> Based on the SBTi validation process, we have updated how we calculate our global emissions from employees commuting to work by using a distance-based approach. To achieve our near-term reduction targets, we are switching from internal combustion engine shuttles to fully electric.

1. Overall emissions reduction from our EV initiative will be published in next year's sustainability report

Reducing emissions

Genpact has defined goals and key performance indicators (KPIs) around energy efficiency, emissions reduction, implementation of an environmental management system, and assessments of our suppliers' ESG performance. We have a number of initiatives in place to reduce our Scope 1, 2, and 3 emissions across the business.

We calculate our Scope 1 emissions according to fuel consumption (primarily diesel and liquified petroleum gas (LPG) in generators and heating, ventilation and air conditioning, and cafeterias) and fugitive emissions from ozone-depleting substances (ODS) across offices. Under Scope 2, we report on emissions that result from the gas and electricity we purchase.

We report on emissions due to business travel under Scope 3. After registering with SBTi in 2021, we have expanded the coverage of our Scope 3 emissions according to SBTi requirements. In 2023, our emission intensity (emissions per person) was 0.35 tCO2e per employee. During the same period, our emission intensity (emissions per square foot) was 0.01 tCO2e/sq. ft.

One example of how we're cutting Scope 1 emissions in our operations is the reduction of emissions from refrigerant R22 to 528 tCO2e at our owned and controlled sites. We are on track to phase out refrigerant R22 in our owned and controlled sites globally by the end of 2024.

As we work toward achieving long-term sustainability, our employees are integral to our success through CSR volunteering, reducing emissions and waste, creating a supportive work environment, and other sustainability initiatives. With this in mind, we evaluate employees in roles that relate to our ESG goals against our ESG KPIs, which influences their pay increments and promotions.
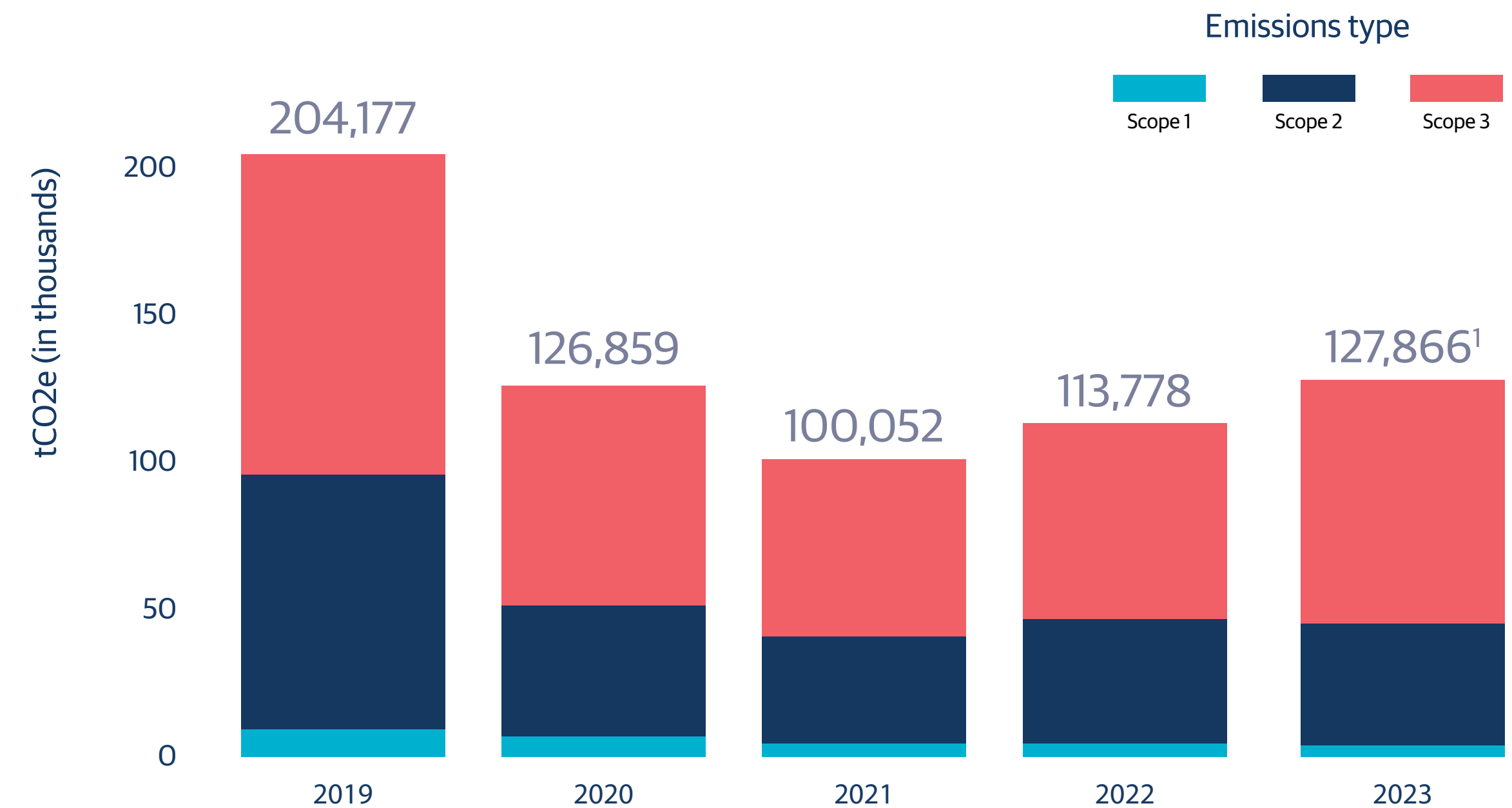
Figure 9: Global emissions, 2019-2023

1. The increase in emissions from 2022 to 2023 is due to teams returning to the office as part of our hybrid working model

Effective use of power and renewable energy

We know energy consumption is a major contributor to our overall environmental footprint. So, to reach net zero, we focus on maximizing energy efficiency and increasing the use of renewable alternatives for power.

We run third-party energy audits to see how we can reduce the power we consume to run our buildings and data centers, which makes up most of our energy consumption.

Our transition to renewable energy (RE) goes back to 2016. See how we have progressed since then.

Figure 10: Solar panels at our Uppal office, Hyderabad

Bangalore, India

Surya Park 2021
Solar streetlight
2023 RE composition:
3,840 kWh

2022
Power purchase agreement
2023 RE composition:
1,144,854 kWh
86% on RE

Pritech Park 2022
Purchased green electricity
2023 RE composition:
1,989,715 kWh
100% on RE

Hyderabad, India

Uppal Campus 2016
Power purchase agreement
2023 RE composition:
4,649,817 kWh
72% on RE

Hafeezpet 2017
Rooftop solar panels
2023 RE composition:
184,979 kWh
2.4% on RE

Gurugram, India

North Campus 2018
Rooftop solar panels
2023 RE composition:
153,960 kWh
3% on RE

Richardson, US

Richardson 3,300 2022
Purchased green electricity
2023 RE composition:
3,309,000 kWh
100% on RE

Bucharest, Romania

Bucharest 2023
Purchased green electricity
2023 RE composition:
4,212,306 kWh
100% on RE

London, UK

Merchant Square 2023
Purchased green electricity
2023 RE composition:
349,614 kWh
100% on RE

Manchester, UK

Dovecote House 2023
Purchased green electricity
2023 RE composition:
29,764 kWh
100% on RE

Alabang, Philippines

Vector 2, iHub1, and Plaza building A 2023
Purchased green electricity
2023 RE composition:
1,775,688 kWh
100% on RE

Hoofddorp, Netherlands

Pharo 2023
Purchased green electricity
2023 RE composition:
100,492 kWh
100% on RE

Figure 11: Genpact sites – the ongoing switch to renewable energy and consumption in 2023

Our 2023 energy conservation and emissions reduction initiatives:

Energy conservation

- Replacement of inefficient air conditioners
- Replacement of chillers
- Replacement of air-handling units with new and efficient technology having electronically commutated motors
- Progressively reducing data center and IT room footprints by moving to more efficient colocated data centers and to the cloud

Renewable energy

- Use of renewable energy at locations in India through power purchase agreements
- Use of renewable energy certificates at our other sites
- Installation of rooftop solar plants at owned locations

Energy efficiency

- Third-party energy audits carried out to identify areas of improvement
- Installation of energy-efficient pumps for HVAC plants
- Effective use of refrigeration operations

Reduce IT and data-center emissions

- Infrastructure changes at data centers, such as the installation of plenums in precision air-conditioning systems of data centers
- Separation of cold aisle and hot aisle in data centers

Figure 12: Solar power at Surya Park, Bangalore

While grid energy is our primary source of electricity, some of our locations include diesel generators for backup and resilience in the event of a power outage. We have already started retrofitting our diesel generators in Gurugram, India, with gas wherever possible, and we will continue to explore alternatives like biodiesel and stored energy devices to reduce our Scope 1 emissions.

A few of our sites already run on renewable energy, and we are exploring the ability to expand this to other sites as well. As of December 2023, 21.43% of our global energy basket comes from renewable sources, a significant increase from 13% in the previous year.

India

Year	GJ (in thousands)
2023	182,363
2022	142,215
2021	134,110
2020	194,095
2019	313,580

US

Year	GJ (in thousands)
2023	52,801
2022	66,460
2021	46,095
2020	44,268
2019	62,665

EMEA

Year	GJ (in thousands)
2023	21,561
2022	19,804
2021	17,104
2020	7,611
2019	210,656

GJ (in thousands)

Philippines

Year	GJ (in thousands)
2023	19,235
2022	17,803
2021	15,445
2020	19,729
2019	27,297

LATAM

Year	GJ (in thousands)
2023	18,341
2022	14,974
2021	17,531
2020	21,415
2019	19,182

China

Year	GJ (in thousands)
2023	11,349
2022	10,778
2021	12,290
2020	12,796
2019	13,531

South Africa

Year	GJ (in thousands)
2023	0
2022	6,881
2021	853
2020	
2019	

Japan

Year	GJ (in thousands)
2023	2,878
2022	1,396
2021	1,428
2020	1,958
2019	2,029

GJ (in thousands)

Australia

Year	GJ (in thousands)
2023	1,190
2022	1,060
2021	1,165
2020	1,274
2019	2,218

Malaysia

Year	GJ (in thousands)
2023	1,197
2022	1,091
2021	960
2020	1,157
2019	957

Figure 13: Global energy consumption (GJ)

Reducing our data-center footprint

Operating our data centers demands a significant portion of our power consumption, with usage not only restricted to running IT equipment but also maintaining precise temperature and humidity levels for optimum uptime.

Genpact's IT team has been working on several sustainability initiatives, including cloud adoption, core IT service consolidation, and the rationalization of unused services and apps.

During 2022 and 2023, our IT and application team continued migrating our core IT services and internal/business applications to the cloud. We decommissioned more than 2,000 sq. ft. of data centers/server rooms. This successful migration has directly contributed to energy savings.

Through various initiatives, Genpact expects to save approximately 1,336.87 tCO2e in 2024. In addition to moving to the cloud, by reducing the footprint of our data centers and IT rooms across all our buildings, we have contributed directly toward reducing energy consumption and ODS emissions.

Case study

Rationalizing to reduce our footprint

IT infrastructure is a major source of emissions at Genpact due to the need for precision cooling, uninterrupted and redundant clean power, and the power IT devices consume themselves.

To address this challenge, we came up with a three-pronged strategy for improving power usage effectiveness and rationalizing and eliminating a number of IT rooms.

A cross-functional team from engineering, infrastructure and logistics, and IT worked on the initiative and successfully reduced our physical footprint across our locations.

We have reduced the footprint of our active data centers from 6,210 sq. ft. to 4,072 sq. ft., amounting to an approximate area reduction of 35% in 2023. We cut back a further area of 2,206.48 sq. ft. by closing some data centers completely.[1]

1. We will report on the energy savings from this reduction in our IT footprint in next year's report

Waste management

Taking decisive corporate action is essential to addressing escalating volumes of global waste. That's why Genpact is committed to reducing waste that goes to landfills by 75% by 2030. Among our strategies to promote a circular economy, we transform waste into valuable resources and aim for zero liquid waste discharge at our facilities.

Our waste management approach, includes:

- Meticulously monitoring both hazardous and nonhazardous waste

- Implementing source-based waste segregation to comply with regulations, using authorized recyclers to treat or dispose of the entire waste volume

In 2020, we introduced a policy aimed at eradicating single-use, nonessential plastic from our worldwide locations. To bolster this initiative, we run capacity-building sessions, conduct baselining activities, and engage in peer benchmarking to identify and adopt the most effective practices aligned with regional regulations. We reduced our single-use, nonessential plastic usage to just 11,313 kg in 2023 from 325,000 kg in 2019.
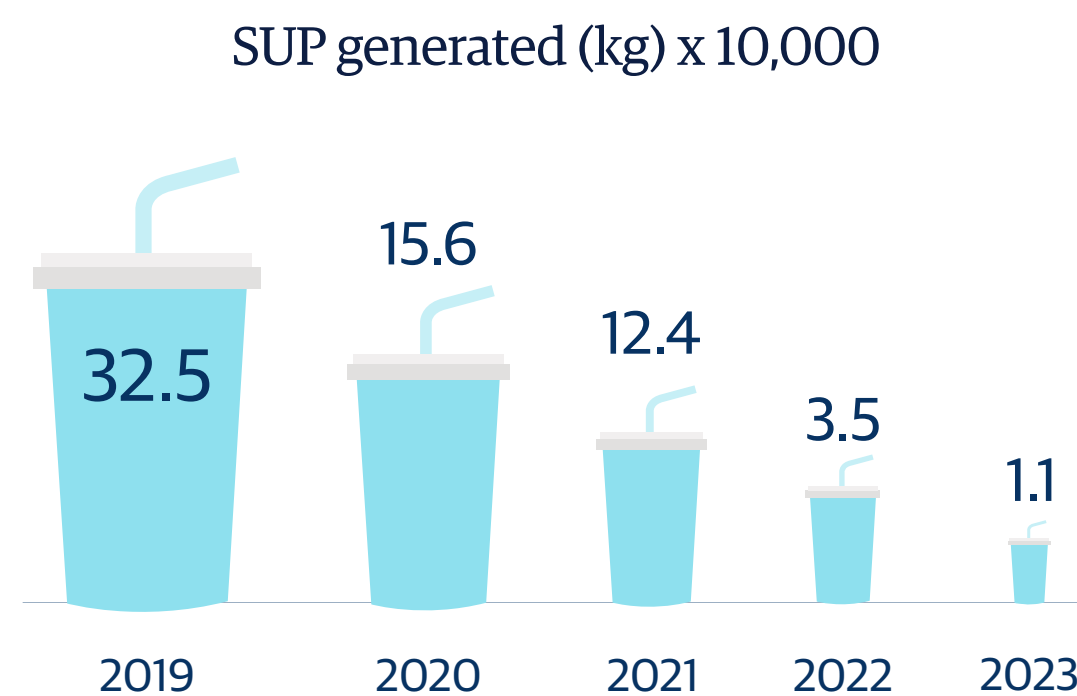
We have expanded our scope of eliminating single-use, non-essential plastics to include packaging materials received from suppliers and food vendors. Because we don't have direct control over these sources of waste, we are finding new ways to recycle this material. See our case study on page 30.

SUP generated (kg) x 10,000

2019	2020	2021	2022	2023
32.5	15.6	12.4	3.5	1.1

Figure 15: Decreasing single-use plastic (SUP) usage and generation of plastic waste[1]

1. Figures include single-use, nonessential plastic generated and used by Genpact and brought in from suppliers

Hazardous waste

Biomedical waste
▼
Management of biomedical waste is guided by the applicable rules and regulations at each of our office locations. Typically, segregated waste is handed over to a common biomedical waste treatment facility for treatment and disposal

Cotton cloth and waste oil
▼
Sent to an authorize vendor for incineration

DG filters
▼
Sent to an authorized recycler

Used oil
▼
Sent to an authorized recycler where it is treated before reuse

E-waste including batteries
▼
Sent to an authorized recycler

Non-hazardous waste

Dry waste
▼
Sold for recycling

Paper
▼
Sent to an authorized recycler

Wood and metal scrap
▼
Sold for recycling

Food waste
▼
Composted in owned and controlled sites

Sewage treatment plant sludge
▼
Used for horticulture and unused quantity sent to nearby communities to be used as manure

Wastewater
▼
Established wastewater treatment plants at owned and controlled locations. Water is reused in HVAC cooling towers and other office operations

Figure 14: Waste management at Genpact

Note:
We perform waste disposal/treatment methods only at sites Genpact owns or where Genpact is the only tenant with control over these operations.

Case study

Innovations that reduce waste and improve air quality

Our dedication to meeting our environmental goals is matched by our passion for innovation. Here are two examples.

Building with waste

To contribute toward the circular economy, we are turning the packaging waste that comes into our business from suppliers into valuable products. By partnering with waste aggregators and traders, we can recycle this packaging into construction materials.

These sustainable building products are weatherproof, termite-proof, durable, and rust-resistant, making them a cost-effective substitute for plywood, engineered wood, cement boards, and metal sheets. We're evaluating how we can use them at our own offices and will report on our progress next year.

Breathing more easily

As we bring more plants to our office sites, space constraints can make it difficult to plant trees in some locations. In these circumstances, we're exploring the introduction of hydroponics, plants that grow in nutrient-rich water instead of soil, and liquid trees (algae- and seaweed-based natural air purification systems). Both initiatives will contribute to making our office campuses greener by decreasing the ambient air temperature, creating cleaner air, and sequestering carbon.

Figure 16: Building materials from recycled packaging waste

Figure 17: A prototype of a liquid tree

Scrap sale digitalization

We're driving circularity in scrap disposal in India by using an online, platform-based recycling process.

While our intent is to send zero waste to landfill sites, a major challenge is sourcing end-use disposal documentation to verify our actions.

We now track progress through a digital dashboard that monitors data on recycling waste and scrap in various categories such as metals, construction debris, packaging waste, glass, plastics, paper, and other mixed categories that we use in our owned and single-tenanted sites in India. We will continue to extend this practice to all our sites in phases.

Thanks to this work, in 2023, we saved 1,549 MT of CO_2 emissions, 29,020 kl of water, 47,305 kl of mineral oil consumption, and 1,703 trees.

Water management

Globally, water resources are stretched. Water withdrawals have more than doubled since the 1960s, and global warming is exacerbating the problem. Effective water stewardship has become a priority.

Genpact's water demand is met primarily through third-party water supplies (municipal water supplies and private water tankers) and groundwater extraction. Our water stewardship strategies to manage water usage efficiently include:

Installing smart water meters at owned facilities to track and manage water usage

Processing and treating wastewater for use in, for example, horticulture, cooling, and toilets

Installing an auto-chemical dosing system in cooling towers to reduce water consumption by reducing the need to drain and replenish water basins

Installing rainwater harvesting structures at all owned sites

These initiatives collectively reinforce our commitment to sustainable water management practices.

At our owned sites, we've set ambitious goals for achieving zero-liquid discharge and are dedicated to water conservation efforts, focusing on the principles of reduce, reuse, and recycle and water-saving techniques like rainwater harvesting.

Water savings

At our India sites, we harvest rainwater and recycle water through sewage treatment plants to reduce our freshwater usage and recharge our aquifers. We also run regular water-balance studies in India and use smart meters to measure water usage. In 2023, we used rainwater harvesting to recharge groundwater at owned and controlled sites in India. We saved 50,764 kl of water through rainwater harvesting structures at our office locations.

Reducing water intensity

We measure water consumption at our owned facilities using two metrics: water consumption per person and water consumption per square foot. This year, the water intensity per employee was 2.34 kl/person, and the water intensity per sq. ft. was 0.04 kl.

We need to make greater efforts to further reduce the intensity and will continue to implement water-saving initiatives, including the installation of water-saving processes and reuse of collected and treated rainwater.

Green infrastructure

We are upgrading our owned sites and the buildings in which we are the sole tenant by focusing on indoor environmental quality, energy, and water efficiency, procuring sustainable materials, and managing waste. Apart from our owned and single-tenanted sites (where we have operational control of all utilities) in leased buildings, sustainability parameters, especially energy efficiency, are a key consideration in our leasing process.

We have mandated that all new sites comply with green building codes wherever available. Most of our leased buildings are certified by the Leadership in Energy and Environmental Design (LEED) rating system or Indian Green Building Council (IGBC).

Since 2022, climate-related risks to buildings have been added as a key criterion when identifying and leasing them. We assessed all new buildings for physical risks from climate change. We used the Shared Socioeconomic Pathways (SSPs) and IPCC's Representative Concentration Pathway (RCP) to identify physical risks.

Hoofddorp, Netherlands
BREEAM certified

Wormer, Netherlands
BREEAM A+

Krakow, Poland
BREEAM certified

Bucharest, Romania
BREEAM excellent

Noida Stellar, India
LEED gold certified

Noida SEZ, India
IGBC certified

Noida Assotech, India
LEED gold certified

London, UK
Green Electricity Certificate, 100% renewable energy

Gurugram Tril, India
LEED platinum certified

Chicago, US
LEED gold certified

Gurugram North Campus, India
LEED silver certified

New York, US
LEED silver certified

Kolkata Unitech, India
IGBC gold certified

Guadalajara, Mexico
LEED gold certified

Hyderabad South Campus, India
LEED gold certified

Zapopan, Mexico
LEED gold certified

Filinvest City, Alabang, Muntinlupa Philippines
Edge certification, LEED V4 gold certified and 3-star BERDE certified

Guatemala City, Guatemala
Environmental license, Category B1

Vector 2, Alabang, Philippines
EDGE certification

Budapest, Hungary
BREEAM excellent

Mumbai, India
IGBC platinum certified

Bangalore Pritech Park SEZ, India
LEED platinum certified

Chennai TRIL, India
LEED platinum certified

Melbourne, Australia
NABERS 4 stars

Sydney, Australia
NABERS 5 stars

Figure 18: Genpact sites that are green certified[1]

1. BREEAM: Building Research Establishment Environmental Assessment Method
   EDGE: Excellence in Design for Greater Efficiency
   IGBC: Indian Green Building Council

   LEED: Leadership in Energy and Environmental Design
   NABERS: National Australian Built Environment Rating System
   BERDE: Building for Ecologically Responsive Design Excellence

Better together

Our people and DEI
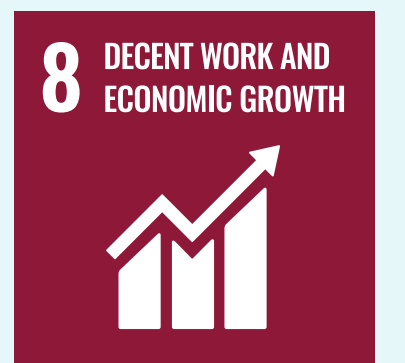
Better together

Our people and DEI

At Genpact, we want to make sure that our workplace works better for everyone.

Every day, we strive to create an environment where:

- People are treated with integrity, respect, and care

- We value diversity of thought, background, and culture

- Everyone is given the same opportunity to contribute, progress, and succeed

To achieve this goal, we have a series of long-term initiatives and goals that are fundamental to our business success.

SDGs impacted[1]

3 GOOD HEALTH AND WELL-BEING

5 GENDER EQUALITY

8 DECENT WORK AND ECONOMIC GROWTH

10 REDUCED INEQUALITIES

1. See Appendix III: Alignment to the UN Sustainable Development Goals

Talent management

To continue innovating and delivering high performance for our clients, we must attract the best talent.

Our culture of curiosity, courage, and incisiveness, on a bedrock of integrity and inclusion, lies at the center of our talent-management practices.

In 2023, Genpact hired a total of 36,642 full-time employees, and by the end of 2023, we had a total permanent workforce of 129,999 people.

Genpact's talent strategy function balances clients' needs with employees' strengths and preferences to create winning staffing strategies. We help employees build enriching careers at Genpact by encouraging them to realize their career goals and upskill for the future.

TalentMatch is our talent transformation initiative to match the skills and job aspirations of our employees with existing and future job opportunities at Genpact. As a result, we filled more than 40% of our open positions with internal hires in 2023.

We have also created an open marketplace for our employees who have spent a significant amount of time in a role, encouraging them to initiate proactive career conversations with supervisors and move to roles of their choice. This "internal first" focus at Genpact has helped to better engage and retain our talent and improve the employee experience.

	Men	Women	Gender not disclosed	Total Employees
Permanent	74,500	54,999	500	129,999
Contractors	436	279	3,221	3,936
Grand total	74,936	55,278	3,721	133,935

Table 4: Total number of employees by employment contract and gender

Training and development

Our culture of curiosity encourages continuous learning for all employees. As employees benefit from reskilling, development opportunities, and professional growth, we maintain our competitive edge.

Inspired by MIT's Center for Collective Intelligence, our online, on-demand learning platform, Genome, gives employees the ability to learn more than 600 skill sets in 90+ core areas. It has thousands of learning assets on industry and process-specific topics, digital capabilities, and personal and professional skills. Genome's reskilling framework identifies each employee's aptitudes and gaps, creates a tailored curriculum, connects learners with subject matter experts, and solidifies new knowledge using a learning-by-doing methodology.

Genpact offers a wide range of certification programs covering new skills like AI, cloud capabilities, and data and analytics.

We have also embedded AI into Genome through AI Guru – our learning coach. It provides answers to skill-related questions, makes content recommendations, and provides quick access to Genpact offerings. AI Guru has been showcased externally as part of a Microsoft case study.

Data and tech literacy

Genpact's DataBridge program is one of the largest employee data-literacy and citizen-insights certification programs in the professional services industry. The program democratizes the use of analytics models, enabling faster decision-making and predictable operations. Teams can create their own prediction models without the need to code, which has resulted in the creation of over 1,300 models. In 2023, DataBridge received two Brandon Hall Excellence awards, recognizing its impact on upskilling employees and advancing predictive analytics.

Additionally, Genpact's TechBridge program upskills employees in cloud technologies, generative AI (gen AI), business intelligence, and business-specific skills. Over 100,000 employees have enrolled, with more than 75,000 successfully trained on the DataBridge and TechBridge programs on Genome. This enables Genpact to deliver accelerated client value through a tech-savvy workforce.

For other upskilling needs, employees use Genome to learn as they work. In 2023, our employees completed 9.5 million learning hours and over 200,000 waves (which indicates increased proficiency in a skill).

Genome was also recognized by NASSCOM as the best learning platform for digital skilling. Harvard Business Review featured an article showcasing Genpact's skilling journey and design, and the CEO of LinkedIn, Ryan Roslansky, recognized Genpact for its skills-first approach.

Employee engagement

We use technology, including our AI chatbot, Amber, to understand and increase employee engagement and wellness.

Amber's employee experience framework is based on the key factors that affect an employee's journey within the organization across the hire-to-retire spectrum. Amber reaches out to employees at specific milestones in their Genpact journeys to capture what's working well and what needs attention so we can support them better. It is personalized, empathetic, and intuitive.

Using gen AI, Amber transforms the way we approach employee engagement by doing sentiment analysis on the comments provided by employees and suggesting actions to better engage them. It can also interact with employees in different languages. The company is transparent with employees about who can review their chats and how the data is used.

Overall, Amber helps us understand employee sentiment and identify areas of improvement across the organization. We determine employee sentiment by calculating the rate of positive mood by the number of responses. In 2023, Genpact achieved its highest-ever score on Amber of 69%, engaging over 132,000 employees[1]. This marks an improvement from 64% in 2022, with 122,000 engaged

employees. The top-scoring drivers contributing toward positive mood scores included "my manager," "my team," "senior leadership," and "organizational culture." Notably, "organizational culture" has shown a significant improvement in score compared to 2022.

Genpact's strategic adoption of gen AI to engage with employees sets an innovative new standard in the HR space, driving tangible results and setting us apart as industry leaders in AI-driven workforce management.

Employee wellbeing

Our approach to employee wellbeing is grounded in empathy and compassion for our people. These two core principles not only help us attract some of the best and brightest minds to work at Genpact but also retain them. What encourages them to stay? Our devotion to the health, happiness, and safety of everyone who works at Genpact.

Wellbeing is an important part of our diversity, equity, and inclusion agenda. Our purpose motivates us to stay committed to supporting the overall wellbeing of our people.

We've partnered with wellness app Headspace to provide employees with free access to meditation exercises to build a mindful community and a compassionate organizational culture. In 2023, we won the Impact Award from the Headspace Working Well Awards Program.

We continue to offer employees access to counseling services with trained psychologists across the globe. Our global webinars and virtual activities also encourage employees to adopt wellbeing practices. In May 2023, over 29,000 employees participated in our Mental Health Awareness Month celebrations, through sessions and interactions on our wellbeing microsite.

1. This number only represents full-time employees and takes into account some employees who no longer work at Genpact

Company benefits

Across the globe, we provide our employees and their dependents with benefits based on their locations, such as medical and disability benefits, retirement provisions, and life insurance.

Genpact believes in parity for parental leave and provides it to all employees, regardless of gender. This map highlights the key benefits for employees at locations where we have a major footprint.

The table below highlights our parental leave policy for the top three countries where we have delivery centers that account for approximately 81% of our employee base.

Region	Parental leave policy
India	Maternity: 26 weeks for women with fewer than 2 surviving children; 12 weeks for women with 2 or more surviving children Paternity: 5 working days or 84 calendar days for single fathers
US	Parents: mothers and fathers receive 6 weeks of pay For childbearing mothers, this pay is in addition to the short-term disability benefit that typically covers 6-8 weeks and can range from 67%-100% of pay
Philippines	Maternity: 105 calendar days. 120 days for single mothers Paternity: 7 working days

Table 5: Parental leave policy in India, US, and the Philippines

The Americas

US
Full-time
Retirement provision (401 (k) plan)
Life insurance
Healthcare
Disability coverage
Parental leave

Part-time
(For 30+ hrs/week)
Retirement provision (401 (k) plan)
Life insurance
Healthcare
Disability coverage
Parental leave

Canada
Full-time
Life insurance
Healthcare
Disability coverage
Parental leave
Citizenship leave
Retirement plan

Part-time
Parental leave
Citizenship leave
Retirement provision
Vacation time and pay
Occupational accident, death, and dismemberment coverage

Mexico, Guatemala, Costa Rica, Argentina, and Brazil
Full-time
Life insurance
Healthcare
Disability coverage
Parental leave
Marriage leave
Transportation (Guatemala)
Food allowance (Mexico and Brazil)
Remote work allowance (Mexico, Costa Rica, and Brazil)
Retirement provision (Mexico)

Part-time
Life insurance
Healthcare
Disability coverage
Parental leave
Transportation (Guatemala)
Food allowance (Mexico and Brazil)
Remote work allowance (Mexico, Costa Rica, and Brazil)
Marriage leave
Retirement provision (Mexico)

Europe, Middle East, and Africa

Hungary
Full-time
Life insurance
Retirement provision
Disability coverage
Healthcare
Parental leave
Transportation

Part-time
Life insurance
Retirement provision
Transportation (role dependent)
Parental leave
Healthcare

Slovakia
Full-time
Healthcare
Parental leave
Retirement provision
Transportation
Food allowance
Extra paid holidays

Part-time
Healthcare
Parental leave
Retirement provision
Transportation
Food allowance
Extra paid holidays

Spain
Full-time
Life insurance
Disability coverage
Healthcare
Parental leave
Remote work allowance

Part-time
Life insurance
Healthcare
Disability coverage
Parental leave
Remote work allowance

Czech Republic
Full-time
Life insurance
Healthcare
Disability coverage
Food allowance
Remote work allowance

Part-time
Parental leave
Marriage leave
Food allowance
Remote work allowance

Ireland
Full-time
Life insurance
Healthcare
Disability coverage
Parental leave
Marriage leave

Germany
Full-time
Healthcare
Disability coverage
Parental leave
Marriage leave
Extra paid holidays

Part-time
Life insurance
Healthcare
Parental leave
Disability coverage
Marriage leave

Poland
Full-time
Life insurance
Disability coverage
Healthcare
Parental leave
Retirement provision
Transportation
Food allowance
Extra paid holidays
Remote work allowance
Marriage leave

Part-time
Healthcare
Parental leave

Italy
Full-time
Life insurance
Disability coverage
Healthcare
Parental leave
Retirement provision
Transportation
Extra paid holidays
Food allowance
Remote work allowance
Marriage leave

Part-time
Life insurance
Healthcare
Disability coverage
Parental leave

Israel
Full-time
Life insurance
Healthcare
Disability coverage
Parental leave
Retirement provision
Marriage leave
Transportation
Food allowance
Extra paid holidays
Citizenship leave

Part-time
Life insurance
Healthcare
Disability coverage
Parental leave
Retirement provision
Marriage leave
Transportation
Food allowance
Extra paid holidays
Citizenship leave

Turkey
Full-time
Life insurance
Healthcare
Disability and invalidity coverage
Parental leave
Transportation
Food allowance

Part-time
Life insurance
Healthcare
Disability coverage
Parental leave
Transportation
Food allowance

UK and Netherlands
Full-time
Life insurance (UK)
Healthcare (UK)
Disability coverage
Parental leave

Part-time
Life insurance
Disability coverage
Parental leave
Healthcare

Extra paid holiday
Marriage leave (Netherlands)
Transportation (Netherlands)
Remote work allowance (Netherlands)

Romania
Full-time
Life insurance
Healthcare
Disability coverage
Parental leave
Transportation
Marriage leave
Extra paid holidays
Food allowance
Housing

Portugal
Full-time
Life insurance
Healthcare
Disability coverage
Parental leave
Transportation (role dependent)
Extra paid holidays
Marriage leave
Housing
Food allowance

Part-time
Life insurance
Healthcare
Disability coverage
Parental leave
Transportation
Marriage leave
Extra paid holidays
Food allowance
Housing

Egypt
Full-time
Life insurance
Healthcare
Disability coverage
Parental leave
Transportation
Marriage leave
Food allowance
Extra paid holidays

Part-time
Life insurance
Healthcare
Disability coverage
Parental leave
Transportation
Marriage leave
Food allowance
Extra paid holidays

Bulgaria
Full-time
Life insurance
Healthcare
Disability coverage
Parental leave
Transportation
Retirement provision
Marriage leave
Extra paid holidays

South Africa
Full-time
Life insurance
Healthcare
Disability and invalidity coverage
Parental leave
Retirement provision
Marriage leave
Food allowance
Transportation
Housing
Extra paid holidays

Part-time
Life insurance
Healthcare
Disability coverage
Parental leave
Retirement provision
Marriage leave
Food allowance
Extra paid holidays

Asia-Pacific

Australia
Full-time
Healthcare
Parental leave
Retirement provision
Food allowance (role dependent)

Part-time
Life insurance
Healthcare
Disability coverage
Parental leave
Transportation (Guatemala)
Food allowance (Mexico and Brazil)
Remote work allowance (Mexico, Costa Rica, and Brazil)
Marriage leave
Retirement provision (Mexico)

Japan
Full-time
Life insurance
Healthcare
Disability coverage
Transportation
Parental leave
Social insurance (pension, injury, unemployment, medical, and maternity)
Marriage leave
Housing (role dependent)
Citizenship leave

Part-time
Healthcare
Parental leave
Food allowance (role dependent)

India
Full-time
Life insurance
Healthcare
Disability coverage
Parental leave
Retirement provision
Transportation

Part-time
Life insurance
Healthcare
Disability coverage
Social insurance (pension, injury, unemployment, medical, and maternity)
Marriage leave
Citizenship leave

China
Full-time
Life insurance
Healthcare
Disability coverage
Parental leave
Retirement provision
Social insurance
Marriage leave
Housing fund

Part-time
Accidental death and disability insurance

Malaysia, Singapore, and Thailand
Full-time
Life insurance
Healthcare
Disability coverage
Parental leave
Marriage leave
Housing (Malaysia)
Retirement provision
Extra paid holidays (Malaysia)
Statutory social benefits (Malaysia EPF, Singapore CPF, and Thailand SSF social benefits)

Philippines
Full-time
Life insurance
Healthcare
Disability coverage
Parental leave
Retirement provision
Transportation
Housing
Food allowance
Extra paid holidays

Part-time
Life insurance
Healthcare
Disability coverage
Parental leave
Retirement provision
Transportation
Food allowance
Extra paid holidays

Figure 19: Benefits offered to full-time and part-time employees

Note: This information covers 99.8% of our employee base. We have not included information on locations where we don't have significant operations. In these locations, Genpact provides employee benefits that are in line with local laws and regulations.

Occupational health

We make sure our employees can work securely and without hazards. To keep our workplaces both safe and efficient, we have a robust framework for environment, health, safety, and sustainability that meets and monitors environmental health and safety standards.

Though most of our global workforce continues to follow a hybrid model of working both from home and at our office locations, we audit our sites to make sure all employees have access to a hazard-free working environment. We also ensure that we have formal agreements in place regarding compliance with local safety laws across all our offices. We also follow local laws regarding health and safety standards for work-from-home arrangements.

We proactively identify occupational health and safety risks such as ill health, chemical safety, fire safety, travel safety, and food safety associated with all activities performed by our personnel. We evaluate these risks on a quarterly basis to identify hazardous conditions and either eliminate them or find ways to control them. We also ensure we're abreast of any changes to laws and regulations and are compliant. Given that Genpact is an IT/ITES company, we ensure that relevant personnel are consulted during the risk assessment process.

Given the nature of our work as an IT/ITES company, our occupational health risks are minimal. However, we identify the occupational health and safety risks associated with the activities our people perform, such as ill health and chemical, fire, travel, and food safety. We evaluate these risks on a quarterly basis to identify hazardous conditions and either eliminate them or find ways to control them. We also ensure we're on top of any changes to laws and regulations and remain compliant. We also ensure that relevant personnel are consulted during the risk assessment process.

Some examples include:

- Fire safety audits, chemical safety measures, and awareness sessions to minimize the risk of health-related hazards and injuries

- Strict compliance with international standards to certify our sites across the globe for safety. Our operating locations all comply with ISO 14a001:2015 Environmental Management System and ISO 45001:2018 Occupational Health and Safety Management System

- Audits of taxicabs, fire safety, electrical safety, water vendors, daycare, cafeterias, hospital rooms, and ambulances for quality assurance

- Formal sessions to convey health and safety guidance such as standard operating procedures, ergonomics sessions, emergency evacuations, firefighting, and first aid

- Ensuring worker participation, consultation, and communication on occupational health and safety by conducting safety committee meetings

- Regular health clinics at select global locations to provide employees with free medical consultations

- Extensive monitoring of interior air quality at our sites

- Mandatory training on the environment, health, and safety for all employees

Reducing noise pollution at our workplace is also a key component of our employee wellbeing strategy. We assess noise levels periodically to identify and prioritize initiatives at all our locations.
Some examples include:

- Use of carpets and sound-absorbing elements in conference rooms and work areas

- Use of false ceilings to reduce noise

- Use of white-noise generators and sound-masking systems

- Reducing diesel generator noise with acoustic enclosures

Human rights

We respect and champion human rights across our global operations and have documented this commitment in our code of conduct and human rights policy.

The UN Guiding Principles on Business and Human Rights, the Universal Declaration of Human Rights, and the International Labour Organization Declaration on Fundamental Principles and Rights at Work direct and focus our human rights efforts on the areas most relevant to our business.
These are:

- Employment conditions and working practices, including freedom of association

- Diversity, equity, and inclusion

- Health, safety, and security

- Anticorruption

- Supply chain

- Thoughtful use of resources

Modern slavery, human trafficking, and child labor

Genpact is committed to the elimination of modern slavery, human trafficking, and child labor. Given the nature of our business and operations, we believe the risk of these activities occurring in our supply chains is low. However, we maintain appropriate vigilance to changes in our industry or economy that could increase these risks and continue to pursue ways to minimize them. Read our slavery and human trafficking statement.

Upholding human rights across our supply chain

We focus our due diligence efforts across our supply chains based on our human rights priorities and areas of higher risk. We recognize that our relationships with third parties are a means to amplify our commitment to human rights, and we require them to adhere to the standards and practices contained in our third-party code of conduct or to equivalent standards. We express our expectation that suppliers will enforce similar standards with their own supply chains.

Raising concerns

We encourage employees, contractors, suppliers, and others to raise legal and ethical concerns, including potential human rights issues. And we provide a variety of channels through which they can raise confidential and – where permitted by applicable law – anonymous concerns.

Employees can contact the Genpact Ethics Helpline online (www.genpact.com/speakup), by telephone, email, or by raising a concern to a designated ombudsperson. We take all potential claims seriously and address them confidentially. We protect anyone who raises a legal or ethical concern in good faith – or anyone who participates in an investigation – from retaliation.

Diversity and equal opportunity

We know that diversity of thought, skills, experiences, and backgrounds create both a better world and better business. That's why diversity, equity, and inclusion are tied to our purpose and key to our success as an organization. Embracing DEI enables us to be more innovative and generate stronger outcomes for our clients and communities.

We are committed to building an inclusive workplace and a diverse global workforce that allows our people to be the best they can while also helping us attract and retain top talent. We have received numerous awards that recognize our DEI progress, for instance, being named in the Forbes list of Best Employers for Diversity in 2023.

Our DEI programs evolve to support and represent our diverse global teams, and our DEI agenda focuses on gender, race, LGBTQ+, and veterans. These initiatives take a programmatic approach that supports progress toward strategic targets, rigorous data tracking, and governance. This helps create a working environment in which we can all strive to be better together. We are proud of our progress over the years. In 2023 alone:

>2,000

employees participated in our affinity and allyship groups

These groups support inclusion for women, racially diverse employees, LGBTQ+ employees, disabled employees, and veterans

>20,500

employees started their DEI learning journeys on our learning platform, Genome

This has led to a deeper understanding of inclusion and the ability to elevate underrepresented voices

>35,500

employees completed training to manage unconscious bias in 2023[1]

Our training improves employees' awareness of diverse perspectives and experiences to build a more inclusive environment

>52,500

employees participated in DEI networking sessions

This has led to stronger relationships between leaders inside and outside Genpact

>53,500

employees have engaged with our online parenting community, iSupport, since its launch

iSupport provides parents with a shared, safe space to connect with each other and find expert advice
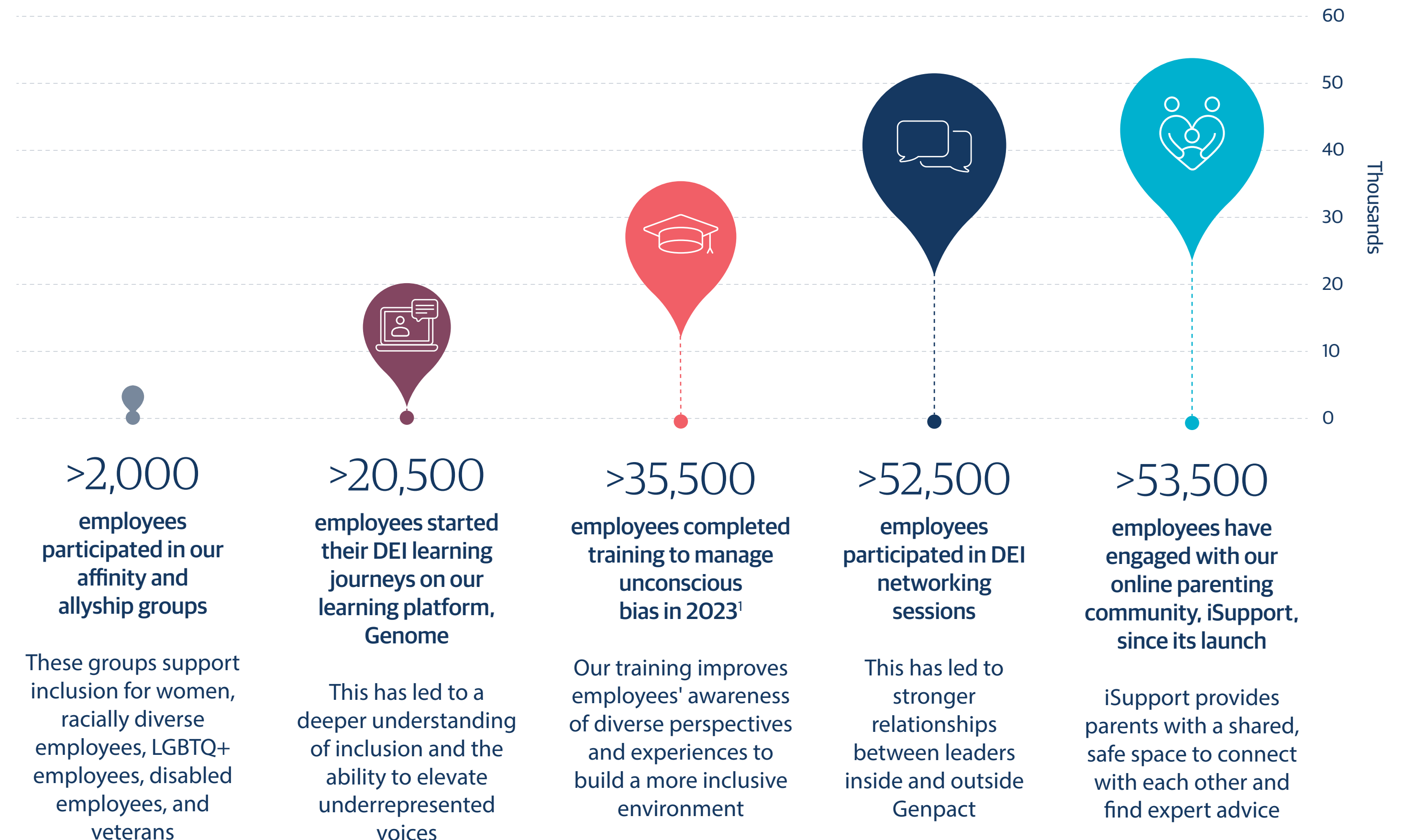
Figure 20: DEI highlights

1. Employees need to complete our managing unconscious bias training once. Launched in 2022, 98,000 employees completed the training that year

Racial equity and diversity

We built a unique program in 2020 as part of our diversity, equity, and inclusion initiative to support and empower our racially diverse workforce, which was originally focused on the US, the UK, and Canada. Since then, we have expanded our efforts across Latin America, South Africa, and the EMEA region.

By actively seeking feedback from employees, we continue to refine and evolve our program, track data to enable improvements, and drive progress to attract, develop, and retain racially diverse talent.

Race/ethnicity	Percentage
Asian (not Hispanic or Latinx)	27.72
Black or African American (not Hispanic or Latinx)	24.64
Hispanic or Latinx	7.86
Native American or Alaska Native (not Hispanic or Latinx)	0.27
Native Hawaiian or Pacific Islander (not Hispanic or Latinx)	0.12
Two or more races (not Hispanic or Latinx)	2.99
White (not Hispanic or Latinx)	36.36
Total	100

Table 6: Racial diversity in the US workforce

Note: In line with SASB requirements, we report racial diversity for our employees in the US based on self-disclosed information. Our focus is on improving leadership-level racial diversity.

Attracting diverse talent

To tap into a racially diverse pool of candidates, we are expanding our recruitment channels by working with minority affinity groups at our targeted MBA schools, minority affiliate organizations and their conferences, and specific recruitment agencies for Black and Latinx employees at the managerial and executive levels. The agencies we work with are the National Society of Black Engineers, the Society of Hispanic Professional Engineers at Boston University, and the Pine Bluff Society of Hispanic Professional Engineers at the University of Arkansas.

Building leaders

Many of our internal mentorship and sponsorship programs cater specifically to our racially diverse talent, featuring programs such as Pay It Forward and EMERGENCE that are designed to foster growth and development through employees' career journeys. Additionally, we partner with Moving Ahead to offer our employees membership to its 30% Club, which connects participants with leaders across organizations outside Genpact.

Creating a supportive ecosystem

Our dedication to attracting, retaining, and developing racially diverse talent has led to some encouraging outcomes:

- Our Black and Latinx Affinity Networks grew from 450 members in 2021 to over 850 members in 2023 and continue to foster a sense of belonging, connection, and community

at Genpact by assessing our current challenges, acting as an advisory group, and supporting our focus on building diverse talent and multicultural partnerships

- Our Racial Equity Allyship Program, in partnership with leading diversity think tank Coqual, provides its 300+ members with actionable tools and resources that enable employees of all backgrounds to support their colleagues through empathy and understanding

- In 2023, more than 9,500 employees globally participated in-person and/or virtually in our Black History Month, Juneteenth, Asian American and Pacific Islander Month, and Hispanic Heritage Month celebrations. During these sessions, we reflected on our collective histories, celebrated community and culture, and engaged in thought-provoking conversations that inspire positive change

Cultivating an external network

Working with our communities also furthers efforts toward social and racial justice. For example, we collaborate with expert groups such as Moving Ahead, Korn Ferry, The Executive Leadership Council, Coqual, Anthem, Catalyst, Race in the Workplace, and EDIT Development to generate pioneering research and tools for webinars, workshops, and content focused on increasing awareness of the key challenges facing marginalized communities.

Case study

Lawrence Alexander, US

Lawrence Alexander, based out of Pennsylvania, US, began his career at Genpact over 16 years ago, working on a cash application project. Today, he is a senior manager in operations, leading four client engagements.

Lawrence credits his career journey to the support he has received as a member of the EMERGENCE program. He has continued to grow his career at Genpact while managing several different complex clients and processes. Lawrence believes that the key to success is having happy team members who know they are supported and listened to by their manager. "I find enjoyment mentoring my team members, helping them grow, and assisting with their career path," he says.

One thing Lawrence enjoys most about working for Genpact is the diversity and opportunity to interact with his coworkers around the world.

Case study

Mark Ramirez, US

Mark Ramirez, based out of Texas, US, began his executive journey over 30 years ago. He is currently Genpact's vice president of operations for the supply chain service line and the Latin employee resource group leader.

He aligns with Genpact's commitment to diversity and inclusion because it is a pivotal component to fostering a culture of growth and innovation and generating stronger outcomes for our clients and communities. At Genpact, Mark has a community where he can share his experiences while actively sponsoring and representing talent from the Hispanic community.

"As a proud son of an immigrant father and a member of the Hispanic community, Genpact has given me the opportunity to embrace our differences as strengths, pay it forward, and contribute to building the next generation of leaders," he says.
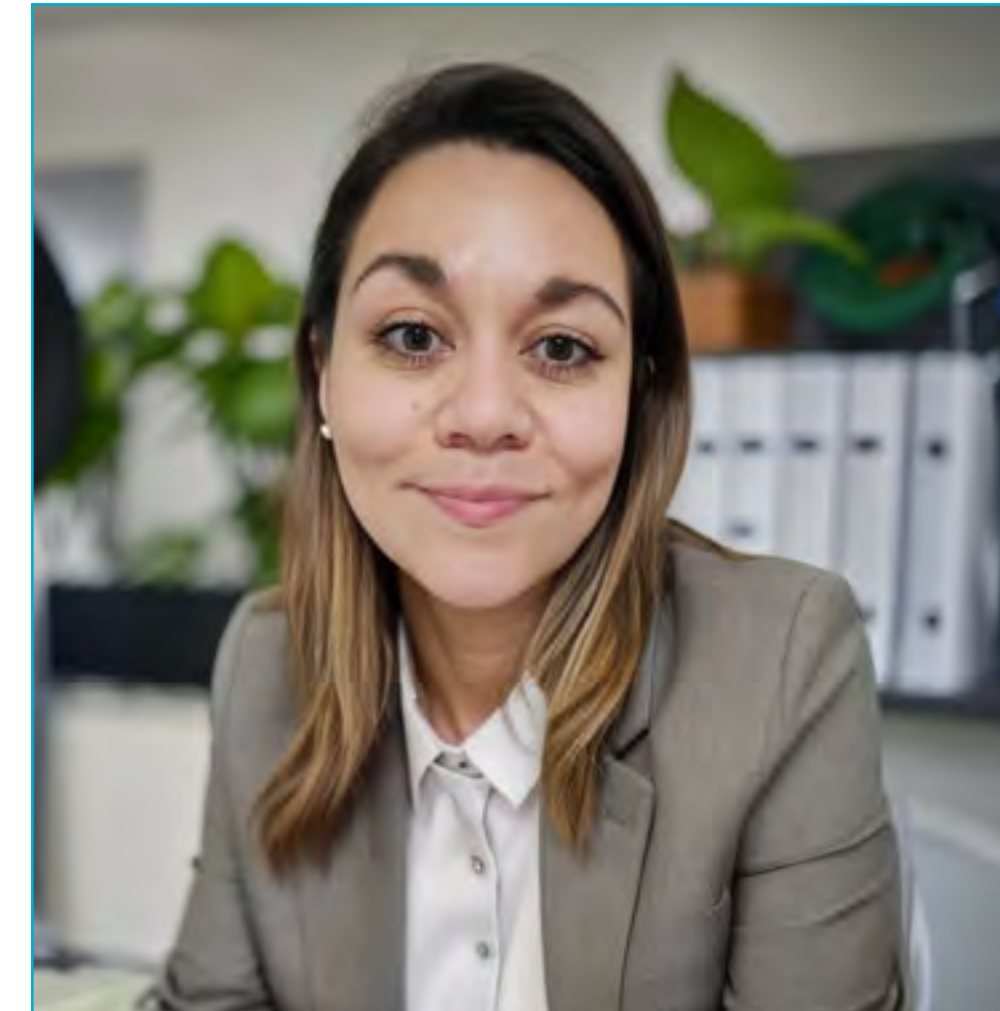
Case study

Tatiana Ortega, Guatemala

Tatiana joined Genpact over 10 years ago as a contractor to support a transformation project. She now leads internal communications for all Americas and drives strategic projects for the chief operating officer in the region. She is also a member of the EMERGENCE program and a graduate of Moving Ahead's Mission Gender Equity program, which builds the pipeline and representation of women in leadership roles.

Tatiana considers Genpact a great place to work, grow, and learn. She has had many opportunities to take on new challenges and has had sponsors and leaders who have supported her career goals. She has also opened doors to help her peers progress their careers, something she says she is very passionate about.

An important element of her time at Genpact has been exposure to a multicultural environment that promotes and celebrates uniqueness and diversity. "The opportunity to promote my culture while learning about others' and collaborating to come up with ways to strengthen Genpact's tapestry is such a powerful and humbling privilege," says Tatiana.

Gender equity

Our goal is to become a gender-balanced organization across all levels. We continued to make steady progress in the last year. In 2023, women represented 42% of our global workforce and 50% of our board of directors. In Genpact's leadership council, women's representation leapt from 29% in 2022 to 47% in 2023.

Achieving gender pay equity is one of the core tenets of our commitment to workplace equality that ultimately drives organizational excellence. We are committed to ensuring that our people receive fair and consistent pay when considering the similarity of geography, role, and tenure at the company. In 2023, we conducted a pay equity analysis

of our global workforce covering gender and found no systematic gender pay inequity in total target compensation. To reaffirm our dedication to equitable compensation practices, we intend to conduct a pay equity analysis regularly going forward.

Our gender-equity promise starts at the top of the business with our president and CEO, Balkrishan "BK" Kalra, a passionate advocate of diversity, equity, and inclusion. He serves on the board of Catalyst, a global nonprofit organization helping companies build workplaces that work for women, and is a member of the organization's CEO Champions for Change initiative, pledging to advance women into leadership roles. BK has a robust background in building diverse teams and, in his new role as CEO, will scale these efforts to create an even more inclusive environment with a diverse workforce.

Looking back at 2023, Genpact ran several successful programs to help women grow in their careers across regions and organizational levels, including:

Women's Leadership Program (WLP)

This 18-month immersive program, in partnership with Korn Ferry, identifies and builds a pool of highly skilled women at the assistant vice president level. Following the success of the program's first wave created with Harvard Business Publishing – where 51% of top participants were promoted – we launched a second cohort in September 2022, where 291 women self-nominated themselves to join the program.

Returning Moms Program

We aim to create a supportive ecosystem for women in India and the Philippines (operating centers with a 24-7 working environment) returning to work from maternity leave. In 2023, 87% of women in India and 92% in the Philippines returned to roles at Genpact after their maternity leave.

Pay It Forward

This global program nurtures long-term relationships between sponsors (senior leaders from all backgrounds) and protégés (successful employees from underrepresented groups looking to expand their responsibilities and roles). Protégés are encouraged

to pay it forward by becoming sponsors themselves. Approximately 965 active sponsor-protégé pairs are part of the program. Within it, employees take part in Mission Gender Equity, a cross-company mentorship program offered by Moving Ahead, an organization dedicated to increasing gender diversity at board and senior-management levels. A select group of women leaders joined Chief, a powerful network for women executives.

Hiring diverse talent

We strengthen inclusive hiring practices by actively pursuing talent from underrepresented groups with a special focus on evaluating diverse talent pipelines when hiring for leadership roles.

Additional programs and recognition

Our Leadership Development Program recruits candidates from tier-one universities and promotes highly talented employees into leadership roles. It has had 41% gender diversity since its launch in 2022. Genpact's commitment to gender diversity has been widely recognized. We were included in Bloomberg's 2023 Gender-Equality Index for the second consecutive year and Avtar's Top 100 Best Companies for Women in India.

Case study

Shivani Chandna, US
Pay It Forward protégé

Shivani Chandna, global relationship manager, joined the program in 2021 and was paired with Jessica, as a protégé.

"It was great having Jess as a mentor," she says. "Whether navigating through challenging situations or helping prepare for my promotion process, it benefited me to have a person offering a different perspective and rooting for me 100%. Today, I am doing a role that I had once aspired to do, all thanks to her!"

Shivani considers participating in Pay It Forward to be a simple yet powerful experience that supported her professional journey and helped her build long-term relationships.

Case study

Jessica Gasthalter, US
Pay It Forward sponsor

Jessica Gasthalter, lead client partner, has been part of our mentorship and sponsorship program, Pay It Forward, since 2021. Shivani Chandna is her protégé.

"The program helped me move out of the silos I sometimes worked in and connect with colleagues from different locations and teams", she says. "I have also learned from the diverse perspectives of my protégés."

Jessica believes that inclusion is about making sure teams represent people of all backgrounds and experiences. Everyone should get the same opportunities no matter where they come from, she adds.
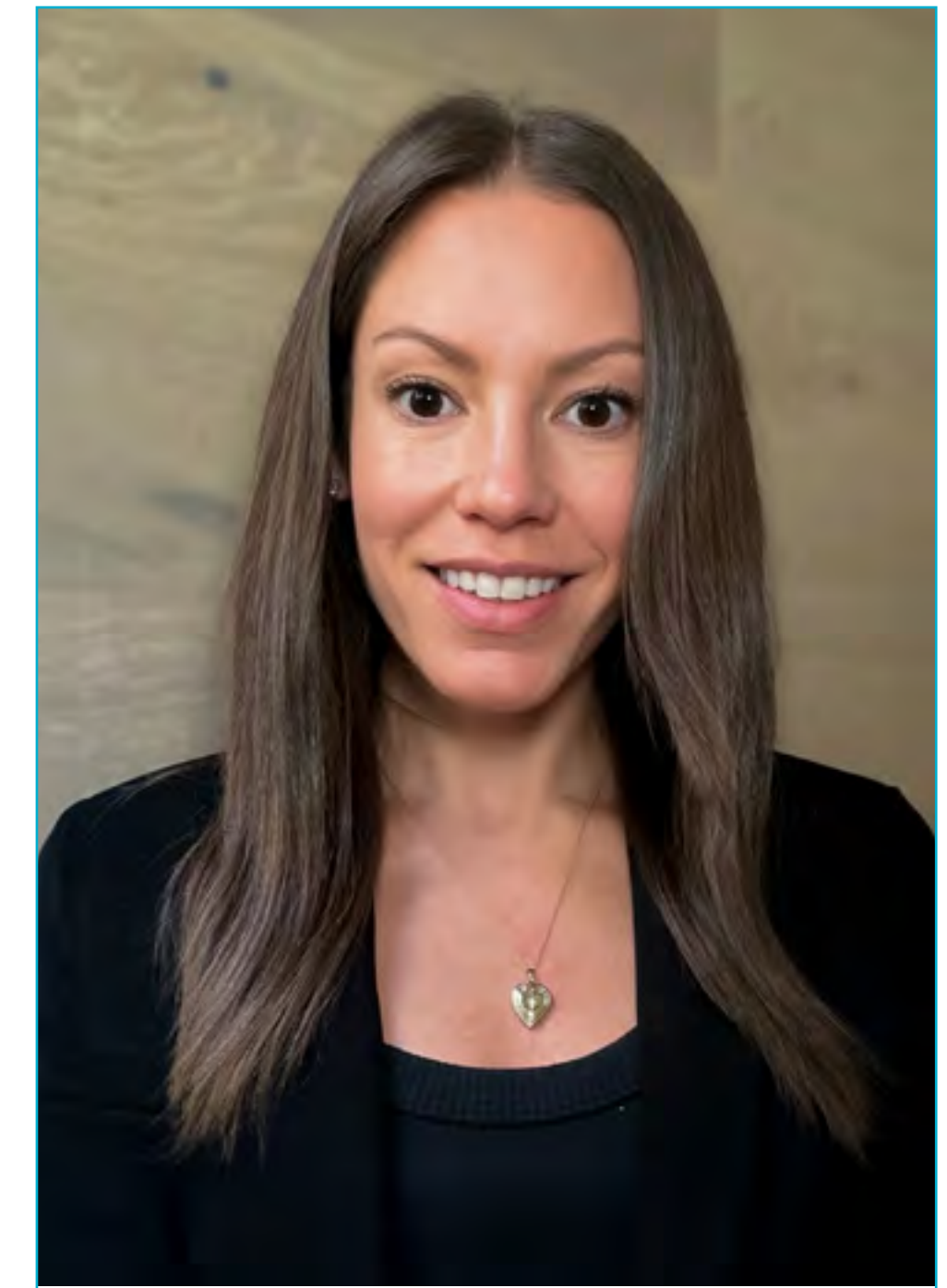
Case study

Kami Rangeloff, Portugal
WLP participant

As global relationship leader, Kami Rangeloff is a key figure in managing our relationships with a major technology company. She was part of the first wave of Genpact's WLP, designed in collaboration with Harvard Business Publishing.

After completing the program, Kami's responsibilities grew significantly, giving her the ability to achieve more in the organization. She attributes this progress to the opportunities provided by the program, including exposure to senior leaders, guidance from mentors, and well-structured learning sessions.

She says, "The chance to learn directly from those senior leaders was one of the most valuable aspects of the WLP for me. Their expertise and insights have had a profound impact on my professional development.

I particularly enjoyed the many simulations and business feasibility projects, which allowed me to put my newly acquired knowledge to the test." The lasting connections Kami built with other successful women in the program have also been a source of joy and invaluable support in overcoming career obstacles.

Case study

Mariel Casim, the Philippines
Returning Moms Program participant

Mariel Casim is a part of the training and quality team in banking and capital markets and part of the Returning Moms Program.

"The Returning Moms program was a game changer," she says. "It offered me flexibility in my schedule and helped me navigate the challenges of balancing work and motherhood as a first-time mom." She is also grateful for the support and understanding from her team, which helped her readjust and find her footing once again.

The work-from-home setup has been invaluable in helping her take care of her son. While motherhood is a commitment, Mariel believes that she has continued to grow in her dual role and learned that with perseverance and understanding, each day brings her a new opportunity for fulfillment.

48

LGBTQ+ inclusion

Our LGBTQ+ affinity group continued to provide a space to engage in open conversations about the LGBTQ+ experience in the workplace.

The group runs its allyship program and hosts learning sessions to help employees understand how they can contribute toward the creation of a supportive and inclusive workplace. More than 12,000 employees engaged in Pride Month Celebrations across the globe through expert-led webinars, engagement sessions, and townhalls.

Case study

Joseph Marlo Soriano, the Philippines

Joseph Marlo Soriano is a process developer at Genpact and identifies as part of the LGBTQ+ community. Growing up, he faced discrimination and hurtful name-calling, which affected his confidence and forced him to hide his identity. At Genpact, finding a supportive environment was transformative. It provided him the acceptance and courage he needed to freely express his identity. "Within this inclusive space, 'pride' takes on new meaning, symbolizing the profound sense of liberation and self-assurance," he says.

Joseph believes in embracing and celebrating the diverse spectrum of identities within the LGBTQ+ community. "I urge everyone to take pride in who they are, allowing their authentic selves to shine brightly," he says. "By doing so, we create a more compassionate and equitable society for future generations to thrive."

Veterans' inclusion

Our veterans' affinity group connects with veteran employees across the globe to identify and address the challenges this group faces, promote veteran hiring, increase learning opportunities, and retain talent. In 2023, we set up regional chapters of our affinity group to foster connections between veteran employees living in the same geographical regions.

Our mentorship and sponsorship program, Pay It Forward, provides veterans with an opportunity to connect with senior leaders across the organization to grow their professional networks and advance their careers.

To support new veteran employees joining the organization, we introduced a new onboarding process that assigns them a buddy from Genpact's veteran community.

Case study

Nanda Das, India

Nanda had a remarkable 22-year career in the Indian Navy and was awarded the Indian Navy Innovation award by the prime minister. He then completed a triple master's degree, including an MBA, and was on the dean's list at the Indian School of Business. In 2019, Nanda joined Genpact to lead our BidPro team, which orchestrates our sales pitches with existing and prospective clients. "My decision to work at Genpact was driven by my desire to apply my experience in a business setting and be part of an organization that invests heavily in employee growth and development," he says.

Nanda considers the vibrant, agile, and innovative workforce and start-up culture at Genpact the perfect playground to blend learnings from his time in the Navy and corporate knowledge acquired from the MBA. "Access to the best technology and transformation experts at Genpact, coupled with a meritocratic growth model, gives me the right platform to grow and excel in my second innings out of uniform," he says.

Better communities

Corporate social responsibility

Better communities

Corporate social responsibility

Giving back to the communities in which we live and work isn't just the right thing to do, it also creates a positive feedback loop that supports the long-term sustainability of our business. That's why our CSR program focuses on creating a better world for the communities we are part of.

We follow these guiding principles for selecting, implementing, and monitoring our CSR activities:

- Compliance with global CSR regulations[1]

- Alignment to societal needs

- Impact and measurability of our activities

- Opportunities to create shared value for the beneficiaries

To build a better planet and deliver better access to health, education, and opportunities for all, we work directly with our local communities or by collaborating with nonprofits and nongovernmental organizations, having run appropriate due diligence and compliance with relevant regulations.

SDGs impacted[2]

2 ZERO HUNGER

3 GOOD HEALTH AND WELL-BEING

4 QUALITY EDUCATION

5 GENDER EQUALITY

6 CLEAN WATER AND SANITATION

8 DECENT WORK AND ECONOMIC GROWTH

10 REDUCED INEQUALITIES

13 CLIMATE ACTION

15 LIFE ON LAND

17 PARTNERSHIPS FOR THE GOALS

1. Such as the Companies Act in India, which requires companies to spend at least 2% of their average net profits from the past three years on CSR activities
2. See Appendix III: Alignment to the UN Sustainable Development Goals

We engage with experts in the CSR space to guide us on project design, implementation, monitoring and evaluation, and impact assessments. Our CSR projects include:

- Clearly defined objectives developed out of existing societal needs

- The identification of beneficiaries

- Milestones and timelines

- Annual budget allocation

- A system for robust monitoring and evaluation

- Impact assessments aligned with the framework from the Organization for Economic Co-operation and Development's Development Assistance Committee

In 2023, we had a total of 117,911 instances of volunteer participation across all our events from 63,042 unique volunteers in the fields of environment, education, health, and nutrition. Our CSR activities impacted 25.9 million lives in 2023.[1]

For more information on our CSR policies and governance, visit our website.

1. Our impact number represents our CSR activities carried out in 2023. It also includes the cumulative impact of our flagship program, Better World Initiative, which began in 2016. The impact of the Better World Initiative projects extends over several yearsa
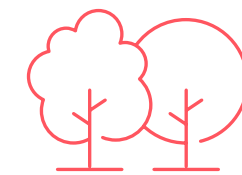
Better planet initiatives

A healthier, cleaner planet

Genpact employees are passionate about fighting climate change and creating a better world for future generations. Our better planet initiatives give them opportunities to make a positive impact on the planet.

Better planet challenge

As employees sign up to exercise and take care of their health, we recognize their efforts by planting trees on their behalf. In 2023, we planted 50,890 saplings across the globe. Since 2011, our volunteers have planted more than 138,522 trees globally. Through our planting drives, we have created the potential to offset 13,679 MT of carbon dioxide in India alone.
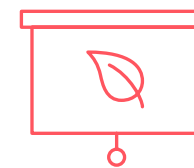
Climate action sessions

Starting in 2022, we've organized 18 learning sessions to help employees understand how climate change affects us and what we can do about it. Since then, more than 8,500 employees have taken part.
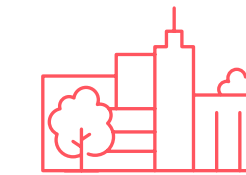
Cleaner cities

Genpact volunteers engage in a range of activities to create a better planet. We've coordinated community clean-up drives, lake clean-up initiatives, antiplastic campaigns, and recycling and upcycling projects to help keep waste out of landfills.

Employees across China, the Philippines, and Costa Rica helped recycle 360 kg of electronic waste. In India, employees donated and helped extend the life of 1,076 kg of cloth. Also in India, we installed solar panels at a school in Hyderabad and three community kitchens in Haryana with our partner nonprofit, Annamrita Foundation. These installations will allow the nonprofit to provide meals to children in need sustainably and reduce carbon emissions by a potential 49 MT annually.

Better access initiatives

Access to health and nutrition

Genpact has many initiatives and partnerships dedicated to expanding access to health and nutrition to people from under-resourced communities around the world.

Supporting those with motor disabilities

Genpact employees in Poland participated in the Poland Business Run (PBR). They raised $3,500 for the PBR Foundation to provide comprehensive and professional assistance to individuals with motor disabilities, enabling them to lead more active lives.

Improving access to reproductive health supplies

Our Better World Initiative (BWI) is how we lend our digital capabilities and process skills to the social sector at no cost, helping organizations reach more people and accelerate their impact on the planet. BWI consultants built a central management information system to help Population Services International (PSI) – a nonprofit that is improving access to family planning services for communities in disadvantaged urban neighborhoods in India – track, monitor, and manage their programs. By mapping the existing process and recommending changes, our consultants helped identify and prioritize the key indicators for measuring the success of the program. They also developed a robust mobile app and web-interface-based data collection and dashboard.

In the next three years, the solution will help PSI make data-backed decisions that will give more than 400,000 people in Uttar Pradesh, Bihar, and Jharkhand access to contraceptives and make better family-planning choices.

Case study

Meals for many

In 2018, we started our journey toward combating world hunger by distributing 1 million meals to underprivileged communities. Thanks to more than 82,000 employee and client volunteers over the past 6 years, we have provided more than 138 million nutritious meals (almost 23 million in 2023 alone) for communities in 11 countries.

One of our beneficiaries is a five-year-old girl who lives in an area of Vietnam that relies heavily on agriculture for livelihood. When her mother fell sick, she was unable to farm and provide for her family for a long time. She enrolled her daughter at a school supported by our nonprofit partner, Rise Against Hunger. At the school, she received daily nutritious meals that supported her growth.

Over time, she transformed from a malnourished child to being active, confident, and sociable. Her passion for learning is evident and has fueled her desire to be a teacher when she grows up.

Better access initiatives

Access to education

Among Genpact's top priorities is enhancing access to inclusive and equitable education. We support schools in India, provide students with educational supplies, and hold workshops for young people and adults on career planning and building their professional skills.
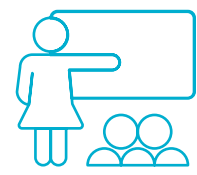
Teach for an hour

In 2023, 54 Genpact volunteers around the world dedicated more than 450 teaching hours to conduct virtual workshops on professional skills development for over 350 high school students and young adults from under-resourced communities.

School kit donation

Genpact employees in the Philippines and the Netherlands donated 1,020 school supply kits, providing children in need with the tools they need to excel and thrive at school.
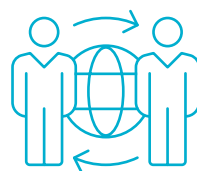
Global Mentoring Initiative

This initiative matches professionals with underrepresented college students to help them navigate the transition between graduation and their first jobs. In 2023, Genpact employees collectively mentored 31 students across the world and contributed over 372 mentoring hours.

Case study

School-centered community development

We partner with leading nonprofits and community members to support children from low-income communities across India. They help students from early childhood, including preschool, to adolescence through school support systems and youth resource centers (YRCs).

In 2023, we changed our approach from working directly with students to driving interventions for key stakeholders in the school ecosystem. We worked with teachers, preschool staff, and leadership to facilitate workshops on capacity building, teacher training, and leadership development, through which we impacted 18,156 students. We chose this approach to have a more long-term, systemic impact on the school system.

A 19-year-old commerce student at Ness Wadia College in Pune joined one of our YRCs. It gave her a platform to sharpen her skills and knowledge by attending workshops, camps, conferences, and cultural events and activities that addressed critical societal issues – from gender equity and human rights to environmental concerns and peace initiatives.

She significantly built her confidence and presented her views on peace and youth empowerment at the Global Peace Leadership Conference Indo-Pacific in New Delhi. She also paid it forward by assisting fellow students at the YRCs in mastering the subject of commerce, finding immense fulfillment in positively shaping their academic lives.

Better access initiatives

Access to opportunity

Social development organizations often lack access to the skills, technology, and digital tools that help them grow. Our Better World Initiative program not only trains professionals at these enterprises but also deploys our own employees to help improve their operations and maximize their ability to make a meaningful impact on the communities they serve. Since launching in 2016, BWI has supported over 200 projects and impacted 21.3 million lives through our Lean Six Sigma, digital, analytics, and design-thinking capabilities.

Other key projects include:

- We standardized processes, revamped the knowledge management system, and created quality benchmarks for KPIs for the nonprofit Save the Children. This work enhanced employees' competencies, helping them support over 500,000 children across India

- We streamlined operational, training, and data-collection processes and enabled real-time tracking for a project to boost the water-retention capacity of agricultural land for the nonprofit Professional Assistance for Development Action. This work will enhance the income of 75,000 farmer households in India by 2026

- We created centralized process trackers and clear role allocation at every stage of the Tata STRIVE program, which upskills young people in India. As a result, the team can use resources more effectively and scale the program, which will benefit 30,000 people by 2026

Case study

BWI partners with Agastya Foundation

Agastya International Foundation, based in Bangalore, India, is an education trust. It seeks to transform how rural children learn by augmenting how STEM subjects are taught in government school curricula and helping children grasp complex concepts with hands-on methods.

The foundation lacked a regular mechanism to assess the performance of academic instructors. In 2022, consultants from BWI developed a training evaluation framework to measure progress and effectiveness. They also created a capability maturity model for trainers and instructors to improve teaching. The expected impact includes increasing the knowledge, competency, and skills of instructors, leading to an improvement in their quality assurance scores from 75% to 85%. We also anticipate a 5% increase in the awareness, curiosity, and confidence levels of 400,000 students over the next three years.

Better business

Client excellence

Better business

Client excellence

The businesses that can adopt AI holistically and at scale are leading the way. Companies partner with us to do just that thanks to our innate curiosity, entrepreneurial agility, and desire to create lasting value.

We empower clients through applied AI solutions to drive unparalleled outcomes. By helping global businesses embrace transformation and digital technologies, they can create better experiences for their customers and deliver sustainable change for their people, communities, and environment.

SDGs impacted[1]

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

17 PARTNERSHIPS FOR THE GOALS
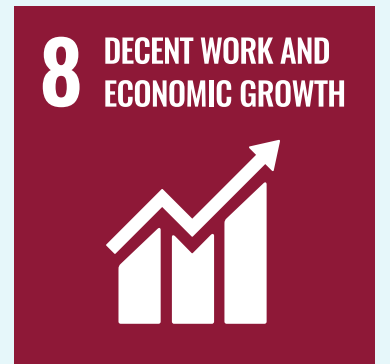
1. See Appendix III: Alignment to the UN Sustainable Development Goals

Client satisfaction

Client satisfaction drives our services and solutions. We deliver meaningful, measurable outcomes that go beyond cost savings for companies, their employees, and their customers. We use our AI capabilities to continuously improve our performance and results for clients.

Our account governance framework enables us to fully understand our clients' organizations, positioning us as a crucial contributor to their success as they navigate complex transformation journeys. Transparent and proactive communications play a vital role in our account governance.

We create strong relationships with key client stakeholders, including executives, management, technology experts, and operations teams, to ensure work aligns with their short- and long-term business objectives.

One way we gather feedback is by using our Net Promoter Score Plus (NPS+) model, which goes further than the standard NPS by assessing our clients' experiences across multiple dimensions. NPS+ is built on relationship assessment surveys and interviews that capture our clients' satisfaction levels with our performance and account teams.

In recognition of our commitment to clients, the Wall Street Journal's Management Top 250 ranking by The Drucker Institute recently placed Genpact second for customer satisfaction.

Serving our clients with innovation

We're laser-focused on transforming our clients' businesses with our core Data-Tech-AI and Digital Operations services.

We embrace innovation and apply AI at scale to deliver sustainable growth, better experiences, and stronger ROI for our clients. With our Data-Tech-AI and Digital Operations services, we design and build solutions that drive business transformation, improve operations, and boost performance.

Data-Tech-AI

- **Data**: A robust foundation of data analytics to transform our clients' businesses into truly data-driven enterprises

- **Tech**: A foundation of cloud, giving clients the infrastructure they need to integrate new technologies, such as gen AI and automation, to modernize their functions

- **AI**: Predictive insights at scale thanks to our ability to turn artificial intelligence and human expertise into augmented intelligence

Digital Operations

- **Experience**: Deep industry knowledge and more than 20 years of experience running complex operations

- **Process**: Process excellence through our proprietary frameworks including Smart Enterprise Process^{SM} rooted in Lean Six Sigma

- **Expertise**: We understand the impact of operating models across an organization and how to align outcome-based solutions to improve business results

We also deliver lasting impact through our sustainability services. Through our digital technologies and business expertise, we help companies assess and report on ESG, transform their supply chains, and adapt to sustainability risks.

In 2023, we filed applications for eight new patents and were granted nine new patents. Additionally, we have over 200 trademarks registered in various jurisdictions. We use our industry and process knowledge, data and technology skills, and the strength of our partner ecosystem to target our investment in intellectual property.

Case study

Fighting financial crime

In the battle against financial crime, Genpact and Apex Fintech Solutions Inc. (Apex), an international digital clearing and custody firm, are leading the charge, harnessing AI technology to protect the company's clients and improve how it operates.

Genpact's revolutionary financial crime software suite, riskCanvas™, is the first platform to seamlessly integrate advanced generative AI models via Amazon Bedrock. Through riskCanvas, Apex has boosted the efficiency and accuracy of how it detects, investigates, and prevents financial crime threats.

With new AI-driven capabilities, analysts generate suspicious activity report narratives and case summaries with ease, reducing the time spent by 60% and cutting false positives by 45%, enabling a laser-focused approach to identifying genuinely suspicious financial activities.

What's more, Apex is extending the transformative impact of this technology, providing its clients with the resources they need to combat financial crime effectively. Together, we are helping safeguard financial institutions, businesses, and communities worldwide.

Brokerage and clearing services are provided by Apex Clearing Corporation, a wholly owned subsidiary of Apex Fintech Solutions Inc.

Case study

Blending technology and AI for specialty underwriting

A global reinsurer needed to reduce the response time to ceding carriers – the insurers that pass all or some of their risks to another insurer – and evaluate underwriting risks at speed.

It turned to Genpact to explore how advanced analytics, data science, and machine learning (ML) could support faster and more informed decisions. First, we developed a blueprint to get to a cloud-based infrastructure that would support the data needed for ML. We then connected data across multiple systems into one data pipeline.

This approach allowed us to design two AI-driven risk prediction models based on the company's historical risk data. Viewing the output of the AI models through a user-friendly dashboard, underwriters can input their feedback, which aids in continuous machine learning and in refining predictive outcomes.

The AI-focused approach created a unified view of historical risk data, improved risk selection, reduced decision time, enhanced underwriter efficiency, and unlocked a better customer experience for ceding carriers.
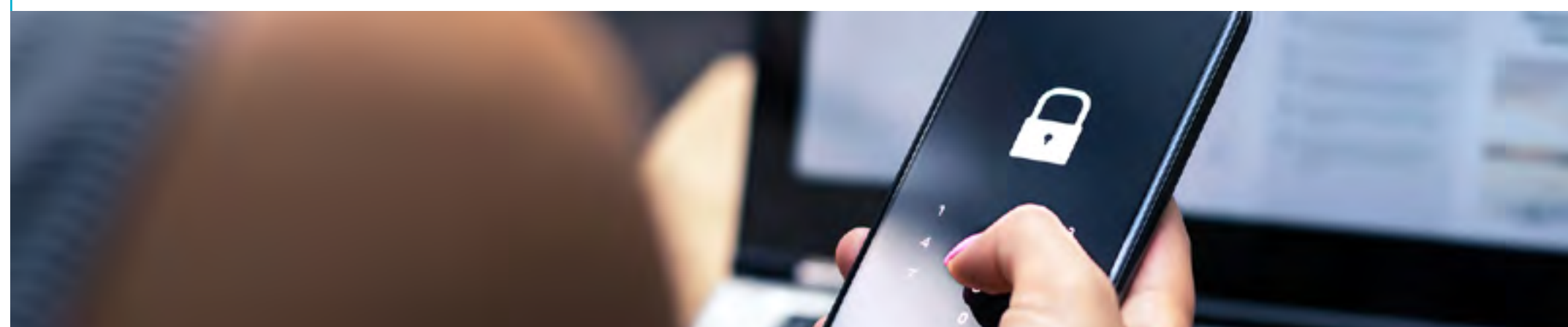
Digital ethics

As digital technologies, including AI, become ubiquitous in the ways we live and work, Genpact must be at the forefront of digital ethics in our work with clients and how we adopt the technology ourselves.

The digital technologies we implement within Genpact and design and use with clients also aim to:

- Prevent the unauthorized use of data

- Prevent the unintended and unauthorized use of AI and other analytical models

- Address unintentional bias in models that may be the result of limited data or narrow assumptions

- Comply with applicable privacy regulations and other applicable laws, including those related to automated decision-making

- Respect intellectual property rights

- Contextualize the results that our AI models deliver in a process to ensure insights translate into appropriate actions

Most of the data we process in our AI solutions for clients does not relate to individuals. When they do, the solution is subject to our clients' policies.

Responsible AI

With the rapid adoption of gen AI, Genpact has created a framework that enables us to work with technology responsibly. It offers strategic and practical implementation guidelines critical for any organization serious about adopting gen AI at scale responsibly. The framework has six key components:

Business metrics: By combining business metrics with AI performance metrics, stakeholders can implement solutions with confidence

Data drift: We set metrics for data quality, anonymization, and performance to mitigate against data's statistical properties changing over time

Reliability and safety: We help companies select and fine-tune models to give consistent, reliable output

Privacy and security: Our privacy-by-default frameworks allow organizations to enhance transparency

Explainability and traceability: Our auditing mechanisms validate and monitor gen-AI prompt engineering throughout the user journey

Fairness and compliance: We use guardrails to mitigate the risks from biases in pretrained models and tests to maintain compliance

As Genpact creates AI solutions for internal or client use, they are subject to policies and procedures ensuring appropriate governance consistent with this framework.

Genpact's Sustainability Services

As companies work toward their sustainability goals, they must rethink their core operations, supply chains, and how they meet risk management and regulatory requirements. But before they can make significant progress, companies need effective data management.

These areas all directly align with Genpact's industry experience and strengths in data and analytics. Our Sustainability Services help clients meet compliance demands, transform for good, and strengthen resilience. They also build on our knowledge in areas such as supply chain, sourcing and procurement, and risk management, supported by a foundation of data engineering and insights.

Our approach

By helping enterprises integrate sustainable business practices throughout the entire value chain, we enable them to drive a lasting, positive impact in the communities they serve and on the planet. Our holistic approach to sustainability covers ESG compliance, reporting, and sustainable operations and relies on the following three pillars:

- **Assess and report**: Evaluate the current state of ESG programs including maturity, data management, reporting, and controls

- **Transition to a sustainable future**: Transform across the value chain by transitioning to more sustainable operating models

- **Adapt to sustainability risks**: Build resilience to adapt to the impact of sustainability risks

Assess and report
Establish current state of ESG: maturity, data management, reporting, and controls

ESG reporting
ESG audits and due diligence
ESG data management
Control frameworks and limited assurance
ESG maturity assessment and benchmarking
Carbon accounting

Transition to a sustainable future
Transform across the value chain to a sustainable operating model

Network design – carbon reduction
Supplier decarbonization (Scope 3)
Responsible sourcing
Sustainable procurement and category management
Inventory management – waste avoidance
Sustainable tech

Adapt to sustainability risks
Build resilience to adapt to the impact of sustainability risks

Supply chain resilience
Anti-money laundering (financial services)
Systemic risk management
Anti-bribery/anti-corruption
Content governance (social media)
Responsible AI

Figure 21: Genpact's Sustainability Services

Case study

Making data-driven decisions across the enterprise

Genpact worked with a leading specialty chemicals company to help it make more data-driven decisions within its finance, sales, and supply chain teams. To tackle this challenge, we developed a data lake architecture on the Snowflake platform to integrate data from siloed enterprise resource planning (ERP) systems.

This resulted in a custom, integrated data engagement platform, self-service analytics that empower employees to make better decisions, and 40% faster financial planning and analysis reporting.

Additionally, we helped the company transform its ESG data processing and reporting by creating a single platform for all data collection needs and standardizing the way data is processed. This led to timely and intuitive KPI reporting for the company and allowed it to monitor and analyze ESG KPI performance regularly.

Case study

Driving ESG progress for a major online retailer with indirect sourcing insights

Genpact teamed up with an online retailer of shoes, fashion, and beauty to help it raise ethical standards across its supply chain. The retailer's procurement team deals with a complex network of thousands of suppliers, making enforcing codes of conduct tough.

To make sure the company only works with credible suppliers, we used data-driven compliance monitoring to run extensive supplier risk assessments. Using hundreds of global databases, we have screened thousands of vendors for risks like sanctions, anti-bribery and corruption, political exposure, and more. With greater visibility of the ESG impact of the company's supplier base, the online retailer can now easily make more responsibl sourcing decisions.

Governance for sustainable growth
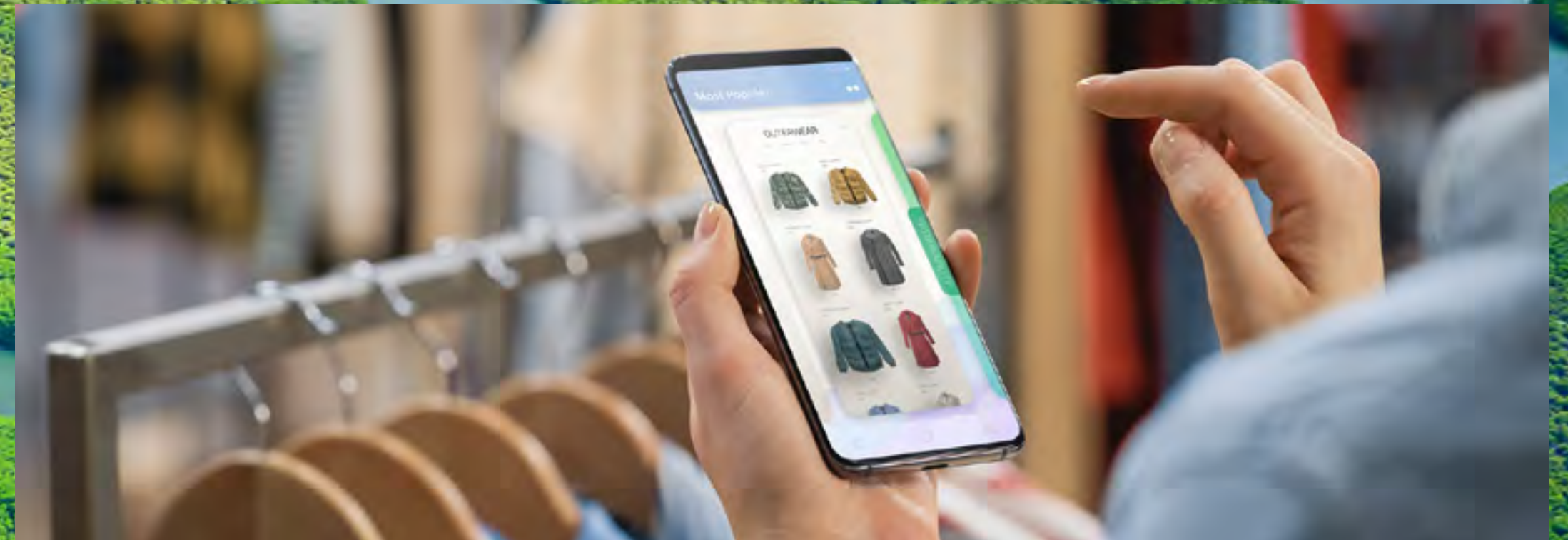
Governance for sustainable growth

Corporate governance

We believe that strong corporate governance practices are essential for delivering long-term value for all our stakeholders and supporting our sustainability efforts. To ensure our alignment with best practices, we regularly review our governance approach.

Our board of directors oversees our corporate governance activities, policies, and decisions, and our nominating and governance committee oversees our ESG program. Coupled with feedback from our stakeholders, this drives our company's ESG goals.

Our board consists of 10 members. They represent the diverse mix of skills, attributes, and industry expertise required to provide effective oversight of the company. As

of December 31, 2023, the board had 9 independent members and was 50% gender diverse and 30% racially/ethnically diverse. Since May 2, 2024, the board has 8 independent members and is 40% gender diverse and 40% racially/ethnically diverse. For more information on our board and its committees and our directors, as well as their duties and obligations, please see our proxy statement in connection with our 2024 annual general meeting of shareholders.

SDGs impacted[1]

5 GENDER EQUALITY

10 REDUCED INEQUALITIES

8 DECENT WORK AND ECONOMIC GROWTH

13 CLIMATE ACTION

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

17 PARTNERSHIPS FOR THE GOALS

1. See Appendix III: Alignment to the UN Sustainable Development Goals

Enterprise risk management

The ability to continuously identify emerging risks across broad business areas in fast-changing environments is crucial to any company. Genpact's enterprise risk management (ERM) policy and framework help Genpact identify, monitor, and respond to business risks associated with operations, legal requirements and regulations, strategy, finance, marketing and branding, and reputation.

With this vast remit, we seek input from internal and external stakeholders to run quarterly risk assessments that refresh our prioritized risks based on their impacts and how they interact with other risks. Risk owners across functions, businesses, regions, and cross-functional teams develop and execute risk-response strategies for these prioritized risks, depending on the response plan.

We have a cross-functional risk council that periodically reviews the organization's risk profile and reports key business risks to the board of directors' audit committee.

Our risk management methodology is aligned with industry standards, such as the Committee of Sponsoring Organizations framework. We are also certified in the ISO 31000:2018 standard on risk management guidelines. Please see our latest annual report on Form 10-K for more details on our risk factors.

**3rd
line of defense**
Business operations and functional teams work according to their standard operating procedures

**2nd
line of defense**
Our risk and compliance teams perform process risk assessments and monitor compliance on an ongoing basis

**1st
line of defense**
An independent party conducts regular audits and reports back to the audit committee
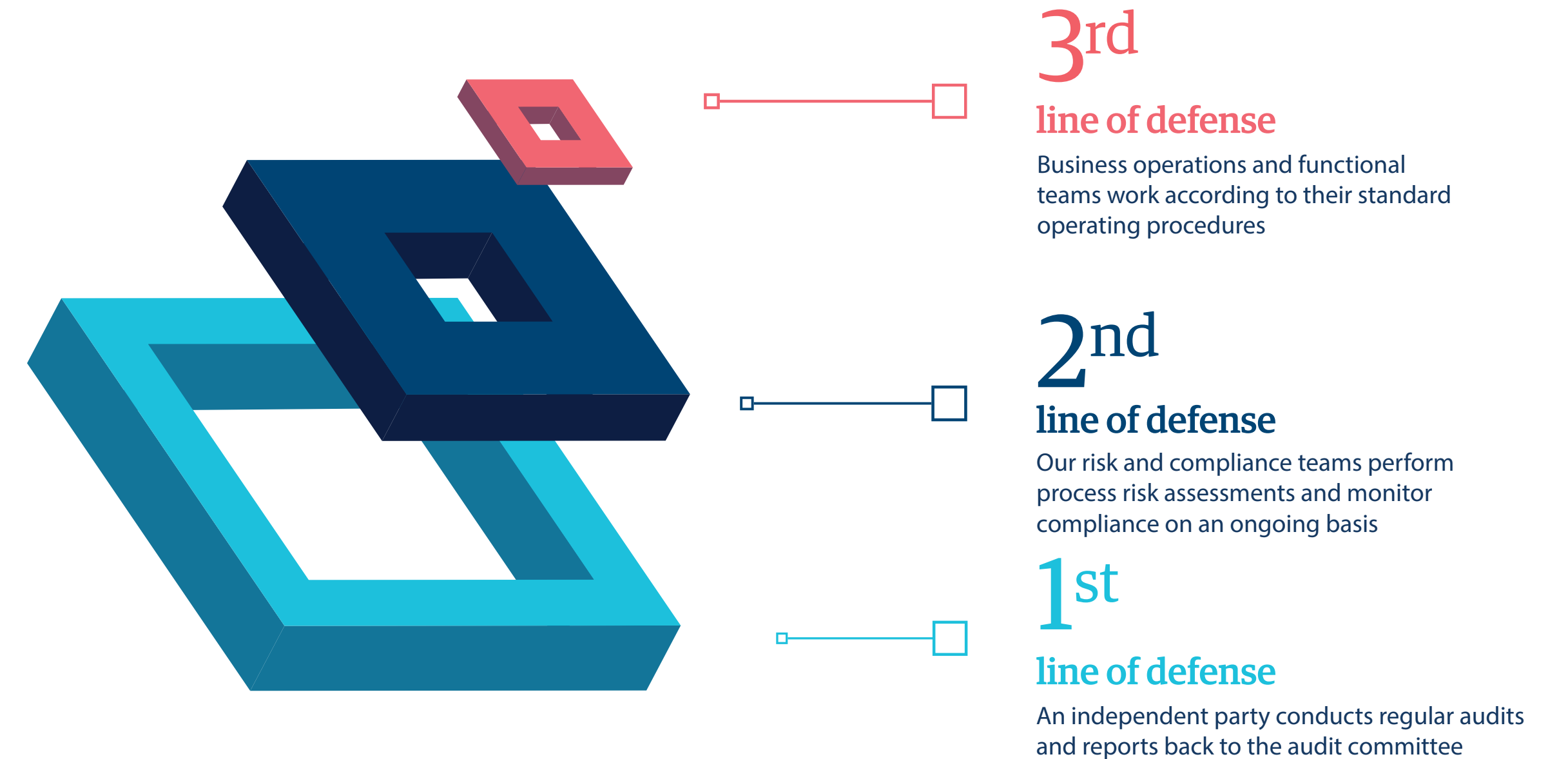
Figure 22: Three lines of defense

Genpact also strives to build a risk and governance culture across the organization. We take a multifaceted approach that not only creates awareness but also builds enthusiasm among employees, clients, senior leaders, and functional leaders. We also run risk management training programs on our learning platform, Genome, and drive gamified learning opportunities and engaging roadshows. We help all employees understand the fundamentals of enterprise risk management so they, too, can identify risks, understand their significance, and find mitigation solutions.

Climate change also introduces systemic risks to every business in every industry. In 2021, we initiated an exercise to evaluate our climate-related risks and opportunities to understand their potential impact on our existing business strategy and identify solutions for future decision-making processes.

In line with the recommendations of the International Sustainability Standards Board, we will apply IFRS S2 to assess the climate-related risks and opportunities our business is exposed to:

Physical risks: The financial losses resulting from changes in climatic conditions (temperature and precipitation patterns) and extreme weather conditions (floods, droughts, and heat waves)

Transition risks: The impact of the transition to low carbon/carbon neutrality. We are working to assess the financial implications of these risks

Opportunities: The different ways Genpact can prepare and respond to climate-related opportunities

Our dedicated sustainability managers have integrated the process of identifying, assessing, and managing climate-related risks into our environmental resources management framework. They share lessons, best practices, and emerging trends between regions to continuously improve performance.

Risk type	Description	Response strategies
Physical risk – acute	Climate-change-induced disaster leading to business and supply chain disruption	• Our business continuity and disaster recovery planning cover our entire value chain, including suppliers
Physical risk – chronic	Changes in weather patterns, precipitation patterns, and temperature increases	• Bolstering our infrastructure
Transition risk – policy and legal	Regulatory requirements such as mandatory ESG and climate disclosure, carbon tax, and bans on single-use plastic	• We regularly monitor emerging regulations and have continuously increased our voluntary disclosure over time • We continue to ensure that non-essential, single-use plastics are not used at our sites globally
Transition risk – technology	Adopting low-carbon technology	• We have invested significantly in smart grid technology and strategic priorities like cloud, which have significant cost benefits and reduce GHG emissions
Transition risk – reputational	Increased preference by stakeholders to work with companies incorporating climate risk into decision-making processes and undertaking voluntary targets	• We are committed to reaching net-zero by 2050. Our near-term net-zero targets have been validated by SBTi

Table 7: Climate-related risks

Business continuity planning

To maintain operational resilience and continue offering our clients secure, uninterrupted services, we have developed a strong core protection plan with suitable controls and methods in place.

Our preparations for business continuity are largely concerned with risk reduction, crisis management, and company recovery. Every one of our solutions is designed to deal with a lack of essential resources, including people, infrastructure, and technology. We run these strategies through various annual tests.

BCP scenario

Preparedness for invoking BCP and employee safety

Respond

Recover

Crisis detection

Impact assessment and execution

Restore

Resume

BCP plan revocation

Invoke business continuity plan
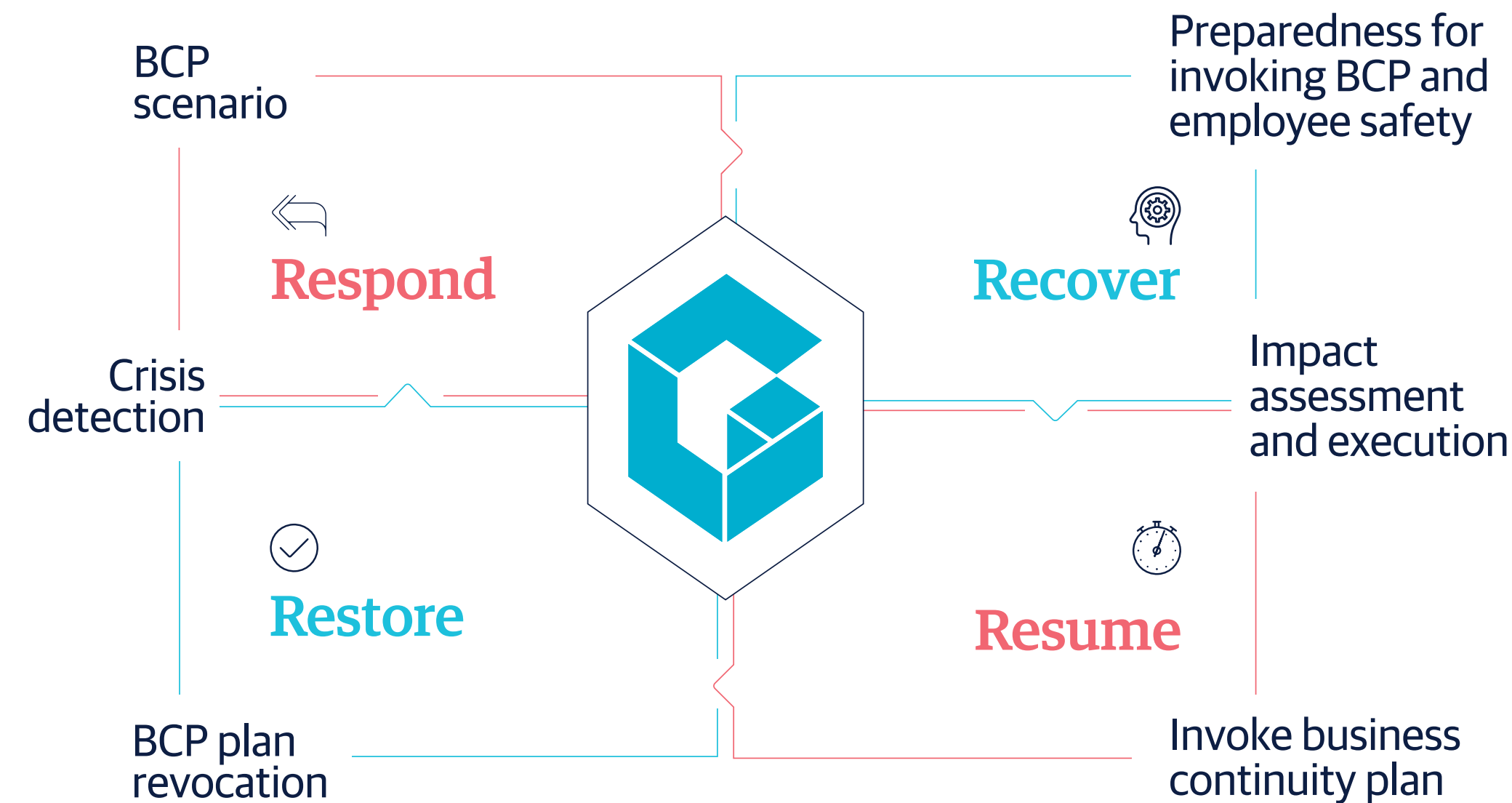
Figure 23: Elements of our business continuity plan (BCP)

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Data security and privacy

Our focus on data security and privacy has increased as cyberattacks become more frequent and many employees continue to work from home. Our goal is to safeguard both our intellectual property and the interests of our clients, workers, and business partners.

Our strict rules and security procedures reduce these threats and maintain the confidentiality of personal and corporate data. International standards, laws, evaluations of our risk environment, and third-party vulnerability assessments all inform these procedures. We have implemented an information security program based on the principles of industry-accepted standards, such as ISO 27001:2022 for information management security systems and ISO 31000:2018 on risk management guidelines. Our offices and services are certified to these standards.

Where agreed in our contracts with clients, we use the Payment Card Industry Data Security Standard or Health Information Trust Alliance compliance framework. Certification bodies run our certification and annual audits in line with ISO requirements.

Genpact also has a documented vulnerability management program to periodically assess and manage network, endpoint, and application vulnerabilities. We use the adjusted Common Vulnerability Scoring System methodology to allow for focused, time-bound remediation of identified vulnerabilities across our managed infrastructure. We track both open and closed vulnerabilities.

We regularly train and inform workers about risks. And we dedicate significant resources to maintaining compliance with applicable laws and regulations, including the General Data Protection Regulation in the EU and other laws and rules related to data security and privacy applicable to Genpact.

A cross-functional team from our legal, risk, and information security departments make up our global data protection office. It is responsible for analyzing requirements and implementing and overseeing our adherence to the many laws and regulations that are relevant to our company. Senior management personnel make up the privacy council, which oversees and reports to the audit committee of the board.

During the reporting period, we have not received any reports of material data breaches, and we have not been penalized for noncompliance with data privacy requirements.

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Public policy

When it comes to politics, Genpact has a policy of non-alliance. We do not support any political party or candidate in any region, financially or otherwise. Nor do we campaign for them, solicit campaign contributions from employees, or discuss political parties or candidates with employees.

Regulatory compliance and ethics

The scale of Genpact's activities means we must comply with a large number of legal and regulatory requirements on topics including anti-corruption, anti-competitive activity, data protection, cybersecurity, taxation, employment, and labor relations.

We abide by all applicable laws because it is the right thing to do and because failing to do so could subject us to penalties or negatively affect our brand's reputation and company operations.

Our legal department supervises global compliance and maps the applicability of emerging rules to Genpact's business, allowing us to prepare for the transition to new standards.

Our code of conduct serves as our compass in our endeavor to operate ethically and in compliance with all applicable laws and regulations. It offers guidance on how to behave while interacting with clients, coworkers, vendors, and other outside parties. We run our business transparently, do not seek advantage through corruption or bribery, and compete fairly.

No regulatory body fined us for violating any anti-corruption, anti-bribery, antitrust, or anticompetitive regulations during the reporting period.

Supplier management

Our supply chain is vital to our operations and an important contributor to our sustainability ambitions. Integrating Genpact's ESG goals into our sustainable supply chain program is on our 2024 roadmap toward strengthening our supply chain governance.

We are building a supply chain ESG framework guided by our third-party code of conduct and our sustainability strategy. It applies to all our supply chain partners, including service providers, suppliers, alliance partners, consultants, and contractors.

Genpact's Vendor Governance Office has a defined governance procedure for efficient vendor management that safeguards key areas such as vendor risk assessment, the required control environment, monitoring and exception handling, data security, business continuity, regulatory compliance, and financial health.

As part of our supplier onboarding, we perform comprehensive due diligence and screening of our suppliers for defined risk categories. These include compliance, adverse media, information security,

physical security and sustainability, anti-corruption, anti-competition, regulatory compliance, environmental impact, information security and data privacy, safety standards, and human rights.

In 2023, we formally embedded our sustainability goals within our procurement policy, which aligns with our organizational goal of achieving net zero by 2050. We also onboarded 635 new suppliers, 511 of which responded to questions on environmental and social criteria, and we continue to work with them. We are working with third parties to further strengthen our governance supplier process, including ESG parameters.

In 2023, we exceeded our target of assessing our top 50 suppliers (ranked by how much we spend with them year over year and how critical they are to our operations) on ESG parameters by evaluating 83 suppliers in total, which, in fact, meets our 2025 target on supplier assessments. We also conducted a supplier ESG maturity assessment to determine supplier performance, identify improvement areas, and understand how to best engage with our priority suppliers.

We have started working on a tool-based approach to assess our supply chain vendors based on further parameters other than spend, such as ESG factors and external ratings. We propose to deploy the tool by 2025.
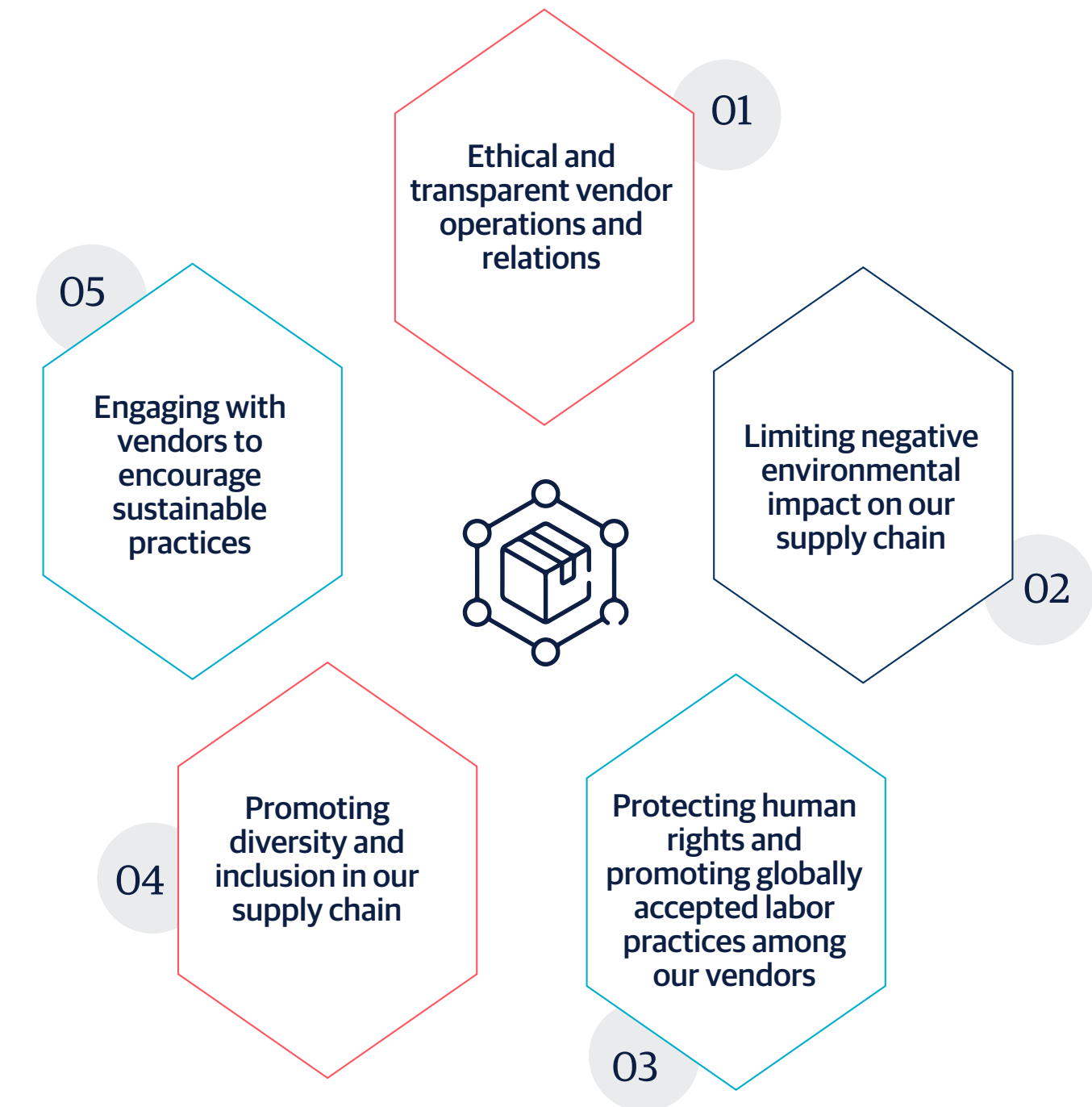
Figure 24: Principles of our sustainable supply chain program

Supplier diversity

In addition to pursuing diversity within our business, we also extend this work to our subcontracting certified suppliers. Our final decision on subcontracting is based on cost, timeliness, and business needs.

Genpact is a corporate member of the National Minority Supplier Diversity Council in the US.

We currently monitor and track our spend with diverse suppliers in the US. Of our total spend in the US, 7.63% is with diverse suppliers, of which 81% is with minority-owned businesses and 19% with women-owned businesses. We aim to extend our supplier diversity program to other countries in the near future.

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Sustainability scorecard

Environmental scorecard	75
Social scorecard	84

Environmental scorecard

Source	2019	2020	2021	2022	2023
Diesel	89,181	41,434	7,741	4,746	11,191
Liquified petroleum gas	740	341	257	279	344
Grid electricity	529,454	240,562	200,029	219,714	218,906
Natural gas	-	-	-	5,913	10,049
Other sources (DG)	729	395	275	3,519	3,809
Renewable energy	24,412	20,913	18,062	23,560	66,618
Total	644,516	304,304	246,982	283,463	310,916

Table 8: Energy consumption (GJ) by source

Region	2019	2020	2021	2022	2023
India	313,580	194,095	134,110	142,215	182,363
US	62,665	44,268	46,095	66,460	52,801
EMEA	210,656	7,611	17,104	19,804	21,561
Philippines	27,297	19,729	15,445	17,803	19,235
Latin America	19,182	21,415	17,531	14,974	18,341
China	13,531	12,796	12,290	10,778	11,349
Japan	2,029	1,958	1,428	1,396	2,878
Malaysia	957	1,157	960	1,091	1,197
Australia	2,218	1,274	1,165	1,060	1,190
South Africa	-	-	853	6,881	0
Total	652,114	304,304	246,982	283,463	310,916

Table 9: Energy consumption (GJ) by region

Note:
1. Energy consumption decreased in 2020 and 2021 due to the COVID-19 pandemic
2. The significant increase in diesel consumption in 2019 compared to 2018 was due to increased diesel consumption at our North Campus, Gurugram, India

Region	2019	2020	2021	2022	2023
India	4.97	3.00	1.76	1.75	2.16
US	17.38	8.08	5.32	7.94	5.99
EMEA	58.36	1.45	2.14	2.35	2.74
Philippines	5.10	3.36	3.33	2.59	2.80
Latin America	7.86	5.95	4.14	3.42	4.18
China	3.01	2.73	2.32	1.96	2.01
Japan	5.00	6.92	2.12	1.64	2.57
Malaysia	2.21	2.51	1.41	0.86	1.32
Australia	32.61	6.53	3.13	3.33	3.74
South Africa	-	-	0.61	4.82	-

Table 10: Energy intensity (GJ/person) by region

Note:
1. The site in South Africa was closed in 2023

Region	2019	2020	2021	2022	2023
India	4.97	0.05	0.03	0.19	0.04
US	17.38	0.01	0.05	0.07	0.04
EMEA	58.36	0.01	0.03	0.03	0.05
Philippines	5.10	0.07	0.05	0.06	0.06
Latin America	7.86	0.05	0.04	0.03	0.04
China	3.01	0.03	0.03	0.03	0.03
Japan	5.00	0.06	0.05	0.09	0.77
Malaysia	2.21	0.03	0.03	0.03	0.04
Australia	32.61	0.08	0.07	0.04	0.07
South Africa	-	-	0.01	0.10	-

Table 11: Energy intensity (GJ/sq. ft.) by region

Note:
1. The site in South Africa was closed in 2023

	2019	2020	2021	2022	2023
Energy intensity (GJ//sq. ft.)	0.11	0.03	0.03	0.04	0.04
Energy intensity (GJ/person)	6.68	3.36	2.23	2.37	2.39

Table 12: Energy intensity

Note:
1. The total area in sq. ft. for 2022 has been changed to 6,898,262 sq. ft. This has changed the energy intensity (GJ/sq. ft.) for 2022 from 0.08 to 0.04

Emissions type	2019	2020	2021	2022	2023
Scope 1	9,286	7,417	4,508	4,508	3,989
Scope 2	85,997	44,747	36,435	42,891	41,248
Scope 3	108,894	74,695	59,109	66,379	82,629
Total	204,177	126,859	100,052	113,778	127,866

Table 13: Global emissions (tCO2e)

Note:
1. Reduction in GHG emissions has been reported due to energy efficiency initiatives, the use of renewable energy, and the impact of COVID-19 on business operations
2. Emissions have been calculated in accordance with the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard

Region	2019	2020	2021	2022	2023
Diesel	6,608	3,070	577	354	824
Liquified petroleum gas (LPG)	47	21	16	18	21
R22	941	1,241	1,706	639	528
R123	-	-	-	-	-
R134A	52	80	-	-	-
R410A	566	2,590	1,604	3,117	2,497
R407C	1,015	376	601	-	106
R32	3	10	3	-	12
Other DG sources	54	29	53	669	741
Grid electricity	85,610	44,713	35,313	41,021	40,005
Gas electricity	388	34	1,069	906	-
Business travel	24,668	4,259	1,680	6,941	20,250
Employee commuting	17,166	5,703	1,653	4,135	8,762
Waste generated in operations	11.35	1.5	48.5	65	31
Purchase goods and services and capital goods (cat 1 and 2)	44,717	58,333	51,706	49,788	47,707
Fuel and energy-related activities (cat 3)	22,332	6,737	10,559	13,008	5,878
Natural gas	-	-	-	677	502
Total	204,178	127,198	108,193	121,328	127,866

Table 14: Total emissions (tCO2e) by source and year

	2019	2020	2021	2022	2023
Emissions intensity (tCO2e//sq. ft.)	0.03	0.01	0.01	0.01	0.01
Emissions intensity (tCO2e/person)	2.42	2.88	0.90	0.40	0.35

Table 15: Emissions intensity

	R22	R123	R134A	R140A	R407C	R32
Global	528.19	-	-	2,497	106.44	12.02

Table 16: Emissions from ozone-depleting substances (ODS) in kg

ODS source	2019	2020	2021	2022	2023
R22	941	1,241	1,706	639	528
R123	-	-	-	-	-
R134A	52	80	-	-	-
R410A	566	2,590	1,604	3,117	2,497
R407C	1,015	376	601	-	106
R32	3	10	3	-	12
Total	4,296	4,297	3,914	3,756	3,144

Table 17: Emissions from ozone-depleting substances in tCO2e

Type	2019	2020	2021	2022	2023
Particulate matter (PM)	0.71	0.38	0.08	0.32	0.16
Sulfur dioxide (SO2)	0.51	0.32	0.06	0.15	0.17
Nitrogen dioxide (NO2)	4.65	2.29	0.55	1.99	0.97
Carbon monoxide (CO)	1.16	0.63	0.18	0.71	0.15
Non-methane hydrocarbons (NMHCs)	0.3	0.16	0.03	0.17	0.03

Table 18: Other air emissions (metric tons)

	Decription	Unit	Disposal method	2019	2020	2021	2022	2023
Hazardous	Biomedical waste generated	kg		1,488	96	4,960	3,116	1,161
	Biomedical waste disposed	kg	Incinerated	1,488	96	4,960	3,116	1,161
	Used oil generated	L		7,245	4,675	5,215	6,408	4,031
	Used oil disposed	L	Recycled	7,245	4,675	5,215	6,408	4,031
	Oil-soaked cloth generated	kg		38	27	32	35	14
	Oil-soaked cloth disposed	kg	Incinerated	38	27	32	35	14
	Waste oil generated	L		1,850	4,470	1,475	0	2,960
	Waste oil disposed	L	Recycled	1,850	4,470	1,475	0	2,960
	DG filters generated	Nos		1,162	589	359	484	458
	DG filters disposed	Nos	Incinerated	1,162	589	359	484	458
	E-waste generated	kg		43,403	26,256	43,917	220,145	135,577
	E-waste disposed	kg	Recycled	187,493	24,140	57,247	297,155	146,362
	SUP generated	kg		325,152	156,427	123,883	35,461	11,313
	SUP disposed	kg	Recycled	325,152	156,427	123,883	35,461	11,313
	Battery generated	Nos		8,838	-	-	-	-
		kg		-	25,692	41,774	53,076	103,350
	Battery disposed	Nos	Recycled	8,838	-	-	-	-
		kg	Recycled	-	25,692	41,774	53,076	103,350

Table 19: Waste generation by category

Note:
1. Batteries have been reported in kg since 2020
2. Volumetric measurements of dry waste conducted at Wormer instead of Gravimetric in 2020

	Decription	Unit	Disposal method	2019	2020	2021	2022	2023
Non-hazardous	Paper scrap (shredded paper) generated	kg		340,987	179,173	998,107	203,190	204,755
	Paper scrap (shredded paper) disposed	kg	Recycled	340,987	179,173	998,107	203,190	204,755
	Wet waste (food waste) generated	kg		1,360,114	364,795	111,773	148,290	170,446
			Recycled	1,360,114	364,795	111,773	148,290	170,446
	Dry waste (waste JRT/HRT, plastic, other) generated	kg		567,315	288,678*	401,849	1,681,168	533,359
	Dry waste (waste JRT/HRT, plastic, other) disposed	kg	Recycled	567,315	288,678*	401,849	1,681,168	533,359
	Wood scrap generated	kg		9,523	9,890	107,401	78,698	11,313
	Wood scrap disposed	kg	Recycled	9,523	9,890	107,401	78,698	11,313
	Construction debris generated	kg		-	-	-	-	511,555
	Construction debris disposed	kg	Landfill	-	-	-	-	511,555
	Metal scrap generated	kg		-	5,999	255,895	228,822	142,242
	Metal scrap disposed	kg	Recycled	-	5,999	255,895	228,822	142,242
	STP sludge generated	kg		1,414	1,699	1,331	2,484	4,252
	STP sludge disposed	kg	Reused	1,414	1,699	1,331	2,484	4,252

Table 19: Waste generation by category (cont)

Note:

1. Batteries have been reported in kg since 2020

* Volumetric measurements of dry waste conducted at Wormer instead of Gravimetric in 2020

Region	2019	2020	2021	2022	2023
India	313,580	194,095	111,871	181,454	196,891
US	62,665	44,268	19,269	38,770	13,918
EMEA	26,884	10,470	13,966	27,422	31,611
Philippines	27,297	19,729	2,121	3,758	6,907
Latin America	19,182	21,415	7,478	11,526	12,485
China	13,531	12,796	44,146	39,031	42,006
Japan	2,029	1,958	0	0	54
Malaysia	957	1,157	158	266	122
Australia	2,218	1,274	-	-	-
South Africa	-	-	2,345	29,315	-
Total	416,328	292,887	201,335	331,543	303,995

Table 20: Water withdrawal (kl) by region

Region	Borewell	Municipal water supply	Private water supply	Packaged drinking water	Any other source	Rainwater harvested
India	72,824	109,472	11,565	821	-	50,764
USA	-	9,999	3,919	-	-	-
EMEA	-	31,611	-	-	-	-
Philippines	-	6,387	-	520	-	-
Latin America	-	11,843	642	-	-	-
China	-	40,949	-	1,057	-	-
Japan	-	-	-	54	-	-
Malaysia	-	122	-	-	-	-
Australia	-	-	-	-	-	-
South Africa	-	-	-	-	-	-
Total	72,824	210,384	16,125	2,452	-	50,764

Table 21: Water withdrawal (kl) by region and source

Note:
1. The data reported for water withdrawal in 2023 consists of Genpact sites with water metering only
2. The site in South Africa was closed in 2023

	Surface water	Groundwater	Seawater	Produced water	Third-party water	Others	Total
Water withdrawal (megaliters)	-	72.82	-	-	228.96	2.21	303.99

Table 22: Water withdrawal by source and consumption (megaliters)

Note:
1. Borewell constitutes groundwater
2. Municipal, private water supply, and packaged drinking water constitutes third-party water
3. Other water sources are categorized as 'others'
4. Rainwater harvested is primarily used for groundwater recharge
5. Four sites in India extracted water from borewells (groundwater)

Description	2019	2020	2021	2022	2023
Total water withdrawn (kl)	125,074	103,895	111,957	181,454	196,891
Total water recycled (kl)	95,550	37,774	41,908	79,722	112,360
Total water reused (kl)	93,766	22,908	35,511	79,288	99,936
Water recycled against water withdrawn (%)	76	36	37	44	57

Table 23: Water recycled and reused at owned sites in India

Note:
1. The difference between the water recycled and water reused is due to water evaporation and process losses

Parameter	2019	2020	2021	2022	2023
Water withdrawn (kl)	416,328	292,887	210,335	331,543	303,995
Water recycled (kl)	134,571	62,828	41,908	79,722	112,506
Water reused (kl)	132,787	37,600	35,511	79,288	100,082
Water recycled against water withdrawn (%)	32	21	21	24	37

Table 24: Water recycled and reused across global locations

Note:
1. The difference between the water recycled and water reused is due to water evaporation and process losses

Emission source	Low	Low-medium	Medium-high	High	Extremely high
Groundwater	-	-	-	-	72,824
Surface water	-	-	-	-	-
Third-party water	30,249.99	3,600.88	7,240.56	23,008.35	164,861.25
Any other source	-	-	-	-	2,209.69

Table 25: Water withdrawal by source and stressed areas (in megaliters)

Note:
1. Borewell constitutes groundwater
2. Municipal and private water supply constitutes third-party water
3. Packaged drinking water and other water sources are categorized as 'others'
4. World Resources Institute's Aqueduct Water Risk Atlas consulted to identify water stress levels

	Low	Low-medium	Medium-high	High	Extremely high
Water consumption	30,249.99	3,600.88	7,240.56	23,008.35	239,894.93

Table 26: Water consumption from areas with water stress (in kl)

	2019	2020	2021	2022	2023
Water intensity (kl//sq. ft.)	0.07	0.01	0.03	0.05	0.04
Water intensity (kl/person)	4.27	3.24	1.82	2.77	2.34

Table 27: Water intensity

Social scorecard

Category	Age group				Gender			Total by category
	Less than equal to 30	Greater than 30 to 50	Greater than 50	Age not disclosed	Men	Women	Gender not disclosed	
Top management	0	317	207	0	421	103	0	524
Senior management	13	3,442	583	5	2,881	1,161	1	4,043
Middle management	13,715	40,929	1,665	72	36,696	19,524	161	56,381
Associates	42,577	24,742	1,562	170	34,502	34,211	338	69,051
Total permanent workforce	56,305	69,430	4,017	247	74,500	54,999	500	129,999
Total contract workforce	319	376	28	3,213	436	279	3,221	3,936
Total workforce	56,624	69,806	4,045	3,460	74,936	55,278	3,721	133,935

Table 28: Total workforce by gender, age, and employment level

Note:
1. It is voluntary for employees to disclose their age and gender. We have reflected nonresponses in the 'age not disclosed' and 'gender not disclosed' columns
2. Data on the total workforce is reported as on December 31, 2023

Region	Men	Women	Gender not disclosed	Total
Asia Pacific	1,721	5,958	0	7,679
Europe	3,307	6,126	490	9,923
India	59,294	30,126	0	89,420
Latin America	2,453	2,757	10	5,220
North America	3,646	3,867	0	7,513
Philippines	3,434	5,049	0	8,483
Others	645	1,116	0	1,761

Table 29: Permanent employee distribution by region and gender

Note:
1. Employees can volunteer to disclose their age and gender in certain geographies. We have reflected non-responses in the 'age not disclosed' and 'gender not disclosed' columns
2. Data on the workforce is reported as on December 31, 2023

Region	Top management	Senior management	Middle management	Associates	Total
Asia Pacific	11	125	1,941	5,602	7,679
Europe	64	471	3,285	6,103	9,923
India	164	2,239	44,154	42,863	89,420
Latin America	2	63	1,885	3,270	5,220
North America	259	988	3,435	2,831	7,513
Philippines	3	53	838	7,589	8,483
Others	21	104	843	793	1,761

Table 30: Permanent employee distribution by region and employment level

Region	Men	Women	Gender not available/ disclosed	Total
Asia Pacific	12	12	321	345
Europe	43	42	244	329
India	184	41	2,082	2,307
Latin America	100	126	19	245
North America	81	29	365	475
Philippines	8	9	134	151
Others	8	20	56	84

Table 31: Contractor distribution by region and gender

Note:
1. Data to total workforce is reported as on December 31, 2023

Category	Permanent				Contractors			
	Men	Women	Gender not disclosed	Total	Men	Women	Gender not disclosed	Total
Australia	40	74	0	114	4	1	4	9
China and Japan	437	1,079	3	1,519	3	13	473	489
Europe	817	1,191	251	2,259	26	39	127	192
India	15,429	8,797	0	24,226	88	53	1,817	1,958
Latin America	899	682	0	1,581	88	95	14	197
North America	939	1,785	0	2,724	68	59	312	439
Other regions	63	121	0	184	7	21	41	69
Philippines	1,636	2,399	0	4,035	1	0	42	43

Table 32: New hires by geography, gender, and contract type

Employment category	Less than equal to 30			Greater than 30 to 50			Greater than 50			Age not disclosed		
	Men	Women	Gender not disclosed	Men	Women	Gender not disclosed	Men	Women	Gender not disclosed	Men	Women	Gender not disclosed
Top management	0	0	0	25	6	0	21	5	0	0	0	0
Senior management	8	0	0	294	110	0	47	28	0	1	2	0
Middle management	3,251	1,735	21	3,870	1,637	42	112	50	1	2	0	3
Associates	10,212	9,577	82	2,294	2,792	83	122	182	0	1	4	22
Total permanent workforce	13,471	11,312	103	6,483	4,545	125	302	265	1	4	6	25
Total contract workforce	107	118	118	59	72	35	8	3	2	111	88	2,675
Total workforce	13,578	11,430	221	6,542	4,617	160	310	268	3	115	94	2,700

Table 33: New hires by age, gender, and employment level

Employment category	Less than equal to 30			Greater than 30 to 50			Greater than 50			Age not disclosed		
	Men	**Women**	**Gender not disclosed**	**Men**	**Women**	**Gender not disclosed**	**Men**	**Women**	**Gender not disclosed**	**Men**	**Women**	**Gender not disclosed**
Top management	0	0	0	26	13	0	28	8	0	0	0	1
Senior management	4	2	0	378	109	0	75	22	0	6	2	3
Middle management	2,059	1,198	6	4,439	1,949	9	111	85	0	43	27	15
Associates	6,863	6,927	13	2,488	2,817	13	113	198	1	10	8	28
Total permanent workforce	**8,925**	**8,127**	**19**	**7,331**	**4,888**	**22**	**327**	**312**	**1**	**59**	**37**	**47**
Total contract workforce	-	-	-	-	-	-	-	-	-	-	-	-
Total workforce	**8,925**	**8,127**	**19**	**7,331**	**4,888**	**22**	**327**	**312**	**1**	**59**	**37**	**47**

Table 34: Employee turnover by age, gender, and employment level

Note:
1. Employees can volunteer to disclose their age and gender in certain geographies. We have reflected nonresponses in the 'age not disclosed' and 'gender not disclosed' columns
2. Attrition calculations are based on effective billable headcount and not absolute headcount. We consider the daily headcount average for turnover numbers. As such, the sum may not match the total turnover
3. We do not track data for our contractors

Band	Men	Women	Gender not disclosed
Management	29.9%	15.5%	0.1%
Technical staff	25.8%	25.5%	0.3%
Other employees	0.3%	0.2%	2.4%

Table 35: Gender group representation

Note:
1. Management category contains top, senior, and middle management
2. Technical staff are listed as 'associates'
3. Contractors are considered 'other' employees
4. It is voluntary for employees to disclose their gender. We have reflected nonresponses in the 'gender not disclosed' column

Age group				Gender		
Less than equal to 30	Greater than 30 to 50	Greater than 50	Age not disclosed	Men	Women	Gender not disclosed
43.3%	53.4%	3.1%	0.2%	57.3%	42.3%	0.4%

Table 36: Employee diversity

Note:
1. It is voluntary for employees to disclose their gender. We have reflected nonresponses in the 'gender not disclosed' column

Region	Men	Women	Gender not disclosed	Total
America	2,746	1,904	0	4,650
China	1,161	566	6	1,733
Europe	1,345	1,000	83	2,428
India	6,534	12,041	0	18,575
Others	142	93	0	234
Philippines	1,437	1,038	0	2,475
Total	13,364	16,642	89	30,094

Table 37: Permanent employee turnover by gender and region

	Age group			Gender		
Less than equal to 30	**Greater than 30 to 50**	**Greater than 50**	**Age not disclosed**	**Men**	**Women**	**Gender not disclosed**
0	0	100%	0	50%	50%	0

Table 38: Board of directors by age and gender

Region	Number of employees entitled to parental leave		Number of employees who took parental leave	
	Men	**Women**	**Men**	**Women**
Asia Pacific	100%	100%	41	134
Europe	100%	100%	136	524
India	100%	100%	2,320	1,458
North America	100%	100%	75	115
Philippines	100%	100%	51	151
Others	100%	100%	0	14

Table 39: Parental leave

Note:
1. This covers 96% of our employee base. Currently, there is no system-based tracking of employees who return to work from parental leave and those who are still employed by us 12 months after their return to work
2. US, Australia, and the Philippines offer parental leave entitlement subject to the completion of specific periods of employment tenure and other eligibility requirements

Employee category	Men	Women	Gender not disclosed	Total
Top management	99.7%	97.8%	-	99.4%
Senior management	99.8%	99.3%	-	99.7%
Middle management	99.98%	99.89%	98.9%	99.9%
Associates	99.98%	99.90%	98.8%	99.9%

Table 40: Employees receiving regular performance reviews as of December 2023

Employment contract	Employee category	Men	Women	Gender not disclosed
Permanent	Top management	18.25	17.80	37.00
	Senior management	28.23	34.96	0
	Middle management	54.16	51.01	43.87
	Associates	75.09	66.40	30.74
Contractors	Contractors	37.28	6.2	8.02

Table 41: Average training hours by employment level and gender

	Africa	Australia	China/Japan and others	Europe	India	Latin America	North America	Philippines	UK	Other countries	Total
Number of people who completed the training	186	69	1,415	2,712	24,661	1,620	2,203	2,973	78	57	35,974

Table 42: Employees trained in managing unconscious bias

Note:
1. Employees need to complete our managing unconscious bias training once. Launched in 2022, 98,000 employees completed the training that year

	Africa	Australia	China/Japan and others	Europe	India	Latin America	North America	Philippines	Other countries	Total
Number of people who completed the training	1,420	419	9,612	10,831	104,093	6,306	10,257	9,796	179	152,913

Table 43: Employees trained in code of conduct

	Number of new suppliers added in 2023	Number of new suppliers added in 2023 that were screened using ESG criteria	Percentage of new suppliers that were screened using ESG criteria	Number of suppliers assessed against their ESG impact	Number of suppliers identified as having a significant actual and potentially negative ESG impact
Data	635	511	80.47	1,163	0

Table 44: New suppliers screened using ESG criteria

Description	Japan/ Malaysia/ China	Philippines	Europe	LATAM	US	Australia	India	Total
Number of near misses/hazard reports	0	0	1	0	0	0	8	9
Number of non-reportable injuries (permanent)	0	9	4	0	0	1	231	245
Number of non-reportable injuries (contractors)	0	0	0	0	0	0	304	304
Number of recordable injuries (permanent)	4	4	14	9	17	0	4	52
Number of recordable injuries (contractors)	0	0	0	0	0	0	10	10
Lost days (permanent)	300	174	60	737	620	0	117	2,008
Lost days (contractors)	0	0	0	0	0	0	1	1
Hours worked (permanent)	14,743,680	16,287,360	19,052,160	10,022,400	14,424,960	3,381,120	171,686,400	249,598,080
Hours worked (contractors)					7,557,120			
Fatalities (permanent)	0	0	0	0	0	0	0	0
Fatalities (contractors)	0	0	0	0	0	0	0	0
Number of high-consequence work-related injuries, excluding fatalities (permanent)	0	0	0	0	0	0	0	0
Number of high-consequence work-related injuries, excluding fatalities (contractors)	0	0	0	0	0	0	0	0

Table 45: Work-related injuries by region

Note:
1. The rate of high-consequence work-related injuries and recordable injuries has been calculated based on 200,000 hours worked
2. Due to the nature of our work, injuries at the workplace are primarily related to ergonomics, slips, and falls

Category	Unit	2019	2020	2021	2022	2023
Fatalities (permanent and contractor)	Nos	0	0	0	0	0
Near misses/hazard reports	Nos	39	4	9	2	9
Recordable injury (permanent)	Nos	45	22	40	17	52
Recordable injury (contractor)	Nos	9	4	114	3	10
Lost days (permanent)	Nos	545	679	797	1,121	2,008
Lost days (contractor)	Nos	30	0	28	13	1
Hours worked (permanent)	Hours	125,125,000	144,370,000	212,814,720	229,710,720	249,598,080
Hours worked (contractor)	Hours	400,000	8,023,680	10,199,040	9,146,880	7,557,120
Rate of fatalities as a result of work-related injury (permanent)	Rate	0	0	0	0	0
Rate of fatalities as a result of work-related injury (contractor)	Rate	0	0	0	0	0
Rate of work-related injuries (permanent)	Rate	1.07	0.03	0.04	0.01	0.04
Rate of work-related injuries (contractor)	Rate	4.5	0.10	2.24	0.07	0.26
Rate of high-consequence work-related injuries, excluding fatalities (permanent)	Rate	0	0	0.01	0	0
Rate of high-consequence work-related injuries, excluding fatalities (contractors)	Rate	0	0	0.20	0	0

Table 46: Occupational health and safety trends over the last five years

Note:
1. We did not capture data on the rate of high-consequence work-related injuries, excluding fatalities, for permanent employees or contractors in 2019 or 2020
2. The rate of high-consequence work-related injuries and recordable injuries has been calculated based on 200,000 hours worked

Particulars	2021	2022	2023
Revenues	4,042	4,371	4,477
Economic value generated	4,042	4,371	4,477
Economic value distributed	3,673	4,017	3,846
Operating costs	632	650	651
Employee wages and benefits	2,715	3,036	3,096
Payments to providers of capital	58	58	66
Payments to government	114	112	-29
Other expenses	153	161	62
Economic value retained	369	353	631

Table 47: Economic value generated, distributed, and retained ($mn)

Note:
1. For more details on our financial performance, please see our annual report on Form 10-K for the year ended December 31, 2023

Alignment to indexes

SASB index

SASB code	Description	Reference section	Page no.
Environmental footprint of hardware infrastructure			
TC-SI-130a.1	(1) Total energy consumed	Environmental scorecard	page 75
	(2) Total non-renewable energy (grid electricity)		
	(3) Total renewable energy		
TC-SI-130a.2	(1) Total water withdrawn	Environmental scorecard	page 83
	2) Total water consumed in regions with high or extremely high baseline water stress		
TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	Better planet	page 27
Data privacy and freedom of expression			
TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	Data security and privacy	page 71
TC-SI-220a.2	Number of users whose information is used for secondary purposes	Genpact does not use the information of the data subjects it collects for any secondary purposes	N/A
TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	No losses	N/A

SASB code	Description	Reference section	Page no.
Data privacy and freedom of expression cont.			
TC-SI-20a.4	(1) Number of law enforcement requests for user information	No requests	N/A
	(2) Number of users whose information was requested		
	(3) Percentage resulting in disclosure		
TC-SI-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	No core products or services are subject to government-required restrictions	N/A
Data security			
TC-SI-230a.1	(1) Number of data breaches	No material data breaches have been observed during the reporting period	N/A
	(2) Percentage involving personally identifiable information (PII)		
	(3) Number of users affected		
TC-I-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Data security and privacy	page 71
Recruiting and managing a global, diverse, and skilled workforce			
TC-SI-330a.1	Percentage of foreign nationals employed are (1) foreign nationals and (2) located offshore	1.26%	N/A
		100%	

Table 43: SASB index

SASB index cont.

SASB code	Description	Reference section	Page no.
Recruiting and managing a global, diverse, and skilled workforce cont.			
TC-SI-330a.1	Potential risks from recruiting foreign nationals and/or offshore employees	Recruiting foreign nationals requires visa sponsorship, some countries have stringent adjudication standards, and denial of an application filed is a possibility. Similar risks are associated at the time of extension or renewal of work visas, which can impact the continuity of stay on the project/country. In a few countries, job ad posting locally is a requirement, and it's linked to visa sponsorship for foreign nationals. The role must be advertised to try to attract local nationals first. After the job posting period has ended and once the nonavailability of local talent is ascertained through this recruitment step, such jobs can be offered to foreigners who need work visa sponsorship. Processing timelines have increased for some countries post-pandemic, which has increased the turnaround time for securing visas when hiring foreign nationals	N/A
	Approach to addressing the risks identified related to recruiting foreign nationals	The visa applications address the risk factors by including additional evidence or information upfront to avoid possible rejections. Visa adjudication is still subjective and depends on adjudicating officials. Renewals or extensions are initiated well ahead of time to mitigate risks and look for alternatives in the event of a denial. Businesses are baking in the increased timelines for work visa processes as part of the deployment or hiring of foreign national	N/A
	Approach to addressing any additional risks, such as implementing safeguards for data security, piracy, IP protection, etc.	Genpact has taken an enterprise-wide, location-agnostic approach for its controls on data security, such as encryption, email security, endpoint security, cloud security, monitoring, documented processes, and a well-trained security team. We comply with jurisdiction-specific laws regarding data localization and/or transmission. We have global policies and procedures in relation to intellectual property rights while also protecting Genpact's IP as required in various international jurisdictions	N/A

SASB code	Description	Reference section	Page no.
Recruiting and managing a global, diverse, and skilled workforce cont.			
TC-SI-330a.2	Employee engagement as a percentage	Employee engagement	page 38
TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for (1) management (2) technical staff, and (3) all other employees	Social scorecard Racial equity and diversity	page 88-89 page 43
Intellectual property protection and competitive behavior			
TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	Regulatory compliance and ethics	page 72
Managing systemic risks from technology disruptions			
TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions (3) total customer downtime	(1) No material performance issues (2) No material service disruptions (3) No material customer downtime	N/A
TC-SI-550a.2	Description of potential business risks associated with technology disruptions	There has been no business disruption from any event at any of our delivery locations during the reporting period. Please refer to 'Enterprise risk management' for information on measures implemented to address business continuity risks	page 68

Table 43: SASB index

GRI content index

Statement of use	Genpact Limited has reported in accordance with the GRI Standards for the period January 2023 to December 2023
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI sector standard(s)	The sector standard for IT/ITES was not available at the time of publication

GRI content index cont.

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
General disclosures					
GRI 2: General disclosure 2021	2-1 Organizational details	Genpact Limited Ownership and legal form: Refer to our proxy statement, security ownership of certain beneficial owners and management, page 17 Country of operations: Genpact at a glance, page 4			
	2-2 Entities included in the organization's sustainability reporting	Refer to Exhibit 21.1 to our annual report on Form 10-K for the year ended December 31, 2023			
	2-3 Reporting period, frequency, and contact point	About the report, page 117			
	2-4 Restatements of information	Environmental scorecard, Table 13: Global emissions (tCO2e) page 77; 2019 Scope 3 emission restated to include transmission and distribution losses			
	2-5 External assurance	Assurance statement, page 125			
	2-6 Activities, value chain, and other business relationships	Refer to our annual report on Form 10-K for the year ended December 31, 2023, pages 8-11			
	2-7 Employees	Social scorecard, page 84			
	2-8 Workers who are not employees	Social scorecard, page 85			
	2-9 Governance structure and composition	Governance for sustainable growth, page 67 Sustainability governance, page 10			

Table 44: GRI content index

GRI content index cont.

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
GRI 2: General disclosure 2021	2-10 Nomination and selection of the highest governance body	Governance for sustainable growth, page 67			
	2-11 Chair of the highest governance body	Governance for sustainable growth, page 67			
	2-12 Role of the highest governance body in overseeing the management of impacts	Governance for sustainable growth, page 67			
	2-13 Delegation of responsibility for managing impacts	Governance for sustainable growth, page 67			
	2-14 Role of the highest governance body in sustainability reporting	Refer to our proxy statement, pages 6 and 14			
	2-15 Conflicts of interest	Refer to our proxy statement (Corporate governance highlights), page 7			
	2-16 Communication of critical concerns	Enterprise risk management, page 68			
	2-17 Collective knowledge of the highest governance body	Sustainability governance, page 10			
	2-18 Evaluation of the performance of the highest governance body	Refer to our proxy statement (annual board, committee, and individual director evaluation process), page 14			

Table 44: GRI content index

GRI content index cont.

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
GRI 2: General disclosure 2021	2-19 Remuneration policies	Please refer to our proxy statement Pay for performance philosophy, proxy statement, page 32–38 Annual cash bonus, page 38–40 A list of the financial and certain nonfinancial performance metrics included in the 2023 scorecard, page 41 Compensation clawback policy, page 46 Retirement benefits, page 55 Potential payments upon termination or change of control, page 60, 61			
	2-20 Process to determine remuneration	Refer to our proxy statement Shareholder engagement and feedback and responsiveness, page 32, 33 Role of consultants, page 41, 43			
	2-21 Annual total compensation ratio	Refer to our proxy statement Summary compensation, page 47 CEO pay ratio, page 63			
	2-22 Statement on sustainable development strategy	Our approach to ESG and sustainability, page 9			
	2-23 Policy commitments	Refer to our policies published on our website Refer to Genpact's code of conduct Each Genpact employee takes mandatory code of conduct training upon joining and annually thereafter, within which employees must acknowledge receiving and reading the code Refer to Genpact's third-party code of conduct The code is communicated to all vendors/suppliers, and third parties must either agree to abide by the code or represent that their own code covers the same critical areas We have a nonpublic antislavery and human trafficking policy that applies to the company globally and meets the requirements of the UK and Australia's modern slavery legislation			

Table 44: GRI content index

GRI content index cont.

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
GRI 2: General disclosure 2021	2-24 Embedding policy commitments	Sustainability governance, page 10			
	2-25 Processes to remediate negative impacts	Refer to our policies in the GRI index 2–23 Policy commitments			
	2-26 Mechanisms for seeking advice and raising concerns	Refer to our policies in the GRI index 2–23 Policy commitments			
	2-27 Compliance with laws and regulations	Regulatory compliance and ethics, page 72			
	2-28 Membership associations	Measuring our performance, page 15			
	2-29 Approach to stakeholder engagement	Stakeholder engagement, page 12			
	2-30 Collective bargaining agreements	5% of employees are covered by collective bargaining agreements. We do not prevent any employee from exercising the right to freedom of association or collective bargaining			

Table 44: GRI content index

GRI content index cont.

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
Material topics					
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Materiality assessment, page 13			
	3-2 List of material topics	Materiality assessment, page 14			
Economic performance					
GRI 3: Material Topics 2021	3-3 Management of material topics	Refer to our annual report on Form 10-K, page 45			
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Social scorecard, page 94			
	201-2 Financial implications and other risks and opportunities due to climate change	Enterprise risk management, page 69			
	201-3 Defined benefit plan obligations and other retirement plans	Please refer to our annual report on Form 10-K, Employee benefit plan, page 110			
	201-4 Financial assistance received from government	Refer to our annual report on Form 10-K, page 55			

Table 44: GRI content index

GRI content index cont.

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
Anti-corruption					
GRI 3: Material Topics 2021	3-3 Management of material topics	Regulatory compliance and ethics page 72			
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Regulatory compliance and ethics, page 72			
	205-2 Communication and training about anti-corruption policies and procedures	Regulatory compliance and ethics, page 72			
	205-3 Confirmed incidents of corruption and actions taken	Regulatory compliance and ethics, page 72			
Anticompetitive behavior					
GRI 3: Material Topics 2021	3-3 Management of material topics	Regulatory compliance and ethics, page 72			
GRI 206: Anti-competitive behavior 2016	206-1 Legal actions for anticompetitive behavior, anti-trust, andmonopoly practices	Regulatory compliance and ethics, page 72			

Table 44: GRI content index

GRI content index cont.

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
Energy					
GRI 3: Material Topics 2021	3-3 Management of material topics	Environment and climate action, page 22-26			
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Environmental scorecard, page 75			
	302-2 Energy consumption outside of the organization	N/A	Yes	Not significant	As a professional services company, energy consumption outside the organization does not contribute significantly to the organization's total anticipated energy consumption
	302-3 Energy intensity	Environmental scorecard, page 76-77			
	302-4 Reduction of energy consumption	Environmental scorecard, page 75			
	302-5 Reductions in energy requirements of products and services	N/A	Yes	Not material	Not material for Genpact

Table 44: GRI content index

GRI content index cont.

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
Water and effluents					
GRI 3: Material Topics 2021	3-3 Management of material topics	Water management, page 32			
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Water management, page 32			
	303-2 Management of water discharge-related impacts	N/A	All owned and controlled Genpact offices are classified as zero liquid discharge sites		
	303-3 Water withdrawal	Environmental scorecard, page 81-83			
	303-4 Water discharge	N/A	Water discharge is not reported. All owned and controlled Genpact offices are classified as zero liquid discharge sites		
	303-5 Water consumption	Environmental scorecard, page 83			

Table 44: GRI content index

GRI content index cont.

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	**Reason**	**Explanation**
Biodiversity					
GRI 303: Water and Effluents 2018	3-3 Management of material topics	Sustainability targets, page 8 For more information, please refer to our Biodiversity policy			
	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	N/A			Urban biodiversity is a medium priority for Genpact, but we have framed a biodiversity action plan and will report on progress on an annual basis through our sustainability report
	304-2 Significant impacts of activities, products, and services on biodiversity	N/A	Yes	Medium priority topic	
	304-3 Habitats protected or restored	N/A			
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	N/A			
Emissions					
GRI 3: Material Topics 2021	3-3 Management of material topics	Actions against climate change, page 22-28			

Table 44: GRI content index

GRI content index cont.

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Environmental scorecard, page 77			
	305-2 Energy indirect (Scope 2) GHG emissions	Environmental scorecard, page 77			
	305-3 Other indirect (Scope 3) GHG emissions	Environmental scorecard, page 77			
	305-4 GHG emissions intensity	Environmental scorecard, page 78			
	305-5 Reduction of GHG emissions	Actions against climate change, page 17 Reducing emissions, page 22-28			
	305-6 Emissions of ozone-depleting substances (ODS)	Environmental scorecard, page 78			
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Environmental scorecard, page 78			
Waste					
GRI 3: Material Topics 2021	3-3 Management of material topics	Waste management, page 29-30			

Table 44: GRI content index

GRI content index cont.

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Waste management, page 29-30			
	306-2 Management of significant waste-related impacts	Waste management, page 29-30			
	306-3 Waste generated	Environmental scorecard, page 79-80			
	306-4 Waste diverted from disposal	Waste management, page 29-30			
	306-5 Waste directed to disposal	Waste management, page 29-30			
Supplier environmental assessment					
GRI 3: Material Topics 2021	3-3 Management of material topics	Supplier management, page 73			
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Supplier management, page 73 Social scorecard, page 92			
	308-2 Negative environmental impacts in the supply chain and actions taken	Supplier management, page 73 Social scorecard, page 91			
Employment			**Supplier management, page xx**		
GRI 3: Material Topics 2021	3-3 Management of material topics	Better together, page 36-39			

Table 44: GRI content index

GRI content index cont.

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Social scorecard, page 86-88			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Company benefits, page 39			
	401-3 Parental leave	Social scorecard, page 90			
Occupational health and safety					
GRI 3: Material Topics 2021Topics 2021	3-3 Management of material topics	Occupational health, page 40			
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Occupational health, page 40			
	403-2 Hazard identification, risk assessment, and incident investigation	Occupational health, page 40			
	403-3 Occupational health services	Occupational health, page 40			
	403-4 Worker participation, consultation, and communication on occupational health and safety	Occupational health, page 40			
	403-5 Worker training on occupational health and safety	Occupational health, page 40			

Table 44: GRI content index

GRI content index cont.

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
	403-6 Promotion of worker health	Occupational health, page 40			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational health, page 40			
	403-8 Workers covered by an occupational health and safety management system	Occupational health, page 40			
	403-9 Work-related injuries	Social scorecard, page 92			
	403-10 Work-related ill health	Occupational health, page 93			
Training and education					
GRI 3: Material Topics 2021	3-3 Management of material topics	Our people and DEI, page 36-37			
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Social scorecard, page 90			
	404-2 Programs for upgrading employee skills and transition assistance programs	Training and development, page 36-37			
	404-3 Percentage of employees receiving regular performance and career development reviews	Social scorecard, page 90			

Table 44: GRI content index

GRI content index cont.

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
Diversity and equal opportunity					
GRI 3: Material Topics 2021	3-3 Management of material topics	Better together, page 42-50			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Social scorecard, page 89-90			
	405-2 Ratio of basic salary and remuneration of women to men	Gender equity, page 46			
Non-discrimination					
GRI 3: Material Topics 2021	3-3 Management of material topics	Genpact's code of conduct, showing respect, page 7			
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Genpact's code of conduct, showing respect, page 7			
Local communities					
GRI 3: Material Topics 2021	3-3 Management of material topics	Better communities, page 52-57			

Table 44: GRI content index

GRI content index cont.

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Better communities, page 52-57			
	413-2 Operations with significant actual and potential negative impacts on local communities	Better communities, page 52-57			
Supplier social assessment					
GRI 3: Material Topics 2021	3-3 Management of material topics	Supplier management, page 73			
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Supplier management, page 73 Social scorecard, page 91			
	414-2 Negative social impacts in the supply chain and actions taken	Supplier management, page 73 Social scorecard, page 91			
Customer privacy					
GRI 3: Material Topics 2021	3-3 Management of material topics	Data security and privacy, page 71			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	No material data breaches have been observed during the reporting period			

Table 44: GRI content index

TCFD index

Particulars	Reference sections	Page no.
Governance (a) Describe the board's oversight of climate-related risks and opportunities	Sustainability governance	10
Governance (b) Describe management's role in assessing and managing climate- related risks and opportunities	Governance for sustainable growth	68-69
Strategy (a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term	Enterprise risk management	68-69
Strategy (b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning	Enterprise risk management	68-69

Particulars	Reference sections	Page no.
Title strategy (c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario	Better planet	19-20
Risk management (a) Describe the organization's processes for identifying and assessing climate-related risks	Enterprise risk management	68-69
Risk management (c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management	Enterprise risk management	68-69

Table 45: TCFD index

TCFD index cont.

Particulars	Reference sections	Page no.
Metrics and targets (a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process	Better planet	17
Metrics and targets (b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks	Reducing emissions	22
Metrics and targets (c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets	ESG highlights	6
	Sustainability targets	7
	Better planet	17

Table 45: TCFD index

About the report

About the report

The Genpact 2023 Sustainability Report is the tenth sustainability report published by Genpact Limited (together with its subsidiaries, "Genpact" or the "Company"). We are currently following an annual reporting cycle. The report has been developed in accordance with the GRI Universal Standards 2021 (see GRI content index on page 98) and the SASB Software and IT Services standard (see SASB index on page 96). We have also aligned the report with the recommendations of the TCFD framework (see TCFD index on page 114). The publication date for this report is June 4, 2024.

Scope and boundary

The report focuses on the activities undertaken by our delivery centers across the world. The reporting boundary for our ESG indicators encompasses our global operations, including in regions such as Asia Pacific, Europe, India, Latin America, North America, and Africa. Currently, the reporting boundary for environment and safety indicators comprises Genpact's production offices and includes our offices in Asia Pacific, Europe, India, Latin America, and North America. We continuously work toward enhancing our reporting on environmental indicators and to include more sites in the reporting boundary. A few new global sites have been added to the boundary in the current reporting period.

Defining report content

The report presents in-depth, transparent, and balanced disclosures on Genpact's material economic, environmental, social, and governance issues from January 1, 2023, to December 31, 2023. The material topics have been identified through a review of global and sectoral trends, our key risks and opportunities, and stakeholder engagement. Through the report, we aim to provide an insight into our strategy and how it enables us to create value for our stakeholders: employees, clients, supply chain partners, investors, and society at large. The data published in the report has been collected and compiled by individual locations through internal data management systems. We have used acceptable methodologies and reasonable estimations or assumptions for the calculation of our GHG emissions (refer to the note on methodology and conversion factors on page 120). We reserve the right to amend our disclosure requirements for data inclusion in future sustainability reports at any time and will notify our stakeholders of any modifications. Our financial results for the year ended December 31, 2023, are available in our annual report on Form 10-K filed with the SEC on February 29, 2024.

External assurance

The content and data disclosed in this report have been externally assured by DNV Business Assurance India Private Limited as per International Standard on Assurance Engagement 3000 (Revised) – limited assurance criteria. Other reports and information pertaining to the Company can be accessed at www.genpact.com. Questions and feedback about the report or general questions about sustainability at Genpact can be directed to sustainability@genpact.com.

Appendices

Appendix I
Impact boundary of material topics

Material topic	Associated GRI and SASB disclosures	Stakeholders impacted
Training and development	GRI 404: Training and education 2016	Employees
Customer satisfaction and brand reputation		Employees and clients
Diversity, inclusion, and equal opportunity	GRI 405: Diversity and equal opportunity 2016 Recruiting and managing a global, diverse, and skilled workforce (TC-SI-330a.3)	Employees
Employee wellbeing and safety	GRI 403: Occupational health and safety 2018	Employees and other workers
Cybersecurity and data privacy	GRI 418: Customer privacy 2016 Data privacy and freedom of expression (TC-SI-220a.1, TC-SI-220a.3, TC-SI-220a.4, TC-SI-220a.5)	Employees, clients, and government/regulatory bodies
Human rights	GRI General disclosure 2-10, 2-13, 2-23, 2-24, 2-25, 2-26, 2-30, 205-1,2, 206-1, 401-2, 401-3, 403-1-10, 404, 413, 418	Employees, other workers, clients
Corporate governance and ethics	GRI 205: Anti-corruption 2016 GRI 206: Anticompetitive behavior 2016	Employees, investors, and government/regulatory bodies
Talent attraction and retention	GRI 401: Employment 2016 Recruiting and managing a global, diverse, and skilled workforce (TC-SI-330a.1, TC-SI-330a.2)	Employees
Community engagement	GRI 413: Local communities 2016	Communities, employees
Economic performance	GRI 201: Economic performance 2016	Employees, investors, communities, and suppliers
Sustainable supply chain management	GRI 308-1: Supplier environmental assessment GRI 414: Supplier social assessment	Suppliers
Innovation and R&D		Employees and clients
Supplier diversity and resilience		Suppliers
Responsible AI		Employees, clients
Climate change mitigation and adaptation	GRI 305: Emissions 2016	Employees, investors, clients, and government/regulatory bodies
Urban biodiversity/resilience	GRI 304: Biodiversity 2016	Employees, community, academic institutions, and industry bodies
Energy management	GRI 302: Energy	Employees and suppliers
Waste management	GRI 306: Waste 2020	Employees and suppliers
Water stewardship	GRI 303: Water and effluents 2018 Environmental footprint of hardware infrastructure (TC-SI-130a.2)	Employees and suppliers
Emissions	GRI 305: Emissions 2016	Employees, investors, clients, and government/regulatory bodies

Table 46: Impact boundary of material topics

Appendix II
Emission and other conversion factors

S. no.	Emission source	Factor	Source
1	Diesel, NCV (TJ/Gg)	43	GHG protocol (Cross Sector Tool 2017)
2	Density of diesel (kg/L)	0.84	GHG protocol (Cross Sector Tool 2017)
3	LPG, NCV (TJ/Gg)	47.3	IPCC 2006
4	Diesel (kg CO2/L) – stationery combustion	2.66	GHG protocol (Cross Sector Tool 2017)
5	LPG, emission factor (kg CO2/kg LPG)	2.94	GHG protocol (Cross Sector Tool 2017)
6	DG-generated electricity (tCO2/mWh)	0.7	Central Electricity Authority 2021
7	Diesel (kg CO2/kg)	2.659	GHG protocol (Cross Sector Tool 2017)
8	CNG (kg CO2/kg)	2.563	GHG protocol (Cross Sector Tool 2017)
9	Diesel (Lit-kWh)	10.66	DEFRA 2022
10	Gas electricity emission factor (USA) (kg CO2/kWh)	0.3507	IEA Emissions Factor - 2023
11	Gas electricity emission factor (UK) (kg CO2/kwH)	0.1999	IEA Emissions Factor - 2023
12	Gas electricity emission factor (Romania) (kg CO2/kWh)	0.2655	IEA Emissions Factor - 2023
13	Gas electricity emission factor (Philippines) (kg CO2/kWh)	0.7074	IEA Emissions Factor - 2023
14	Gas electricity emission factor (Egypt) (kg CO2/kWh)	0.4029	IEA Emissions Factor - 2023
15	Gas electricity emission factor (Hungary) (kg CO2/kWh)	0.1835	IEA Emissions Factor - 2023
16	Gas electricity emission factor (India) (kg CO2/kWh)	0.7068	IEA Emissions Factor - 2023
17	Gas electricity emission factor (Mexico) (kg CO2/kWh)	0.4222	IEA Emissions Factor - 2023
18	Grid electricity emission factor (India) (kg CO2/kWh)	0.716	Central Electricity Authority, 2021
19	Grid electricity emission factor (US) (kg CO2/kWh)	0.42394	www.carbonfootprint.com

Table 47: Emission sources

Appendix II cont.
Emission and other conversion factors cont.

S. no.	Emission source	Factor	Source
20	Grid electricity emission factor (UK) (kg CO2/kWh)	0.21233	www.carbonfootprint.com
21	Grid electricity emission factor (Romania) (kg CO2/kWh)	0.26184	www.carbonfootprint.com
22	Grid electricity emission factor (Hungary) (kg CO2/kWh)	0.24375	www.carbonfootprint.com
23	Grid electricity emission factor (Poland) (kg CO2/kWh)	0.75962	www.carbonfootprint.com
24	Grid electricity emission factor (South Africa) (kg CO2/kWh)	0.951	www.iges.or.jp/en/pub/list-grid-emission-factor/en
25	Grid electricity emission factor (Philippines) (kg CO2/kWh)	0.7921	https://doe.gov.ph/electric-power/ngef?page=1&withshield=1
26	Grid electricity emission factor (Brazil) (kg CO2/kWh)	0.0617	www.carbonfootprint.com
27	Grid electricity emission factor (Costa Rica) (kg CO2/kWh)	0.281	Institute for Global Environmental Strategies (IGES)
28	Grid electricity emission factor (Guatemala) (kg CO2/kWh)	0.589	Institute for Global Environmental Strategies (IGES)
29	Grid electricity emission factor (Mexico) (kg CO2/kWh)	0.4314	www.carbonfootprint.com
30	Grid electricity emission factor (Australia) (kg CO2/kWh)	0.76	www.carbonfootprint.com
31	Grid electricity emission factor (Malaysia) (kg CO2/kWh)	0.67	www.iges.or.jp/en/pub/list-grid-emission-factor/en
32	Grid electricity emission factor (China) (kg CO2/kWh)	0.5374	www.carbonfootprint.com
33	Grid electricity emission factor (Japan) (kg CO2/kWh)	0.4658	www.carbonfootprint.com
34	Grid electricity emission factor (Egypt) (kg CO2/kWh)	0.533	Institute for Global Environmental Strategies (IGES)
35	Grid electricity emission factor (Netherlands) (kg CO2/kWh)	0.37434	www.carbonfootprint.com
36	Grid electricity emission factor (Scotland) (kg CO2/kWh)	0.21233	www.carbonfootprint.com
37	Grid electricity emission factor (Spain) (kg CO2/kWh)	0.1533	www.carbonfootprint.com

Table 47: Emission sources

Appendix III
Alignment to UN Sustainable Development Goals

SDG statement	SDG alignment	SDG targets that Genpact contributes to	Reference sections
1 NO POVERTY — End poverty in all its forms everywhere	Indirect	• 1.5	• Better communities
2 ZERO HUNGER — End hunger, achieve food security and improved nutrition, and promote sustainable agriculture	Direct	• 2.1	• Better communities
3 GOOD HEALTH AND WELL-BEING — Ensure healthy lives and promote wellbeing for all at all ages	Direct	• 3.4 • 3.8	• Better communities • Better together
4 QUALITY EDUCATION — Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	Direct	• 4.1	• Better communities
5 GENDER EQUALITY — Achieve gender equality and empower all women and girls	Direct	• 5.1 • 5.5 • 5.B	• Better communities • Better together • Governance for sustainable growth

SDG statement	SDG alignment	SDG targets that Genpact contributes to	Reference sections
6 CLEAN WATER AND SANITATION — Ensure access to water and sanitation for all	Direct	• 6.3 • 6.6	• Better planet • Better communities
7 AFFORDABLE AND CLEAN ENERGY — Ensure access to affordable, reliable, sustainable, and modern energy for all	Direct	• 7.2 • 7.3	• Better planet
8 DECENT WORK AND ECONOMIC GROWTH — Promote sustainable economic growth, employment, and decent work for all	Direct	• 8.1 • 8.2 • 8.3 • 8.5 • 8.6 • 8.7 • 8.8	• Better communities • Better together • Better business • Governance for sustainable growth
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE — Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation	Direct	• 9.4 • 9.5 • 9.C	• Better business • Better planet • Governance for sustainable growth
10 REDUCED INEQUALITIES — Reduce inequality within and among countries	Direct	• 10.3 • 10.4	• Better communities • Better together • Governance for sustainable growth

Table 48: SDG references

Appendix III
Alignment to UN Sustainable Development Goals cont.

SDG statement		SDG alignment	SDG targets that Genpact contributes to	Reference sections
11 SUSTAINABLE CITIES AND COMMUNITIES	Make cities inclusive, safe, resilient, and sustainable	Direct	▪ 11.4 ▪ 11.5 ▪ 11.6 ▪ 11.7	▪ Better planet
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Ensure sustainable consumption and production patterns	Direct	▪ 12.5 ▪ 12.6	▪ Better planet ▪ Better business
13 CLIMATE ACTION	Take urgent action to combat climate change and its impacts by regulating emissions and promoting developments in renewable energy	Direct	▪ 13.1 ▪ 13.2 ▪ 13.3	▪ Better planet ▪ Better communities ▪ Governance for sustainable growth
14 LIFE BELOW WATER	Conserve and sustainably use the oceans, seas, and marine resources	Indirect	▪ 14.1 ▪ 14.2	▪ Better planet
15 LIFE ON LAND	Sustainably manage forests, combat desertification, halt and reverse land degradation, and halt biodiversity loss	Direct	▪ 15.1 ▪ 15.2	▪ Better planet ▪ Better communities

SDG statement		SDG alignment	SDG targets that Genpact contributes to	Reference sections
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Promote just, peaceful, and inclusive societies	Indirect	▪ 16.2	▪ Governance for sustainable growth
17 PARTNERSHIPS FOR THE GOALS	Strengthen the means of implementation and revitalize the global partnership for sustainabledevelopment	Direct	▪ 17.11 ▪ 17.16	▪ Better communities ▪ Better business ▪ Better planet

Table 48: SDG references

Note:
1. See all 17 SDGs here

Assurance statement

Assurance statement

INDEPENDENT ASSURANCE STATEMENT

Introduction

DNV Business Assurance India Private Limited ('DNV') has been commissioned by Genpact India Private Limited (Corporate Identity Number (CIN) U73100DL2005PTC307363) to undertake an independent assurance of Genpact's (headquartered in Bermuda, International Securities Identification Number (ISIN) BMG3922B1072) Sustainability Report 2023 in its printed format ('the Report') for the reporting period 1st January 2023 - 31st December 2023.
The disclosures have been prepared by Genpact: -

- In accordance with requirements of Global Reporting Initiative (GRI) sustainability reporting standards 2021

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 has been developed in accordance with the most widely accepted reporting and assurance standards.
DNV carried out Limited Level of assurance/Type 2 Moderate level of assurance for Genpact. The procedures performed in a limited assurance engagement vary in nature and timing and are less detailed than those undertaken during a reasonable assurance engagement, so the level of assurance obtained is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. We planned and performed our work to obtain the evidence we considered sufficient to provide a basis for our conclusion, so that the risk of this conclusion being in error is reduced, but not eliminated completely.
We do not express any conclusion, on any other information that may be published outside of the Report and/or on Company's website for the current reporting period.

Responsibilities of the Management of Genpact and of the Assurance Provider

The Management of Genpact 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 also, ensuring the quality and consistency of the information presented in the Report. Genpact is also responsible for ensuring the maintenance and integrity of its website and any referenced disclosures on their website.
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.

Scope, Boundary and Limitations

The agreed scope of work included information on non- financial performance which were disclosed in the Report prepared by Genpact based on GRI Topic-specific Standards. The reported topic boundaries of non-financial performance are based on the internal and external materiality assessment covering Company's operations as brought out in the sections 'About the Report' and 'Reporting Scope and Boundary' section of the report.
Based on the agreed scope with the Company, the boundary of assurance covers the Genpact's ESG indicators that encompass its global operations, including in regions such as Asia Pacific, Europe, India, Latin America, North America, and Africa.

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

Assurance statement cont.

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Inherent Limitation(s):

DNV's assurance engagements are based on the assumption that the data and information provided by the Company to us as part of our review have been provided in good faith, are true, and is free from material misstatements. Because of the selected nature (sampling) and other inherent limitation of both procedures and systems of internal control, there remains the unavoidable risk that errors or irregularities, possibly significant, may not have been detected.

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 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.

DNV expressly disclaims any liability or co-responsibility for any decision a person or an entity may make based on this Independent Assurance Statement.

Assurance process

As part of the assurance process, a multi-disciplinary team of assurance specialists performed assurance work for selected sites of Genpact as mentioned in Annex II. 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. We carried out the following activities:

Limited Level of Assurance
Reviewed the disclosures in the report. Our focus included general disclosures, management processes, principle wise performance (essential indicators, and leadership indicators) and any other key metrics specified under the reporting framework.
Understanding the key systems, processes and controls for collecting, managing and reporting the non-financial disclosures in report.
Walk-through of key data sets. Understand and test, on a sample basis, the processes used to adhere to and evaluate adherence to the reporting principles.
Collect and evaluate documentary evidence and management representations supporting adherence to the reporting principles.
Interviews with the senior managers responsible for management of disclosures. We were free to choose interviewees and interviewed those with overall responsibility of monitoring, data collation and reporting the selected indicators.
DNV audit team conducted on-site 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 assessment criteria.

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Opinion and Observations

Based on the verification undertaken, nothing has come to our attention to suggest that the Report together with referenced information does not properly describe Genpact's adherence to the GRI Standards, including the GRI 2: General Disclosures 2021, GRI 3: Material Topics 2021 and the Topic Disclosures related to the GRI Standards mentioned in Annex I.

   1.   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 *Genpact* 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.
   2.   Materiality
The process of determining the issues that are most relevant to an organization and its stakeholders.
The Report explains out the materiality assessment process carried out by the Company which has considered concerns of internal and external stakeholders, and inputs from peers and the industry, as well as issues of relevance in terms of impact for Genpact 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
   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 Genpact 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.   Reliability/Accuracy
The accuracy and comparability of information presented in the report, as well as the quality of underlying data management systems.
The Report brings out the systems and processes that the Company has set in place to capture and report its performance related to identified material topics across its reporting boundary. The majority of information mapped with data verified through our remote assessments with Genpact management teams and process owners at the Corporate Office and sampled sites within the boundary of the Report were found to be fairly accurate and reliable. Some of the data inaccuracies identified in the report during the verification

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process were found to be attributable to transcription, interpretation, and aggregation errors. These data inaccuracies have been communicated for correction and the related disclosures were reviewed post correction.

Nothing has come to our attention to believe that the Report does not meet the principle of Reliability and Accuracy.

5.   Completeness

How much of all the information that has been identified as material to the organization and its stakeholders is reported?

The Report brings out the Company's performance, strategies and approaches related to the environmental, social and governance issues that it has identified as material for its operational locations coming under the boundary of the report, for the chosen reporting period while applying and considering the requirements of Principle of Completeness.

Nothing has come to our attention to suggest that the Report does not meet the Principle of Completeness with respect to scope, boundary and time.

6.   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 Genpact 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.

7.   Sustainability Context

The level to which an organisation monitors, measures and is accountable for how its actions affect its broader ecosystems. The Report brings out the key performance metrics, surveys and management processes used by Genpact 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.

Conclusion

Limited Level of Assurance

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

Statement of 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 are 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.

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We have complied with the DNV Code of Conduct[1] 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. DNV was not involved in the preparation of any statements or data included in the Report except for this Assurance Statement for internal use of Genpact.

Purpose and Restriction on Distribution and Use
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 report.

For DNV Business Assurance India Private Limited

[signature]	Date: 2024.06.04 15:16:49 +05'30'	Karthik Ramaswamy	Digitally signed by Karthik Ramaswamy Date: 2024.06.04 17:08:12 +05'30'
Anjana Sharma Lead Verifier, Sustainability Services, DNV Business Assurance India Private Limited, India.		Karthik Ramaswamy Assurance Reviewer, Sustainability Services, DNV Business Assurance India Private Limited, India.	
Anamika Kumari (Verifier) Suraiya Rahman (Verifier) Syed Rameez (Verifier) Varsha Bohiya (Verifier)			

03/06/2024, Bangalore, India.
DNV Business Assurance India Private Limited is part of DNV – Business Assurance, a global provider of certification, verification, assessment and training services, helping customers to build sustainable business performance. www.dnv.com

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[1] *DNV Corporate Governance & Code of Conduct -* *https://www.dnv.com/about/in-brief/corporate-governance.html*
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Annex I

Verified disclosures

- GRI 201: Economic performance 2016 – 201-1, 201-2, 201-3, 201-4
- 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, 303-5
- GRI 305: Emissions 2016 – 305-1, 305-2, 305-3, 305-4, 305-5, 305-6, 305-7
- GRI 306: Waste 2020 – 306-1, 306-2, 306-3
- GRI 308: Supplier environmental assessment 2016 – 308-1, 308-2
- GRI 401: Employment 2016 – 401-1, 401-2, 401-3
- GRI 403: Occupational Health and Safety 2018 – 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 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 413: Local Communities 2016 – 413-1, 413-2
- GRI 414: Supplier Social Assessment 2016 – 414-1, 414-2
- GRI 418: Customer Privacy 2016 – 418-1.

Note: Scope 3 emissions (GRI 305-3) covers Purchased goods and services, Capital goods, Fuel- and Energy-Related Activities, Waste generated in operations, employee commuting and business travel for the reporting year

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Annex II

Sites selected for On-site/Remote audits

S.no	Site	Location
1.	Corporate office-On-site	Corporate site audit was done at Gurugram– PH5
2.	India Offices- On-Site	5 sites spread over Gurugram-Plot 22, Noida-SEZ, Jaipur- JLN, Bangalore- Sez, Pritech park and Hyderabad-Uppal
3.	International Offices-Remote	One site each in China-Foshan, Philippines-5132, USA- Wilkes Barre and Romania-Cluj

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