genpact

PURSUING BETTER

Sustainability report 2024

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Message from

OUR CEO

At Genpact, we're relentless about transformation. Our sustainability vision isn't just about corporate responsibility. It powers our progress, guides our partnerships, and drives us to raise the bar for ourselves, our clients, and every community we touch.

I'm proud of the meaningful strides we made in progressing our sustainability journey in 2024.

We advanced our sustainability agenda with a 3.4% drop in Scope 1 and 2 emissions, a double-digit reduction in energy and emission intensity per person, and an increase in our renewable energy usage from 21% to 23%. Nearly 65,500 Genpact volunteers contributed over 113,000 volunteer shifts, leaving a lasting impact on the lives of millions in the communities we serve worldwide.

We measure our progress against science-based targets and the United Nations Sustainable Development Goals. This commitment to accountability is also reflected in our recognitions. In 2024, Forbes named us on the World's Best Employers list, Ethisphere honored us as one of the World's Most Ethical Companies, and EcoVadis awarded us a Platinum rating for our global sustainability performance.

As leaders, we must hold ourselves and our teams accountable and build a strong ecosystem of change to drive real impact. I am proud to have joined Catalyst CEO Champions for Change to break outdated models and create new possibilities, not just in business, but also in how we lead and support one another. I firmly believe that diverse perspectives lead to stronger solutions for our clients and unlock the full potential of our teams. That's why inclusivity is key to our future.

We deliver unparalleled value through our mix of deep business knowledge, operational excellence, and advanced technology solutions. We are thinkers and doers. And it's this unique blend of skill and curiosity that helps us achieve real change. Thank you to every Genpact employee, client, and partner who contributed to our sustainability programs and helped to accelerate progress together.

Balkrishan "BK" Kalra
President and Chief Executive Officer
Genpact

Genpact at a glance

Genpact (NYSE: G) is an agentic and advanced technology solutions company. We leverage process intelligence and artificial intelligence to deliver measurable outcomes. With a strong partner ecosystem and decades of client trust, we provide innovative solutions that transform how businesses run. Powered by a team with an active learning mindset and client centricity at its core, we deliver lasting value for the world's leading enterprises.

Figure 1: Our global presence

* Added in 2025

800+
global clients

100+
delivery centers across 25 countries

140,000+
employees

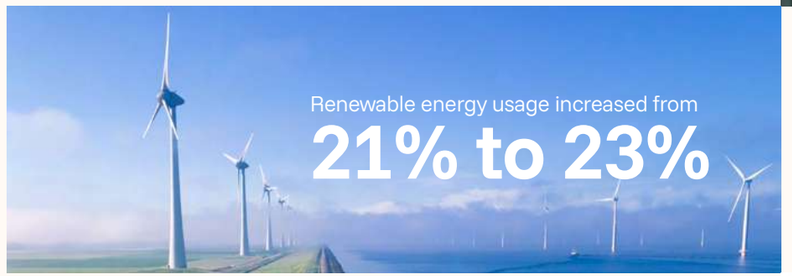
Sustainability highlights in 2024

Every year, we deepen our commitment to our sustainability goals by improving inclusivity in our workforce, encouraging more employees to join our corporate social responsibility (CSR) programs, and reducing our impact on the planet. These are our sustainability highlights from 2024.

3.4%
reduction in Scope 1 and 2 emissions

10%
reduction in energy intensity per person (GJ/FTE)

11%
reduction in emission intensity per person (tCO2/FTE)



Renewable energy usage increased from
21% to 23%

141,385
full-time employees

41%
of full-time employees were women

11
million training hours completed

More than
113,000
total CSR volunteer shifts were completed by nearly 65,500 unique volunteers

28.7
million lives impacted by CSR activities*

*Our impact number represents our CSR activities carried out in 2024. 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 years.

Recognition for our sustainability work in 2024

It's always an honor to be recognized for our sustainability efforts. These are some of the awards that reflect the breadth of our accomplishments in 2024.

Better planet, better communities

- ESG Industry Top Rated, Sustainalytics
- Platinum rating for global sustainability performance, EcoVadis
- Green Champion Award for Corporates Leading the Green Building Movement in India, CII's Indian Green Building Council (IGBC)
- Bronze in Asia's Best Environmental Impact Reporting Awards, Asia Sustainability Reporting Awards
- A- rating for Carbon Disclosure Project (CDP) reporting on climate change disclosure
- Best Use Case Ideation Award for a sustainable supply chain solution, Celonis

Better together

- Named in World's Best Employers list (fourth consecutive year), Forbes
- Named in America's Best Employers for Women list, Forbes
- Placed in the Hall of Fame for Best Companies for Women in India, Avtar and Seramount
- Recognized as a best place to work for disability inclusion, US 2024 Disability Equality Index
- Gold award in Asia's Best Diversity Reporting, Asia Sustainability Reporting Awards
- Ranked #3 in IT companies to work for, #5 in companies for women to work for, and in the top 15 of mega companies to work for, AmbitionBox Employee Choice Awards
- Twenty-five awards at the Human Capital Management Excellence Awards, Brandon Hall Group

Better business

- Named in World's Best Companies and America's Best Midsize Companies list, TIME
- Named in World's Most Ethical Companies list (seventh time), The Ethisphere Institute
- Named in World's Best Management Consulting Firms list, Forbes
- Received a CSO50 Award for our efforts in enterprise information security and cybersecurity (eighth consecutive year)
- Ranked #5 in the 50 Best Firms for Data Scientists to Work For list, Analytics India Magazine

Genpact's approach to sustainability

Guided by our purpose

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

This is our purpose. It guides us to make an impact bigger than the bottom line, including advancing our sustainability goals to contribute to a more sustainable and equitable world.

We view our sustainability strategy through five lenses, which also guide the structure of this report.

Better planet

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

Better together

We focus on building a strong culture of inclusivity and equal opportunity for all employees

Better communities

We support our communities by improving health and education, creating equitable opportunities, and driving climate action

Better business

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

Governance for sustainable growth

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

Figure 2: The five lenses of our sustainability strategy

Before exploring each of these areas in detail, we outline how we:

- Align with and measure our sustainability performance against global frameworks such as the United Nations Sustainable Development Goals (SDGs) and the Science Based Targets initiative (SBTi)
- Regularly engage with our key stakeholders to understand their needs and improve our goals
- Run materiality assessments to determine which topics are most relevant to Genpact
- Measure performance

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. We believe we can have the most direct impact on 14 of the SDGs. And our work to meet these goals indirectly supports the remaining three SDGs.

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

Figure 3: Alignment with the UN Sustainable Development Goals

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 • Inclusion programs
Clients	• Seamless service delivery • Innovation • Fair and competitive pricing	• Net Promoter Score Plus (NPS+) survey 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 • Integration of 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, group meetings, and broker-sponsored conferences • Investor days
Suppliers	• Fair and ethical procurement and engagement practices • Timely payment	• Vendor prequalification, risk analysis, and rating process • Training vendors' employees and conducting sessions on topics such as health, safety, and the environment
Communities	• Economic, social, and environmental improvements	• Employee volunteering activities • Initiatives with NGOs, including efforts to strengthen 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 memberships 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 1: 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 to our business and stakeholders, in line with the requirements from the Global Reporting Initiative (GRI) Universal Standards 2021 on impact materiality. While there has been no change to our material topics from 2023, we aim to refresh our impact materiality and conduct a double materiality assessment aligned to International Financial Reporting Standards (IFRS S1[1]) and Corporate Sustainability Reporting Directive (CSRD) frameworks in our 2025 sustainability report.

Through key stakeholder engagement, we evaluated the actual and potential positive and negative impacts of our business on the economy, environment, and people.

We adopted a four-step approach to determine Genpact's material topics:

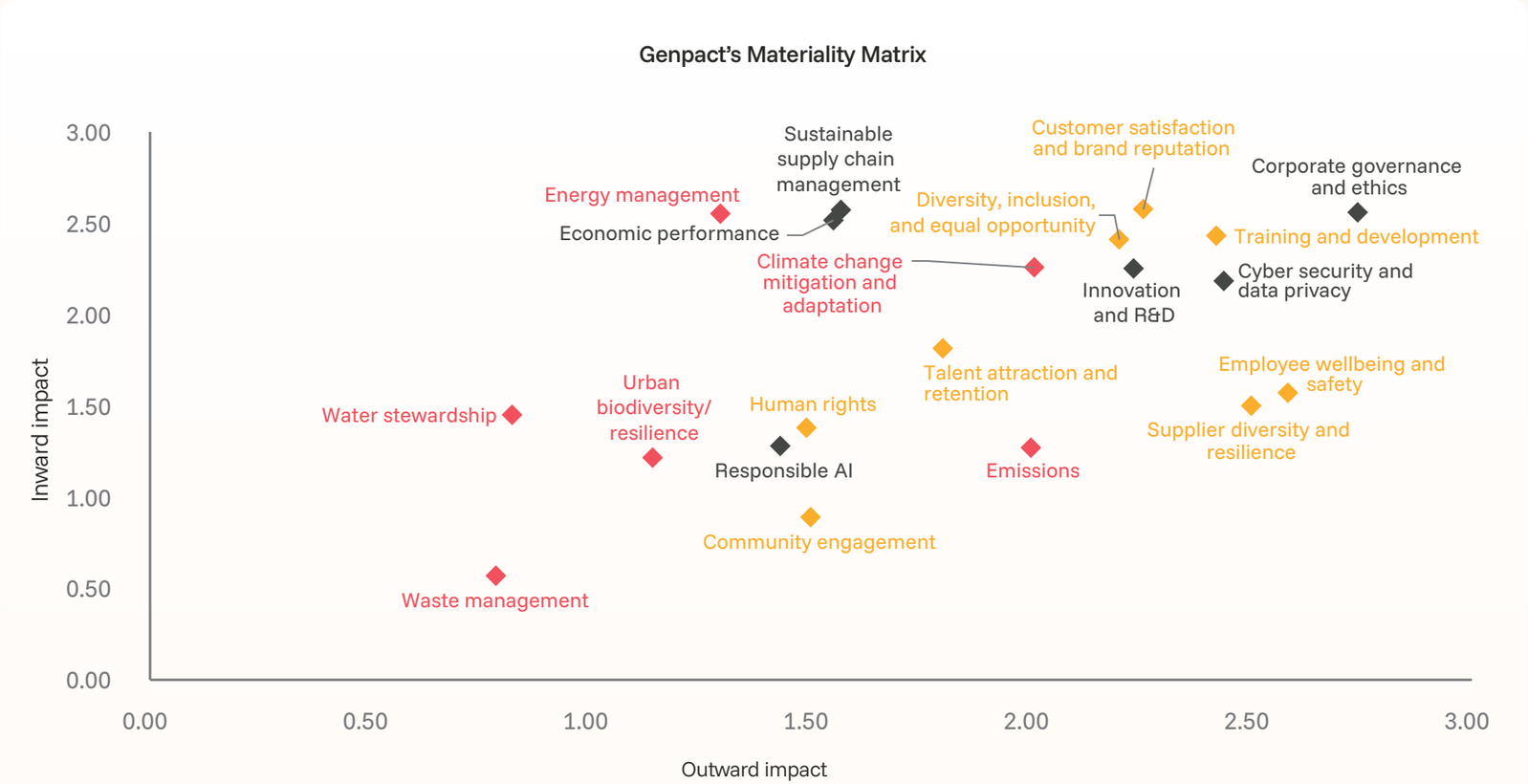


Figure 4: Our 20 materiality topics

[1]Issued by the International Sustainability Standards Board. This standard sets out requirements for entities to disclose information about their sustainability related risks and opportunities.

Measuring our performance

In addition to aligning with SBTi, we actively participate in sustainability assessments and ratings, including The CDP (formerly the Carbon Disclosure Project), Dow Jones Sustainability Indices, Morgan Stanley Capital International, EcoVadis, and Sustainalytics. We also take part in recognition programs that evaluate sustainability performance and are members of key trade associations such as CII, NASSCOM, and UNGC.

You can see the full list of our ISO certifications **here.**

BETTER PLANET

Action against climate change

14 Key elements of our SBTi-validated net-zero strategy
15 Progress against our goals
17 Reducing emissions
18 Effective use of power and renewable energy
21 Optimizing our data center footprint
22 Green infrastructure
23 Biodiversity initiatives
25 Minimizing our climate and nature-related risks
26 Waste management
31 Water management
32 Sustainable living

SCIENCE BASED TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

Key elements of our SBTi-validated net-zero strategy

Our SBTi-validated net-zero strategy forms the cornerstone of Genpact's commitment to combating climate change and securing a sustainable future. In this section, we outline the pivotal elements of our strategy, including emissions reductions, carbon offsetting initiatives, and transparency in monitoring and reporting as we work toward a future where the planet and our business can thrive sustainably.

The elements of our strategy include:

Scope 1 emissions reduction

- Shifting from diesel-based generators to alternative fuel mechanisms, potentially saving 139 tCO2e

Scope 2 emissions reduction

- Installing onsite solar photovoltaic (PV) technology at Genpact-owned and -controlled sites
- Reducing the amount of energy consumed by central air conditioning by replacing or retrofitting old heating, ventilation, and air conditioning (HVAC) systems with the latest energy-saving technology and rationalizing (downsizing, replacing, reducing battery sizes, etc.) uninterruptible power supply (UPS) systems
- Reducing our IT and data center footprint, consolidating real estate, adopting new technologies, and reducing our energy consumption
- Improving energy efficiency by optimizing UPS systems and using energy-saving pest control devices as part of our environmental, health, and safety (EHS) initiatives

Scope 3 emissions reduction

- Adopting a supply chain screening tool to rate vendors' emissions will enable us to shortlist companies that support our sustainability goals
- Using internal carbon pricing models in the supply chain to identify lower-carbon suppliers and prioritize low-emission vendors through our procurement process
- Increasing the use of collaboration tools to reduce the need for business travel
- Adopting zero-emission vehicles for employee transport
- Optimizing water usage and recycling, adopting circularity and waste management, and increasing the use of recycled materials

Carbon accounting

Implementing robust carbon accounting systems to accurately track and report emissions, 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 sustainable decision-making in the workplace

Innovation and research

Investing in AI, sustainability tools, and process improvements to reduce carbon emissions in our operations

Progress against our goals

We are committed to reaching net zero by 2050 and have had our emissions targets validated by the SBTi. We have already exceeded our 2025 Scope 1 and 2 emissions targets and are on track to meet our 2032 targets.[2] Our Scope 3 emissions increased in 2024 due to increased investments in IT equipment as well as the inclusion of additional spend categories.

For a complete view of performance against our long-term targets, refer to page 69.

	2024 performance	By the end of 2025	By the end of 2030
Emissions[3]	Exceeded 2025 target for Scope 1 and 2 emissions	Reduce Scope 1 and 2 emissions by **31%**	Reduce Scope 1 and 2 emissions by **58%**
	10% increase in Scope 3 emissions	Reduce in Scope 3 emissions by **25%**	Reduce Scope 3 emissions by **46%**
Percentage of renewable energy	**23%** renewable energy	**25%** renewable energy	**35%** renewable energy
External liquid discharge	**100%** achieved	**Zero** liquid discharge at owned sites	Moving from zero liquid discharge to **10%** water positivity
Waste	Along with India, the UK and Romania have adopted 100% scrap recycling practices	**100%** scrap recycling in India 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[4]
Biodiversity impact assessment	**100%** achieved	Assess 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 reduce our impact on biodiversity across the entire supply chain
Supplier assessment	**100%** achieved	Adopt a tool-based approach to assess our supply chain vendors on sustainability factors	Use internal carbon pricing, sustainability supplier ratings, and other methods to make purchase decisions and reduce our Scope 3 emissions

[2]Our near-term targets changed from 2030 to 2032 to align with the terms in the SBTi validation for our net zero target in 2024
[3]Targets are measured against 2019 as the base year
[4]Run by Green Business Certification, Inc., TRUE is a zero-waste certification program dedicated to measuring, improving, and recognizing zero-waste performance

Action against climate change

Genpact is aligned with the frameworks and regulatory requirements developed by groups and forums such as COP29, the UN Global Compact, CDP, and SBTi. We're preparing for the European Sustainability Reporting Standards and monitoring new regulations from other jurisdictions where we operate.

The IT and professional services sectors have an impact on the environment and climate from the greenhouse gases (GHGs) that companies emit. With appropriate measures in place, our industry has the potential to reduce GHG emissions and make a significant global impact. Genpact's approach focuses on quantifying, tracking, and reducing our emissions in line with our 2050 net-zero target and water conservation and waste management strategies. Our GHG commitments are validated by SBTi, marking a substantial step forward in our journey toward net zero.

8,603GJ
saved through energy-saving initiatives

64,145kL
of water recharged in aquifers through rainwater harvesting, up by 26%

43,646tCO2e
Scope 1 and 2 GHG emissions, down by 3.4%

36%
of water recycled against water withdrawn, down by 1%

23%
of our total energy consumption was through renewable sources in 2024, up by 2%

Figure 5: Environmental highlights [5 6]

SDGs impacted[7]

[5]Compared to 2023
[6]In 2024, more employees returned to a Genpact office as their main place of work than in 2023. 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
[7]See Appendix III: Alignment to the UN Sustainable Development Goals

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' sustainability performance. We have several initiatives in place to reduce our Scope 1, 2, and 3 emissions across the business.

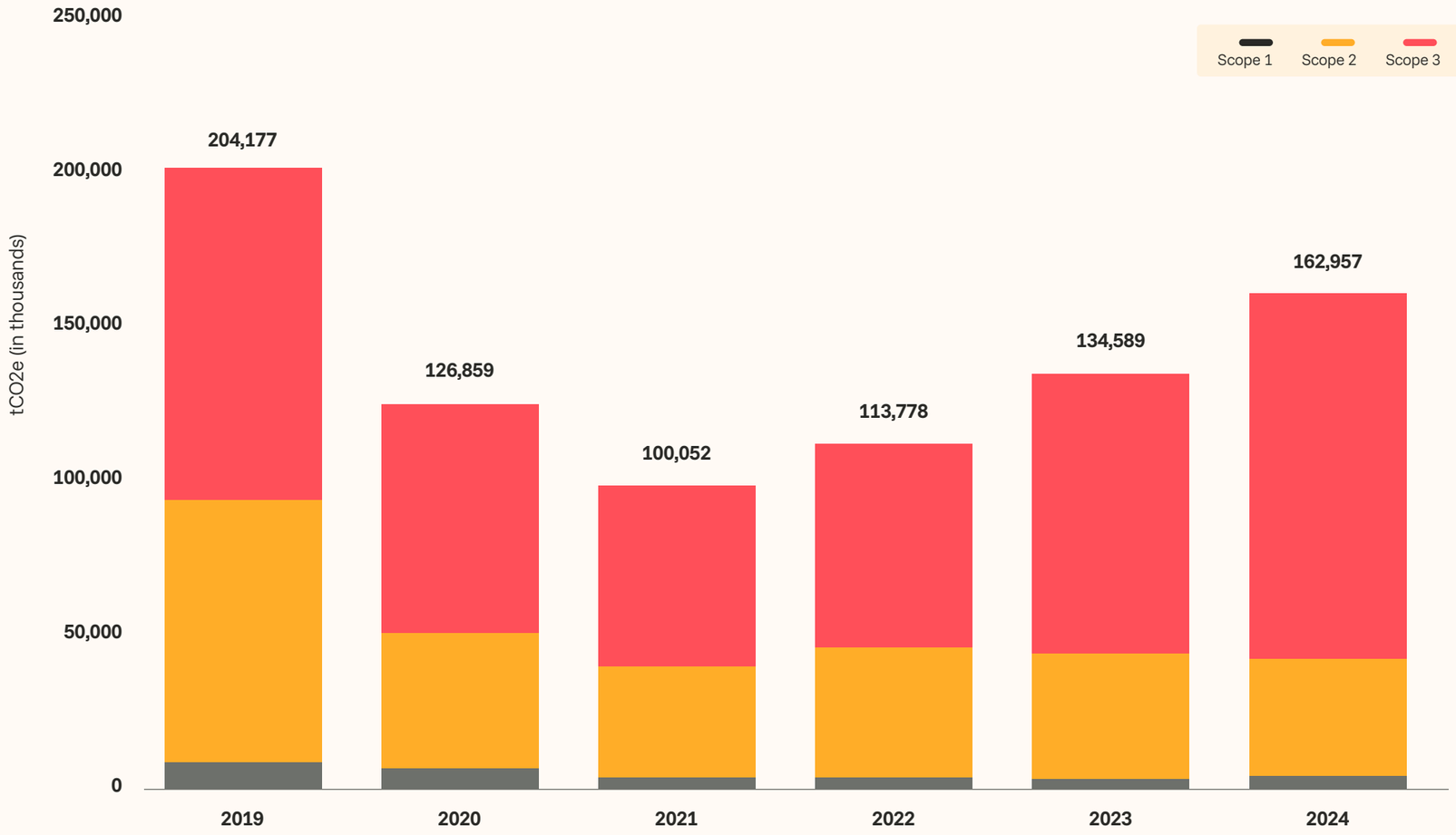
We calculate our Scope 1 emissions according to fuel consumption – primarily diesel and liquefied petroleum gas (LPG) used in generators, HVAC systems, and cafeterias – and fugitive emissions from ozone-depleting substances (ODS) across our offices. For Scope 2, we report on emissions generated from the gas and electricity we use.

We report on emissions due to business travel under Scope 3[8]. After registering with SBTi in 2021, we have expanded the coverage of our Scope 3 emissions according to SBTi requirements. In 2024, our emissions intensity per person was 0.31 tCO2e. During the same period, our emission intensity per square foot was 0.01 tCO2e.

One way we're cutting emissions in our operations is through extensive solar PV installations, which have led to an annual savings of 1,513.48 tCO2e in 2024 across campuses in India.

As we work toward achieving long-term sustainability, our employees are integral to our success through sustainability initiatives such as CSR volunteering and reducing emissions and waste generation.

Figure 6: Global emissions, 2019–2024



[8]Our Scope 3 emissions increased in 2024 due to increased investments in IT equipment as well as the inclusion of additional spend categories

Effective use of power and renewable energy

Energy consumption is a major contributor to our environmental footprint and a crucial component of reaching net zero, which is why we focus on maximizing energy efficiency and increasing the use of renewable alternatives for power.

We conduct third-party energy audits to identify ways to reduce the power used in our buildings and data centers, which account for most of our energy consumption. All our offices are certified under ISO 50001.

Our transition to renewable energy (RE) started in 2016. This is our progress since then.

2024

Noida CMIT D4, India (green tariff)
100% since October 2024

Noida Stellar, India (green tariff)
100% since November 2024

Bangalore, Prestige Park, India (green tariff)
60% since October 2024

Pune EON, India (green tariff)
90% since January 2024

Noida SEZ 135, India (green tariff)
67% since July 2024

Hyderabad, Hafeezpet, India (purchase of green electricity)
100% since November 2024

Jaipur JLN, India (rooftop solar panels)
2% since January 2024

Jaipur Sitapura, India (rooftop solar panels)
2% since 2024

Gurugram, DLF Phase V, India (rooftop solar panels)
2% since 2024

2023

Bucharest, Romania (purchase of green electricity)
100%

London, UK (purchase of green electricity)
100%

Manchester, UK (purchase of green electricity)
100%

Hoofddorp, Netherlands (purchase of green electricity)
100%

Alabang (iHUB, Plaza A, and Vector), Philippines (purchase of green electricity)
100%

2022

Bangalore, Surya Park, India (power purchase agreement)
More than 80% in 2024

Richardson 3300, US (purchase of green electricity)
100%

Bangalore, Pritech Park, India (purchase of green electricity)
100%

2021

Bangalore, Surya Park, India (solar streetlights)
100%

2018

North Campus, Gurugram, India (rooftop solar panels)
3% in 2024

2017

Hyderabad, Hafeezpet, India (rooftop solar panels)
2% in 2024

2016

Hyderabad, Uppal Campus, India (power purchase agreement)
45% in 2024

Figure 7: The year Genpact sites started using renewable energy and their composition of renewable energy in 2024

In 2024, we continued our commitment to sustainability through a series of energy conservation and emissions reduction initiatives across our operations.

Based on audits and energy consumption data analysis, we identified HVAC systems, water treatment plants, and clean-power equipment for optimization and upgrades. Chilled water-based HVAC systems were retrofitted with electronically commutated (EC) motors, condenser tube cleaning systems, and upgraded chillers. Additionally, direct expansion (DX)-based HVAC units were replaced and upgraded with variable refrigerant flow (VRF) systems. And we routinely revisit office designs to implement better automatic controls and lower infrastructure footprints to reduce energy consumption and emissions.

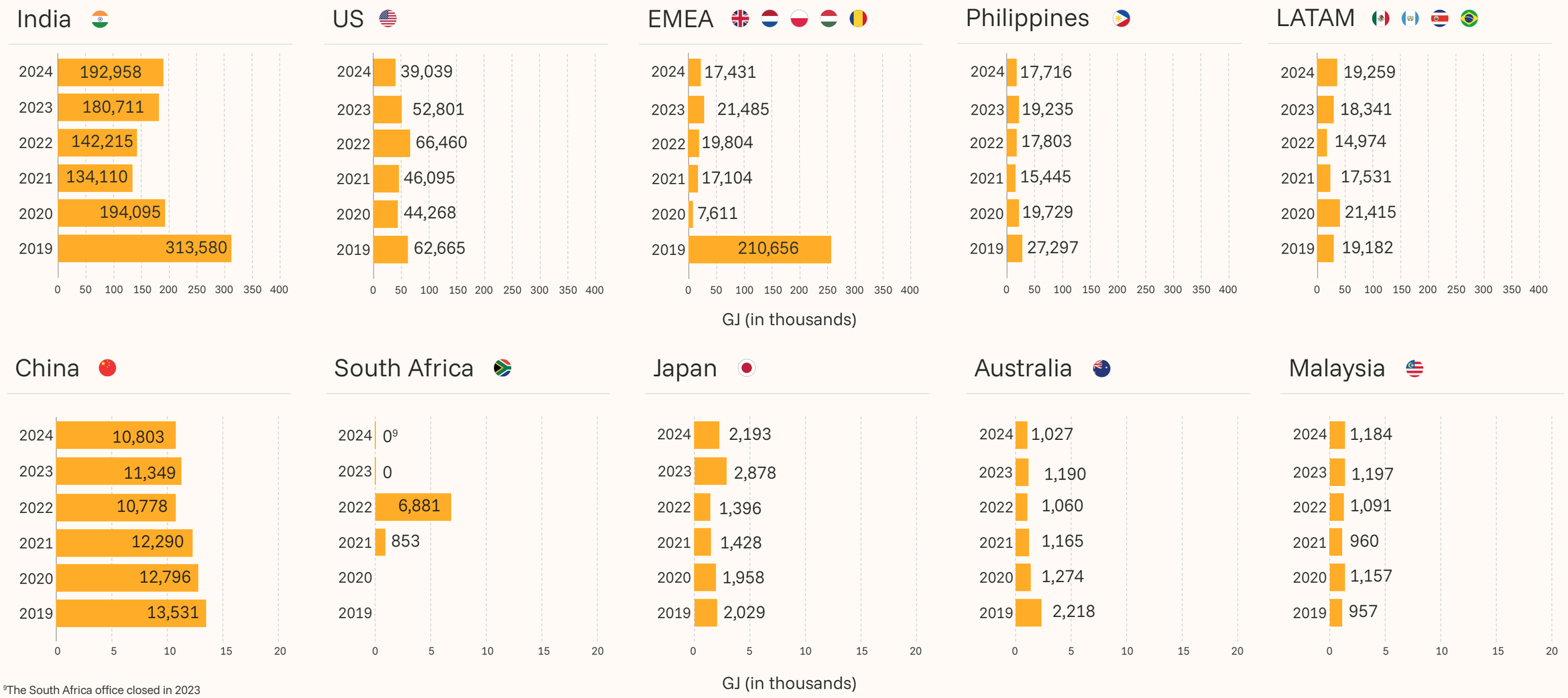
Some of our most impactful 2024 initiatives included:

- Installing on-site solar PV systems at owned and controlled sites across India, saving 420,411 kWh of energy, or 320 tCO2e, annually
- Optimizing our UPS systems, saving 588.6 kWh of energy. In-line cooling fans regulate transformer temperatures at our Badshapur, Gurugram site, saving 591,075 kWh of energy
- Replacing conventional streetlights with solar-powered alternatives across our Gurugram (Phase V and Badshahpur), Hyderabad (Uppal), Jaipur (Sitapura and JLN), and Noida (CMIT) locations as part of our transition to cleaner lighting, collectively saving 54,860 kWh of energy
- Optimizing HVAC systems across India, saving 101,319 kWh of energy
- Consolidating data centers on our premises in Gurugram, Hyderabad, and Noida, saving 449,954 kWh of energy
- Using energy-efficient pest control devices and other solutions, saving 68,678 kWh of energy
- Refurbishing the sewage treatment plant at our Hafeezpet facility in Hyderabad, saving approximately 700,000 kWh of energy
- Installing solar streetlights in locations across India, saving 58,624 kWh of energy
- Optimizing raw power and lighting, and implementing other sustainable practices, saving 56,102 kWh of energy

These initiatives culminated in annual energy savings of 3,167,307 kWh, reinforcing our commitment to reducing emissions and fostering a sustainable future.

Solar power at Uppal, Hyderabad

Figure 8: Global energy consumption (GJ)



[9]The South Africa office closed in 2023

Optimizing our data-center footprint

Our data centers account for a large portion of our power consumption – running IT equipment and maintaining precise temperature and humidity levels for optimum performance takes a lot of energy.

Genpact's IT team has been working on sustainability initiatives, including:

- Combining data centers
- Moving to the cloud
- Consolidating core IT service
- Rationalizing IT services delivery models
- Retiring unused services and apps

Our IT and application teams have been migrating our core IT services and internal and business applications to the cloud since 2022. This enabled us to decommission over 8,497 sq. ft. of data centers in 2024.

These efforts helped us save 449,954 kWh of energy in 2024. In addition to moving to the cloud, reducing our data center and IT room footprint across all our buildings helped us reduce energy consumption and ODS emissions.

Case study

Rationalizing to reduce our data center footprint

To reduce emissions from our IT infrastructure, we designed a three-pronged strategy to improve power usage effectiveness and rationalize and eliminate some IT rooms.

A cross-functional team from engineering, infrastructure and logistics, and IT worked together to reduce our physical footprint across our locations.

In 2024, we reduced the footprint of our active data centers in India from **11,931 sq. ft.** to **3,434 sq. ft.**, a reduction of roughly **70%.**

Green infrastructure

We upgraded all our owned sites and the buildings where we are the sole tenant with indoor environmental, energy, and water efficiency, sustainable materials, and better waste management. For buildings we lease but don't fully control, we prioritize sustainability, especially energy efficiency, when choosing new spaces to lease.

We mandate 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 the Indian Green Building Council (IGBC). Two sites have been certified as IGBC Platinum after implementing energy conservation and biodiversity-related initiatives. Three sites have been rated IGBC Gold. Additional site certifications are pending.

Figure 9: Genpact sites that are green-certified

Biodiversity initiatives

Biodiversity plays a crucial role in maintaining ecological balance, and we recognize the importance of integrating sustainability into our business practices. Our biodiversity activities aim to preserve natural ecosystems, promote environmental responsibility, and contribute to a healthier planet. By engaging employees in conservation initiatives, we foster a culture of environmental stewardship. These efforts align with global sustainability goals and enhance the resiliency of the communities in which we operate. At Genpact, protecting biodiversity is not just a commitment – it's a responsibility that drives our long-term impact on the world.

Figure 10: Carbon sequestration certificate

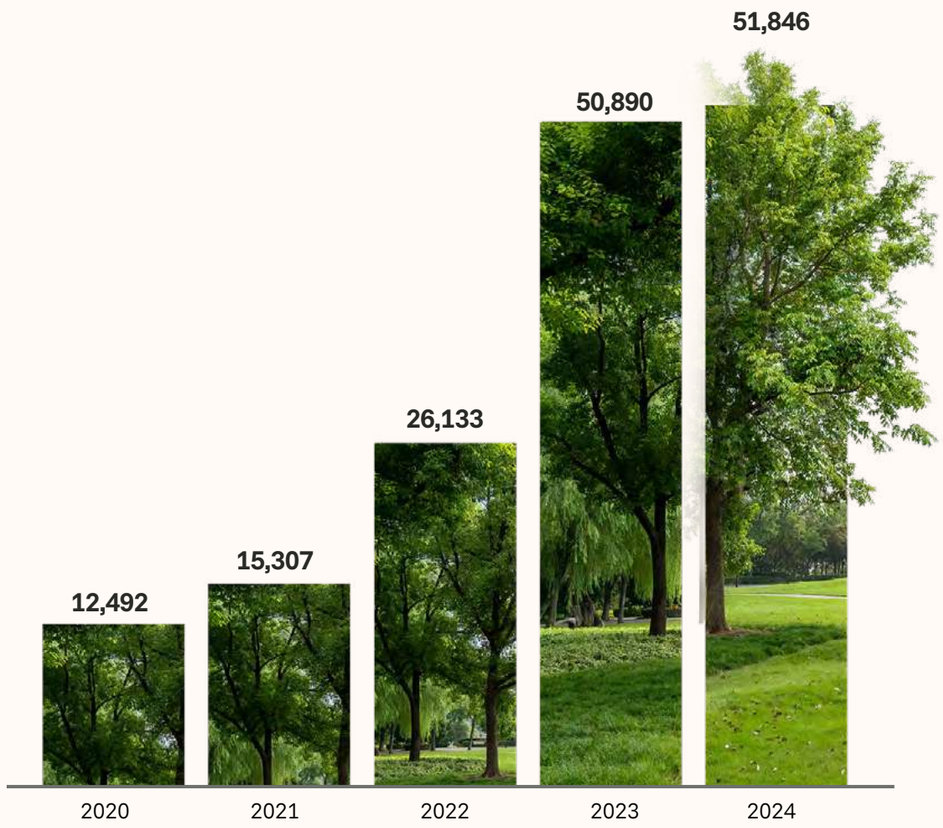


Figure 11: Global tree planting at Genpact

Case study

Supporting local biodiversity with afforestation

As part of our afforestation initiatives, Genpact has planted over 190,000 trees since 2011, including 51,846 trees in 2024. In total, we have created the potential to offset 18,700.65 MT of carbon dioxide in India alone.

Case studies

Coastal cleanup and tree planting in the Philippines

Our team of over 50 volunteers made a significant contribution to the local environment in the Philippines through tree-planting drives in the La Mesa Nature Reserve and by planting 1,000 mangrove saplings at the Balanga Wetland and Nature Park. We also organized coastal cleanup events in Las Piñas-Parañaque Wetland Park in Manila to remove over 200 kilos of debris from the coastline while promoting sustainable practices that safeguard our natural resources.

Wetland and Nature Park in Brgy Tortugas, Balanga, Bataan

On-site biodiversity initiatives

Our on-site activities create green office spaces that promote sustainability and enhance biodiversity on our campuses. These initiatives include installing bird nests and feeders, cultivating medicinal plants, growing organic vegetables, and planting mosquito-repelling vegetation.

We launched a hydroponics initiative using the farm-to-table concept in our Phase V office in Gurugram. We grow fresh herbs and greens on-site using hydroponic systems that require less water and space than traditional farming methods. The herbs are used in our office café so employees can enjoy fresh, locally grown ingredients. This initiative not only reduces our environmental footprint but also promotes healthier eating habits and a deeper connection to the food we consume.

Bird nests installed in Phase V, Gurugram, India

Hydroponics in Gurugram, India

Minimizing our climate and nature-related risks

We identified short-, medium-, and long-term climate-related risks and opportunities to align with the Task Force on Climate-Related Financial Disclosures (TCFD) framework. This supports informed decision-making, strategy, and financial planning. Our risk management strategy considers various time frames described below and addresses immediate impacts while planning for uncertain outcomes in the medium and long term. We incorporate evaluations of physical and transition-related climate risks into our underwriting and investment decisions.

Short-term	Medium-term	Long-term
Duration: 0–2 years	Duration: 3–5 years	Duration: 6 or more years

Table 2: Duration of climate-related risks and opportunities

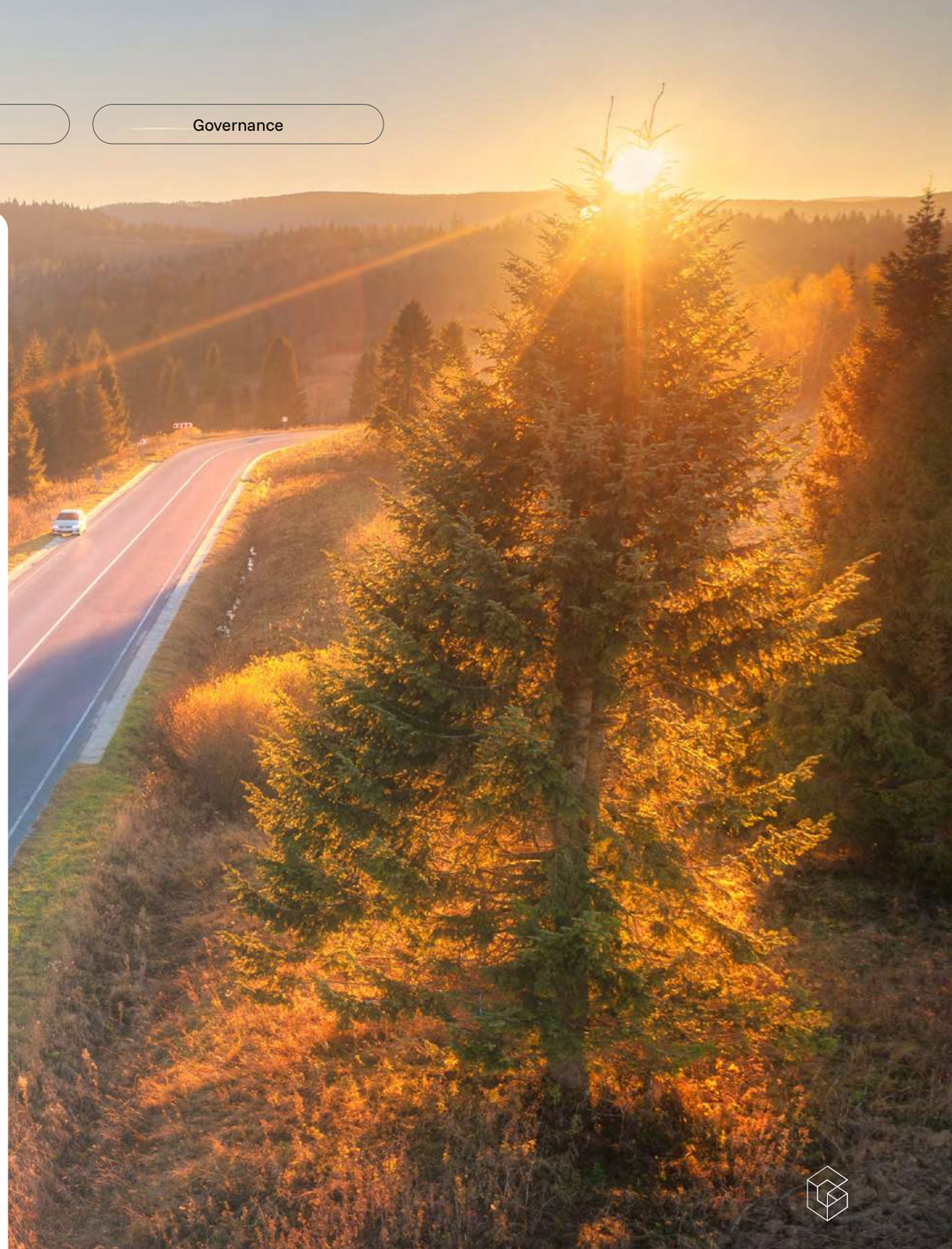
Climate change is a top priority for Genpact. In line with the TCFD recommendations, we considered low emissions (SSP1-RCP2.6) and high emissions (SSP5-RCP8.5) to conduct climate change scenario analysis assessments.

We use the locate, evaluate, assess, and prepare (LEAP) approach on our owned sites, as recommended by the **Taskforce on Nature-Related Financial Disclosures** (TNFD), to address nature-related issues. LEAP is a systematic framework that helps identify dependencies, impacts, risks, and opportunities related to nature.

Short-term	Medium-term	Long-term
Duration: 1–2 years	Duration: 2–5 years	Duration: 5–25 years

Table 3: Duration of nature-related risks and opportunities

More details can be found under **enterprise risk management.**



Waste management

Decisive corporate action is needed to combat the growing volume of global waste. Genpact is committed to reducing waste that goes to landfills by 75% by 2030, and we have implemented waste and water recycling initiatives to promote a circular economy.

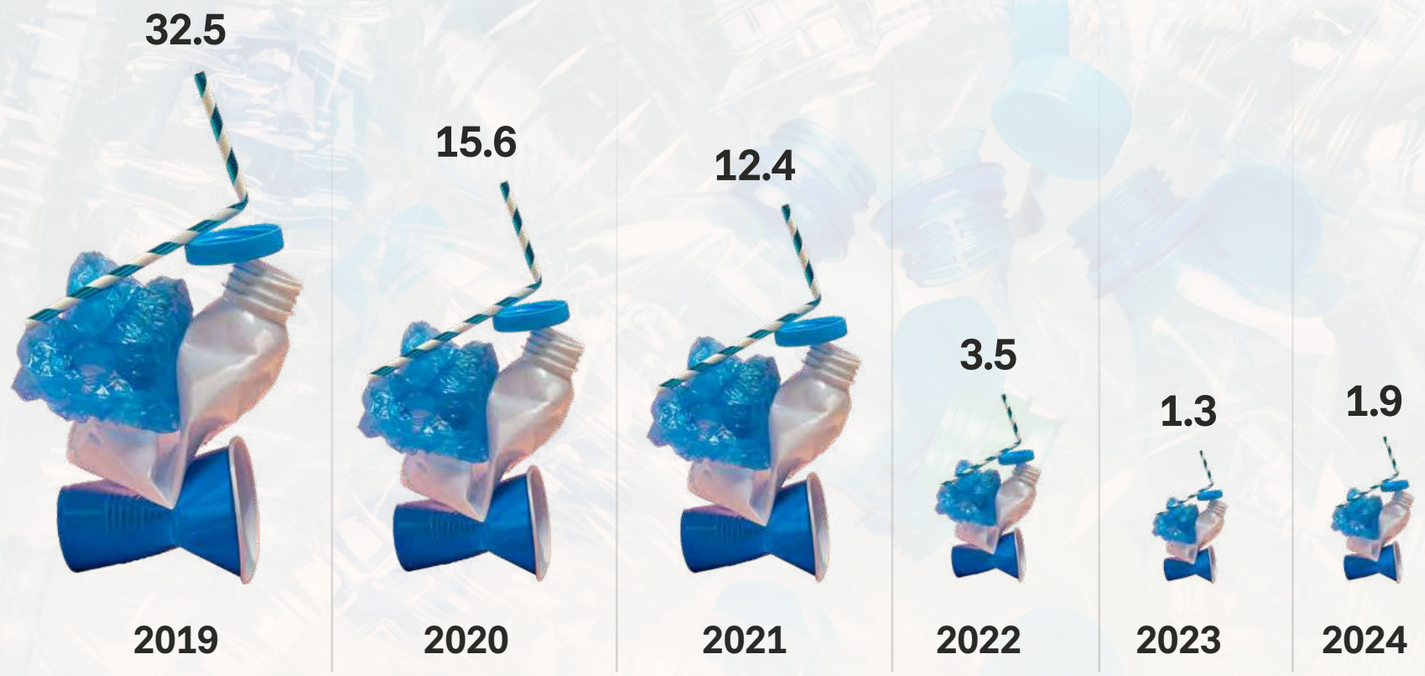
Our waste management approach includes:

- Meticulously monitoring hazardous and nonhazardous waste
- Implementing source-based waste segregation to comply with regulations, using authorized recyclers that treat or dispose of the entire volume of waste

In 2020, we introduced a policy to help eradicate single-use, non-essential plastic (SUP) from all our locations. To bolster this initiative, we run capacity-building sessions, create baselines, and engage in peer benchmarking to identify and adopt the most effective practices while adhering to regional regulations. In 2024, we reduced the use of SUPs to just 18,679 kg, down from 325,152 kg in 2019.

We have expanded our scope for eliminating SUPs 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. We're working with a third party to recycle plastic waste and adding dedicated recycling bins in our offices.

Figure 12: Single-use plastic and waste[10]



SUP generated (kg) x 10,000

[10]Figures include single-use, nonessential plastic generated and used by Genpact and brought in from suppliers

Neutralizing waste emissions

As part of our ongoing sustainability initiatives, we collaborate with a leading feminine hygiene garbage bin provider. This vendor ensures that the carbon emissions associated with its services have been fully neutralized and has obtained a UNFCCC Carbon Offsetting Certificate to verify its commitment to supporting globally recognized carbon reduction projects. This partnership allows us to contribute to a cleaner environment, strengthening our organization's ESG credentials, enhancing our sustainability efforts, and reinforcing our dedication to responsible business practices.

Figure 13: Waste management at Genpact

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 authorized 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. Unused quantities sent to nearby communities to be used as manure

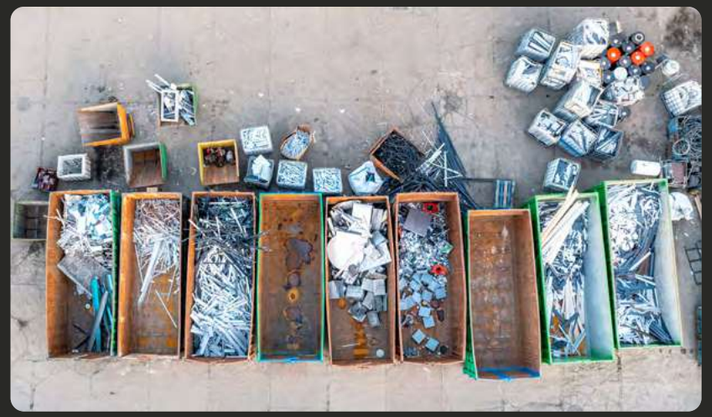
Wastewater
Established wastewater treatment plants at owned and controlled locations. Water is reused in HVAC cooling towers and other office operations

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

Innovations that reduce waste, conserve water, and improve air quality

Our dedication to meeting our environmental goals is matched by our passion for innovation. Here are some of our new initiatives in 2024.

Case studies

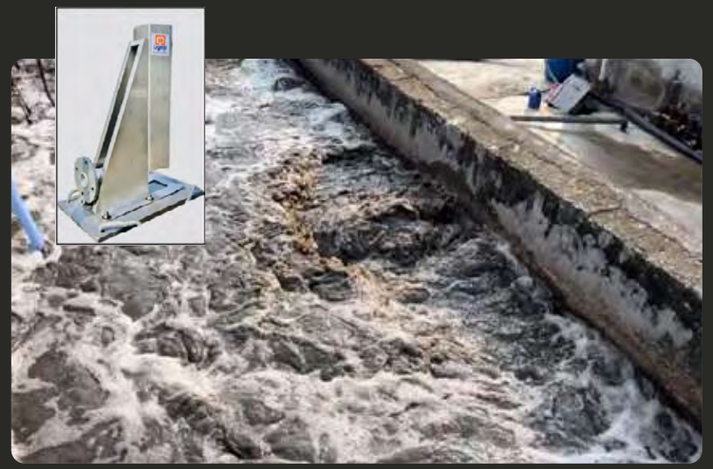


Building with waste

We partnered with third-party waste recyclers that convert plastic and other waste into construction materials at our offices in Jodhpur and Bangalore, India. 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 plan to replicate this at all other sites.

Breathing more easily

We introduced liquid trees, an advanced air purification system powered by microalgae, to transform the indoor environment of our offices. This creates cleaner air and a better workspace for our employees. Liquid trees provide the equivalent environmental benefits of around 120 houseplants, reducing carbon dioxide levels ten times faster than regular trees while eliminating harmful volatile organic compounds such as formaldehyde and benzene.



Minimizing energy consumption with high-efficiency stainless steel aerators for sewage treatment plants (STPs)

Conventional STPs use elastomeric membrane aerators that lead to coarse bubbles and require high power consumption to reduce biochemical oxygen demand. The high-efficiency stainless steel aerators installed in our STPs help us reduce energy consumption by more than 50% and reduce aeration time substantially despite a high level of mixed liquor suspended solids.

Harnessing AI to improve sustainability reporting

Our bespoke data reporting tool

To act on our vision of leveraging technology to automate sustainability reporting, our sustainability and digital teams developed a sustainability data collection (SUDACO) tool in 2023. This AI-powered tool for reporting environmental data across all Genpact offices automatically reads consumption information from documents to reduce manual data collection and reporting efforts.

SUDACO showcases how innovation and technology can drive sustainability. By enhancing efficiency, accuracy, and control, this tool supports our operational goals and commitment to sustainable practices. We look forward to applying advancements like this to build a more sustainable future for our company and the communities we serve.

Key benefits of SUDACO:

Efficient and accurate

Significantly reduces manual tracking time and minimizes human errors, verified by internal quality checks

Data consolidation

Automatically consolidates data into a single master file, ensuring consistency and reliability

Global standardization

Streamlines processes across global operations by minimizing local nuances

Enhanced controls

Adds an extra layer of control to avoid errors and ensures data integrity

Strategic insights

Provides detailed statistics for monitoring trends and preparing future strategies

Scrap sale digitalization

We are advancing circularity in scrap disposal across India through an online platform for recycling and resale processes.

While our goal is zero waste to landfills, a key challenge is obtaining the proper documentation to verify how and where the waste is finally disposed of.

To enhance transparency, we track recycling and resale progress with a digital dashboard, monitoring waste and scrap across categories like metals, construction debris, packaging, glass, plastics, and paper at our owned and single-tenanted sites.

Recycle and resale summary

Weight (MT)	Emissions (kg CO2-eq) (MT)	Energy saved (MWh)	Water (KL)	Mineral oil saved (KL)	Trees saved (No.)
1,972.40	3,512.67	19,162.95	67,857.78	378.81	3,746

Recycle

Weight (MT)	CO2 emission saved (MT)	Energy saved (MWh)
1,174.08	1,830.46	7,922.19

Water (KL)	Mineral oil saved (KL)	Trees saved (No.)
27,581.72	222.80	594

Resale

Weight (MT)	CO2 emission saved (MT)	Energy saved (MWh)
798.31	1,682.21	11,240.76

Water (KL)	Mineral oil saved (KL)	Trees saved (No.)
40,276.05	156.00	3,153

Water management

Global 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 supply and private water tanks) and groundwater extraction. Our water stewardship strategies reinforce our commitment to sustainable water management practices. This includes:

- Installing smart water meters at owned facilities to track and manage water usage
- Processing and treating wastewater for use in areas like horticulture, cooling, and toilets
- Installing an auto-chemical dosing system in cooling towers to manage water consumption by reducing the need to drain and replenish water basins
- Installing rainwater harvesting structures at all owned sites in Gurugram, Noida, Jaipur, Hyderabad, and Bangalore

At our owned sites, we achieved our goal of zero-liquid discharge and are dedicated to water conservation efforts, focusing on the principles of reducing, reusing, and recycling as well as 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.

To reach our water positivity targets, we started augmenting rainwater harvesting capacities at our owned and single-tenanted sites in India. In 2024, modular rainwater harvesting systems were installed at our Uppal, Hyderabad office, and we saved 64,145.01 kL of water through all our rainwater harvesting structures.

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 2.87 kL, and the water intensity per sq. ft. was 0.06 kL.

We will continue our efforts to reduce water intensity and implement water-saving initiatives, including employing water-saving processes and reusing collected and treated rainwater.

Sustainable living

We hosted global environmental initiatives across all our offices to raise employee awareness of our sustainability goals. These initiatives demonstrate our commitment to fostering a more sustainable workplace and encourage employees to adopt environmentally responsible habits in both their professional and personal lives. We will continue to expand our sustainability efforts and explore new ways to engage our community in protecting the planet.

Sustainable fashion portal in Europe

Festive sustainability quiz

World Environment Day at Prestige Park, Bangalore, India

Earth Hour at Gurugram Phase V

E-waste collection drive at Gurugram Phase V, India

BETTER TOGETHER

Empowering people, advancing inclusion

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Better together

Empowering people, advancing inclusion

At Genpact, we focus on building a strong culture of inclusivity and equal opportunity for all employees. Every day, we strive to create an environment where:

- People are treated with integrity, respect, and care
- Diversity of thought, background, and culture are valued
- Everyone is given equal opportunity to contribute, progress, and succeed

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

Genpact is an equal opportunity employer and makes all employment decisions based purely on merit.

We are committed to creating a dynamic work environment that values inclusion, respect, integrity, customer-centricity, and innovation, always in full compliance with all applicable local laws and regulations. Genpact policies and practices regarding inclusion may vary by country based on compliance with applicable local laws.

SDGs impacted[11]

Talent management

As a talent-led organization, our people are critical to the success of our business.

We foster a culture that attracts and retains employees who exhibit our core values – curiosity, incisiveness, and courage, on a foundation of integrity and inclusion – and who embody our purpose: the relentless pursuit of a world that works better for people.

In 2024, Genpact hired a total of **44,709** full-time employees, employing a total permanent workforce of **141,385** people by the end of 2024.

Our talent function balances clients' needs with employees' strengths and preferences to create successful staffing strategies. We aim to create a work environment where every person is inspired to perform at their best and is rewarded for their contribution.

TalentMatch is our talent transformation initiative that matches the skills and job aspirations of our employees with existing and future job opportunities at Genpact. As a result, 46% of open positions were filled by internal candidates in 2024.

For employees who have been in their current role for at least 18 months, we have an internal marketplace to search for open roles and engage with supervisors about career opportunities. This internal-first focus improves employee engagement and retention.

[11]See Appendix III: Alignment to the UN Sustainable Development Goals

Training and development

Genpact's business strategy rests on a culture of continuous learning. Providing opportunities for our employees to reskill, develop, and grow professionally helps us build and maintain a competitive edge.

Genome

Our award-winning, on-demand learning platform, Genome, offers courses in over 600 skills in over 90 core subjects, including industry and process-specific knowledge, digital capabilities, and personal and professional training. Genome's reskilling framework has four distinct capabilities: identify employees' strengths and knowledge gaps, create a tailored curriculum, connect learners with subject matter experts, and solidify new knowledge using a learning-by-doing methodology.

Spotlight on Genome in 2024

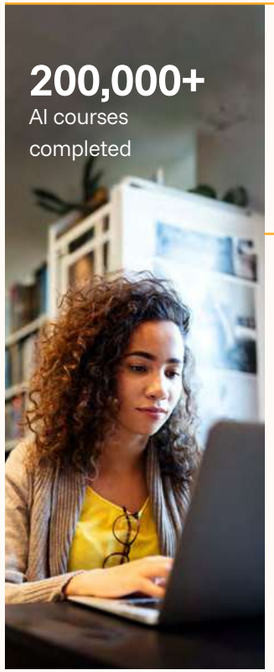
Genome won two gold and three silver awards at the Brandon Hall HCM Excellence Awards. It was also recognized by SHRM India for Excellence in Learning and Development. Publications including Microsoft Cloud Blog, Fortune, ETHRWorld, The Economic Times, and People Matters covered Genome's success.

Building an AI-fluent workforce

Developing a workforce that is proficient in AI is vital to support our AI-first strategy and drive unparalleled value for clients.

Our 2024 AI training and development highlights include:

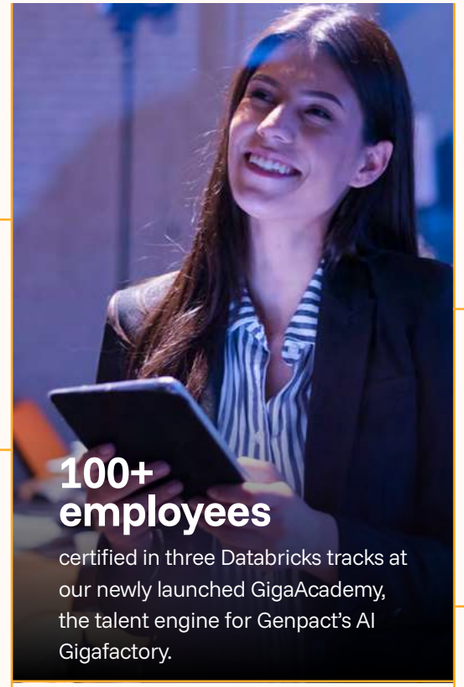
95,000+ employees
upskilled in the areas Genpact identified as essential to drive growth and our AI-first strategy.



200,000+
AI courses completed

Over
90%
of our senior employees have been trained in responsible AI.

We launched **AI Guru,** an AI-powered learning assistant that answers employee questions, recommends content to learn more, and educates them on Genpact's services and solutions. AI Guru has answered 65,000 questions and counting so far.



100+ employees
certified in three Databricks tracks at our newly launched GigaAcademy, the talent engine for Genpact's AI Gigafactory.

Our senior leadership team completed MIT's executive program, **Artificial Intelligence: Implications for Business Strategy.**

Employees completed over
11 million
learning hours in over 100 skills. More than 30% of these hours were on AI skills, with 16% on generative AI.

600+ employees
graduated from the GenAI CoE Talent Academy on Genome.

4,500+
cumulative certifications received on our key partner technologies, including Databricks, Snowflake, AWS, Azure, Salesforce, and ServiceNow.

Developing our leaders

Genpact invests in developing a pipeline of high-potential leaders ready to take on larger roles in the organization.

In 2024, we had over 200 graduates from our leadership development programs. These programs empower our people to take on more senior-level roles and accelerate their careers. Our flagship programs focus on upskilling talent to meet the demands of an ever-evolving industry, run across multiple employee levels, and are often role-based.

Our commitment to nurturing potential and enabling future readiness underscores our belief that diverse talent is an invaluable asset within Genpact.

GOLD

This is our flagship leadership program that gives high-potential, mid-career professionals advanced digital and data skills. The 12-month program enables them to learn and apply leadership characteristics in their current work. It consists of a series of marquee events augmented by group work and informal networking. GOLD has created 1,200 future-ready leaders.

Women's Leadership Program

This program cultivates the next generation of women leaders. In 2024, 168 women graduated from the program.

Leadership Direct Program

This program identifies high-potential talent, both internally and from top business schools, and puts them on a fast track to leadership positions, enabling them to make impactful contributions early in their careers.

Executive Development Program

This program allows Genpact's senior vice presidents (SVPs) to take part in personalized coaching sessions to enhance their development. In 2024, 13 SVPs participated.

Talent Magnet Program

This high-impact engagement and retention initiative encourages leaders and supervisors to develop top talent and plan team succession.

BUILD

This award-winning reskilling program allows employees to learn new skills alongside their current roles. Once completed, they can apply for new roles and develop more advanced skills. In 2024, 12,000 employees moved to new roles through this program.

Employee engagement

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

Amber, our AI chatbot, is built on an employee experience framework based on the key factors that affect an employee's journey within the organization. Amber reaches out to employees at specific milestones in their Genpact careers to capture what's working well and what needs refining so we can continue to support them. It is personalized, empathetic, and intuitive.

Amber transforms the way we approach employee engagement by using generative AI to conduct sentiment analysis on employee feedback and suggesting ways to better engage them. Amber also interacts with employees in different languages. Genpact is transparent with employees about who can review their chats and how the data is used.

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 2024, Genpact achieved its highest-ever score on Amber of 70%, engaging over 150,000 employees. This marks an improvement from 69% in 2023. The top-scoring drivers of positive mood scores included "my manager," "my team," "senior leadership," and "organizational culture." Notably, "my learning" has shown a significant improvement in score compared to 2023.

Genpact's use of generative AI to engage with employees sets a new standard in the HR space, driving tangible results and positioning us as a leader in AI-driven workforce management.

Genpact's strategic adoption of generative 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. This helps us attract some of the best and brightest minds, and our commitment to health, happiness, and safety helps retain them.

Wellbeing is central to our inclusion efforts, and our purpose drives our ongoing commitment to supporting the overall wellbeing of our people.

We partner with wellness app Headspace to provide employees with free access to meditation exercises to build a mindful and compassionate organizational culture.

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.

Company benefits

Across the globe, we provide our employees and their dependents with benefits based on their locations, including 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.

The table below shows our parental leave policy in the three countries where most of our employees work (approximately 82% of our total workforce).

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 • 84 calendar days for single parents
US	• Maternity: 12–14 weeks of pay (between medical disability and parental leave) • Parental: 6 weeks of pay
Philippines	• Maternity: 105 calendar days. 120 days for a single parent • Maternity leave during miscarriage: 60 days • Paternity: 7 working days

Table 4: Parental leave policy in India, the US, and the Philippines

Americas

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

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

Mexico, Guatemala, Costa Rica, Argentina, and Brazil
Full-time and part-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)
- Transportation (Netherlands)
- Remote work allowance (Netherlands)

US
Full-time and part-time (30+ hours/week)
- Life insurance
- Healthcare
- Retirement provision (401(k) plan)
- Disability coverage
- Parental leave

Europe, Middle East, and Africa

Bulgaria
Full-time and part-time
- Life insurance
- Healthcare
- Disability coverage
- Parental leave
- Retirement provision
- Marriage leave
- Food allowance
- Extra paid holidays

Czech Republic
Full-time and part-time
- Life insurance
- Parental leave
- Marriage leave
- Food allowance
- Remote work allowance

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

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

Part-time
- Healthcare
- Parental leave
- Marriage leave

Hungary
Full-time
- Life insurance
- Retirement provision
- Disability coverage
- Healthcare
- Parental leave
- Transportation
- Part-time
- Life insurance
- Retirement provision
- Healthcare
- Parental leave
- Transportation (role dependent)

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

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

Italy
Full-time and part-time
- Life insurance
- Healthcare
- Disability coverage
- Parental leave

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

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

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

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

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

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

Part-time
- Life insurance
- Parental leave
- Extra paid holidays

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

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
- Extra paid holidays
- Marriage leave (Netherlands)
- Transportation (Netherlands)
- Remote work allowance (Netherlands)

Part-time
- Life insurance
- Healthcare
- Disability coverage
- Parental leave
- Extra paid holidays
- Marriage leave (Netherlands)
- Transportation (Netherlands)
- Remote work allowance (Netherlands)

APAC

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

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

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

Part-time
- Life insurance
- Healthcare
- Disability coverage
- Parental leave
- Retirement provision

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
- Life insurance
- Healthcare
- Transportation
- Parental leave
- Social insurance (pension, injury, unemployment, medical, and maternity)
- Marriage leave
- Citizenship leave

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

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

Figure 14: 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 create an environment where our employees and contractors can work safely and free from hazards. To keep our workplaces safe and efficient, we have a robust framework for our office locations that meets and monitors environmental health and safety standards.

Though most of our global workforce continues to follow a hybrid working model, we audit our sites to make sure all employees and contractors have access to a hazard-free working environment. We have formal agreements in place to remain compliant with local safety laws where applicable. We also follow local laws regarding health and safety standards for working from home.

We proactively identify occupational health and safety (OHS) 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 eliminate them or find ways to control them. We also ensure that relevant personnel are consulted during the risk assessment process. Given the nature of our work, our occupational health risks are relatively low. However, we remain vigilant in identifying and managing any potential risks associated with our activities.

Some examples include:

- Fire safety audits, chemical safety measures, and awareness sessions to minimize the risk of health-related hazards and injuries
- Compliance with international standards to certify our sites for safety across the globe. Our operating locations comply with ISO 14001:2015 Environmental Management Systems and ISO 45001:2018 Occupational Health and Safety Management Systems
- Audits of company-provided transportation vehicles, fire safety, electrical safety, water vendors, daycares, cafeterias, medical rooms, and ambulances for quality assurance
- Sessions on health and safety guidelines, such as standard operating procedures, ergonomics, emergency evacuations, fire safety, and first aid
- Safety committee meetings to ensure employee participation, consultation, and communication on occupational health and safety
- Regular health clinics at select global locations provide employees and contractors with free medical consultations
- Extensive monitoring of interior air quality at our sites
- Employee training on the environment, health, and safety

Mental health and wellbeing

We offer mental health support through counseling services, stress management workshops, mental health awareness campaigns, and subscriptions to tools like Headspace. Employee assistance programs (EAPs) provide confidential support for personal and work-related issues. Safety committees represent a diverse cross-section of our workforce to ensure all perspectives are considered.

Community engagement and social responsibility

We engage in community health initiatives that promote safety and wellbeing beyond the workplace, such as health awareness sessions, blood donation sessions, and safety awareness programs. Our CSR activities focus on health and safety, supporting local healthcare facilities, and disaster relief efforts.

Continuous improvement and feedback mechanisms

We have channels for employees and contractors to provide feedback on safety practices and suggest improvements.

We conduct safety audits and reviews to continuously improve OHS practices and address any emerging risks.

Reducing noise pollution is also a key component of our wellbeing strategy. We assess noise levels and identify ways for improvement at all our locations. Some examples include:

- Acoustic enclosures to reduce diesel-generator noises
- White-noise generators and sound-masking systems
- False ceilings to reduce noise
- Carpets and sound-absorbing elements in conference rooms and work areas

We benchmark our OHS practices against global best practices and standards to ensure continuous improvement.

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.

This policy is guided by the principles set forth in the United Nations 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. These are:

- Employment conditions and working practices, including freedom of association
- Anticorruption
- Inclusion
- Supply chain
- Health, safety, and security
- 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. We carried out a risk assessment and determined that the risk of these activities occurring in our supply chains is low, largely due to the nature of our business and operations. 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. We assess all potential mergers and acquisitions for human rights risks. Read our slavery and human trafficking statement.

Upholding human rights across our supply chain

We prioritize reviewing and monitoring parts of our supply chain where there is a higher risk of human rights issues. We require our third-party partners to adhere to the standards and practices contained in our third-party code of conduct or to equivalent standards. We expect suppliers to enforce similar standards within their own supply chains.

Raising concerns

We encourage employees, contractors, suppliers, and others to raise legal and ethical concerns, including potential human rights issues. We provide various channels through which they can do so confidentially and anonymously (where permitted by law).

Employees can raise concerns by contacting the Genpact Ethics Helpline online, by telephone or email, or by contacting a designated ombudsperson. We take all potential claims seriously and address them confidentially. We protect all individuals from retaliation, whether they report a legal or ethical concern or take part in an investigation.

Inclusion

Fostering an inclusive culture

Embracing inclusion enables us to innovate and generate stronger outcomes for our clients and communities.

We want to empower every person to bring their authentic self to work. Celebrating what makes each of us unique and accepting our differences lies at the heart of our culture and is key to our success.

We are an equal opportunity employer committed to creating an environment where everyone at Genpact feels a sense of belonging and can realize their full potential.

We are committed to ensuring our people receive fair, consistent pay for comparable roles, tenure, and locations. 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 evolving inclusion programs use data-backed strategies and strong governance to drive progress and foster collaboration. Highlights from 2024 include:

1,700 employees were members of various employee resource groups (ERGs) supporting women, LGBTQ+, racially diverse employees, persons with disabilities, and veterans

64,000 employees engaged with the inclusion channel on Genome, with **35,000** starting their learning journeys in inclusion

62,700 employees have engaged with our online parenting community, iSupport, since its launch. It is a safe space for parents to connect and find expert advice

61,000 employees took part in ERGs and networking sessions, leading to stronger relationships between employees

Our CEO, Balkrishan "BK" Kalra, serves on the board of Catalyst, a global nonprofit organization helping companies build workplaces that work for women. He is also a member of Catalyst's CEO Champions for Change initiative, pledging to advance women into leadership roles. Lastly, BK chairs Genpact's global inclusion committee alongside eight members of the Genpact Leadership Committee (GLC), including our chief human resources officer, playing a critical role in championing our inclusion agenda.

External partnerships to drive our inclusion agenda

Association name	**Genpact's role** (in accordance with applicable local laws)	**Details of association**
NASSCOM	Member	We Support NASSCOM's inclusion agenda by sponsoring various events
AVTAR India	Inclusion and culture consulting partner	We participate in its Best Companies for Women in India study and sessions on driving various inclusion agendas
Moving Ahead	Partner	We partner with Moving Ahead to drive Genpact's sponsorship program, Pay it Forward
Korn Ferry	Partner	We partner with Korn Ferry on our Women's Leadership Program
Catalyst	Supporter BK Kalra and our Chief Marketing Officer, Caitlin Blewett	We partner with Catalyst on inclusion sessions and the Mutual Accountability, Real Change program
CHIEF	Member	We partner with CHIEF, the largest network of senior female leaders, to host networking events
Girls Who Code	Partner	We partner with Girls Who Code by participating in community-building activities such as reviewing résumés and supporting career development
Disability:IN	Corporate partner	We partner with Disability:IN by participating in the Disability Equality Index benchmarking survey, recruitment and talent programs, and engagement and learning opportunities
Coqual	Member	We partner with Coqual, a nonprofit think tank that addresses workplace bias and barriers to underrepresented populations, to raise employee awareness with expert-led sessions and webinars

Here are some of the key programs Genpact has implemented to support the career growth of our employees across regions and seniority levels in 2024.

Women's Leadership Program

Launched in 2019, Genpact's Women's Leadership Program (WLP) empowers women employees to become the next generation of leaders. So far, 225 women have graduated from two cohorts, with a third cohort of 226 currently underway. The program, run in partnership with Korn Ferry, provides coaching, experiential learning, and networking opportunities. Graduates benefit from career advancement opportunities, increased confidence, and a robust support network. This initiative, endorsed by Genpact's senior leadership, reflects our commitment to inclusivity, strengthens our talent pipeline, and helps employees advance in their careers.

Case study

Ila Chandrawanshi
India

Ila Chandrawanshi, a WLP alumnus, designs finance solutions, excels in triathlons, and champions fitness.

Ila spent over a year immersed in transformative learning experiences as part of WLP. "Through expert sessions with Korn Ferry, insights from Genpact leaders, and Genome modules on storytelling, leadership, and people management, I honed my ability to lead with impact."

"Empowered by WLP, I gained leadership skills I gained leadership skills, a strong network, and strengthened my commitment to drive inclusive success."

Pay it Forward

The Pay it Forward program fosters impactful relationships between senior leaders and women employees at Genpact to help them reach their full potential. Since 2022, roughly 738 sponsors and protégés have enrolled in the program. The program was updated in 2024 in collaboration with Moving Ahead to deliver a more immersive, engaging, and impactful experience. The program will relaunch in 2025.

Case study

Sponsor
Davetta Harper
US

Davetta Harper, Global Change Leader, has been part of the Pay it Forward program since 2020.

"Through this program, I've had the opportunity to work closely with my protégé, Gwen – engaging in insightful conversations that have given us both exposure to new perspectives and career growth opportunities. It's been incredibly rewarding to see her confidence grow as she navigates challenges and steps into new opportunities.

"Pay it Forward isn't just about sharing knowledge, it's about opening doors, expanding networks, and creating space for others to thrive. Inclusion is more than just a concept, it's action."

Protégé
Gwendolyn Jackson
US

Gwendolyn Jackson joined the mentorship and sponsorship program in 2024 and was paired with Davetta Harper as her sponsor.

"It has been an absolute pleasure having Davetta as my sponsor. Her positive energy and knowledge of Genpact have inspired me to be my best. Taking part in Pay it Forward has been crucial to developing my personal relationships and advancing my career at Genpact."

Mutual Accountability, Real Change workshop

In 2024, Genpact reinforced its dedication to inclusivity by participating in Catalyst's workshop, Mutual Accountability, Real Change. Senior executives and allies engaged in discussions on shared responsibility and fostering workplace inclusion in compliance with applicable laws. Participants valued the deep conversations on challenging topics and the diverse perspectives shared. The experience generated new connections and inspired internal initiatives to promote inclusion.

Inclusive hiring

Our inclusive hiring strategy focuses on several key areas, all in compliance with applicable laws

01 Gender representation
We adopt a multipronged approach to champion gender representation. For instance, we collaborate with top women's colleges, support programs for women returning to work, and host webinars on the importance of recruiting women to our workforce. We also partner with organizations like Edunet (as allowed by applicable local law) to promote women from underprivileged backgrounds into tech roles, and the Project 70 initiative to prioritize gender-diverse candidates for 70 critical leadership positions

02 Veteran hiring
We are committed to hiring people who have served in the military through various initiatives targeted at veterans (as allowed by applicable local law). For example, we signed a memorandum of understanding with the Directorate General of Resettlement (DGR) in India to support the transition of former service people into civilian employment. We take part in DGR job fairs across India, connect with students at premier educational institutions, hire exceptional veterans, and strengthen our talent pool

03 Pride hiring
We launched targeted recruitment drives in the Philippines to attract and hire members of the LGBTQ+ community

04 Apprenticeships
We comply with India's Apprenticeship Act of 1961 by offering a program to boost youth employability. The program focuses on providing youths with practical skills and career opportunities

05 Economically Weaker Sections and People with Disabilities
We conduct targeted hiring drives in India with NGOs to provide opportunities for individuals from economically underprivileged backgrounds and people with disabilities

Employee resource groups (ERGs)

Genpact's ERGs, championed by business leaders, foster inclusion by providing safe spaces for connection, experience sharing, and advocacy.

WINGS (Women in Genpact) ERG

The WINGS India ERG is a platform that provides networking, professional development, and advocacy resources for women employees.

We improved the program in 2024, leading to an increase in participation. More than 520 employees signed up, and over 24,000 took part in multiple sessions. This included a fireside chat focused on overcoming self-doubt, diverse representation in AI development, and the importance of allyship.

Veterans ERG

We connect employees who are veterans and encourage professional development to increase the number of servicemen and servicewomen in our workforce and retain them. This fosters inclusivity and strengthens our commitment to intersectionality.

> As the executive sponsor for the Veterans group, I am excited to lead our efforts in creating a supportive and inclusive environment for all Veterans at Genpact."

Lester D'Souza
Client Partner and Executive Sponsor of Genpact's Veterans ERG

Case study

Nidhi Seta is a former member of the Indian Air Force and now brings her incredible expertise to our high-tech and manufacturing analytics team. She helps customers navigate complex aircraft engine reports with precision and care. Nidhi also leads a dynamic supply chain analytics team in Jodhpur.

> Genpact believes in its employees' potential and invests in their growth. It helps employees build their careers, grow personally, take on new challenges, and learn from inspiring leaders who motivate, push the limits, and encourage employees to achieve their best."

Nidhi Seta
India

During our veterans' month in 2024, Genpact honored Nidhi and all our veterans who contribute their valuable skills to make a difference in our organization every day. Their commitment, resilience, and leadership continue to inspire.

Pride ERG

Genpact's Pride ERG welcomes all employees, increases inclusivity, and advocates for LGBTQ+ equal opportunities to build a strong sense of community.

Over 30,000 employees participated in Pride Month 2024 events across the globe through expert-led webinars, engagement sessions, and town halls.

> At Genpact, we believe that true inclusion is about creating an environment where everyone feels valued, respected, and free to be themselves. The Pride ERG isn't just a group, it's a movement for real change, and I'm proud to be part of this journey."

Murat Aksu
Head of Global Alliances and Executive Sponsor of Genpact's Pride ERG

Case study

Michail Bollas began his career in finance but found his true calling in employee wellbeing.

> As a proud member of the LGBTQ+ community, I feel a genuine sense of belonging at Genpact. Feeling accepted by my colleagues, having leaders who listen to my ideas, and joining programs that promote authenticity empower me to bring my true self to work every day."

Michail Bollas
Romania

Black and Latinx ERGs

Our Black and Latinx ERGs foster belonging and community. In 2024, over 5,000 employees across the globe participated in Black History Month, Juneteenth, Asian American and Pacific Islander Month, and Hispanic Heritage Month celebrations. These events promoted thought-provoking conversations that drove positive impact.

Disability ERG

Launched in 2023, our Disability ERG expands on our existing inclusion initiatives across the US, Canada, LATAM, and EMEA. The ERG promotes awareness of disabilities and increases and advocates for an accessible workplace that allows equal opportunity for all. To support this, we launched our global disability ERG, where members join as allies or as part of the disability community.

Our efforts are aligned with global campaigns and awareness days such as Autism Awareness Month and the International Day for Persons with Disabilities. Over 1,500 employees participated in awareness sessions led by Moving Ahead, Coqual, Anthem EAP, and Avtar.

We continuously improve our inclusion programs based on employee feedback and collaboration with leaders and inclusion champions. This helps attract, develop, and retain talent.

Client engagement sessions

Genpact partners with clients across industries to foster inclusive practices in line with applicable local laws. Our learning sessions focus on women leaders, intersectionality, inclusion, career growth, and workplace culture.

These sessions resulted in increased employee collaboration, actionable insights, and positive changes in leadership development.

Case study

Rodrigo Ignacio Jr. works with consumer goods and health-care clients as part of the training and call quality team.

"Addressing unconscious bias is a key part of Genpact's inclusion strategy. Overcoming unconscious bias is not always easy, but developing a positive team culture and better relationships inside and outside of work can help."

Rodrigo Ignacio Jr.
Philippines

BETTER COMMUNITIES

Corporate social responsibility

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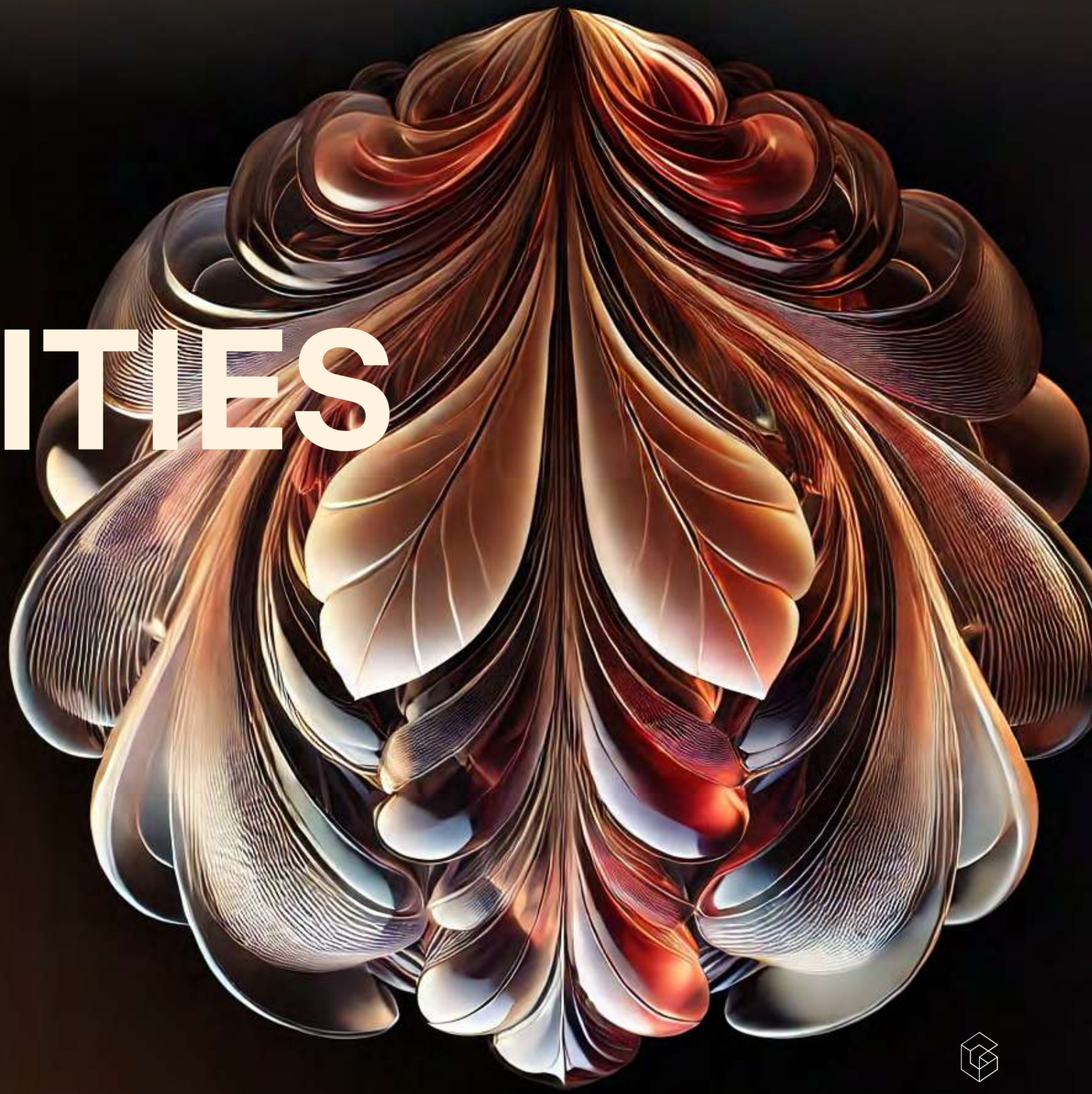

Better communities

Corporate social responsibility

Empowering the communities where we work is a fundamental responsibility and creates positive, sustainable impact that supports both community wellbeing and the long-term resilience of our business. That's why our CSR program is dedicated to advancing opportunities and the overall welfare of the communities we are part of.

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

- Compliance with global CSR regulations[12]
- 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 local communities or collaborate with nonprofits and nongovernmental organizations – ensuring appropriate due diligence and compliance with relevant regulations.

We engage with CSR experts to guide us on project design, implementation, monitoring and evaluation, and impact assessments. Key characteristics of our CSR projects include:

- Clearly defined objectives developed out of existing societal needs
- Identification of beneficiaries
- Milestones and timelines
- Annual budget allocation
- Robust monitoring and evaluation
- Impact assessments aligned with the framework from the Organisation for Economic Co-operation and Development's Development Assistance Committee

We carried out a needs assessment for all CSR projects in India in 2024. An impact assessment will be undertaken for all eligible CSR projects under the Companies Act, 2013. No projects were due for an impact assessment in 2024.

In 2024, we had **65,483** unique volunteers covering **113,228** volunteer shifts. Employees volunteered for projects that address the environment, education, health, and nutrition. By the end of 2024, our CSR activities impacted **28.7 million** lives[14].

SDGs impacted[13]

[12]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
[13]See Appendix III: Alignment to the UN Sustainable Development Goals
[14]Our impact number represents our CSR activities carried out in 2024. 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 years

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 environment.

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 2024, we planted 51,846 saplings across the globe. Since 2011, our volunteers have planted more than 190,368 trees globally. Through our plant drives, we created the potential to offset 18,700.65 MT of carbon dioxide in India alone.

Climate action sessions

We've organized over 25 learning sessions since 2021, helping employees understand how climate change affects us and what we can do about it. Since then, more than 11,858 employees have taken part.

Cleaner cities

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

Our volunteers collected 477 kg of plastic waste across Mexico, Argentina, and Brazil. Additionally, we removed 1,000 kg of trash from a 2 km stretch of the river coast in Argentina, contributing to a cleaner coast and a healthier environment.

Employees across Costa Rica, Mexico, Brazil, Guatemala, and Wilkes-Barre in the United States helped recycle 1,009 kg of electronic waste. In India, employees donated and helped extend the life of 4,940 clothing items weighing 968.98 kg. Also in India, we installed solar panels at a school in Hyderabad and four community kitchens in Haryana with our partner nonprofit, Annamrita Foundation. These installations will allow the nonprofit to sustainably provide meals to 253,347 children in need while reducing carbon emissions by a potential 64.7 MT annually.

Strategic projects

We signed two multiyear strategic projects with the World Wide Fund for Nature-India (WWF-India) and Watershed Organization Trust (WOTR) on climate change mitigation and adaptation.

Genpact's project with WWF-India will focus on revitalizing the Chambal-Yamuna River basin, a vital lifeline for millions of people in India. This project will benefit around 50,000 farmers, improve the population of river dolphins and crocodiles along 80 km of the river, conserve a landscape area of 5,000 sq. km, and deliver a multistakeholder framework for ongoing management.

In collaboration with WOTR, we will work to improve the drought-prone region of Karauli, Rajasthan. Over the next three years, the project will create and restore water harvesting structures to save 128 million liters of water in the district. Additionally, resilient farming techniques will be introduced to help over 1,600 farmers increase their crop productivity by up to 30%.

Together with 1T.org, we're pledging $2 million by 2030 for a greener future, protecting wildlife, conserving water, reviving lakes, planting trees, and improving livelihoods through sustainable action with global impact.

Better access initiatives

Access to health and nutrition

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

Case studies

Implementing an incident management system for reliable solar solutions to improve healthcare

Our team worked with Selco Foundation to implement an incident management system (IMS) to manage solar assets installed in health centers in remote areas in India. Established under the Energy for Health Initiative, the IMS provides health staff and vendors with easy reporting, tracking, and the resolution of solar asset-related issues in healthcare facilities. We also developed a robust adoption and training plan and dashboard to improve program monitoring and management.

Over the next three years, the IMS will help reduce issue reporting time from 20 days to just 3 while enhancing decision-making on vendor performance and budget allocation – ultimately benefiting 10,000 health centers and 1 million community members.

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 90,000 employee and client volunteers over the past seven years, we have provided more than 165 million nutritious meals (almost 25 million in 2024 alone) to communities in 12 countries.

In one of the communities served through the Feed for Knowledge project in Kenya, a young girl named Deborah was facing many challenges. Her parents struggle to provide everything Deborah and her three siblings need. However, due to the school meals provided by Rise Against Hunger, Deborah was able to receive breakfast and lunch each day. With the nourishment needed to excel in her classes, Deborah thrived at school and graduated from primary school as the top student. Because of these meals and support from the project, Deborah is now attending high school and is on her way to achieving her dream of becoming a doctor.

Deborah's story of resilience and determination started with a meal but was made possible by hunger champions in the Feed for Knowledge project.

Supporting people with motor disabilities

Genpact employees in Poland took part in the Poland Business Run (PBR), helping support 120 people with mobility challenges, such as those with amputations or postmastectomy needs. Their participation contributed to providing 22 prosthetic limbs, 14 wheelchairs or similar equipment, and 92 rehabilitation sessions through the PBR Foundation, offering comprehensive support to help individuals live more active lives.

Better access initiatives

Access to education

One of Genpact's top priorities is enhancing access to inclusive and equitable education.

Case studies

Educating girls using predictive modeling

Educate Girls is dedicated to improving access to quality education for children, focusing on girls in India's rural and marginalized communities. The NGO wanted a scientific, data-backed method to curb dropout rates and improve retention. Genpact analyzed existing data to identify key factors contributing to school dropouts. We developed a predictive model to aid student tracking and improve the retention and attendance rates of girls. Key aspects of the implementation include:

- **Data analysis:** Identifying key factors contributing to dropouts
- **Predictive modeling:** Developing a model that predicts girls who are at risk of dropping out

Teach for an hour

Teach for an Hour is a virtual platform for volunteers to connect with beneficiaries (young adults) and conduct workshops on employment, life skills, digital/AI, and health and wellness. Seventy volunteers conducted 53 skills-based workshops, supporting over 500 beneficiaries.

School kit donation

Through a school kit donation program, Genpact employees in the Philippines, Romania, and India donated 15,000 school supply kits, providing children in need with the tools they need to excel and thrive at school.

Teach for Romania

This training program, implemented by Teach for Romania, supports schools with education and stationery materials. Volunteers from Romania pack and distribute the school supply kits. This program supports 163 schoolchildren.

Genpact and the Global Mentorship Initiative are bridging the gap between graduation and first jobs for underrepresented young professionals from diverse communities. Through digital resources, mentorship, AI, and human connection, we are building a more equitable workforce of tomorrow's leaders. In 2024, 110 Genpact mentors supported students in their career journeys.

STEM for HER

Genpact launched the STEM for HER scholarship for the 2024–25 academic year to help bridge the gender gap in STEM careers with scholarships and mentoring to women pursuing STEM degrees in India. This initiative reflects Genpact's commitment to a diverse, equitable, and inclusive workforce while nurturing local talent and empowering young women.

School-centered community development

We partner with leading nonprofits and community members to support children (preschool to adolescence) from low-income communities across India through programs such as youth resource centers. We lead workshops on capacity building, teacher training, and leadership development for teachers, preschool staff, and leadership. In 2024–25, we helped over 15,000 students.

Deepti, a teacher at a school in Delhi, used creative teaching techniques and technology to transform her classroom and inspire fellow educators. Supported by United Way of Delhi and Genpact, she was recognized as a leader in professional development. Deepti displayed her deep expertise during a capacity-building workshop, conducting sessions on managing diverse learning styles at 14 schools. Her evolution from an innovative teacher to a mentor highlights the impact of confidence-building and collaboration to enhance education quality across communities.

Better access initiatives

Access to opportunity

Our livelihood initiatives are driven by a bigger vision of reducing poverty, enabling economic empowerment, and promoting inclusive growth, particularly for marginalized youth and women. We aim to create sustainable livelihood opportunities that drive long-term community resilience.

Case studies

A toolkit for farmer producer organizations

Our Better World Initiative empowers nonprofits to maximize their community impact. As part of the program, we developed a toolkit for farmer producer organizations (FPOs) to help drive systemic change in the agriculture sector. Endorsed by the Ministry of Rural Development, we collaborated with organizations Professional Assistance for Development Action (PRADAN), Self-Reliant Initiatives through Joint Action, and Transform Rural India to create this resource over four years. An e-version will launch soon.

In collaboration with PRADAN, which helps vulnerable communities in India's poorest regions, we've helped 115 FPOs across sectors, including 136,000 women farmers, by assisting them with production, marketing, technology, and access to information to boost their long-term profitability.

Cell for Livelihood Enhancement

Genpact partnered with the Research and Extension Association for Conservation Horticulture and Agro-forestry to launch a unique economic empowerment program to support the youth in the region of Jammu and Kashmir.

Under the guidance of the Indian Army, this program provides training, assessments, and certifications to young people based on their interests and skills.

WE Lead for women empowerment

Genpact launched WE Lead across Delhi, Hyderabad, and Bangalore to support women from impoverished households. The program's key strategy involves outreach to women, followed by comprehensive training and support to access financial services. WE Lead focuses on nurturing an entrepreneurial mindset among women, facilitating the establishment of microbusiness ventures, and fostering sustainable livelihoods.

The program has helped 1,231 women train in digital and financial literacy. Forty-three self-help groups (SHGs) have been formed, with 466 active members trained in business management skills. All 43 SHGs have links to banks under the National Urban Livelihood Mission and National Rural Livelihood Mission government programs.

Gram Vikas Saathi Fellowship Program

Gram Vikas leads inclusive development initiatives in rural and tribal Odisha, India. The Gram Vikas Saathi Fellowship Program provides the skills for sustainable livelihoods in rural communities. Two years in, the program faced challenges in forecasting the fellows' needs. They needed selection standardization and more sustainable incomes. Consultants from Genpact's BWI created a tool to forecast requirements, developed selection and productivity tracking mechanisms, and crafted a capacity-building program integrating business value services and a governance framework. Their work doubled the annual income of 150 Sathis. And our work together enhanced Gram Vikas' program functionality and expanded rural outreach.

DOING GOOD for BHARAT AWARDS

CSR recognition

The Better World Initiative won the Doing Good for Bharat award for Doing Good Through Business for Workforce at the India CSR & ESG Summit 2024. This achievement is a testament to our efforts and a reflection of the incredible support and collaboration we've had with over 100 nonprofits over the past 9 years.

BETTER BUSINESS

Client excellence

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Better business

Client excellence

The businesses that can adopt AI holistically and at scale are leading the way. Companies choose to partner with us because of our client centricity and startup mentality and our focus on speed, agility, and creating lasting value.

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

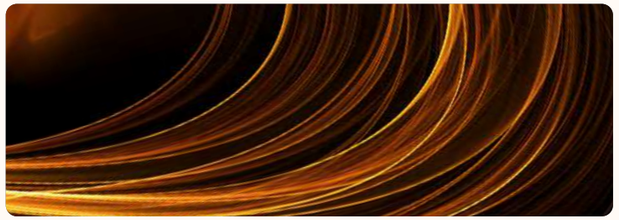
Client satisfaction

Our commitment to client success

Client satisfaction is paramount to Genpact. We deliver meaningful, measurable outcomes that benefit companies, their employees, and their customers. Our dedication is fueled by our focus on sustainable value, using AI to continuously enhance our performance and results.

Account governance: A partnership approach

Our robust account governance framework enables a deep understanding of our clients' organizations so we can be a true partner on even the most complex transformation initiatives. Transparent and proactive communication is key. We cultivate strong relationships with key stakeholders – from senior executives to operational teams – to align our work with their short- and long-term business goals.



Measuring success: Beyond the standard NPS

We go beyond traditional metrics to measure client satisfaction. Our Net Promoter Score+ (NPS+) model provides a multidimensional assessment of client experience by capturing detailed feedback on our performance through relationship assessment surveys and interviews. We publish our annual NPS score (60 in 2024) on genpact.com and share it with the financial community to demonstrate our commitment to transparency.

SDGs impacted[15]

[15]See Appendix III: Alignment to the UN Sustainable Development Goals

Serving our clients with innovation

At Genpact, we lead with innovation and build on our business and industry knowledge with advanced technology services and solutions.

We combine our Advanced Technology Solutions and Core Business Services to create unparalleled value for clients. That means sharper forecasts in finance and accounting, more agility in supply chains, stronger risk management, and greater operational excellence in insurance.

Advanced Technology Services

Cutting-edge AI and data solutions unlock smart, scalable problem-solving for businesses.

Core Business Services

Simplify complex tasks behind the scenes to focus on driving growth and innovation.

	Data-Tech-AI				Digital Operations
Advanced Technology Solutions	Data and AI	Digital technology	Advisory	Agentic solutions	
Core Business Services	Decision support services		Technology services		Digital operations

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

In 2024, we were granted eight new patents and filed applications for six. We also have more than 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 studies

Optimizing how Kraft Heinz delivers the world's favorite food and beverages

Kraft Heinz must successfully fulfill customers' orders to live up to their expectations. If it doesn't, it faces revenue losses and reputational damage through reduced customer satisfaction.

The company worked with Genpact to overcome its order management challenges. There was no tool on the market that could orchestrate order management in line with the nuances and scale of a CPG company the size of Kraft Heinz, so we set out to create one. We introduced Genpact's Cora OrderAssist and ServiceNow's customer service management module for workflow management, process orchestration, and automating exceptions.

After just two years, our first-of-a-kind solution cut the cost per order by 35%, increased revenue, and improved customer satisfaction scores.

Volkswagen Financial Services revs up customer care with generative AI

Volkswagen Financial Services' customer service team managed complex, critical processes and followed hundreds of standard operating procedures, leading to long training times and a heavy reliance on subject matter experts to resolve customer queries.

It implemented Genpact's Cora Knowledge Assist, a generative AI-powered enterprise knowledge management solution, to help agents become more effective and faster. The solution helps by ingesting large amounts of enterprise knowledge to contextualize customer conversations in multiple languages.

Now, agents are on their way to delivering a more personalized experience and improved customer satisfaction.

Digital ethics

Digital technologies, such as AI, are becoming embedded in the way the world works. Genpact recognizes its duty to uphold the high standards of digital ethics in its professional endeavors. Consequently, when we design and deploy solutions using digital technologies, we focus on maintaining ethical integrity, transparency, and accountability throughout the entire development and deployment process.

Genpact has taken several steps to demonstrate its commitment to ethical AI practices, building trust with clients and stakeholders, and driving sustainable innovation. The Responsible AI Committee at Genpact enables all AI initiatives within Genpact to be created ethically. The core purpose of this committee is to maximize the benefits of AI while mitigating potential risks and staying aligned with societal values. This involves a multidisciplinary approach encompassing various key domains, including technology, data governance, operations, finance, legal and compliance, risk management, and information security.

When we design and use solutions with digital technologies, we focus on:

- Ethical principles with a focus on fairness, transparency, and accountability. This means that every step of our AI development process is diligently checked to uphold these values
- The potential for biases in AI models, taking proactive measures to address them. By employing rigorous testing methodologies, we strive to create AI systems that are unbiased and equitable
- Transparency in AI systems that is easy to understand so that users can trust and rely on our technology
- Privacy and security in AI initiatives. We prioritize the protection of user data, implementing robust security measures to safeguard against unauthorized access and breaches. Our commitment to privacy enables user information to be handled with care and respect
- A human-centric approach. We aim to augment human capabilities and support decision-making processes rather than replace human judgment
- Complying with applicable AI regulations and laws, such as the EU AI Act, including those related to automated decision-making. Additionally, we respect intellectual property rights in all our endeavors

Genpact's sustainability services

Sustainability and inclusion are at the heart of our purpose and integral to our client value creation approach. Our services are built on a foundation of data and technology, integrating across functional silos with the use of sustainable-tech platforms and helping clients meet compliance demands, transform for good, and strengthen resilience. Given the complex nature of the sustainability landscape, it is critical to approach it as a team, and we have curated a partner ecosystem to drive the sustainability agenda forward for our clients.

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 compliance, reporting, and sustainable operations and has the following three core pillars:

Assess and report
Evaluate the current state of sustainability 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

Figure 15: Genpact's sustainability services

Assess and report

Build investor-grade reporting and disclosure capabilities

Reporting readiness

ESG reporting program maturity and regulatory readiness assessment

Double materiality assessment

Preassurance support

ESG metric audits

ESG control testing

Setup and operationalization

KPI and metric setup

Process and control design

Technology evaluation and implementation

Ongoing data collection and reporting

Transition to a sustainable future

Transform across the value chain to a sustainable operating model

Supply chain and circularity

Responsible sourcing

Supplier sustainability

Supplier diversity

Adapt to sustainability risks

Build resilience to adapt to the impact of sustainability risks

Responsible AI

Anti-bribery/anti-corruption

Anti-money laundering

Content governance

Information security and data privacy

Case studies

AI-powered device repair services for Amazon

We collaborated with Amazon, using our Cora ContactUs.ai customer experience management framework to create an end-to-end solution for out-of-warranty Amazon devices.

We leveraged AI and the Amazon Connect omnichannel contact center service to help Amazon outsource its device repair service using Genpact's Amazon Device Repair solution.

The solution integrates AI-powered chatbots and enables logistics management and a repair partner network. On top of this, a post-guarantee-period repair rule establishes an online repair matchmaking platform for consumers in Europe.

Genpact's solution embraces ESG priorities by extending product life cycles and fulfilling ESG ambitions

A digital twin solution to eliminate single-use packaging

Genpact helped a $7 billion solar power manufacturer eliminate single-use packaging through a circular packaging program. The client needed to reduce costs and enhance sustainability, but it lacked a structured packaging management control system and infrastructure for returns, repairs, and repositioning of rack units.

We implemented a digital twin using Celonis to enable end-to-end tracking of pallets and racks across the entire life cycle. We created a centralized control hub to optimize pallet and rack utilization, improving efficiency and reducing waste.

This enabled near-real-time recommendations, improving decision-making and operational efficiency. Enhanced visibility led to proactive issue identification and resolution before disruptions occurred. As a result, pallets were reused 10–20 times, achieving cost savings with a break-even point after just three reuses.

Enabling assurance and disclosures for a Fortune 15 healthcare and insurance company

Genpact partnered with a leading healthcare and insurance company to enable accurate and complete ESG disclosures. The company faced inadequate process and policy design, minimal process automation, and a lack of internal controls over ESG data collection and reporting processes.

We conducted a preassurance validation of the ESG metrics to review the completeness, accuracy, methodology, and auditability of the disclosures. Our work improved the accuracy and reliability of the ESG disclosures and the overall data management and reporting processes.

GOVERNANCE FOR SUSTAINABLE GROWTH

60 Sustainability governance
60 Corporate governance
61 Enterprise risk management
65 Business continuity planning
65 Data security and privacy
66 Public policy
66 Regulatory compliance and ethics
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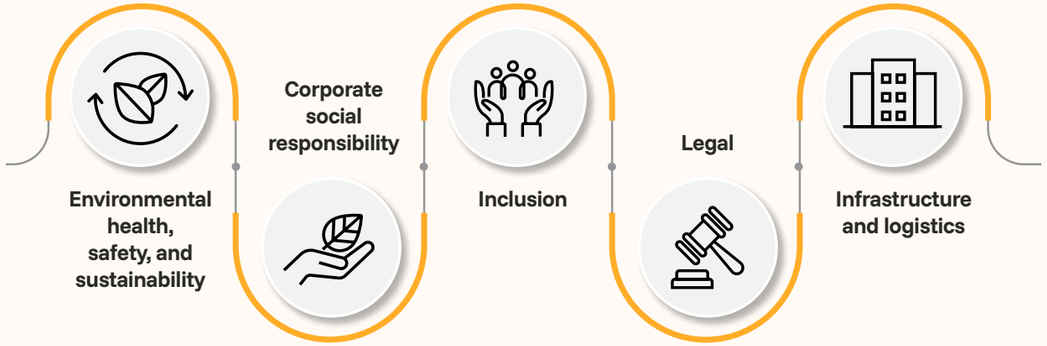
Governance for sustainable growth

Sustainability governance

Our sustainability governance structure has cross-functional representation and a direct reporting line to our board of directors. It serves as the foundation for developing and implementing our sustainability strategy, setting targets, and establishing clear accountability to achieve our commitments.

The nominating and governance committee of the board of directors oversees our sustainability program and overall corporate objectives to advance our commitments.

Our global sustainability team includes representation from the Genpact Leadership Council and the wider business, including:



The global sustainability team works with our chief legal officer on sustainability risks and opportunities. Our chief legal officer reports to the board on sustainability-related issues.

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 sustainability program. This, coupled with feedback from our stakeholders, drives our company's sustainability goals.

Our board represents the diverse mix of skills, attributes, and industry expertise required to provide effective oversight of the company. As of December 31, 2024, the board had 11 members, 9 of whom were independent, and was 36% gender diverse and 36% 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 filed with the SEC in connection with our 2025 annual general meeting of shareholders.

SDGs impacted[15]

[15]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 teams develop and execute risk-response strategies 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 of the Treadway Commission (COSO) framework. We are also certified in the ISO 31000:2018 standard on risk management guidelines. See our latest **annual report** on Form 10-K for more details on our risk factors.

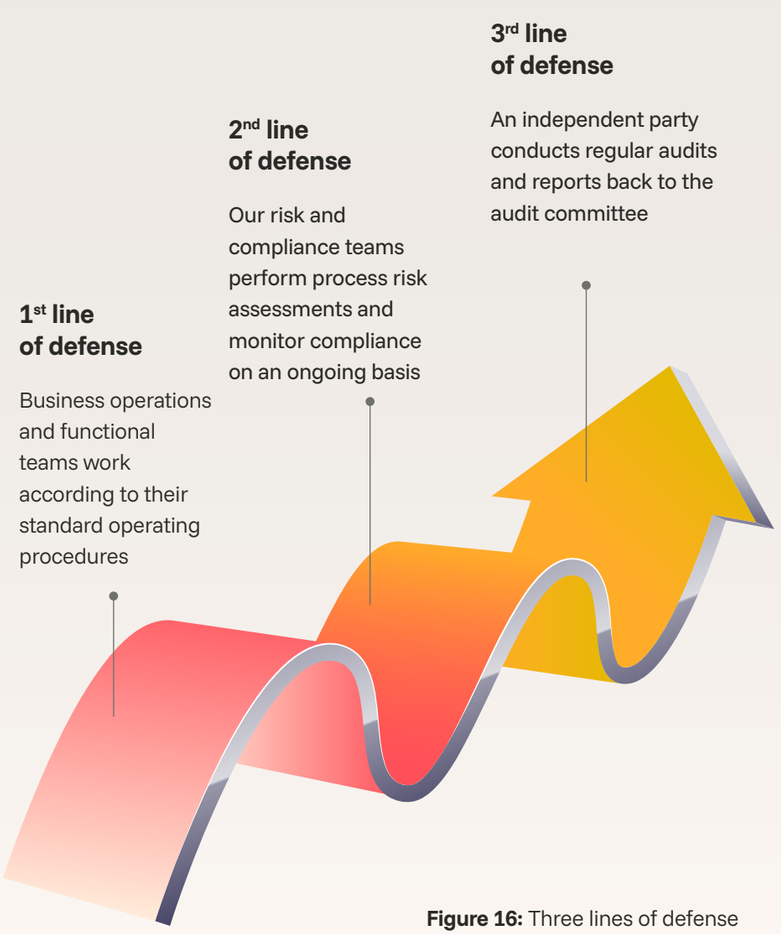


Figure 16: Three lines of defense

Genpact also strives to build a risk and governance culture across the organization. We take a multifaceted approach that creates awareness and builds enthusiasm among employees, clients, senior leaders, and functional leaders. We run risk management training programs on our learning platform, Genome, and drive gamified learning opportunities and engaging road shows. We help employees understand the fundamentals of enterprise risk management so they can identify risks, understand their significance, and find mitigation solutions.

Climate change 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 have applied 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 or 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 sustainability managers have integrated processes 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.

Key climate-related physical risks

Risk category	Risk type	Time horizon	Impact on Genpact's business	Response to risk
Chronic physical	**Water scarcity**	Medium	Higher procurement costs, reduced water availability for HVAC systems, and sanitation and consumption risks	• Investing in smart water meters, rainwater harvesting, and auto chemical-dosing systems to reduce operational costs
Chronic physical	**Heat stress**	Medium-long	Employee absenteeism, revenue losses, increased electricity costs, and power disruptions	• Infrastructure modifications, installing plenums, and separating cold and hot aisles • Less energy consumption, maintenance and repair costs, and lower health insurance premiums
Chronic physical	**Rising sea levels**	Long	Disruption in transportation routes hinders delivery of IT equipment. Flooding of the data centers poses a risk of data loss from physical damage or power outages	• Relocate data centers inland • Invest in flood protection measures and develop contingency plans
Acute physical	**Floods**	Short	Physical damage and disruptions to assets/facilities, operations, transportation, communication networks, and utilities	• Raising road levels, building plinths, and other flood mitigation measures • Conducting flood risk assessments and preventive measures for critical sites
Acute physical	**Heavy precipitation**	Medium-long	Waterlogging, power disruptions, and water-borne diseases will affect operations and employee wellbeing	• Adaptation measures (elevating buildings, additional cooling methods) may reduce increased operating costs, maintenance, insurance, and supply chain disruptions

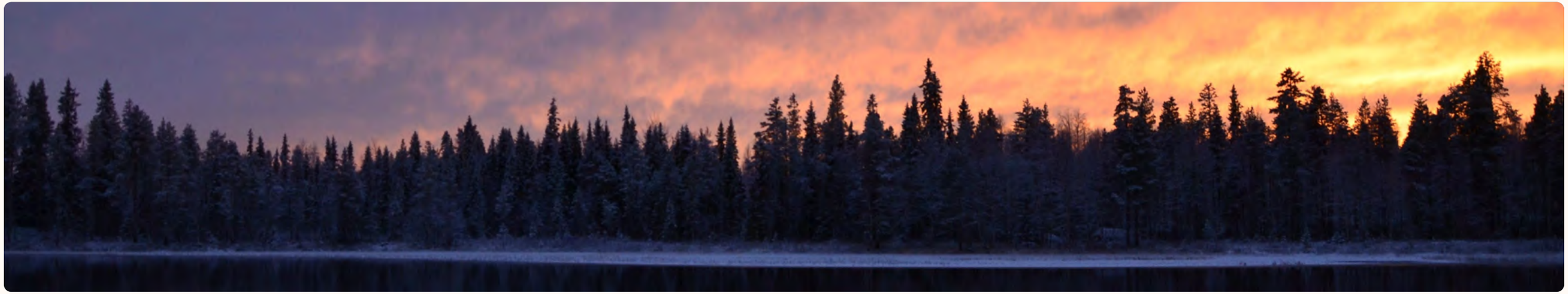
Key climate-related transitional risks

Risk type	Time horizon	Impact	Strategic response
Current and emerging regulations: Policy and legal risk; carbon taxation	Long	Increased energy costs due to carbon taxation and rising energy prices from carbon costs could impact operations and profitability	• Implement implicit carbon prices based on carbon pricing mechanisms and emission trading schemes for our operating geographies in the future, and explore global initiatives in the regions we operate in
Technological risk: Failure to transition to renewable sources of energy	Long	Shift to renewable energy poses a risk due to increasing electricity costs and potential disruptions in energy supply from nonrenewable energy sources	• Conduct third-party energy audits, install energy-efficient HVAC pumps, and use effective refrigeration operations • Increase the share of renewable energy by installing rooftop solar plants and introduce renewable energy certificates (RECs)
Market risk: Shift in consumer preferences	Medium-long	Our clients are seeking assistance with reducing Scope 3 emissions, aligning sustainability goals, collaborating on CSR projects, and supporting inclusion initiatives	• Introducing ESG and other measures to meet customer requirements • Strengthen our sustainability services
Technological risk	Long	Significant risks to the global supply chain, particularly in advanced technology, which can have a direct impact on the IT service industry. Extreme weather events may lead to material supply disruptions, leading to higher prices and potential shortages	• Diversify supply chains and explore local sourcing • Invest in resilient infrastructure
Availability of raw materials	Long	Extreme weather events, energy shortages, material supply disruptions, and increased demand can disrupt semiconductor production and availability, leading to higher prices and shortages	• Implement emerging technologies like blockchain and AI to improve supply chain visibility, optimize operations, and introduce early warning systems
Market risk: Reputational geopolitical risk	Medium	Disruptions in internet connectivity, increased cybersecurity risks, economic instability, and talent shortages can lead to labor concerns and negative stakeholder perception	• Develop contingency plans like alternative sourcing options, backup facilities, and crisis management procedures to address potential supply chain disruptions, data breaches, or operational challenges

Key climate-related opportunities

Our scenario analysis to identify material physical and transitional risks revealed the following potential long-term opportunities:

Opportunity type	Description	Anticipated financial impact
Products and services: Ability to diversify business activities	Our clients are seeking assistance improving their ESG performance. We anticipate significant growth in our sustainability advisory and consultancy services revenue	• Increased revenues from demand for products and services
Energy source: Lower-emission sources of energy	We are implementing alternative fuel solutions and transitioning to clean energy. We have initiated several sustainability efforts, including rooftop solar panels and renewable energy through power-purchase agreements (PPAs) and RECs to reduce costs and improve sustainability	• Reduced indirect (operating) costs • Reduced compliance and maintenance costs • Reduced energy bills and related costs
Resource efficiency: Water stewardship	We are actively installing smart water meters, auto chemical-dosing systems, and rainwater harvesting structures and treating wastewater to be reused	• Reduced operational and maintenance costs • Reduced water bills
Resource efficiency: Reducing energy expenditure through energy efficiency and modern technology	The reduction of Scope 1, 2, and 3 emissions is helping us achieve our SBTi net-zero target. By carefully using energy efficiency measures, reducing supply chain emissions, and adopting alternative energy technologies, we can effectively achieve our validated climate goals	• Reduced direct costs • Reduced operational costs • Reduced energy bills, maintenance, and related costs
Resource efficiency: Circular economy and cost savings	We are partnering with waste aggregators and traders to recycle packaging waste into construction materials to promote circularity, reduce the need for virgin materials, lower procurement costs, and minimize waste disposal expenses	• Reduced compliance and operational costs • Reduced waste disposal costs



Key nature-related risks

We evaluated all our owned and controlled offices and identified their impacts and dependencies.

	Nature realm	Dependencies	Impacts
	Air	Air conditioners, diesel generators, and other vehicles	Secondary impacts from GHG. Direct impacts on vegetation from particulate matter: sulfur oxides (SOx), nitrogen oxides (NOx), and carbon monoxide (CO)
	Land	The development of parking lots, pipelines, and so on	Removal of vegetation during construction activities leads to loss of native flora and fauna. Further developments will damage root system and soil quality
	Freshwater	Freshwater from borewells and municipality for drinking water and maintenance of campus greenery	Groundwater depletion

Key nature-related risks and opportunities

Risks	Opportunities	Risk magnitude	Risk management approaches (strategies and mitigation measures)
Secondary sources of air pollutants	Alternative energy resources for every activity involved in a project	Medium	Solar-based energy resources for all activities
Primary air emissions	Tall trees with high tolerance to pollutants planted near boundary wall	Medium	Compressed natural gas and electric vehicles
Overusing water	Rainwater harvesting pits at each office	Low	Maintaining rainwater harvesting pits. Drip irrigation system and solar-based motor pumps
Improper land use pattern due to activities	Soil protecting lawn grass. Water channels designed to separate rainwater for harvesting pits and prevent loss of topsoil. Avoid chemical-based fertilizers and pesticides in gardens	Low	Maintain electrical, water, and drainage pipelines

Business continuity planning

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

Our business continuity plan (BCP) is largely concerned with risk reduction, crisis management, and service 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.

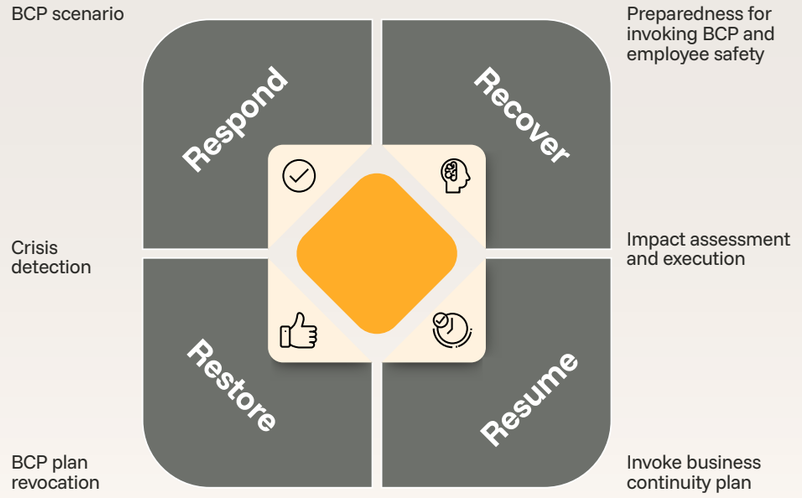


Figure 17: Elements of our business continuity plan

Data security and privacy

With the increase in cyberattacks and many of our employees working from home at least part of the time, Genpact continues to strengthen its focus on data security and privacy. Our goal is to safeguard our intellectual property and the interests of our clients, workers, and business partners. We uphold strict rules and security procedures to reduce these threats and protect personal and corporate data. Our procedures are guided by international standards, laws, evaluations of our risk environment, and third-party vulnerability assessments.

Genpact has implemented an information security program based on the principles of industry-accepted standards such as ISO 27001 and ISO 31000. Our offices and services are certified to these standards.

Whenever necessary, we leverage the Payment Card Industry Data Security Standard or HITRUST standards for any sector-specific, contractually agreed-upon needs. The certification and annual audits are conducted by reputed certification bodies in line with ISO certification requirements. Genpact also adopted a documented vulnerability management program to periodically assess and manage network, endpoint, and application vulnerabilities. And we constantly train and inform workers about risks. Genpact uses the adjusted Common Vulnerability Scoring System risk score methodology to allow for focused, time-bound remediation for identified vulnerabilities across our managed infrastructure. We track both open and closed vulnerabilities.

Some of the data protection rules that apply to us are the General Data Protection Regulation in the EU, federal and state legislation in the US, and similar legal and regulatory obligations in parts of South America, Africa, India, and the Asia Pacific. We dedicate significant resources to maintaining compliance with applicable laws and regulations. In 2024, Genpact's Binding Corporate Rules for Processors program was approved by the European Data Protection Board. Genpact's Privacy Office, staffed with employees with risk and information security backgrounds, in addition to our data protection officers and legal counsel, supports our functions and businesses by implementing Genpact's privacy compliance framework. The Ethics and Compliance Committee oversees the work of the Privacy Office and reports to the Audit Committee of the board through the corporate privacy officer.

During the reporting period, we have not received any reports of material data breaches.

Public policy

Genpact has a non-alliance policy regarding politics. We do not support any political party or candidate in any region, financially or otherwise. We do not campaign for any candidates or parties, 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, anticompetitive activity, data protection, cybersecurity, taxation, employment, and labor relations.

We abide by all applicable laws because it is the right thing to do and 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. As legislation and regulations develop around the use of AI technologies, we integrate them into our compliance framework.

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 remain steadfast in our endeavor to effectively communicate and train different stakeholders, such as the board, employees, and business partners, on our code of conduct encompassing anti-corruption, anti-bribery, and other topics related to business ethics and compliance.

Our anti-corruption policy is communicated to all members of the board in our code of conduct and all employees annually via email and training sessions. Our business partners and vendors are made aware of the policy via our third-party code of conduct, which is distributed to third parties and incorporated into our contracts with them. We run our business transparently, do not seek advantage through corruption or bribery, and compete fairly. Our **Human Rights Policy** further underscores our commitment to ethical conduct.

Genpact is committed to a responsible anti-bribery and anti-corruption (ABAC) risk management framework as part of our comprehensive risk management strategy. Our ABAC policies and practices are regularly reviewed by the leadership team, and risk assessments are conducted based on factors such as geographic location, reliance on third parties, and the function of the internal business unit.

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

Supplier management

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

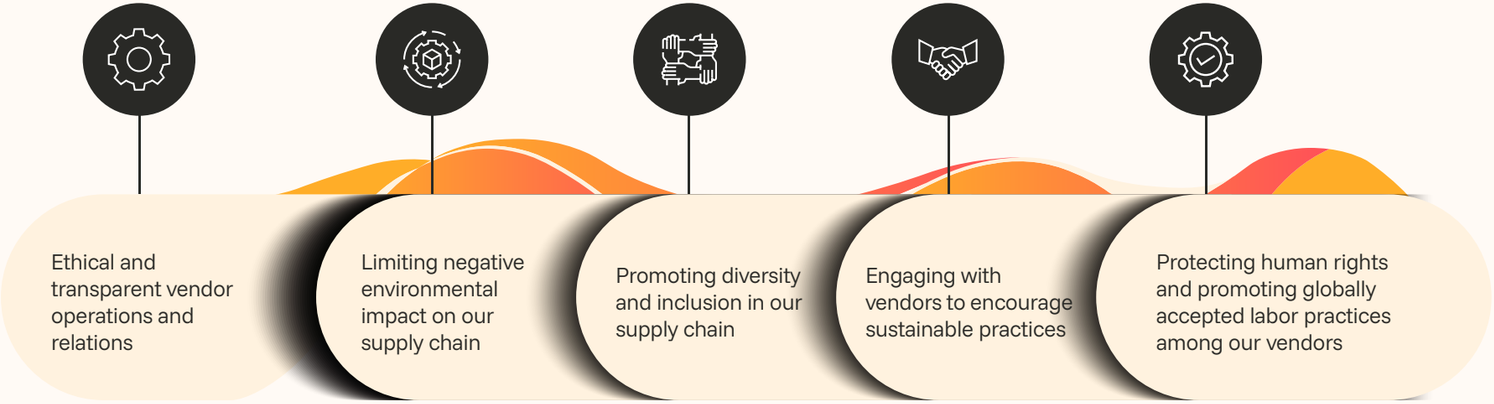
In 2024, we subscribed to the EcoVadis platform to assess our supply chain vendors based on parameters other than spend, such as sustainability factors and external ratings. We are in the process of updating our supplier onboarding questionnaire to further strengthen the sustainability profile for our vendors. 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, anticompetition, 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. In 2024, we screened 87% of our new vendors during onboarding. We are also working with third parties to further strengthen our governance supplier process by including sustainability parameters.

Figure 18: Principles of our sustainable supply chain program



In 2024, we exceeded our targets using the EcoVadis platform and assessed the risk rating of 950 existing suppliers and new vendors. We also conducted a detailed supplier sustainability maturity assessment on 1,088 of our existing suppliers to determine their sustainability performance, identify improvement areas, and understand how to best engage with our top suppliers.

Supplier diversity

We pursue diversity in our subcontracted 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, 8.43% is with diverse suppliers, of which 72% is with minority-owned businesses and 28% with women-owned businesses.

SUSTAINABILITY SCORECARD

69 Environmental scorecard
81 Social scorecard

Environmental scorecard

Near-term target							
Scope	**SBTi target description**	**Base year emissions (2019)**	**Current year emissions (tCO2e) (2024)**	**% Reduction in target year (2032)**	**Absolute emissions in target year (2032)**	**% Change compared to base year**	**% of SBTi target achieved**
Scope 1	We commit to reduce absolute Scope 1 and 2 greenhouse gas (GHG) emissions by 69.5% by 2032 from a 2019 base year.	9,286.00	5,121.00	66.10%	3,150.00	-44.86%	**-67.88%**
Scope 2		85,997.00	38,525.00	69.90%	25,871.00	-55.20%	**-78.95%**
Scope 1 + 2		95,283.00	43,645.00	69.50%	29,021.00	-54.19%	**-77.93%**
Scope 3	We commit to reduce absolute Scope 3 GHG emissions by 54.6% within the same time frame.	108,894.00	119,312.00	54.60%	49,438.00	9.57%	**17.52%**

Long-term (net-zero target)							
Scope	**SBTi target description**	**Base year emissions (2019)**	**Current year emissions (tCO2e) (2024)**	**% Reduction in target year (2050)**	**Absolute emissions in target year (2050)**	**% Change compared to base year**	**% of SBTi target achieved**
Scope 1	We commit to reduce absolute Scope 1 and 2 GHG emissions by 90% by 2050 from a 2019 base year.	9,286.00	5,121.00	90.00%	928.60	-44.86%	**-49.84%**
Scope 2		85,997.00	38,525.00	90.00%	8,599.70	-55.20%	**-61.34%**
Scope 3	We commit to reduce absolute Scope 3 GHG emissions by 90% within the same time frame.	108,894.00	119,312.00	90.00%	10,889.40	9.57%	**10.63%**
Scope 1 + 2 + 3		204,177.00	162,957.00	90%	20,417.70	-20.19%	**-22.43%**

Table 5: SBTi targets and performance

ISO certificate	Certificate number	Valid until
ISO 14001:2015 – Environment Management System	EMS 553818	October 28, 2027
ISO 45001:2018 – Occupational Health and Safety Management System	OHS 553848	October 28, 2027
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, 2027
ISO 31000:2018 – Risk Management Guidelines	ERM 735290	December 31, 2027

Table 6: Our ISO certifications

Source	2019	2020	2021	2022	2023	2024
Diesel	89,181	41,434	7,741	4,746	10,205	9,452
LPG	740	341	257	279	344	377
PNG	-	-	-	-	-	192
Charcoal	-	-	-	-	-	-
Grid electricity	529,454	240,562	200,029	219,714	218,906	215,076
Natural gas	-	-	-	5,913*	9,974	7,139
Other sources (diesel generator)	729	395	275	3,519	3,809	581
Nuclear power	-	-	-	-	-	-
Renewable energy	24,412	20,913	18,062	23,560	65,952	68,794
Total	644,516	304,304	246,982	283,463	309,189	301,609

Table 7: Energy consumption (GJ) by source

Region	2019	2020	2021	2022	2023	2024
India	313,580	194,095	134,110	142,215	180,711	192,958
US	62,665	44,268	46,095	66,460	52,801	39,039
EMEA	210,656	7,611	17,104	19,804	21,485	17,431
Philippines	27,297	19,729	15,445	17,803	19,235	17,716
Latin America	19,182	21,415	17,531	14,974	18,341	19,259
China	13,531	12,796	12,290	10,778	11,349	10,803
Japan	2,029	1,958	1,428	1,396	2,878	2,193
Malaysia	957	1,157	960	1,091	1,197	1,184
Australia	2,218	1,274	1,165	1,060	1,190	1,027
South Africa	-	-	853	6,881	0*	-
Total	652,114	304,304	246,982	283,463	309,189	301,609

Table 8: Energy consumption (GJ) by region

Note:
Energy consumption decreased in 2020 and 2021 due to the COVID-19 pandemic
The significant increase in diesel consumption in 2019 compared to 2018 was due to increased diesel consumption at our North Campus, Gurugram, India
* Operations were discontinued; no emissions reported

Region	2019	2020	2021	2022	2023	2024
India	4.97	3.00	1.76	1.75	2.14	1.91
US	17.38	8.08	5.32	7.94	5.99	7.01
EMEA	58.36	1.45	2.14	2.35	2.73	1.66
Philippines	5.10	3.36	3.33	2.59	2.80	1.77
Latin America	7.86	5.95	4.14	3.42	4.18	3.71
China	3.01	2.73	2.32	1.96	2.01	1.92
Japan	5.00	6.92	2.12	1.64	2.57	4.47
Malaysia	2.21	2.51	1.41	0.86	1.32	1.16
Australia	32.61	6.53	3.13	3.33	3.74	4.69
South Africa	-	-	0.61	4.82	-	-

Table 9: Energy intensity (GJ/person) by region

Note: The site in South Africa was closed in 2023; no emissions reported

Region	2019	2020	2021	2022	2023	2024
India	4.97	0.05	0.03	0.19	0.04	0.05
US	17.38	0.01	0.05	0.07	0.04	0.05
EMEA	58.36	0.01	0.03	0.03	0.05	0.03
Philippines	5.10	0.07	0.05	0.06	0.06	0.04
Latin America	7.86	0.05	0.04	0.03	0.04	0.04
China	3.01	0.03	0.03	0.03	0.03	0.03
Japan	5.00	0.06	0.05	0.09	0.77	0.59
Malaysia	2.21	0.03	0.03	0.03	0.04	0.04
Australia	32.61	0.08	0.07	0.04	0.07	0.05
South Africa	-	-	0	0	-	-

Table 10: Energy intensity (GJ/sq. ft.) by region

Note: The site in South Africa was closed in 2023; no emissions reported

Intensity	2019	2020	2021	2022	2023	2024
Energy intensity (GJ/sq. ft)	0.11	0.03	0.03	0.04	0.04	0.04
Energy intensity (GJ/person)	6.68	3.36	2.23	2.37	2.38	2.13

Table 11: 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
2. We have included the total energy (all sources of energy) to calculate the energy intensity ratio

Emissions type	2019	2020	2021	2022	2023	2024
Scope 1	9,286	7,417	4,508	4,508	3,917	5,121
Scope 2	85,997	44,747	36,435	42,891	41,244	38,525
Scope 3	108,894	74,695	59,109	66,379	89,428	119,312
Total	**204,177**	**126,859**	**100,052**	**113,778**	**134,589**	**162,957**

Table 12: Global emissions (tCO2e)

Note:
1. A reduction in GHG emissions has been reported due to energy efficiency measures, 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

Source	2019	2020	2021	2022	2023	2024
Diesel	6,608	3,070	577	354	751	658
Charcoal	-	-	-	-	-	-
LPG	47	21	16	18	21	12
PNG	-	-	-	-	-	10
R22	941	1,241	1,706	639	528	266
R123	-	-	-	-	-	0
R134A	52	80	-	-	-	2,203
R410A	566	2,590	1,604	3,117	2,497	1,626
R407C	1,015	376	601	-	106	317
R32	3	10	3	-	12	15
CO2	-	-	-	-	-	0.82
Natural gas	-	-	-	677	499	367
Other DG sources	54	29	53	669	741	43
Grid electricity	85,610	44,713	35,313	41,021	40,005	38,128
Gas electricity	388	34	1,069	906	-	0
Purchase goods and services (Cat 1)	44,717	58,333	51,706	45,574	34,402	60,737
Capital goods (Cat 2)				4,214	13,305	7,859
Fuel and energy-related activities (Cat 3)	22,332	6,737	10,559	13,008	12,678	13,249
Waste generated in operations	11	2	49	65	31	15
Business travel	24,668	4,259	1,680	6,941	20,250	26,282
Employee commuting	17,166	5,703	1,653	4,135	8,762	11,171
Total	**204,178**	**127,198**	**108,193**	**121,328**	**134,589**	**162,957**

Table 13: Total emissions (tCO2e) by source and year

Note:
1. The data bifurcation for categories 1 and 2 of Scope 3 emissions is available from 2022 onwards

	2019	2020	2021	2022	2023	2024
Emissions intensity (tCO2e/sq. ft)	0.03	0.01	0.01	0.01	0.01	0.01
Emissions intensity (tCO2e/person)	0.98	0.54	0.37	0.40	0.35	0.31

Table 14: Emissions intensity

Note: 1. Sum of Scope 1 and Scope 2 emissions has been taken to calculate the emissions intensity

	R22	R123	R134A	R410A	R407C	R32	CO2
Global	151.19	0.00	1,694.45	845.28	195.00	21.45	816.50

Table 15: Fugitive emissions in kg

ODS Source	2019	2020	2021	2022	2023	2024
R22	941	1,241	1,706	639	528	266
R123	-	-	-	-	-	0
R134A	52	80	-	-	-	2,203
R410A	566	2,590	1,604	3,117	2,497	1,626
R407C	1,015	376	601	-	106	317
R32	3	10	3	-	12	15
CO2	-	-	-	-	-	0.82
Total	**4,296**	**4,297**	**3,914**	**3,756**	**3,144**	**4,427**

Table 16: Fugitive emissions in tCO2e

	R22	R123	R134A	R410A	R407C	R32	CO2
Global	8.32	0.00	0.00	0.00	0.00	0.00	0.00

Table 17: Total ODS Emissions (Kg CFC-11e)

Type	2019	2020	2021	2022	2023	2024
Particulate matter (PM)	0.71	0.38	0.08	0.32	0.16	0.84
Sulfur dioxide (SO2)	0.51	0.32	0.06	0.15	0.17	0.49
Nitrogen dioxide (NO2)	4.65	2.29	0.55	1.99	0.97	5.96
Carbon monoxide (CO)	1.16	0.63	0.18	0.71	0.15	1.32
Non-methane hydrocarbons (NMHCs)	0.3	0.16	0.03	0.17	0.03	0.33

Table 18: Other air emissions (MT)

	Description	Unit	Disposal Method	2019	2020	2021	2022	2023	2024
Hazardous	Biomedical waste generated	kg		1,488	96	4,960	3,116	1,161	323
	Biomedical waste disposed	kg	Incinerated	1,488	96	4,960	3,116	1,161	323
	Used oil generated	L		7,245	4,675	5,215	6,408	4,031	4,911
	Used oil disposed	L	Recycled	7,245	4,675	5,215	6,408	4,031	4,911
	Oil-soaked cloth generated	kg		38	27	32	35	14	38
	Oil-soaked cloth disposed	kg	Incinerated	38	27	32	35	14	38
	Waste oil generated	L		1,850	4,470	1,475	0	2,960	2,377
	Waste oil disposed	L	Recycled	1,850	4,470	1,475	0	2,960	2,377
	DG filters generated	kg		1,162	589	359	484	458	1,477
	DG filters disposed	kg	Incinerated	1,162	589	359	484	458	1,477
	E-waste generated	kg		43,403	26,256	43,917	220,145	135,577	223,760
	E-waste disposed	kg	Recycled	187,493	24,140	57,247	297,155	146,362	223,760
	SUP generated	kg		325,152	156,427	123,883	35,461	11,313	8,968

	Description	Unit	Disposal Method	2019	2020	2021	2022	2023	2024
Hazardous	SUP disposed	kg	Recycled	325,152	156,427	123,883	35,461	11,313	8,968
	Battery generated	Nos		8,838	-	-	-	-	-
		kg		-	25,692	41,774	53,076	103,350	29,446
	Battery disposed	Nos	Recycled	8,838	-	-	-	-	-
		kg	Recycled	-	25,692	41,774	53,076	103,350	29,446
Nonhazardous	Paper scrap (shredded paper) generated	kg		340,987	179,173	998,107	203,190	204,755	207,915
	Paper scrap (shredded paper) disposed	kg	Recycled	340,987	179,173	998,107	203,190	204,755	207,915
	Wet waste (food waste) generated	kg		1,360,114	364,795	111,773	148,290	170,446	441,574
	Wet waste (food waste) disposed	kg	Recycled	1,360,114	364,795	111,773	148,290	170,446	441,574
	Dry waste (waste JRT/HRT, plastic, other) generated	kg		567,315	288,678*	401,849	1,681,168	533,359	991,970
	Dry waste (waste JRT/HRT, plastic, other) disposed	kg	Recycled	567,315	288,678*	401,849	1,681,168	533,359	991,970
	Wood scrap generated	kg		9,523	9,890	107,401	78,698	11,313	176,994
	Wood scrap disposed	kg	Recycled	9,523	9,890	107,401	78,698	11,313	176,994
	Construction debris generated	kg		-	-	-	-	511,555	256,078
	Construction debris disposed	kg	Landfill	-	-	-	-	511,555	256,078
	STP sludge generated	kg		1,414	1,699	1,331	2,484	4,252	4,550
	STP sludge disposed	kg	Reused	1,414	1,699	1,331	2,484	4,252	4,550

Table 19: Waste generation by category

Note:
1. Batteries have been reported in kg since 2020
2. Volumetric measurements of dry waste conducted in Wormer instead of Gravimetric in 2020
3. In 2024, 2,149.62 MT of waste was diverted away from landfills through recycle and reuse efforts. 257.91 MT of waste was diverted towards landfills

Region	2019	2020	2021	2022	2023	2024
India	313,580	194,095	111,871	181,454	196,891	281,033
US	62,665	44,268	19,269	38,770	13,918	37,947
EMEA	26,884	10,470	13,966	27,422	31,611	15,297
Philippines	27,297	19,729	2,121	3,758	6,907	9,300
Latin America	19,182	21,415	7,478	11,526	12,485	15,630
China	13,531	12,796	44,146	39,031	42,006	45,833
Japan	2,029	1,958	0	0	54	53
Malaysia	957	1,157	158	266	122	98
Australia	2,218	1,274	-	-	-	-
South Africa	-	-	2,345	29,315	0*	-
Total	**416,328**	**292,887**	**201,335**	**331,543**	**303,995**	**405,191**

Table 20: Water withdrawal (kL) by region

Note: *Operations were discontinued; no water withdrawal reported

Region	Borewell*	Municipal water supply**	Private water supply**	Packaged drinking water**	Any other source	Rainwater harvested
Private water supply**	95,088	183,938.2	1,110	896.56	0	63,636.90
US	0	37,947.05	0	0	0	
EMEA	868.11	14,428.92	0	0	0	508.11
Philippines	0	8,701.57	0	598.69	0	
Latin America	0	15,630.4	0	0	0	
China	0	44,657	0	1,175.58	0	
Japan	0	0	0	53.08	0	
Malaysia	0	98	0	0	0	
Australia	0	0	0	0	0	
South Africa	-	-	-	-	-	
Total	**95,956.11**	**305401.14**	**1,110**	**2,723.92**	**0**	**64,145.01**

Table 21: Water withdrawal (kL) by region and source in 2024

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

*The water source is other water
**All the sources mentioned above are freshwater sources

	Surface water	Seawater	Produced water	Third-party water	Other	Total
Water withdrawal (mL)	-	-	-	309.24	-	405.19

Table 22: Water withdrawal by source and consumption (mega Liters) in 2024

Note:
1. Borewell constitutes groundwater
2. Municipal, private water supply, and packaged drinking water constitute third-party water
3. Other water sources are categorized as "others"
4. Rainwater harvested is primarily used for groundwater recharge

Parameter	2019	2020	2021	2022	2023	2024
Total water withdrawn (kL)	125,074	103,895	111,957	181,454	196,891	281,033
Total water recycled (kL)	95,550	37,774	41,908	79,722	112,360	144,735
Total water reused (kL)	93,766	22,908	35,511	79,288	99,936	70,729
Water recycled against water withdrawn (%)	76	36	37	44	57	52

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	2024
Total water withdrawn (kL)	416,328	292,887	210,335	331,543	303,995	405,191
Total water recycled (kL)	134,571	62,828	41,908	79,722	112,506	144,735
Total water reused (kL)	132,787	37,600	35,511	79,288	100,082	100,142
Water recycled against water withdrawn (%)	32	21	21	24	37	36

Table 24: Water recycled and reused across global locations

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

Water source	Low	Low-medium	Medium-high	High	Extremely high
Groundwater	868.11	-	-	0.00	95,088.00
Surface water	-	-	-	-	-
Third-party water	3,634.54	38,462.94	17,879.96	34,230.77	215,026.85
Other source	-	-	-	-	-

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

Note:
1. Borewell constitutes groundwater
2. Municipal and private water supply constitutes third-party water
3. Other sources include packaged drinking water and more
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	4,502.64	38,462.94	17,879.96	34,230.77	310,114.85

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

Intensity	2019	2020	2021	2022	2023	2024
Water intensity (kL/sq. ft)	0.07	0.01	0.03	0.05	0.04	0.06
Water intensity (kL/person)	4.27	3.24	1.82	2.77	2.34	2.87

Table 27: Water intensity

Social scorecard

Category	Age group				Gender			Total by category
	Under 30	31–50	50+	Age not disclosed	Men	Women	Gender not disclosed	
Top management	0	304	231	0	422	113	0	535
Senior management	10	3,475	656	3	2,949	1,195	0	4,144
Middle management	14,839	43,844	1,813	43	39,224	20,890	425	60,539
Associates	48,779	25,635	1,582	171	38,119	36,373	1,675	76,167
Total permanent workforce	63,628	73,258	4,282	217	80,714	58,571	2,100	141,385
Total contract workforce	251	321	26	3,177	353	183	3,239	3,775
Total workforce	63,879	73,579	4,308	3,394	81,067	58,754	5,339	145,160

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

Note:
1. Disclosing age and gender is voluntary for employees. Nonresponses are reflected in the "age not disclosed" and "gender not disclosed" columns
2. Data on the total workforce is reported as of December 31, 2024
2. The contract workforce does not include employees considered "non-guaranteed hours"
3. Total employee number is based on head count

Region	Men	Women	Gender not disclosed	Total
Europe	3,003	5,529	2,062	10,594
Asia Pacific	1,491	5,727	13	7,231
India	66,214	35,021	0	101,235
Latin America	2,432	2,753	4	5,189
North America	2,928	2,644	0	5,572
Philippines	4,116	5,872	0	9,988
Other	530	1,025	21	1,576

Table 29: Permanent employee distribution by region and gender

Note:
1. Disclosing age and gender is voluntary for employees in certain geographies. Nonresponses are reflected in the "age not disclosed" and "gender not disclosed" columns
2. Workforce data is reported as of December 31, 2024

Region	Top management	Senior management	Middle management	Associates	Total
Europe	66	473	3,448	6,607	10,594
Asia Pacific	11	123	1,896	5,201	7,231
India	181	2,388	48,561	50,105	101,235
Latin America	2	68	2,042	3,077	5,189
North America	252	935	2,933	1,452	5,572
Philippines	3	62	966	8,957	9,988
Others	20	95	693	768	1,576

Table 30: Permanent employee distribution by region and employment level

Note:
1. Total workforce data is reported as of December 31, 2024

Region	Men	Women	Gender not available/	Total
Europe	32	31	256	319
Asia Pacific	13	9	324	346
India	134	18	2,095	2,247
Latin America	69	83	35	187
North America	75	17	349	441
Philippines	13	9	154	176
Other	17	16	26	59

Table 31: Contractor distribution by region and gender

Category	Permanent				Contractors			
	Men	Women	Gender not disclosed	Total	Men	Women	Gender not disclosed	Total
Europe	562	656	1,955	3,173	15	17	167	199
Asia Pacific	298	938	13	1,249	11	32	330	373
India	19,857	12,261	0	32,118	17	1	2,203	2,221
Latin America	759	697	0	1,456	48	73	43	164
North America	660	1,084	0	1,744	47	22	370	439
Philippines	2,063	2,617	0	4,680	4	0	59	63
Others	86	179	24	289	17	7	8	32

Table 32: New hires in 2024 by geography, gender, and contract type

Employment category	30 and under			31–50			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	24	6	0	20	11	0	0	0	0
Senior management	6	3	0	316	93	0	73	20	0	0	0	0
Middle management	3,310	2,031	87	4,285	1,888	202	121	143	8	0	1	3
Associates	13,565	11,392	1,099	2,483	2,533	542	82	311	41	0	0	10
Total permanent workforce	16,881	13,426	1,186	7,108	4,520	744	296	485	49	0	1	13
Total contract workforce	45	78	139	39	39	79	6	1	3	69	34	2,959
Total workforce	**16,926**	**13,504**	**1,325**	**7,147**	**4,559**	**823**	**302**	**486**	**52**	**69**	**35**	**2,972**

Table 33: New hires in 2024 by age, gender, and employment level

Employment category	30 and under			31–50			50+			Age not disclosed		
	Men	Women	Gender not disclosed	Men	Women	Gender not disclosed	Men	Women	Gender not disclosed	Men	Women	Gender not disclosed
Permanent workforce												
Top management				42	8		39	13				
Senior management				353	130		97	32		1	1	
Middle management	1,975	1,263	13	4,466	2,224	27	197	162	0	6	5	18
Associates	7,599	7,195	167	2,653	3,050	111	145	307	1	10	16	115
Total permanent workforce	**9,578**	**8,458**	**180**	**7,514**	**5,412**	**138**	**478**	**514**	**1**	**17**	**22**	**133**
Total contract workforce	-	-	-	-	-	-	-	-	-	-	-	-
Total workforce	**9,578**	**8,458**	**180**	**7,514**	**5,412**	**138**	**478**	**514**	**1**	**17**	**22**	**133**

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

Note:
1. Disclosing age and gender is voluntary for employees in certain geographies. Nonresponses are reflected in the "age not disclosed" and "gender not disclosed" columns
2. Attrition calculations are based on effective billable head count and not absolute head count. We consider the daily head count average for turnover numbers. As such, the sum may not match the total turnover
3. We do not track data for contractors

Band	Male	Female	Gender not disclosed
Management	29.3%	15.3%	0.3%
Technical staff	26.3%	25.1%	1.2%
Other employees	0.2%	0.1%	2.2%

Table 35: Gender group representation

Note:
1. Management category contains top, senior, and middle management
2. Technical staff are considered "associates"
3. Contractors are considered "other" employees
4. Disclosing gender is voluntary for employees. Nonresponses are reflected in the "gender not disclosed" column

Age group				Gender		
Under 30	31–50	50+	Age not disclosed	Men	Women	Gender not disclosed
45%	51.81%	3.03%	0.15%	57.09%	41.43%	1.49%

Table 36: Employee diversity

Note:

1. Disclosing age and gender is voluntary for employees. Nonresponses are reflected in the "gender not disclosed" column

Region	Men	Women	Gender not disclosed	Total
Europe	778	1,145	447	2,370
Asia Pacific	495	1,113	0	1,608
India	12,656.5	7,252.5		19,909
Latin America	774	696	1	1,471
North America	1,369	2,229		3,598
Philippines	1,380	1,769		3,149
Others	133.5	200.5	3	337

Table 37: Permanent employee turnover by gender and region

Age group				Gender		
Under 30	50	50+	Age not disclosed	Men	Women	Gender not disclosed
0	0	100%	0	64%	36%	0

Table 38: Board of directors by age and gender

Region	Percentage of employees entitled to parental leave		Number of employees that took parental leave	
	Men	Women	Men	Women
Asia Pacific	100%	100%	28	129
Europe	100%	100%	66	498
India	100%	100%	3,025	1,680
North America	100%	100%	69	119
Philippines	100%	100%	40	287
Others	100%	100%	16	35

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 with us 12 months after returning to work
2. The US, Australia, and the Philippines offer parental leave depending on employment tenure and other eligibility requirements

Category	Men	Women	Gender not disclosed	Total
Top management	95.57%	93.14%	-	95.06%
Senior management	98.80%	98.12%	-	98.61%
Middle management	99.94%	99.68%	99.65%	99.85%
Associates	99.96%	99.70%	99.75%	99.83%

Table 40: Employees receiving regular performance reviews as of December 2024

Employment contract	Employee category	Men	Women	Gender not disclosed
Permanent	Top management	21.23	22.77	74.50
	Senior management	30.01	29.45	83.32
	Middle management	56.85	55.35	57.39
	Associates	77.50	74.47	53.97
Contractors	Contractors	5.72	4.69	12.72

Table 41: Average training hours by employment level and gender

Unconscious bias	
Region	**Number of people who completed training**
Europe	2,627
Asia Pacific	943
India	28,420
Latin America	1,120
Philippines	3,516
Others	185
Total	**37,967**

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 training that year

Code of conduct training	
Region	**Number of people**
Europe	12,438
Asia Pacific	8,871
India	120,213
Latin America	6,690
North America	8,838
Philippines	12,341
Other	1,964
Total	**171,355**

Table 43: Employees trained in code of conduct

	Number of new suppliers added in 2024	Number of new suppliers added in 2024 that were screened using environmental criteria	Percentage of new suppliers that were screened using environmental criteria	Number of suppliers assessed for environmental impacts	Number of suppliers identified as having a significant, actual, and potentially negative environmental impact	Percentage of suppliers with significant actual or potential negative environmental impacts who agreed to make improvements following an assessment	Percentage of suppliers found to have significant actual or potential negative environmental impacts whose contracts were terminated following assessment
Data	1,088	950	87.32%	916	10	100%	0%

Table 44: Suppliers screened using environmental criteria

	Number of new suppliers added in 2024	Number of new suppliers added in 2024 that were screened using social criteria	Percentage of new suppliers that were screened using social criteria	Number of suppliers assessed for social impacts	Number of suppliers identified as having a significant, actual, and potentially negative social impact	Percentage of suppliers identified through assessments as having significant actual or potential negative social impacts, who agreed to make improvements	Percentage of suppliers found to have significant actual or potential negative social impacts whose relationships were terminated after assessment
Data	1,088	950	87.32%	916	9	100%	0%

Table 45: Suppliers screened using social criteria

Description	Asia Pacific	Philippines	Europe	Latin America	North America	Others	India	Total
Number of near misses/ hazard reports	-	-	-	-	-	-	-	-
Number of non-reportable injuries (permanent)	-	4	21	-	5	-	219	249
Number of non-reportable injuries (contractual)	-	1	-	-	-	-	160	161
Number of recordable injuries and work-related ill health (permanent)	5	14	8	18	2	-	5	52
Number of recordable injuries and work- related ill health (contractual)	-	-	-	-	-	-	1	1
Lost days (permanent)	177	54	167	299	6	-	174	877
Lost days (contractual)	-	-	-	-	-	-	8	8
Hours worked (permanent)	13,883,520	19,176,960	20,340,480	9,962,880	10,698,240	3,025,920	194,371,200	271,459,200
Hours worked (contractor)	664,320	337,920	612,480	359,040	846,720	113,280	4,314,240	7,248,000
Fatalities (permanent)	-	-	-	-	-	-	1	1
Fatalities (contractual)	-	-	-	-	-	-	-	-
Number of high-consequence work-related injuries, excluding fatalities (permanent)	-	-	-	-	-	-	-	-
Number of high-consequence work-related injuries, excluding fatalities (contractors)	-	-	-	-	-	-	-	-

Table 46: Number of work-related injuries and work-related ill health by region in 2024

Note:
1. The rate of high-consequence work-related injuries, recordable injuries and work-related ill health has been calculated based on 200,000 hours worked
2. Due to the nature of our work, workplace injuries and workplace-related health hazards are primarily related to ergonomics, slips, falls, and diseases which may be contracted during the course of employment.

Category	Unit	2019	2020	2021	2022	2023	2024
Fatalities (permanent and contractor)	Nos	0	0	0	0	0	1
Near misses/hazard reports	Nos	39	4	9	2	9	0
Recordable injury (permanent)	Nos	45	22	40	17	52	249
Recordable injury (contractor)	Nos	9	4	114	3	10	1
Lost days (permanent)	Nos	545	679	797	1,121	2,008	877
Lost days (contractor)	Nos	30	0	28	13	1	8
Hours worked (permanent)	Hours	12,51,25,000	14,43,70,000	21,28,14,720	22,97,10,720	24,95,98,080	271,459,200
Hours worked (contractor)	Hours	4,00,000	80,23,680	1,01,99,040	91,46,880	75,57,120	72,48,000
Rate of fatalities as a result of work-related injury (permanent)	Rate	0	0	0	0	0	1
Rate of fatalities as a result of work-related injury (contractor)	Rate	0	0	0	0	0	0
Rate of work-related injuries (permanent)	Rate	1.07	0.03	0.04	0.01	0.04	0.03
Rate of work-related injuries (contractor)	Rate	4.5	0.1	2.24	0.07	0.26	0.02
Rate of high-consequence work-related injuries, excluding fatalities (permanent)	Rate	0	0	0.01	0	0	0
Rate of high-consequence work-related injuries, excluding fatalities (contractors)	Rate	0	0	0.2	0	0	0

Table 47: Occupational health and safety trend from 2019–2024

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
3. The data shows work-related ill heath

Particulars	2021	2022	2023	2024
Revenues	4,042	4,371	4,477	4,767
Economic value generated	4,042	4,371	4,477	4,767
Economic value distributed	3,673	4,017	3,846	4,253
Operating costs	632	650	651	719
Employee wages and benefits	2,715	3,036	3,096	3,256
Payments to providers of capital	58	58	66	80
Payments to government	114	112	-29	163
Other expenses	153	161	62	35
Economic value retained	369	353	631	514

Table 48: Economic value generated, distributed, and retained ($mn)

Note:
For more details on our financial performance, please see our report on Form 10-K for the year ending December 31, 2024

ALIGNMENT TO INDEXES

92 SASB index
95 GRI content index
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Sustainability Accounting Standards Board (SASB) index

SASB code	Description	Reference section	Page No.
Environmental footprint of hardware infrastructure			
TC-SI-130a.1	(1) Total energy consumed (2) Percentage grid electricity (3) Percentage renewable	Environmental scorecard	page 69
TC-SI-130a.2	(1) Total water withdrawn (2) Total water consumed, percentage of each in regions with high or extremely high baseline water stress	Environmental scorecard	page 69
TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	Better planet	page 13
Data privacy and freedom of expression			
TC-SI-220a.1	Describe the nature, scope, and implementation of its policies and practices related to user privacy, with a specific focus on how it addresses the collection, usage, and retention of user information	Genpact maintains a global Data Privacy Policy and supporting policies and procedures to implement its commitment to privacy related to employee, client, and third-party personal information. In 2024, Genpact's Binding Corporate Rules for Processors was approved by the European Data Protection Board. Genpact's Privacy Office, staffed with employees with risk and information security backgrounds, in addition to our data protection officers and legal counsel, supports our functions and businesses with the implementation of Genpact's privacy compliance framework. Genpact has established privacy notices to inform its employees, job applicants, and so on, and has implemented internal practices related to data collection, usage, storage, and deletion for its functions and businesses. In addition, Genpact's Information Governance Policy governs the retention and purging of data that is no longer required for business purposes, consistent with applicable law. The data provided by our clients to Genpact as part of their business services is processed in accordance with the instructions and agreements with our clients	N/A
	Describe the information "life cycle" and how information-handling practices at each stage may affect individuals' privacy.	Genpact collects personal information from job applicants and independent contractors in accordance with our privacy notices and with full respect for individual rights. Our data practices are outlined in Genpact's Website Privacy Notice and Cookie Policy, which detail the types of data collected, such as those used for targeted advertising, and explain individuals' rights regarding their personal information. Data retention and deletion are carried out in accordance with our Information Governance Policy and applicable laws. Additionally, any data provided to Genpact by clients in the course of delivering business services is processed strictly based on client instructions and in line with contractual agreements	N/A
	The entity shall discuss its use of privacy impact assessments (PIAs), data protection impact assessments (DPIAs), or similar assessments	Genpact conducts PIAs and DPIAs regarding its processing activities. In relation to the data provided by our clients as part of their business services, a Privacy Risk Analysis (PRA) is conducted. Further, Genpact performs privacy risk assessments as part of the vendor assessments for onboarding/ offboarding vendors	N/A
	The scope of the disclosure includes both first- and third-party advertising	Genpact's Website Privacy Notice and Cookie Policy describe the data collected in view of targeted advertising and individuals' rights. For more information, visit genpact.com/privacy	N/A

SASB index cont.

SASB code	Description	Reference section	Page No.
Data privacy and freedom of expression cont.			
	The entity shall discuss how its policies and practices related to the privacy of user information address children's privacy, including the provisions of applicable jurisdictional children's privacy laws or regulations	Genpact's services are not directed to children. Genpact only collects information relating to children with respect to employee benefit decisions or employee childcare. The data provided by our clients as part of their business services, which may include information about children, is processed in accordance with our clients' instructions and agreements	
TC-SI-220a.2	Number of users whose information is used for secondary purposes	Genpact does not use data subjects' information 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
TC-SI-220a.4	(1) Number of unique 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-SI_230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Data security and privacy	page 65
Recruiting and managing a global, diverse, and skilled workforce			
TC-SI_330a.1	Percentage of employees that require a work visa in the country in which they are employed as of the close of the reporting period	1.07%	N/A

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 a project or in a country. In 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 attract local nationals first. After the job posting period has ended and the nonavailability of local talent is ascertained, 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	Visa applications address the risk factors by including additional evidence or information up front to avoid possible rejections. Visa adjudication is still subjective and depends on adjudicating officials. Renewal or extension is initiated in advance to mitigate risks and determine alternatives in the event of a denial. Businesses are taking the increased time-lines for work visa processes as part of the deployment or hiring of foreign nationals into account. A defined process is in place in certain countries to follow the relevant recruit-ment steps for job adverts on government agency websites and to document the unavailability of local talent when sponsoring visas for foreign nationals	N/A
	Approach to addressing any additional risks, such as implementing safeguards for data security, piracy, IP protection, and so on	Genpact has taken an enterprise-wide, location-agnostic approach to its controls on data security, such as encryption, email security, endpoint security, cloud security, monitor-ing, 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 protecting Genpact's IP as required in various international jurisdictions	N/A
TC-SI-330a.2	Employee engagement as a percentage	Employee engagement	page 37
TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for	Social scorecard	page 81-90
	(1) management		
	(2) technical staff		
	(3) all other employees		
Intellectual property protection and competitive behavior			
TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompeti-tive behavior regulations	Regulatory compliance and ethics	page 66
Managing systemic risks from technology disruptions			
TC-SI-550a.1	Number of (1) performance issues	(1) No material performance issues (2) No material service disruptions (3) No material customer downtime	N/A
	(2) service disruptions		
	(3) total customer downtime		
TC-SI-550a.2	Description of potential business risks associated with technology disruptions	There have been no business disruptions from any event at any of our delivery locations during the reporting period. Refer to "Enterprise risk management" for information on measures to address business continuity risks	Page 61

Table 49: SASB index

Global Reporting Initiative (GRI) content index

Statement of use	Genpact Limited has reported in accordance with the GRI Standards for the period January 2024 to December 2024
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

GRI standard/other source	Disclosure	Location	Omission			GRI sector standard reference number
			Requirement(s) omitted	Reason	Explanation	
General disclosures						
GRI 2: General disclosures 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 Location of headquarters: Bermuda Country of operations: Refer to our annual report on Form 10-K for the year ended December 31, 2024, Page 14, Global Delivery				
	2-2 Entities included in the organization's sustainability reporting	Refer to Exhibit 21.1 of our **annual report** on Form 10-K for the year ended December 31, 2024, page 70				
	2-3 Reporting period, frequency, and contact point	About the report, **page 107**				
	2-4 Restatements of information	NA				
	2-5 External assurance	Assurance statement, **page 116**				
	2-6 Activities, value chain, and other business relationships	Refer to our **annual report** on Form 10-K for the year ended December 31, 2024, pages 8–11				
	2-7 Employees	Social scorecard, **page 81**				
	2-8 Workers who are not employees	Social scorecard, **page 82**				
	2-9 Governance structure and composition	Governance for sustainable growth, **page 60** Sustainability governance, **page 60** Also refer to our **proxy statement**, pages 5–15 Committees of the board of directors, page 9				
	2-10 Nomination and selection of the highest governance body	Governance for sustainable growth, **page 60**				
	2-11 Chair of the highest governance body	Governance for sustainable growth, **page 60**				
	2-12 Role of the highest governance body in overseeing the management of impacts	Governance for sustainable growth, **page 60**				

GRI content index cont.

GRI standard/other source	Disclosure	Location	Omission			GRI sector standard reference number
			Requirement(s) omitted	Reason	Explanation	
General disclosures						
	2-13 Delegation of responsibility for managing impacts	Governance for sustainable growth, **page 60**				
	2-14 Role of the highest governance body in sustainability reporting	Refer to our **proxy statement**, pages 6 and 13				
	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 61**				
	2-17 Collective knowledge of the highest governance body	Sustainability governance, **page 60** Also refer to our **proxy statement**: Qualifications and experience of our director nominees, page 8 Oversight of ESG strategy and cybersecurity and data privacy risks, page 13				
	2-18 Evaluation of the performance of the highest governance body	Refer to our **proxy statement**: Committees of the board of directors, pages 9–12 Annual board, committee, and individual director evaluation process, page 13				
	2-19 Remuneration policies	Refer to our **proxy statement:** Pay for performance philosophy, pages 31–36 Annual cash bonus, pages 36–38 A list of the financial and certain nonfinancial performance metrics included in the 2023 scorecard, page 41 Compensation clawback policy, page 43 Retirement benefits, page 52 Potential payments upon termination or change of control, pages 60–61				
	2-20 Process to determine remuneration	Refer to our **proxy statement:** Shareholder engagement and feedback and responsiveness, pages 31–32 Role of consultants, page 32				
	2-21 Annual total compensation ratio	Refer to our **proxy statement**: Summary compensation, page 44 CEO pay ratio, page 62 For comparison, also refer to our 2023 **proxy statement**: Summary compensation, page 47 CEO pay ratio, page 63				

GRI content index cont.

GRI standard/other source	Disclosure	Location	Omission			GRI sector standard reference number
			Requirement(s) omitted	Reason	Explanation	
General disclosures						
	2-22 Statement on sustainable development strategy	Genpact's approach to sustainability, **page 7**				
	2-23 Policy commitments	Refer to our policies published on our **website** Also 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) Also 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 also 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 While we have not reiterated each element explicitly in the GRI report narrative, Genpact's internal policies comprehensively address all aspects required under GRI 2-23				
	2-24 Embedding policy commitments	Sustainability governance, **page 60**				
	2-25 Processes to remediate negative impacts	Human rights, **page 41** Also refer to our policies in the GRI index 2-23 Policy commitments Also refer to Section 3.4: Grievance Mechanisms in our **Human Rights Policy**, page 3				
	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 66**				
	2-28 Membership associations	Measuring our performance, **page 12**				
	2-29 Approach to stakeholder engagement	Stakeholder engagement, **page 10**				

GRI content index cont.

GRI standard/other source	Disclosure	Location	Omission			GRI sector standard reference number
			Requirement(s) omitted	Reason	Explanation	
General disclosures						
	2-30 Collective bargaining agreements	0.65% 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. The total number of employees subject to collective bargaining agreements is lower than last year because Genpact has removed employees in China who, while members of a union, are not subject to a collective bargaining agreement				
Material topics						
GRI 3: Material topics 2021	3-1 Process to determine material topics	Materiality assessment, **page 11**				
	3-2 List of material topics	Materiality assessment, **page 11** For comparison, also refer to Materiality assessment, **2023 Sustainability report**, page 13				
Economic performance						
GRI 3: Material topics 2021	3-3 Management of material topics	Refer to our **annual report** on Form 10-K, page 45 We have undertaken a double materiality assessment, evaluating both impact and financial materiality across all identified material topics. Based on this assessment, no material topics were found to pose actual or potential negative impacts				
GRI 201: Economic performance 2016	201-1 Direct economic value generated and distributed	Social scorecard, **page 19**				
	201-2 Financial implications and other risks and opportunities due to climate change	Minimizing our climate and nature-related risks, Enterprise risk management, **pages 25** and **61**				
	201-3 Defined benefit plan obligations and other retirement plans	Refer to our **annual report** on Form 10-K, Employee benefit plan, pages 108 and 109				
	201-4 Financial assistance received from government	Refer to our **annual report** on Form 10-K, page 17				

GRI content index cont.

GRI standard/other source	Disclosure	Location	Omission			GRI sector standard reference number
			Requirement(s) omitted	Reason	Explanation	
Anti-corruption						
GRI 3: Material topics 2021	3-3 Management of material topics	Regulatory compliance and ethics, page 66				
GRI 205: Anticorruption 2016	205-1 Operations assessed for risks related to corruption	Regulatory compliance and ethics, page 66				
	205-2 Communication and training about anticorruption policies and procedures	Regulatory compliance and ethics, page 66				
	205-3 Confirmed incidents of corruption and actions taken	Regulatory compliance and ethics, page 66				
Anticompetitive behavior						
GRI 3: Material topics 2021	3-3 Management of material topics	Regulatory compliance and ethics, page 66				
GRI 206: Anticompetitive behavior 2016	206-1 Legal actions for anticompetitive behavior, antitrust, and monopoly practices	Regulatory compliance and ethics, page 66				
Energy						
GRI 3: Material topics 2021	3-3 Management of material topics	Environment and climate action, page 17-20				
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Environmental scorecard, page 70-71 Also refer to Appendix II for sources of conversion factors used				
	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 72-73				
	302-4 Reduction of energy consumption	Effective use of power and renewable energy, page 70-71				
	302-5 Reductions in energy requirements of products and services	-	Yes	We're in the process of collecting this data; it will be reported in upcoming years		

GRI content index cont.

GRI standard/other source	Disclosure	Location	Omission			GRI sector standard reference number
			Requirement(s) omitted	Reason	Explanation	
Water and effluents						
GRI 3: Material topics 2021	3-3 Management of material topics	Water management, page 31				
GRI 303: Water and effluents 2018	303-1 Interactions with water as a shared resource	Water management, page 31 Mapping of water stress is done under the TCFD section, page 80 For our water-related goals and targets, refer to Sustainability goals and targets, page 15				
	303-2 Management of water discharge-related impacts	The data has been compiled using our internal tool. Refer to Harnessing AI to improve sustainability reporting section, page 29				
	303-3 Water withdrawal	Environmental scorecard, page78-80				
	303-4 Water discharge	Environmental scorecard, page78-80				
	303-5 Water consumption	Environmental scorecard, water consumption from areas with water stress (in kL), page 80				
Biodiversity						
GRI 3: Material topics 2021	3-3 Management of material topics	Sustainability targets, page 15 For more information, please refer to our Biodiversity Policy				
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to protected areas and areas of high biodiversity value outside protected areas	No owned operational sites managed in, or adjacent to protected areas and areas of high biodiversity value outside protected areas	Yes	Medium-priority topic	Urban biodiversity is a medium priority for Genpact, but we have a biodiversity action plan and will report on progress on an annual basis in our sustainability report	
	304-2 Significant impacts of activities, products, and services on biodiversity	No significant impacts of activities, products, and services on biodiversity				
	304-3 Habitats protected or restored	Habitats protection and restoration is as per local laws and national government regulations				
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	No IUCN Red List species and national conservation list species with habitats in areas affected by operations				

GRI content index cont.

GRI standard/other source	Disclosure	Location	Omission			GRI sector standard reference number
			Requirement(s) omitted	Reason	Explanation	
Emissions						
GRI 3: Material topics 2021	3-3 Management of material topics	Actions against climate change, page 16				
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Environmental scorecard, page 73-74 We have considered all GHG gases while calculating Scope 1 emissions. A consolidated approach is used to calculate emissions; operational control				
	305-2 Energy indirect (Scope 2) GHG emissions	Environmental scorecard, page 73-74				
	305-3 Other indirect (Scope 3) GHG emissions	Environmental scorecard, page 73-74				
	305-4 GHG emissions intensity	Environmental scorecard, page 75				
	305-5 Reduction of GHG emissions	Actions against climate change, page 16				
	305-6 ODS emissions	Environmental scorecard, page 75				
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Environmental scorecard, page 76				
Waste						
GRI 3: Material topics 2021	3-3 Management of material topics	Waste management, page 27-28				
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Waste management, page 27-28				
	306-2 Management of significant waste-related impacts	Waste management section, page 27-28				
	306-3 Waste generated	Environmental scorecard, page 76-77				
	306-4 Waste diverted from disposal	Waste management, page 27-28				
	306-5 Waste directed to disposal	Waste management, page 27-28				
Supplier environmental assessment						
GRI 3: Material topics 2021	3-3 Management of material topics	Supplier management, page 67				

GRI content index cont.

GRI standard/other source	Disclosure	Location	Omission			GRI sector standard reference number
			Requirement(s) omitted	Reason	Explanation	
GRI 308: Supplier environmental assessment 2016	308-1 New suppliers that were screened using environmental criteria	Supplier management, page 67 Social scorecard, page 88				
	308-2 Negative environmental impacts in the supply chain and actions taken	Supplier management, page 67 Social scorecard, page 88				
Employment						
GRI 3: Material topics 2021	3-3 Management of material topics	Better together, page 34-39 We have undertaken a double materiality assessment, evaluating both impact and financial materiality across all identified material topics. Based on this assessment, no material topics were found to pose actual or potential negative impacts				
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Social scorecard, page 83				
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Company benefits, page 38-39				
	401-3 Parental leave	Social scorecard, page 86				
Occupational health and safety						
GRI 3: Material topics 2021	3-3 Management of material topics	Our people and inclusion, page 40 Occupational health, page 40				
	403-1 Occupational health and safety management system	Occupational health, page 40 For more information, please refer to our Environment Health, Safety, and Sustainability Policy				
	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				

GRI content index cont.

GRI standard/other source	Disclosure	Location	Omission			GRI sector standard reference number
			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 88				
	403-10 Work-related ill health	Occupational health, page 89				
Training and education						
GRI 3: Material topics 2021	3-3 Management of material topics	Empowering people, advancing inclusion, page 34-35				
GRI 404: Training and education 2016	404-1 Average hours of training per year per employee	Social scorecard, page 87				
	404-2 Programs for upgrading employee skills and transition assistance programs	Training and development, page 34-35				
	404-3 Percentage of employees receiving regular performance and career development reviews	Social scorecard, page 87				
Diversity and equal opportunity						
GRI 3: Material topics 2021	3-3 Management of material topics	Fostering an inclusive culture, page 42				
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	Social scorecard, page 84-85				
	405-2 Ratio of basic salary and remuneration of women to men	Inclusion, page 42				
Nondiscrimination						
GRI 3: Material topics 2021	3-3 Management of material topics	Genpact's code of conduct, Showing respect, page 7				

GRI standard/other source	Disclosure	Location	Omission			GRI sector standard reference number
			Requirement(s) omitted	Reason	Explanation	
GRI 406: Nondiscrimination 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	Corporate social responsibility, page 48				
GRI 413: Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Corporate social responsibility, page 48				
	413-2 Operations with significant actual and potential negative impacts on local communities	Corporate social responsibility, page 48				
Supplier environmental assessment						
GRI 3: Material topics 2021	3-3 Management of material topics	Supplier management, page 67				
GRI 414: Supplier social assessment 2016	414-1 New suppliers that were screened using social criteria	Supplier management, page 67 Social scorecard, page 88				
	414-2 Negative social impacts in the supply chain and actions taken	Supplier management, page 67 Social scorecard, page 88				
Customer privacy						
GRI 3: Material topics 2021	3-3 Management of material topics	Data security and privacy, page 65				
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 50: GRI content index

Task Force on Climate-Related Financial Disclosures (TCFD) index

Particulars	Reference sections	Page number
Governance (a) Describe the board's oversight of climate-related risks and opportunities	Sustainability at Genpact	60
Governance (b) Describe management's role in assessing and managing climate-related risks and opportunities	Governance for sustainable growth	60
Strategy (a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term	Minimizing our climate-related risks	60
Strategy (b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning	Minimizing our climate-related risks	60
Strategy (c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario	Minimizing our climate-related risks	60
Risk management (a) Describe the organization's processes for identifying and assessing climate-related risks	Minimizing our climate-related risks	61
Risk management (b) Describe the organization's processes for managing climate-related risks	Minimizing our climate-related risks	61
Risk management (c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management	Minimizing our climate-related risks	61
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	14
Metrics and targets (b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks	Better planet	14
Metrics and targets (c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets	Sustainability highlights in 2024	5

Table 51: TCFD index

ABOUT THE REPORT

About the report

The Genpact 2024 Sustainability Report is the eleventh sustainability report published by Genpact Limited (together with its subsidiaries, "Genpact" or the "Company"). We currently follow an annual reporting cycle.

The report has been developed in accordance with the GRI Universal Standards 2021 (see GRI content index on page 95). In addition to the GRI Standards, the Company has also aligned its disclosures with the following globally recognized frameworks and standards:

01

SASB: Sustainability Accounting Standards Board – Software and IT Services Standard (see SASB index on page 91).

02

IFRS S2: International Financial Reporting Standards – climate-related disclosures

03

TNFD: Taskforce on Nature-related Financial Disclosures

These additional frameworks have been considered to provide a more comprehensive view of Genpact's sustainability performance and risk management approach.

This report was published on **September 9 2025.**

Scope and boundary

The report focuses on the activities undertaken by our delivery centers and offices across the world. The reporting boundary for HR indicators encompasses our global operations, including in regions such as Asia Pacific, Europe, India, Latin America, North America, and the Philippines. 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. Many 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 ESG issues from January 1, 2024, to December 31, 2024. The material topics have been identified by reviewing global and sector trends, our key risks and opportunities, and stakeholder engagement. The report aims to provide insights into our ESG strategy and how it helps us create value for our stakeholders – employees, clients, supply chain partners, investors, and wider communities. The data published in the report has been collected and compiled by individual locations using 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 112). 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, 2024, are available in our **annual report** on Form 10-K filed with the SEC on March 3, 2025.

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 Engagements 3000 (Revised) – limited assurance criteria. Other reports and information pertaining to the Company can be accessed at **genpact.com**. Questions about the report or about sustainability at Genpact can be sent to **sustainability@genpact.com**.

APPENDICES

110 Appendix I
Impact boundary of material topics

112 Appendix II
Emission and other conversion factors

114 Appendix III
Alignment to UN Sustainable Development Goals

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
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, and 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 and 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

Impact boundary of material topics cont.

Material topic	Associated GRI and SASB disclosures	Stakeholders impacted
Supplier diversity and resilience		Suppliers
Responsible AI		Employees and 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 52: Impact boundary of material topics

Appendix II

Emission and other conversion factors

Emission source	Factor	Source
Diesel, NCV (TJ/Gg)	43	GHG protocol (Cross Sector Tool 2017)
Density of diesel (kg/L)	0.84	GHG protocol (Cross Sector Tool 2017)
LPG, NCV (TJ/Gg)	47.3	IPCC 2006
Diesel (kg CO2/L) – stationary combustion	2.51	DEFRA 2024
LPG, emission factor (kg CO2/kg LPG)	1.56	DEFRA 2024
Other sources (DG)	0.268	DEFRA 2024
Natural gas (100% mineral blend) gross CV	0.18449	DEFRA 2024
Natural gas (100% mineral blend) cubic meters	2.06318	DEFRA 2024
Diesel (kg CO2/L) – transport	2.51279	DEFRA 2024
PNG	2.04542	DEFRA 2024
Global warming potential (GWP) – R22	1760	DEFRA 2024
GWP – R123	79	DEFRA 2024
GWP – R134A	1,300	DEFRA 2024
GWP – R410A	1,924	DEFRA 2024
GWP – R407C	1,624	DEFRA 2024
GWP – R32	677	DEFRA 2024
GWP – CO2	1	DEFRA 2024
Grid electricity emission factor (India) (kg CO2/kWh)	0.727	Central Electricity Authority, 2024
Grid electricity emission factor (US) (kg CO2/kWh)	0.3507	International Energy Agency (IEA)
Grid electricity emission factor (UK) (kg CO2/kWh)	0.1999	International Energy Agency (IEA)

Emission source	Factor	Source
Grid electricity emission factor (Romania) (kg CO2/kWh)	0.2655	International Energy Agency (IEA)
Grid electricity emission factor (Hungary) (kg CO2/kWh)	0.1835	International Energy Agency (IEA)
Grid electricity emission factor (Poland) (kg CO2/kWh)	0.627	International Energy Agency (IEA)
Grid electricity emission factor (Philippines) (kg CO2/kWh)	0.7074	International Energy Agency (IEA)
Grid electricity emission factor (Brazil) (kg CO2/kWh)	0.0744	International Energy Agency (IEA)
Grid electricity emission factor (Costa Rica) (kg CO2/kWh)	0.281	International Energy Agency (IEA)
Grid electricity emission factor (Guatemala) (kg CO2/kWh)	0.2939	International Energy Agency (IEA)
Grid electricity emission factor (Mexico) (kg CO2/kWh)	0.4222	International Energy Agency (IEA)
Grid electricity emission factor (Australia) (kg CO2/kWh)	0.6087	International Energy Agency (IEA)
Grid electricity emission factor (Malaysia) (kg CO2/kWh)	0.6179	International Energy Agency (IEA)
Grid electricity emission factor (China) (kg CO2/kWh)	0.594	International Energy Agency (IEA)
Grid electricity emission factor (Japan) (kg CO2/kWh)	0.4551	International Energy Agency (IEA)
Grid electricity emission factor (Egypt) (kg CO2/kWh)	0.4029	International Energy Agency (IEA)
Grid electricity emission factor (Netherlands) (kg CO2/kWh)	0.2884	International Energy Agency (IEA)
Grid electricity emission factor (Scotland) (kg CO2/kWh)	0.1999	International Energy Agency (IEA)
Grid electricity emission factor (Spain) (kg CO2/kWh)	0.1672	International Energy Agency (IEA)
T&D emission factors for Scope 3 (FERA) (India) (kg CO2/kWh)	0.1364	International Energy Agency (IEA)
T&D emission factors for Scope 3 (FERA) (US) (kg CO2/kWh)	0.0213	International Energy Agency (IEA)
T&D emission factors for Scope 3 (FERA) (UK) (kg CO2/kWh)	0.016	International Energy Agency (IEA)
T&D emission factors for Scope 3 (FERA) (Romania) (kg CO2/kWh)	0.0267	International Energy Agency (IEA)

Emission and other conversion factors cont.

Emission source	Factor	Source
T&D emission factors for Scope 3 (FERA) (Hungary) (kg CO2/kWh)	0.0108	International Energy Agency (IEA)
T&D emission factors for Scope 3 (FERA) (Poland) (kg CO2/kWh)	0.0331	International Energy Agency (IEA)
T&D emission factors for Scope 3 (FERA) (Philippines) (kg CO2/kWh)	0.0724	International Energy Agency (IEA)
T&D emission factors for Scope 3 (FERA) (Brazil) (kg CO2/kWh)	0.0216	International Energy Agency (IEA)
T&D emission factors for Scope 3 (FERA) (Costa Rica) (kg CO2/kWh)	0.0002	International Energy Agency (IEA)
T&D emission factors for Scope 3 (FERA) (Guatemala) (kg CO2/kWh)	0.0357	International Energy Agency (IEA)
T&D emission factors for Scope 3 (FERA) (Mexico) (kg CO2/kWh)	0.0458	International Energy Agency (IEA)
T&D emission factors for Scope 3 (FERA) (Australia) (kg CO2/kWh)	0.0324	International Energy Agency (IEA)
T&D emission factors for Scope 3 (FERA) (Malaysia) (kg CO2/kWh)	0.0441	International Energy Agency (IEA)
T&D emission factors for Scope 3 (FERA) (China) (kg CO2/kWh)	0.0248	International Energy Agency (IEA)
T&D emission factors for Scope 3 (FERA) (Japan) (kg CO2/kWh)	0.0227	International Energy Agency (IEA)
T&D emission factors for Scope 3 (FERA) (Egypt) (kg CO2/kWh)	0.0715	International Energy Agency (IEA)
T&D emission factors for Scope 3 (FERA) (Netherlands) (kg CO2/kWh)	0.0107	International Energy Agency (IEA)
T&D emission factors for Scope 3 (FERA) (Scotland) (kg CO2/kWh)	0.016	International Energy Agency (IEA)
T&D emission factors for Scope 3 (FERA) (Spain) (kg CO2/kWh)	0.0143	International Energy Agency (IEA)
Upstream life cycle emission factors for Scope 3 (FERA) (India) (kg CO2/kWh)	0.1266	International Energy Agency (IEA)
Upstream life cycle emission factors for Scope 3 (FERA) (US) (kg CO2/kWh)	0.0668	International Energy Agency (IEA)
Upstream life cycle emission factors for Scope 3 (FERA) (UK) (kg CO2/kWh)	0.039	International Energy Agency (IEA)
Upstream life cycle emission factors for Scope 3 (FERA) (Romania) (kg CO2/kWh)	0.0497	International Energy Agency (IEA)
Upstream life cycle emission factors for Scope 3 (FERA) (Hungary) (kg CO2/kWh)	0.0439	International Energy Agency (IEA)

Emission source	Factor	Source
Upstream life cycle emission factors for Scope 3 (FERA) (Poland) (kg CO2/kWh)	0.1316	International Energy Agency (IEA)
Upstream life cycle emission factors for Scope 3 (FERA) (Philippines) (kg CO2/kWh)	0.1247	International Energy Agency (IEA)
Upstream life cycle emission factors for Scope 3 (FERA) (Brazil) (kg CO2/kWh)	0.022	International Energy Agency (IEA)
Upstream life cycle emission factors for Scope 3 (FERA) (Costa Rica) (kg CO2/kWh)	0.0094	International Energy Agency (IEA)
Upstream life cycle emission factors for Scope 3 (FERA) (Guatemala) (kg CO2/kWh)	0.0746	International Energy Agency (IEA)
Upstream life cycle emission factors for Scope 3 (FERA) (Mexico) (kg CO2/kWh)	0.0872	International Energy Agency (IEA)
Upstream life cycle emission factors for Scope 3 (FERA) (Australia) (kg CO2/kWh)	0.1091	International Energy Agency (IEA)
Upstream life cycle emission factors for Scope 3 (FERA) (Malaysia) (kg CO2/kWh)	0.1119	International Energy Agency (IEA)
Upstream life cycle emission factors for Scope 3 (FERA) (China) (kg CO2/kWh)	0.0989	International Energy Agency (IEA)
Upstream life cycle emission factors for Scope 3 (FERA) (Japan) (kg CO2/kWh)	0.0875	International Energy Agency (IEA)
Upstream life cycle emission factors for Scope 3 (FERA) (Egypt) (kg CO2/kWh)	0.0796	International Energy Agency (IEA)
Upstream life cycle emission factors for Scope 3 (FERA) (Netherlands) (kg CO2/kWh)	0.0523	International Energy Agency (IEA)
Upstream life cycle emission factors for Scope 3 (FERA) (Scotland) (kg CO2/kWh)	0.039	International Energy Agency (IEA)
Upstream life cycle emission factors for Scope 3 (FERA) (Spain) (kg CO2/kWh)	0.0404	International Energy Agency (IEA)

Table 53: Emission sources

Appendix III

Alignment to UN Sustainable Development Goals

SDG statement	SDG alignment	SDG targets that Genpact contributes to	Reference section
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

SDG statement	SDG alignment	SDG targets that Genpact contributes to	Reference section
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
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

Alignment to UN Sustainable Development Goals cont.

SDG statement		SDG alignment	SDG targets that Genpact contributes to	Reference section
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
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

SDG statement		SDG alignment	SDG targets that Genpact contributes to	Reference section
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
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 sustainable development	Direct	17.11 17.16	Better communities Better business Better planet

Table 54: SDG references

Note:

1. See all 17 SDGs here

ASSURANCE STATEMENT

Assurance statement

to the Management of Genpact India Private Limited

Genpact India Private Limited (Corporate Identity Number U73100DL2005PTC307363), hereafter mention as 'Genpact' or 'the Company') has commissioned DNV Business Assurance India Private Limited ("DNV"," us" or "we") to conduct an independent assurance of its non-financial sustainability disclosures in its Sustainability Report for Calendar Year(CY) 2024 (hereafter referred as 'Report').

Scope of Work and Boundary

The agreed scope of work is a Limited Level of assurance of non-financial sustainability disclosures in the Report for the reporting period 01/01/2024 to 31/12/2024. The reported topic boundaries of non-financial performance are based on the materiality assessment covering Genpact's operations as brought out in the section 'About the report', of the report.

The reporting and assurance boundary covers the performance of Genpact's operations across all global locations that fall under the direct operational control of the Company's Legal structure.

Reporting Criteria and Standards

The disclosures have been prepared by Genpact:

- in accordance with requirements of Global Reporting Initiative (GRI) standards 2021
- with reference to IFRS S2: International Financial Reporting Standards – Climate-related Disclosures
- with reference to TNFD: Taskforce on Nature-related Financial Disclosures
- in accordance with Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard.

Assurance Methodology/ Standard

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

Our competence, and Independence

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

This engagement work was carried out by an independent team of sustainability assurance professionals. During the reporting period i.e CY 2024, DNV, to the best of its knowledge, was not involved in any non-audit/non-assurance work with the Company and its Group entities which could lead to any Conflict of Interest. DNV was not involved in the preparation of any statements or data included in the Report except for this Assurance Statement. DNV maintains complete impartiality toward stakeholders interviewed during the assurance process.

Basis of our conclusion

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

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

- Verification of the consolidated reported performance disclosures in context to the Principle of Completeness as per VeriSustain™ Protocol, V6.0 for limited level of assurance for the disclosure.

Our Conclusion:

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

Principles as per DNV VeriSustainTM Protocol (V6.0):

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

2. 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.

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. *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's management teams and process owners at the Corporate Office and sampled sites within the boundary of the Report were found to be fairly accurate and reliable. Some of the data inaccuracies identified in the report during the verification process were found to be attributable to transcription, interpretation, and aggregation errors. These data inaccuracies have been communicated for correction and the related disclosures were reviewed post correction.
Nothing has come to our attention to believe that the Report does not meet the principle of Reliability and Accuracy.

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's performance during the reporting period in a neutral tone in terms of content and presentation, while considering the overall macroeconomic and industry environment.
Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Neutrality.

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

Assurance statement cont.

DNV

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

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

Responsibility of the Company

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 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.

DNV's Responsibility

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

Use and distribution of Assurance statement

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

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

Inherent Limitations

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

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

For DNV Business Assurance India Private Limited,

Panda, Tapan Kumar — Digitally signed by Panda, Tapan Kumar Date: 2025.08.06 12:38:57 +05'30'	Sharma, Anjana — Digitally signed by Sharma, Anjana Date: 2025.08.06 16:37:26 +05'30'
Tapan Kumar Panda Lead Verifier .	Anjana Sharma Assurance Reviewer

Assurance Team- Suraiya Rahman, Goutam Banik, Himanshu Babbar, Poorna Chander Maratha

06/08/2025, Bangalore, India

DNV

Annexure I

Disclosures assured for Limited level of assurance:

- GRI 2: General Disclosures 2021
- GRI 3: Material Topics 2021– 3-1, 3-2
- 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 Behavior 2016- 206-1
- GRI 302: Energy 2016 – 302-1, 302-3, 302-4
- GRI 303: Water and Effluents 2018 – 303-1,303-2,303-3,303-4, 303-5
- GRI 305: Emissions 2016 – 305-1*, 305-2**, 305-3***, 305-4, 305-5,305-6,305-7
- GRI 306: Waste 2020 – 306-1, 306-2, 306-3,306-4,306-5
- GRI308: 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 ,403-6,403-7,403-8,403-9,403-10
- GRI 404: Training and Education 2016 – 404-1,404-2,404-3
- GRI 405: Diversity and Equal Opportunity 2016 – 405-1, 405-2
- GRI 406: Non-discrimination 2016 – 406-1
- GRI 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

**Calculation of Scope 1 GHG emissions are based on conversion factors, emission factors considered in 2006 IPCC Guidelines for National Greenhouse Gas Inventories, IPCC sixth assessment report, The UK Department for Environment, Food and Rural Affairs (Defra) 2024 and GHG protocol cross sector emission factors.*

***Scope 2 GHG emissions for Indian operations are calculated based on emission factors in Central Electricity Authority, Govt. of India (CEA Version_20.0): Grid Emission Factors - Weighted Average Emission Rate (Incl RES), including cross-border electricity transfers which is 0.727 kgCO2 per kWh. Scope 2 GHG emissions for USA and other global operations are calculated based on emission factors based on the International Energy Agency (IEA).*

****Calculation of Scope 3 GHG emissions are calculated based on emission factors considered in The UK Department for Environment, Food and Rural Affairs (Defra), US Environments Protection Agency (EPA), and International Energy Agency (IEA).*

Annexure II - Sites selected for audit

S.no	Site	Location
1.	Corporate Office	Delhi NCR- Phase V
2.	India offices (onsite audits)	Maharashtra- Pharmalink Consulting, Mumbai West Bengal- Imagine Tech Park, Kolkata Rajasthan- JLN Jaipur Delhi NCR- CMIT Noida Karnataka- Surya Park Bangalore Telangana-Hafeez pet, Uppal, Hyderabad
4.	International Sites (remote audit)	Malaysia- Kuala Lampur Philippines - Vector Romania- HERMES Business Park, Bucharest

genpact

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Genpact (NYSE: G) is an agentic and advanced technology solutions company. We leverage process intelligence and artificial intelligence to deliver measurable outcomes. With a strong partner ecosystem and decades of client trust, we provide innovative solutions that transform how businesses run. Powered by a team with an active learning mindset and client centricity at its core, we deliver lasting value for the world's leading enterprises.

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