genpact | on it

Powering Progress. Together.

Sustainability report 2025

Contents

Our sustainability overview

Message from our CEO 03

Sustainability highlights in 2025 04

Genpact at a glance 05

Genpact's approach to sustainability 06

Double materiality assessment 07

Stakeholder engagement 14

Measuring our performance 16

Awards and recognition 17

Progress for the planet 18

Action against climate change 19

Progress for all 37

Empowering people, advancing inclusion 38

Progress with community 56

Corporate social responsibility 57

Progress for business 63

Client excellence 64

Progress you can trust 69

Sustainability governance 70

Sustainability scorecards 78

Alignment to indexes 104

Sustainability Accounting Standards Board index 105

Global Reporting Initiative content index 108

Task Force on Climate-Related Financial Disclosures index 119

About the report 120

Appendices 122

Impact boundary of material topics 123

Emission and other conversion factors 125

Alignment to UN Sustainable Development Goals 127

Assurance statements 129

Message from our CEO

How we grow is as important as what we build.

At Genpact, we recognize that how we operate, serve our clients, and build resilience has an impact beyond our business. This shapes how we raise the bar for ourselves and every community we touch. As an agentic leader, we hold ourselves to high standards as we apply advanced technology solutions responsibly and at scale.

I'm proud of the meaningful strides we made in progressing our sustainability journey in 2025.

We have not only advanced but exceeded many of our near-term targets. We reduced Scope 1 emissions by 43%, Scope 2 by 26%, and Scope 3 by 13%. Our share of renewables in global energy usage more than doubled, rising from 23% to over 40%, and our emissions intensity per employee dropped by 31%. These results reflect our disciplined growth.

Having a positive impact on the communities in which we operate is embedded in our approach. Our volunteer efforts have reached more than 32.2 million lives worldwide, and our teams completed 12.5 million training hours in 2025 alone, a direct investment in our people and the work they do.

We firmly believe that diverse perspectives lead to stronger solutions for our clients and unlock the full potential of our people. We continue to invest in our next generation of leaders through initiatives such as our Women's Leadership Program, now entering its fourth cohort, Pay it Forward, and structured leadership journeys that build capability across stages, from emerging leaders to senior executives.

Today, women make up 42% of our global workforce, reflecting our commitment to equitable representation at scale while complying with all applicable local laws. Inclusivity and integrity are operating principles that guide us in building a global organization that endures.

We are proud that our commitment to accountability is being recognized. The Carbon Disclosure Project awarded us an A rating for climate change disclosure, and Sustainalytics named us an ESG Industry Top Rated company for the fourth consecutive year. Forbes recognized us on the World's Best Employers list for the fourth year running and Ethisphere honored us as one of the World's Most Ethical Companies for an eighth year in a row. Avtar inducted us into its Hall of Fame for Best Companies for Women.

Sustainability progress, like any progress, is earned inside the work. That's how we approach it: in our own operations, in our clients' businesses, and in the communities where our people live and work. Genpact's decades of context-rich process intelligence sets us apart: we understand how organizations actually work, where inefficiencies live, and how to make them more effective – for every client, in every operation. Our shift to agentic operations is itself a sustainability story: doing more with less, faster, and with greater accountability at the last mile.

Sustainability is not a program we run. It is how we run. Thank you to every Genpact employee, client, and partner for the momentum we built together this year.

Balkrishan "BK" Kalra

President and Chief Executive Officer, Genpact

Sustainability highlights in 2025

As we work to improve inclusion, deepen our corporate social responsibility (CSR) programs, and reduce our environmental footprint, we delivered some major achievements and milestones in 2025:[1]

40%
renewable energy usage, increased from **23%**

43%
reduction in Scope 1 emissions and **26%** drop in Scope 2

13%
reduction in Scope 3 emissions

31%
cut in emissions intensity per person (tCO2e/FTE)

42%
of full-time employees were women

12.5
million training hours completed

116,449
CSR volunteers with **69,274** unique volunteers

32.2
million lives impacted by CSR activities[2]

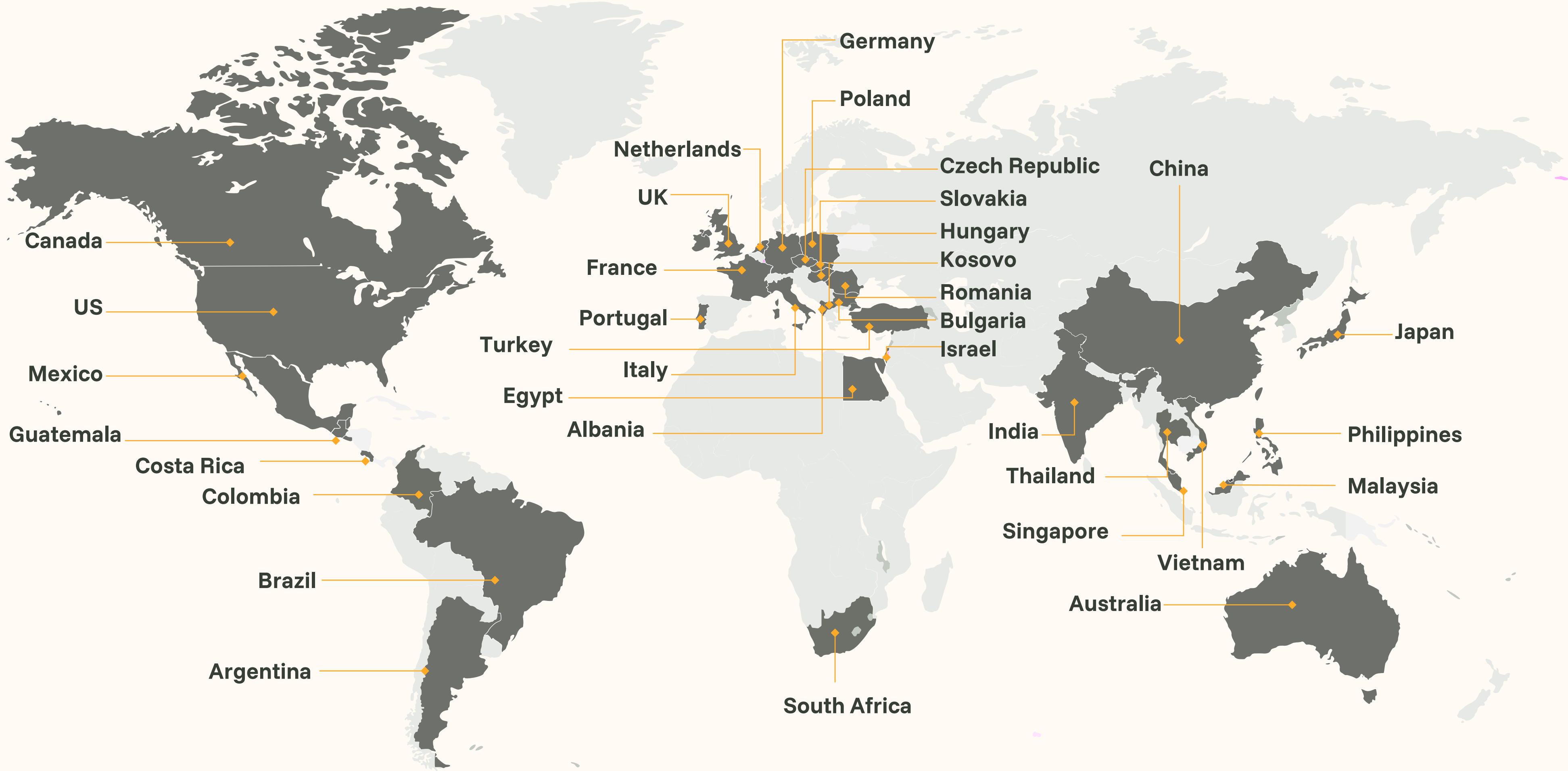
[1] Percentage changes are against 2024 sustainability performance
[2] Our impact number represents CSR activities from 2025. It also includes the cumulative impact of our Better World Initiative program, which ran from 2016–25

Genpact at a glance

Genpact (NYSE: G) is an agentic and advanced technology solutions company. We run mission-critical operations for the world's leading enterprises, build and deploy the AI, data, and technology systems that power those operations, and embed our agentic products into the enterprise platforms our clients already use.

Through our Agentic Operations approach, we combine AI agents, data, workflows, and human oversight to deliver measurable outcomes across finance and risk, supply chain, and core operations in banking and insurance, among others.

Built on decades of process intelligence that compounds with every transaction, every exception, every client, we measure, govern, and own the outcomes we deliver through the last mile. That's what it means to be *on it*. And we are on it because we have always been *in it*.



100+ delivery centers across more than 25 countries	**800+** global clients	**140k+** employees across **35+** countries

Figure 1: Genpact's global presence

Genpact's approach to sustainability

Powering progress. Together.

Everything we do builds momentum. With our technology and talent, we deliver growth for our clients, create meaningful careers for our colleagues, and make our communities stronger and environment greener.

We're in the work. We power progress.

Progress doesn't happen at a distance or alone. It happens inside operations, bringing AI and context-rich expertise into the work itself – both, for our clients and in our own ways of working.

We use AI to accelerate sustainability, delivering better insights, improving decision accuracy, and increasing productivity to enable more sustainable choices and measurable outcomes.

In the ecosystem. In it together.

Progress depends on shared responsibility – across our people, clients, communities, and partners. Together, we turn sustainability ambition into measurable impact expanding access to opportunity, regenerating the planet, and strengthening entire ecosystems.

In the outcomes

We view sustainability through five strategic lenses:

- **Progress for the planet:** Reducing our environmental impact through energy management, green infrastructure, water stewardship, and waste reduction
- **Progress for all:** Building an inclusive culture and equal opportunity for all employees
- **Progress with community:** Supporting our communities by improving health, education, and the environment, and democratizing access to opportunity
- **Progress for business:** Innovating and collaborating with clients to achieve their goals and accelerate their sustainability journeys
- **Progress you can trust:** Maintaining strong governance practices that create value for all our stakeholders

Read on to understand how we progressed against each of these focus areas in 2025.

Because we power progress. Together.

AI in sustainability

Just as we use artificial intelligence to improve our clients' operations, AI plays a critical role in our sustainability work.

With AI, we have automated data collection, minimized manual data submission, and introduced a data validation process to prevent inaccuracies in our reporting. We're also piloting a more versatile reporting tool, building on our lessons learned.

Double materiality assessment

In 2025, we built on our 2023 double materiality assessment to create a significantly more detailed approach.

Our previous review focused primarily on Genpact's outward impact on the environment and society. In 2025, we also integrated a comprehensive outside-in perspective. We assessed how material sustainability topics can have an actual or potential financial impact on our business operations and affect our performance, market position, and future growth (see our materiality matrix in figure 3).

Using the assessment, we can integrate sustainability more tightly into our core decision-making and business strategy, enterprise risk management (ERM), and sustainability initiatives.

How we assess materiality

Genpact reviews its materiality matrix every two years to stay aligned with evolving business priorities, stakeholder expectations, and the external operating environment. We review the materiality assessment process and findings through our governance framework. This involves oversight at the highest level – which includes our board and executive committees – to validate the strategic relevance of each topic and how we integrate them into decision-making.

We assess the financial impact by evaluating the implications of material climate-related risks and opportunities for relevant sustainability issues. For all other topics, we do a qualitative assessment based on current sustainability practices, the existing and evolving regulatory landscape, and broader industry trends.

Regulatory alignment and assessment dimensions

The evolution of our approach reflects our commitment to aligning with global regulatory frameworks, including the European Sustainability Reporting Standards, the International Financial Reporting Standards (IFRS S1), and other relevant frameworks.

Our double materiality assessment framework considers sustainability topics across two complementary dimensions:

- **Impact materiality (inside-out)**
  Genpact's actual and potential impact on the economy, environment, and society
- **Financial materiality (outside-in)**
  How sustainability factors influence financial performance, enterprise value, and long-term resilience, including risks and opportunities

Using a structured, five-step approach, we maintain rigor, transparency, and alignment with leading global practices:

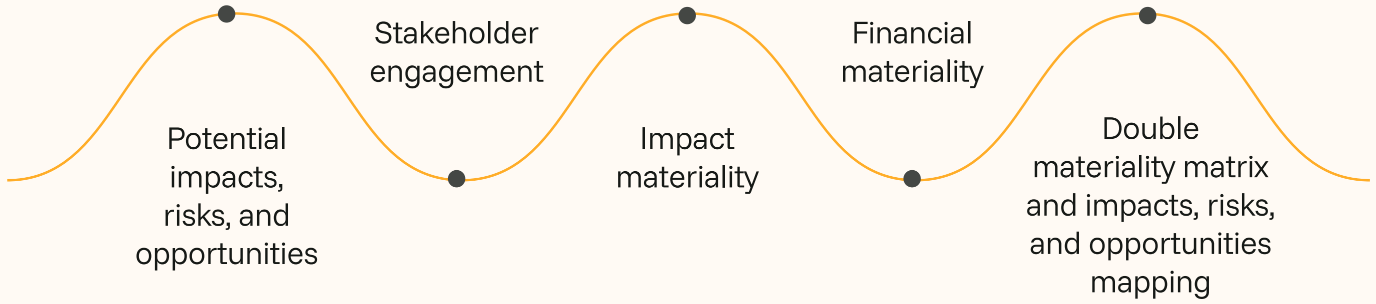


Figure 2: Genpact's double materiality assessment approach

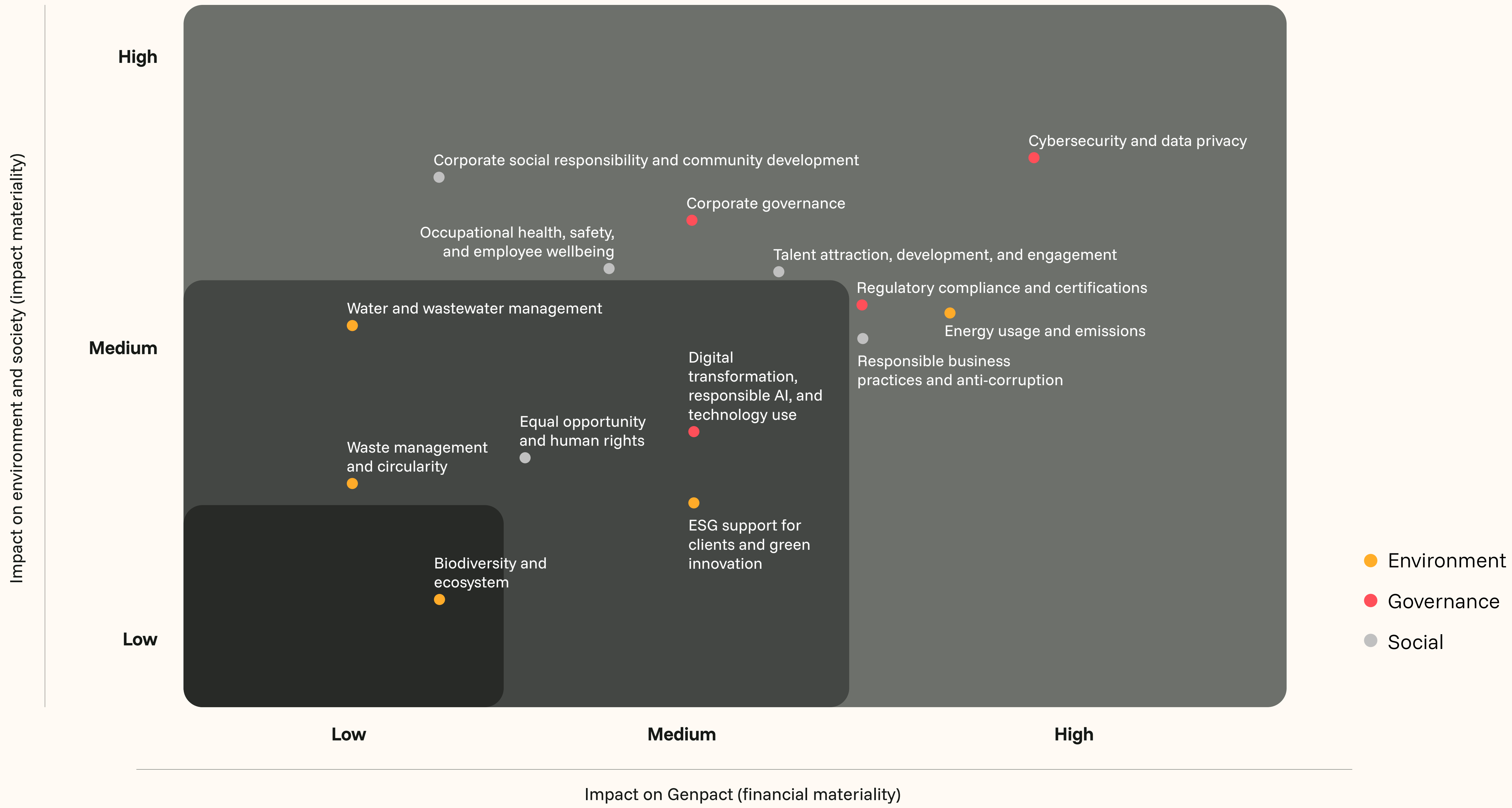


Figure 3: Genpact's double materiality matrix

Material topic	Impact, risk, opportunity		Value chain stage	Relevance to impact, risks, and opportunities	UN SDG alignment
	Primary driver	Secondary driver			
Cybersecurity and data privacy	Risk	Impact	Operations and downstream	Protecting sensitive client and business data is critical to Genpact's service delivery, regulatory compliance, and stakeholder trust. It is integral to our operations and client interactions due to the sensitive client and stakeholder information we manage. Cybersecurity failures may result in financial, legal, and reputational impact.	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
Corporate governance	Risk		Entire value chain	We embed strong governance, ethical conduct, and responsible practices across our value chain to strengthen stakeholder trust and business relationships. Gaps in governance may create legal, regulatory, reputational, and financial risks, while strong governance and anti-corruption practices support business continuity, investor confidence, and long-term financial stability. Our robust corporate governance practices strengthen the overall sustainability strategy. It is overseen by our nominating and governance committee and informed by stakeholder feedback. Governance supports our sustainability initiatives and helps deliver long-term value to stakeholders.	5 GENDER EQUALITY 8 DECENT WORK AND ECONOMIC GROWTH 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 10 REDUCED INEQUALITIES 13 CLIMATE ACTION
Talent attraction, development, and engagement	Risk	Opportunity	Operations	Talent attraction, development, and engagement are critical to delivering high-quality services, as talent gaps or low engagement can affect our productivity, service delivery, and client satisfaction. At the same time, our workforce investments support innovation, culture, performance, client outcomes, and overall financial performance. Our initiatives, such as TalentMatch, support this commitment by matching employees' skills and aspirations with existing and future opportunities.	4 QUALITY EDUCATION 8 DECENT WORK AND ECONOMIC GROWTH

Table 1: Material topics: Impact, risk, and opportunity and SDG mapping

Material topic	Impact, risk, opportunity		Value chain stage	Relevance to impact, risks, and opportunities	UN SDG alignment
	Primary driver	Secondary driver			
Energy usage and emissions	Impact	Risk	Operations and downstream	Our energy use and greenhouse gas (GHG) emissions come primarily from our offices and digital infrastructure. Reducing emissions supports our net-zero commitments, manages the risks from transitioning to greener energy, improves operational efficiency, and strengthens stakeholder confidence. It also creates opportunities for revenue growth as demand for sustainability services increases.	
Occupational health, safety, and employee wellbeing	Impact	Risk	Operations (workforce)	Genpact's occupational health, safety, and wellbeing practices impact employees by helping provide a safe and healthy work environment that supports physical and mental wellbeing, emergency preparedness, and overall workforce resilience. Gaps in effective management could lead to operational disruptions, absenteeism, and reputational risks.	
Corporate social responsibility and community development	Impact		Operations (workforce)	Our CSR and community development initiatives strengthen employee engagement, organizational culture, and our broader social footprint. By contributing to community development and social causes, we enhance employee morale, support inclusive growth, and strengthen relationships across our communities.	

Table 1: Material topics: Impact, risk, and opportunity and SDG mapping (continued)

Material topic	Impact, risk, opportunity		Value chain stage	Relevance to impact, risks, and opportunities	UN SDG alignment
	Primary driver	Secondary driver			
Regulatory compliance and certifications	Risk		Entire value chain	Regulatory compliance and certifications are key risk areas for Genpact, as evolving laws and industry standards directly influence our operations across the value chain. Gaps in compliance or certifications may lead to legal penalties, operational disruptions, and reduced client trust. Proactive compliance management helps protect our reputation and support business continuity. We have received recognized certifications to strengthen our business practices, including ISO 14001 (environmental management), ISO 45001 (occupational health and safety), and ISO 27001 (information security), among others.	8 DECENT WORK AND ECONOMIC GROWTH 12 RESPONSIBLE CONSUMPTION AND PRODUCTIO 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Responsible business practices and anti-corruption	Risk	Opportunity	Entire value chain	Ethical standards, compliance, and transparency are critical to maintaining stable operations, strong partnerships, and stakeholder trust as gaps may lead to legal, regulatory, operational, and reputational risks. By strengthening responsible business practices, we improve operational resilience, enhance client confidence, support market access, and foster long-term business growth. Our ISO 22301:2019-aligned business continuity management system supports enterprise and operational resilience by minimizing risks, managing disruptions, and maintaining the continuity of critical client services. We test our business continuity plans (BCP) annually.	8 DECENT WORK AND ECONOMIC GROWTH 12 RESPONSIBLE CONSUMPTION AND PRODUCTIO 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Digital transformation, responsible AI, and technology use	Opportunity	Risk	Operations and downstream	Responsible adoption of AI and digital technologies enhances our efficiency, innovation, and client outcomes. Inadequate governance may result in ethical, regulatory, and data-related risks for Genpact. We develop and use digital and AI technologies responsibly, integrating ethical principles such as transparency, bias mitigation, privacy, and security into every stage of the solution lifecycle.	8 DECENT WORK AND ECONOMIC GROWTH 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 10 REDUCED INEQUALITIES 16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Table 1: Material topics: Impact, risk, and opportunity and SDG mapping (continued)

Material topic	Impact, risk, opportunity		Value chain stage	Relevance to impact, risks, and opportunities	UN SDG alignment
	Primary driver	Secondary driver			
ESG support for clients and green innovation	Opportunity		Downstream	Clients are looking for partners to help meet their sustainability goals and fulfill regulatory compliance. Our Sustainability Services offer ESG support and green innovation, drawing on our analytics, AI, and process optimization capabilities. We deliver sustainability-aligned solutions, strengthen client relationships, expand sustainability-focused offerings, and drive long-term revenue growth.	8 DECENT WORK AND ECONOMIC GROWTH 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 12 RESPONSIBLE CONSUMPTION AND PRODUCTIO 13 CLIMATE ACTION 17 PARTNERSHIPS FOR THE GOALS
Water and wastewater management	Impact	Risk	Operations	Genpact's water usage is mostly linked to our office campuses and facility operations around the world. Inefficient water use or wastewater discharge could contribute to local resource stress, particularly in water-scarce regions. To address this, we have achieved zero liquid discharge at our owned sites and continue to focus on water conservation by reducing, reusing, and recycling water and running rainwater harvesting initiatives.	6 CLEAN WATER AND SANITATION 12 RESPONSIBLE CONSUMPTION AND PRODUCTIO 13 CLIMATE ACTION 14 LIFE BELOW WATER
Equal opportunity and human rights	Impact	Risk	Operations (communities)	We promote equal opportunity and uphold human rights across our operations and supply chain through globally aligned policies, responsible supplier practices, ongoing risk monitoring, and the provision of trusted channels for raising and addressing concerns. Initiatives such as our employee resource groups, inclusion-focused learning, and leadership programs support employee engagement and wellbeing in accordance with applicable laws. Gaps in these areas may create reputational, legal, and operational risks.	5 GENDER EQUALITY 8 DECENT WORK AND ECONOMIC GROWTH 10 REDUCED INEQUALITIES

Table 1: Material topics: Impact, risk, and opportunity and SDG mapping (continued)

Material topic	Impact, risk, opportunity		Value chain stage	Relevance to impact, risks, and opportunities	UN SDG alignment
	Primary driver	Secondary driver			
Waste management and circularity	Impact		Upstream (IT suppliers) and operations	Genpact's waste primarily comes from our office operations and how we manage our IT equipment, including e-waste, which directly impacts the environment and circularity. We have adopted waste and water recycling initiatives and expanded efforts to eliminate single-use plastics by also including packaging materials from suppliers and food vendors.	
Biodiversity and ecosystem	Risk		Downstream	While direct impact from biodiversity and ecosystem risks are limited, evolving regulations and stakeholder expectations may influence client priorities and certain engagements. Our dependencies and impact are primarily related to air emissions, land use, and freshwater consumption. We manage associated low-level risks through measures such as renewable energy adoption, rainwater harvesting, sustainable landscaping, and resource-efficiency initiatives.	

Table 1: Material topics: Impact, risk, and opportunity and SDG mapping (continued)

Stakeholder engagement

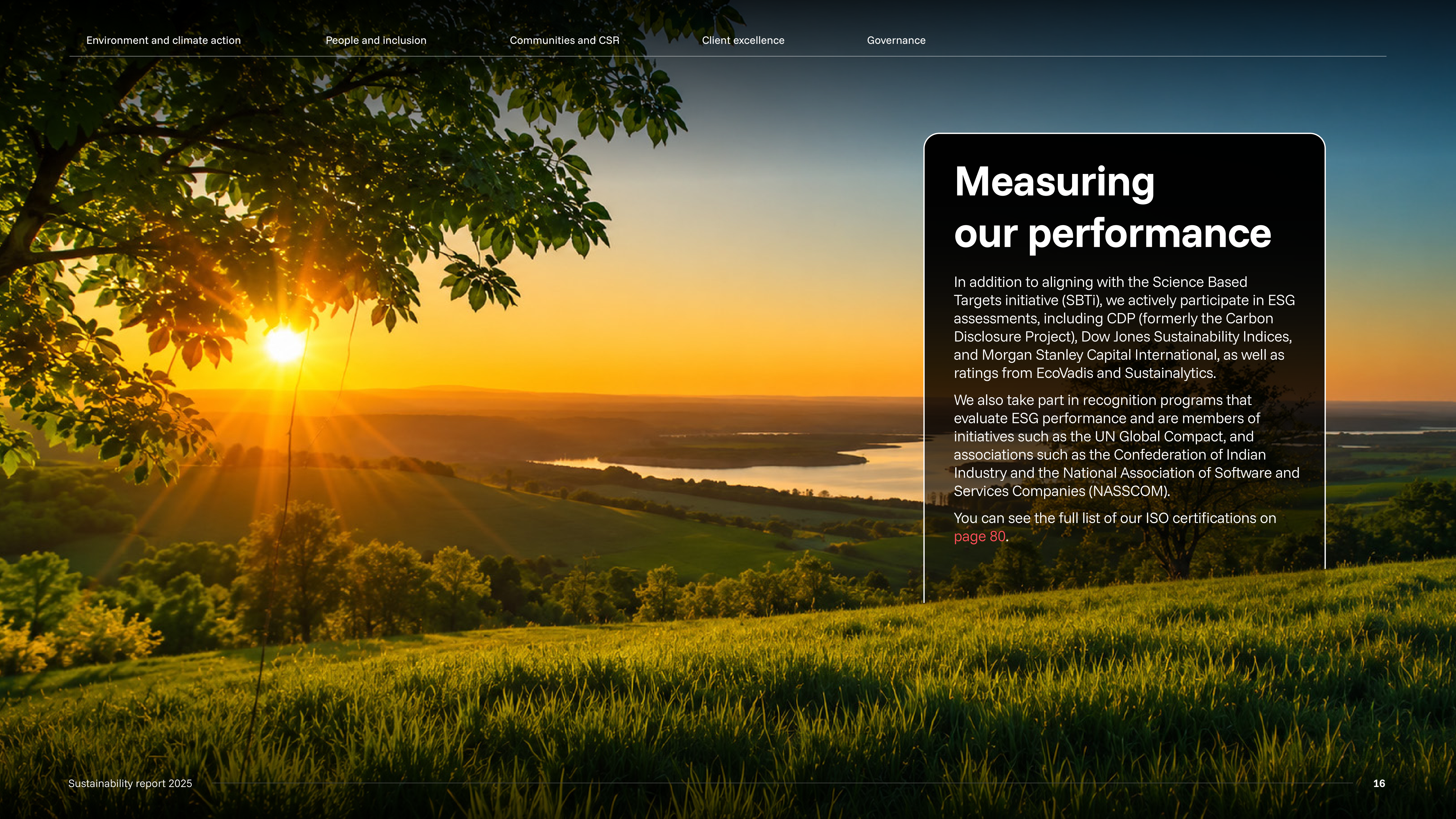
We work closely with the people who benefit from our sustainability efforts and those who help drive them. As we progress toward our goals, we make sure we understand their needs, share updates, encourage input, and – where needed – adjust our objectives.

Stakeholders	Alignment with material topics	Needs and expectations	How we engage
Employees	• Equal opportunity and human rights • Talent attraction, development, and engagement • Occupational health, safety, and employee wellbeing	• 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 opportunities • Training and development programs • Speak Up program • Inclusion programs
Clients	• ESG support for clients and green innovation • Cybersecurity and data privacy • Digital transformation, responsible AI, and technology use • Responsible business practices	• Seamless service delivery • Innovation • Fair and competitive pricing • A sustainable, ethical business	• Net Promoter Score Plus (NPS+) survey for process owners (biannually) and senior client stakeholders (annually) • Regular governance meetings between Genpact and client organizations • Ongoing programs, reporting, and monitoring of sustainability efforts and governance
Investors	• Corporate governance and anti-corruption (business ethics and responsible conduct) • Regulatory compliance and certifications • Responsible business practices	• Sustained financial performance • Regular dividends • Ethical business practices and good corporate governance • Risk mitigation • Integration of sustainability practices 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

Table 2: Stakeholder engagement and alignment with material topics

Stakeholders	Alignment with material topics	Needs and expectations	How we engage
Suppliers	• Responsible business practices • Equal opportunity and human rights • Regulatory compliance and certifications • Waste management and circularity	• 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	• Corporate social responsibility • Biodiversity and ecosystem • Energy usage and emissions • Equal opportunity and human rights • Water and wastewater management • Waste management and circularity	• Economic, social, and environmental improvements	• Employee volunteering activities • Initiatives with NGOs, including efforts to strengthen processes
Academic institutions	• Equal opportunity and human rights • ESG support for clients and green innovation • Corporate social responsibility	• We offer campus recruits: – Equal opportunity – Training and development – Fair remuneration	• Campus recruitment
Government and regulatory bodies	• Regulatory compliance and certifications • Corporate governance and anti-corruption (business ethics and responsible conduct) • Responsible business practices • Cybersecurity and data privacy	• 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 • Paying taxes • Complying with all relevant laws and regulations
Industry bodies	• ESG support for clients and green innovation • Corporate governance and anti-corruption (business ethics and responsible conduct) • Regulatory compliance and certifications	• Innovation • Advocacy and collaboration	• Online questionnaires • Conferences

Table 2: Stakeholder engagement and alignment with material topics (continued)



Measuring our performance

In addition to aligning with the Science Based Targets initiative (SBTi), we actively participate in ESG assessments, including CDP (formerly the Carbon Disclosure Project), Dow Jones Sustainability Indices, and Morgan Stanley Capital International, as well as ratings from EcoVadis and Sustainalytics.

We also take part in recognition programs that evaluate ESG performance and are members of initiatives such as the UN Global Compact, and associations such as the Confederation of Indian Industry and the National Association of Software and Services Companies (NASSCOM).

You can see the full list of our ISO certifications on page 80.

Awards and recognition

We're powering progress toward our sustainability goals and are proud of the awards that celebrate the impact we made in 2025.

Progress for the planet and with community

- Industry, ESG Top Rated, Sustainalytics
- Silver rating for Global Sustainability Performance, EcoVadis
- ESG winner, Golden Peacock Global Awards
- A rating for Reporting on Climate Change Disclosures, CDP
- Named in the World's Most Sustainable Companies list, TIME
- Runner-up for Community Impact, Duty of Care Awards, International SOS Foundation

Progress for all

- Named in World's Best Employers list (fifth consecutive year), Forbes
- Named in America's Best Employers for Women list, Forbes
- Recognized as one of America's Greatest Workplaces for Parents and Families, Newsweek
- Won eight awards, Human Capital Management Excellence Awards, Brandon Hall Group
- Recognized for Career Development, Skill Development, and Mentorship in the Women Empowerment Awards, Federation of Indian Chambers of Commerce and Industry
- Inducted into the Hall of Fame for Best Companies for Women in India, Avtar and Seramount

Progress for business

- Named in the World's Most Ethical Companies (for the eighth year), Ethisphere Institute
- One of the World's Best Management Consulting Firms, Forbes
- Recognized as one of America's Best Mid-Size Companies, TIME

Progress for the **planet**

Action against climate change

21 Our net-zero strategy

22 Progress against our sustainability goals

23 Smarter use of power and renewable energy

26 Green infrastructure

27 Biodiversity protection

28 Minimizing our climate- and nature-related risks

33 Waste management

36 Water management

Action against climate change

Genpact's environmental sustainability strategy includes a range of initiatives to reduce emissions, conserve water, manage waste, and improve biodiversity, such as quantifying and monitoring our progress to stay on track. Our 2050 net-zero target for emissions reduction along with our greenhouse-gas commitments has been validated by the SBTi.

We follow the frameworks and regulatory requirements developed by groups and forums such as COP29, the UN Global Compact, CDP, and SBTi. We also comply with Streamlined Energy and Carbon Reporting in the UK, we are prepared for updates to European Sustainability Reporting Standards and climate disclosures required by the state of California, and are monitoring new regulations in the countries we operate in.

40%
of total energy consumption met through renewable sources, up from 23% in 2024

12,907 GJ
of total energy savings[3]

9%
reduction in energy intensity per person (GJ/FTE)

31,697 tCO_2e
operational emissions footprint, reflecting a 28% reduction in Scope 1 and Scope 2 emissions compared to 2024

48,993 kL
of water replenished through rainwater harvesting, supporting aquifer recharge processes and local water resilience

46%
of water withdrawn was recycled, maintaining strong water circularity despite an increase in overall water demand

Figure 4: Environmental highlights[4]

We are on track to achieve our 2032 Scope 1 and 2 emissions reduction target of 69.5%, having already reduced our operational emissions by 67% since 2019. In 2025, we also cut our Scope 3 emissions by 13% thanks to an increase in the volume and accuracy of supplier-specific data.

SDGs impacted[5]

- 6 Clean water and sanitation
- 7 Affordable and clean energy
- 9 Industry, innovation and infrastructure
- 11 Sustainable cities and communities
- 12 Responsible consumption and production
- 13 Climate action
- 14 Life below water
- 15 Life on land
- 17 Partnerships for the goals

[3] Energy savings represent the cumulative savings delivered through initiatives implemented in 2024 and 2025, including initiatives from the previous year that continued to deliver value in 2025
[4] All comparative figures in this section are measured against 2024 performance, unless otherwise stated
[5] See Appendix III: Alignment to the UN Sustainable Development Goals

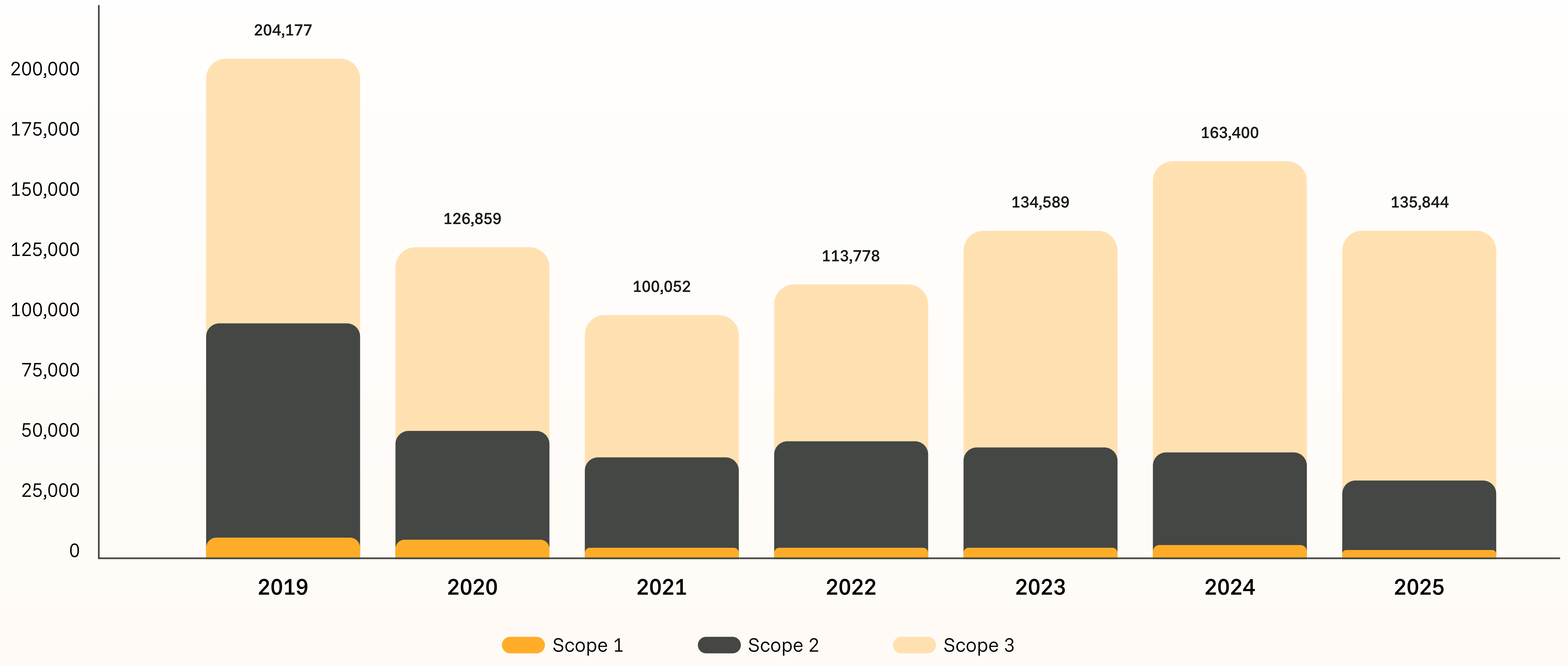


Figure 5: Global emissions 2019-25

Our net-zero strategy

SCIENCE BASED TARGETS
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

The SBTi validation of our net-zero strategy is a cornerstone of our environmental work as we build a future where both the planet and business can thrive.

Our net-zero strategy to reduce Scope 1, 2, and 3 emissions rests on the following key elements:

Energy efficiency

Eliminating inefficiencies in energy-intensive assets across our operations:

- Upgrading heating, ventilation, and air-conditioning (HVAC), cooling, uninterruptible power supplies (UPS), and related infrastructure
- Using preventive maintenance and usage optimization to reduce energy intensity

Process optimization

Improving how we purchase, manage, and consume electricity:

- Reducing demand by rationalizing consumption and restructuring connections
- Tightening operational controls and electricity management practices

Clean energy transition

Accelerating the shift toward cleaner and renewable energy:

- Expanding renewable and solar-based energy adoption
- Exploring renewable procurement mechanisms such as power purchase agreements, green tariffs, and purchased green energy
- Supporting onsite clean energy adoption through solar-based applications where feasible

Supply chain decarbonization

Reducing value-chain emissions through supplier engagement, procurement, travel, transport, and circularity measures:

- Screening vendors to assess emissions performance and support lower-carbon supplier selection
- Integrating carbon considerations into procurement processes to prioritize low-emission partners
- Increasing the use of collaboration tools to reduce business-travel-related emissions
- Exploring lower-emission transport options for employees' commute and mobility
- Promoting circularity in supplier practices by encouraging recycling, waste management, and the increased use of recycled materials across our vendor partners

Progress against our sustainability goals

Through our materiality assessment process, we identified energy use and emissions, waste management, water and wastewater management, and supplier management as priority sustainability topics. We've embedded these areas into our sustainability strategy along with defined targets, governance mechanisms, and performance-monitoring processes.

We also pinpointed waste management and supplier management as key areas to sharpen our focus on circularity, responsible sourcing, and sustainable value chain practices.

Our performance shows how we're powering progress across our sustainability priorities.

For a complete view of performance against our short and long-term sustainability commitments, go to page 79.

Measure	2025 goal	2025 performance	2032 goal[6]
Emissions	Reduce Scope 1 and 2 emissions by **31%**	**Exceeded 2025 goal:** 67% reduction in Scope 1 and 2 emissions	Reduce Scope 1 and 2 emissions by **69.5%**
	Reduce Scope 3 emissions by **25%**	4% decrease in Scope 3 emissions	Reduce Scope 3 emissions by **54.6%**
Renewable energy	**25%** renewable energy	**Achieved 2025 goal** and **exceeded 2032 target:** 40% of energy use is now renewable	**35%** renewable energy
External liquid discharge	**Zero** liquid discharge at owned sites	**Achieved 2025 goal**	**10%** water positivity
Waste	**100%** scrap recycling in India extended to other Genpact locations	**Achieved 2025 goal** for scrap recycling and expanded to the UK, Romania, and Philippines **Exceeded 2032 goal** by reducing waste to landfill by 97%	Reduce waste to landfill by **75%**[7] Have an active recycled-waste-to-build program to minimize overall waste to landfill – targeting TRUE certification for Genpact-owned sites[8]
Biodiversity impact assessment	Assess owned and single-tenant sites. Implement the suite of biodiversity action plans at owned sites	**Achieved 2025 goal**	Identify and reduce our impact on biodiversity across the company's supply chain
Supplier assessment	Adopt a tool-based approach to assess our supply chain vendors on sustainability factors	**Achieved 2025 goal**	Use internal carbon pricing, sustainability ratings for supplier ratings, and other methods to improve purchase decisions and reduce Scope 3 emissions

Table 3: Our performance against goals

[6] Targets are measured against 2019 as the base year
[7] Target is measured against 2023 as the base year because waste to landfill was not reported in 2019
[8] Run by Green Business Certification, Inc, the Total Resource Use and Efficiency (TRUE) is a zero-waste certification program dedicated to measuring, improving, and recognizing zero-waste performance

Smarter use of power and renewable energy

A core element of our net-zero strategy is to make more efficient use of energy and to take full advantage of renewable power sources. We've made significant progress since we began our renewable energy journey in 2016 with 2025 marking our biggest jump in adoption, increasing from 23% to 40% in just one year.

To make sure we keep pushing ahead, we run energy audits through third parties to find new ways to reduce the power our buildings and data centers consume, which accounts for most of our energy use. All our offices are certified under ISO 50001.

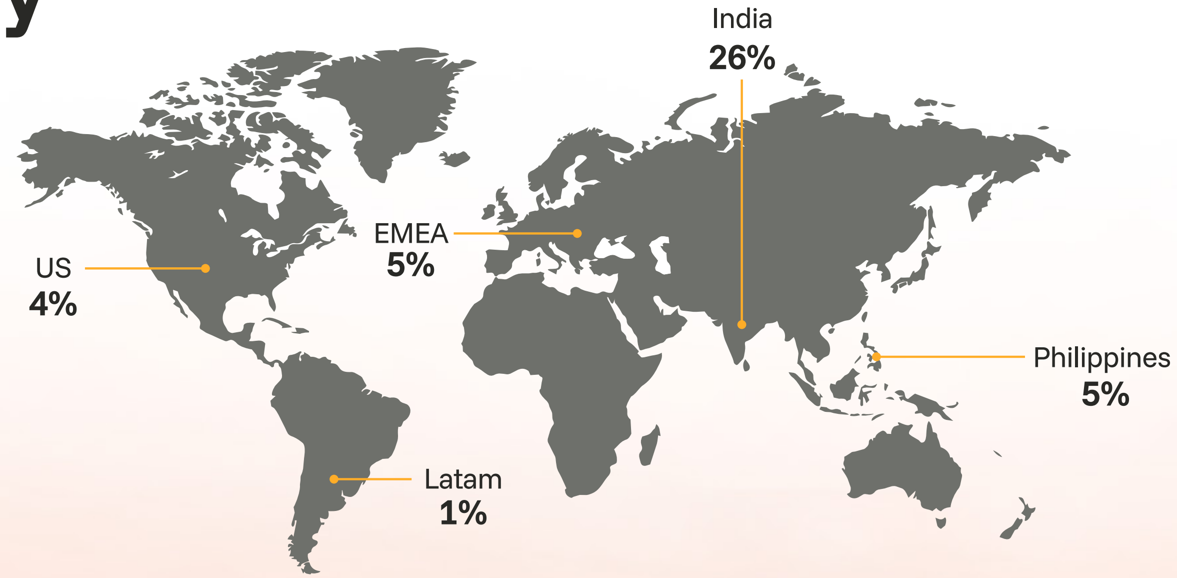
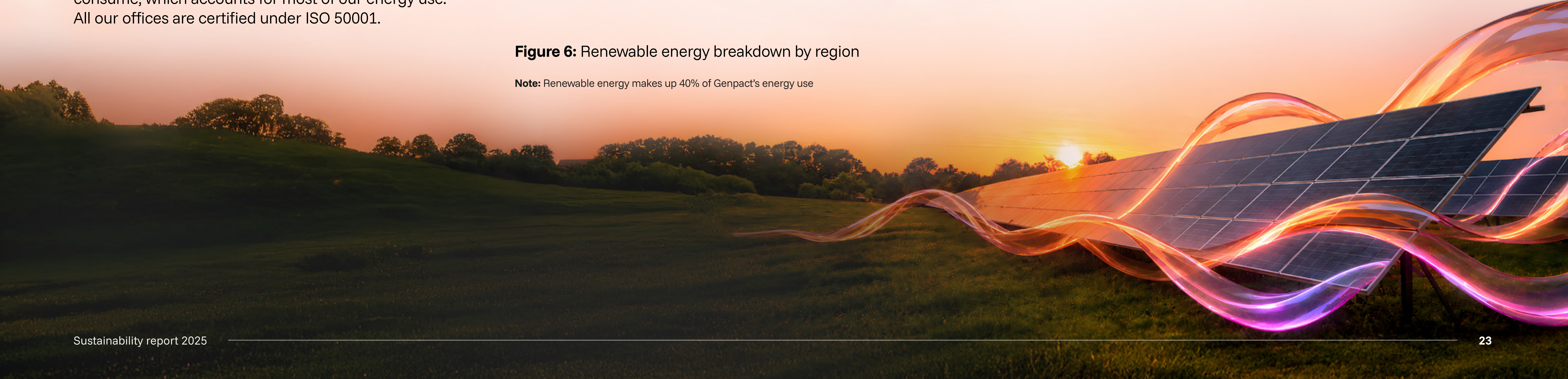


Figure 6: Renewable energy breakdown by region

Note: Renewable energy makes up 40% of Genpact's energy use

Renewable energy source	% GJ
Purchased green energy	32
Power purchase agreements	7
Solar photovoltaic	1

Table 4: Sources of renewable energy



In 2025, we launched a series of energy-conservation and emission-reduction initiatives to advance our sustainability journey.

Our audits and analysis of energy-consumption data identified opportunities to improve our HVAC systems, power infrastructure, and operational practices that enhanced overall energy efficiency and lowered emissions.

Site	Renewable energy as a percentage of total energy use in 2025
Heredia, Costa Rica (purchase of green electricity)	100%
Krakow, Poland (purchase of green electricity)	100%
Katowice, Poland (purchase of green electricity)	100%
Gurugram, Plot 22, India (on-site solar PV)	3%

Table 5: Genpact sites adopting renewable energy in 2025

Figure 7: Solar panels at Surya Park, Bengaluru

Some of our most impactful 2025 initiatives included:

- Reducing electricity contracted demand across Gurugram (Phase V and Plot-22 buildings), Noida (Stellar, Assotech), and Pune EON
- Replacing packaged air conditioner units with variable refrigerant volume/split air conditioning systems in server and UPS rooms across Gurugram (Phase V), Noida (CMIT), and Jaipur, saving **263,400 kWh** of energy
- Participating in Earth Hour across all locations for two hours, saving **120,000 kWh** of energy
- Replacing the 160 tons of refrigeration (TR) air-cooled screw chiller at Bengaluru (Surya Park), saving **23,700 kWh** of energy
- Removing the static transfer switch from the floor UPS circuit at Noida (Assotech), saving **65,800 kWh** of energy
- Descaling air-handling unit coils at Hyderabad (Uppal, Hafeezpet), saving **170,000 kWh** of energy
- Activating variable frequency drives (VFDs) in secondary HVAC pumps at Hyderabad (Hafeezpet) to improve how we manage chilled water circulation based on cooling demand, saving **58,000 kWh** of energy
- Rationalizing UPS systems across workstations, servers, and emergency lighting at Gurugram (Phase V, Plot-22), Noida (Stellar, Assotech, SEZ), and Imagine Tech Park, saving **430,000 kWh** of energy
- Installing solar streetlights across sites in India, saving **64,709 kWh** of energy

Together, these initiatives generated annual energy savings of **1,195,609 kWh**, reducing emissions and driving sustainability.

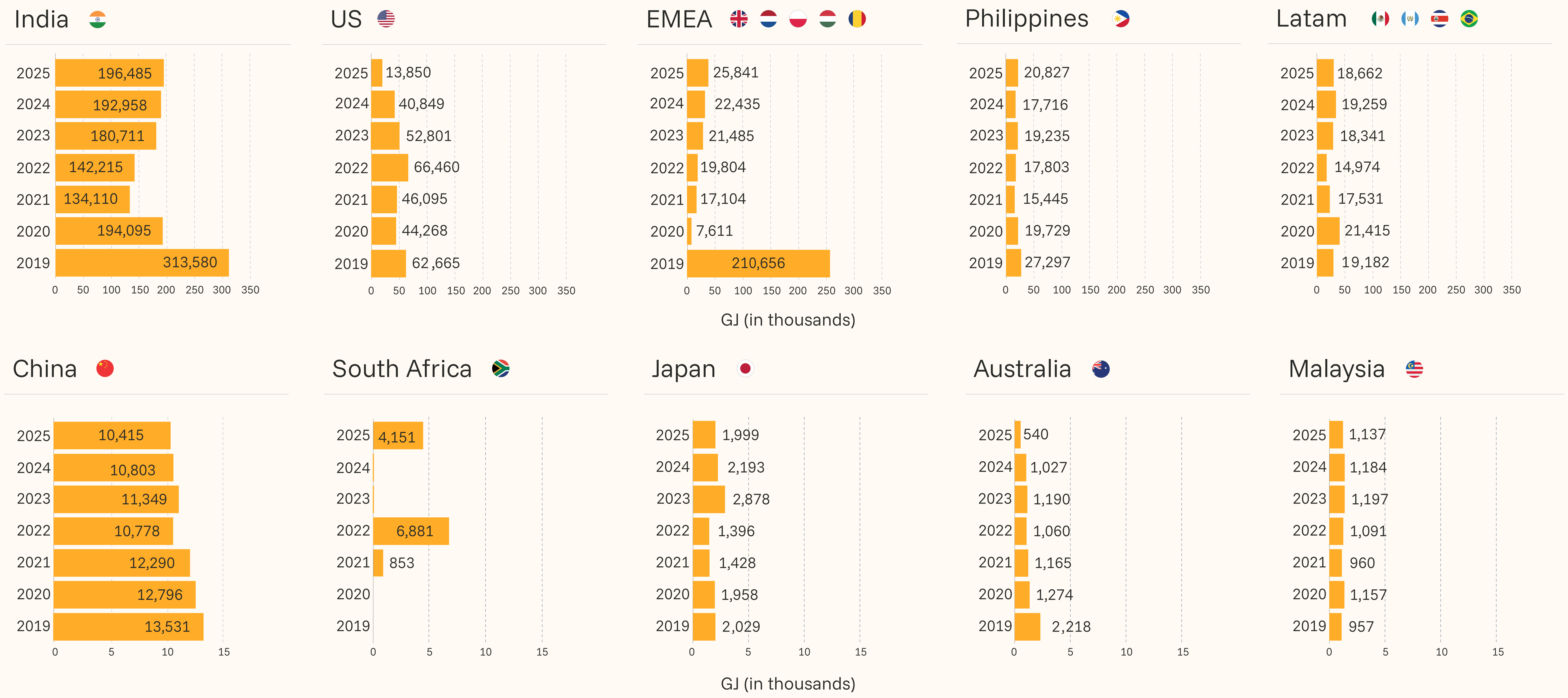


Figure 8: Global energy consumption (GJ)

Note: We closed our operations in South Africa in 2023 and reinitiated them in 2025

Green infrastructure

For our owned sites and buildings where we are the sole tenant, we have not only retained our green certifications but also expanded our green infrastructure to new sites. And for the buildings we lease, we prioritize sustainability, especially energy efficiency, when making decisions on new spaces for Genpact.

All new sites must 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).

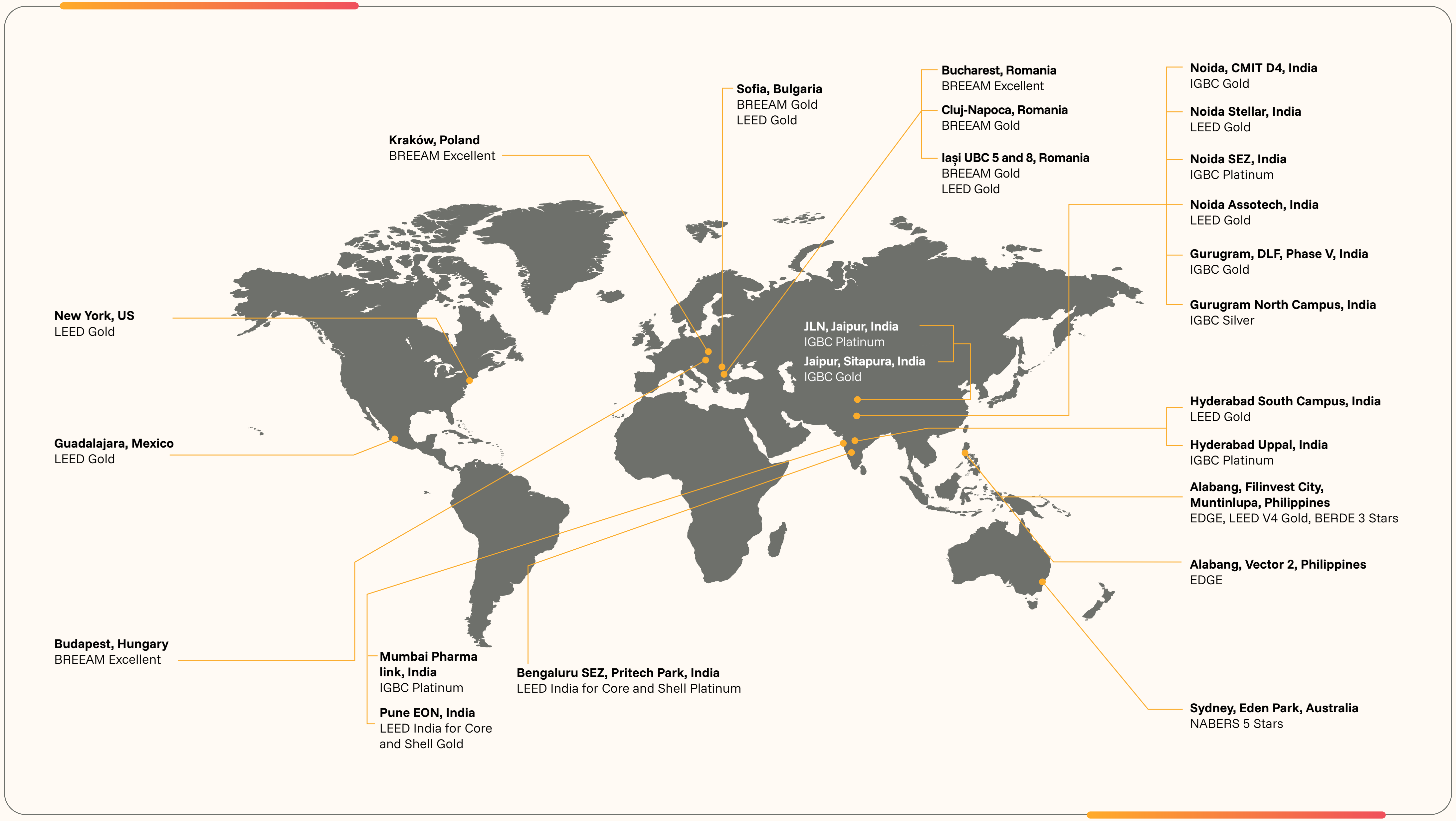


Figure 9: Genpact sites that are green-certified

Biodiversity protection

Our biodiversity activities aim to preserve the world's natural ecosystems, promote environmental responsibility, and contribute to a healthier planet.

And thanks to the enthusiasm of our employees, our sustainability programs are strengthening their local environments and communities and amplifying the long-term impact we can make together.

Supporting local biodiversity with afforestation

Since 2011, we have planted more than 242,546 trees around the world, including **52,178 saplings in 2025.** During this same period in India alone, we have created the potential to offset ~23,385 metric tons (MT) of carbon dioxide emissions.

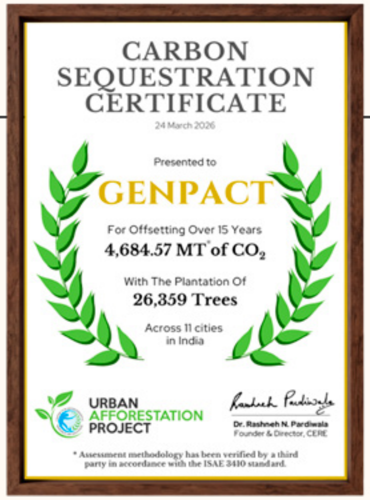


Figure 10: Carbon sequestration certificate for trees planted in India

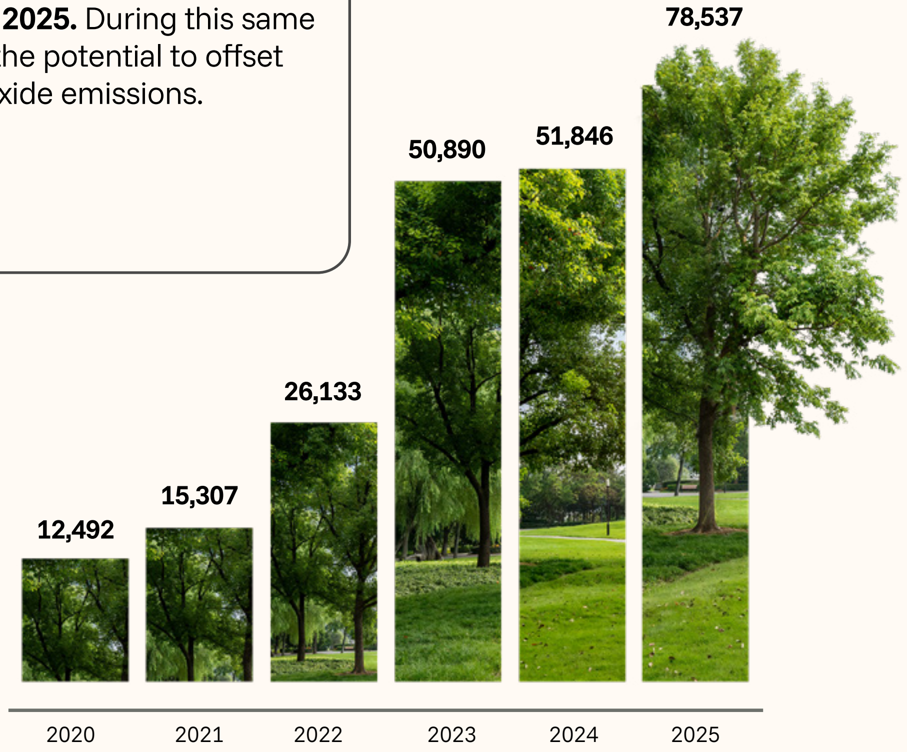


Figure 11: Global tree planting at Genpact

Hydroponics for food and health

Imagine growing vibrant, healthy plants without any soil. That's hydroponics – a highly sustainable farming method where plants thrive in nutrient-rich water solutions instead of in the earth.

In 2025, we expanded our initiative from the Gurugram office in India to include Noida, too. Within a 45-day harvesting cycle, we consistently grow around 150 kilograms (kg) of vegetables, including lettuce varieties, such as romaine and butterhead, and herbs, such as coriander and mint. We distribute the harvested crops among our employees.

While hydroponics gives us organically grown crops, it also uses up to 90% less water than conventional farming, takes up minimal space, attracts fewer pests, and provides year-round crops that also clean the air indoors.

Figure 12: Growing vegetables with hydroponics

Minimizing our climate- and nature-related risks

We have identified the short, medium, and long-term climate- and nature-related risks and opportunities that align with the IFRS S2 Foundation framework. This improves decision-making, strategy, and financial planning.

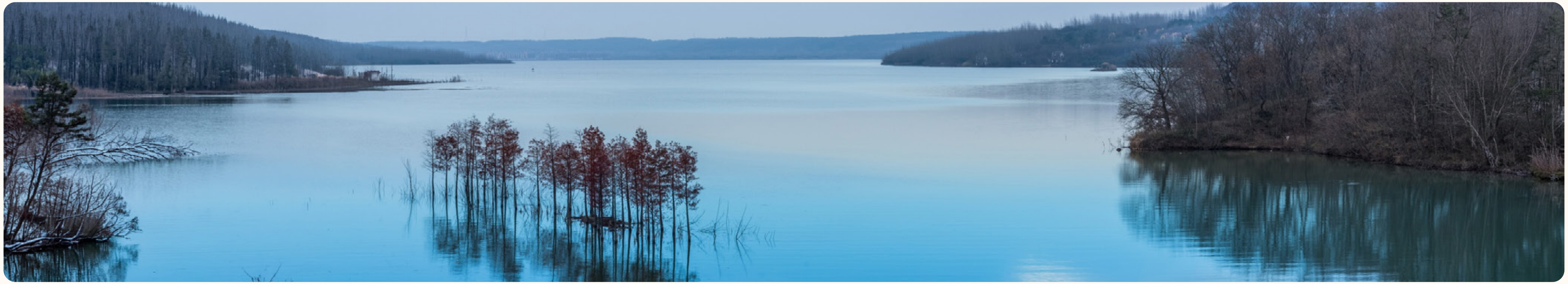
Our risk management strategy considers various time frames by addressing immediate impacts while planning for uncertain outcomes in the medium and long term. We build the evaluation of physical and transition-related climate risks into our underwriting and investment decisions.

In line with IFRS S2 and the Task Force on Climate-Related Financial Disclosures (TCFD) recommendations, we considered low emissions (SSP1-RCP2.6) and high emissions (SSP5-RCP8.5) for our climate change scenario analysis.

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
Climate-related risks and opportunities	0–2 years	3–5 years	6 or more years
Nature-related risks and opportunities	1–2 years	2–5 years	5–25 years

Table 6: Duration of climate- and nature-related risks and opportunities



Climate-related risks and opportunities

Key climate-related physical risks

Risk category	Risk type	Associated material topic	Time horizon	Business impact	Response to risk
Chronic physical	Water scarcity	Water and wastewater management	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	Occupational health, safety, and wellbeing	Medium – long	Employee absenteeism, revenue losses, increased electricity costs, and power disruptions	• Infrastructure modifications, installing plenums, and separating cold and hot aisles in data centers • Lower energy consumption, maintenance and repair costs, and health-insurance premiums
Chronic physical	Rising sea levels	Biodiversity and ecosystem	Long	May increase long-term disruption to transportation routes, affecting employee access to offices and the delivery of critical IT equipment. It could also impact employee health, safety, and wellbeing where commutes become impassable or homes are chronically affected by flooding, while increasing risks to coastal facilities, including data centres, from prolonged inundation and power disruptions.	• Relocating data centers inland • Investing in flood protection measures and developing contingency plans
Acute physical	Floods	Biodiversity and ecosystem	Short	Physical damage and disruptions to assets, facilities, operations, transportation, communication networks, and utilities	• Raising road levels, building plinths, and investing in other flood mitigation measures • Conducting flood-risk assessments and identifying preventive measures for critical sites
Acute physical	Heavy precipitation	Biodiversity and ecosystem	Medium – long	Impact on employee wellbeing and operations from waterlogging, power disruptions, and water-borne diseases	• Adapting with measures (elevating buildings, additional cooling methods) to reduce increased operating costs, maintenance, insurance, and supply chain disruptions

Table 7: Climate-related physical risks

Key climate-related transitional risks

Risk type	Associated material topic	Time horizon	Impact	Strategic response
Current and emerging regulations: Policy and legal risk; carbon taxation	Energy usage and emissions	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 operations in the future. Explore global initiatives in the regions we operate in
Technological risk: Failure to transition to renewable sources of energy	Energy usage and emissions	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 panels and introduce renewable energy certificates (RECs)
Market risk: Shift in consumer preferences	ESG support for clients and green innovation	Medium – long	Our clients want help in reducing Scope 3 emissions, aligning sustainability goals, collaborating on CSR projects, and supporting inclusion initiatives	• Share details on Genpact's sustainability and other measures to meet customer requirements • Strengthen our sustainability services
Market risk: Availability of raw materials	Responsible business practices Digital transformation, responsible AI, and technology use	Long	Extreme weather events, energy shortages, material supply disruptions, and rising demand may disrupt global technology and semiconductor supply chains, leading to component shortages, increased costs, and a potential impact on the IT services industry	• Diversify supply chains and explore local sourcing • Invest in resilient infrastructure and develop comprehensive contingency plans to address potential disruptions or operational challenges • Continue using advanced technologies like AI to improve supply chain visibility, operations, and early warning systems
Market risk: Geopolitical risk	Cybersecurity and data privacy	Medium	Disruptions in internet connectivity, increased cybersecurity risks, economic instability, and talent shortages can lead to labor concerns and negative stakeholder perception	• Further develop contingency plans like alternative sourcing options, backup facilities, and crisis management procedures to address potential supply chain disruptions, data breaches, or operational challenges

Table 8: Climate-related transitional risks

Key climate-related opportunities

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

Opportunity type	Associated material topic	Description	Anticipated financial impact
Products and services: Ability to diversify business activities	ESG support for clients and green innovation	Our clients want help improving their sustainability program performance. We anticipate growth in our sustainability advisory/ services revenue	• Increased revenues from demand for products and services
Energy source: Lower-emission sources of energy	Energy usage and emissions	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 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	Water and wastewater management	We are actively expanding the adoption of 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	Energy usage and emissions	The reduction of Scope 1, 2, and 3 emissions is helping us achieve our SBTi-validated net-zero target. By carefully using energy efficiency measures, reducing supply chain emissions, and adopting alternative energy technologies, we can effectively achieve our climate goals	• Reduced direct and operational costs • Reduced energy bills, maintenance, and related costs
Resource efficiency: Circular economy and cost savings	Waste management	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

Table 9: Climate-related opportunities

Nature-related risks and opportunities

We evaluated our owned and controlled offices and identified the impact of and our dependence on different elements of nature plus the risks and opportunities.

Nature element	Dependencies	Impact
Air	Air conditioners, diesel generators, and other vehicles	Secondary impact from GHG. Direct impact on vegetation from particulate matter: sulfur oxides (SOx), nitrogen oxides (NOx) , and carbon monoxide (CO)
Land	Land required for construction of buildings and other greenery around the office campus	The removal of vegetation during construction activities leads to loss of native flora and fauna. Further development damages root system and soil quality
Freshwater	Freshwater from borewells and municipality for drinking water and maintenance of greenery at office locations	Groundwater depletion

Table 10: Dependencies and impact of different elements of nature

Risks	Opportunities	Risk magnitude	Risk management 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 walls	Medium	Compressed natural gas and electric vehicles
Overusing water	Rainwater harvesting pits at each office	Low	Maintaining rainwater harvesting pits. Drip irrigation systems and solar-based motor pumps
Improper land use	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

Table 11: Key nature-related risks and opportunities

Continuous improvement

Our sustainability managers have embedded processes for identifying, assessing, and managing climate-and nature-related risks into our environmental resources management framework. They share lessons, best practices, and emerging trends between regions to continuously improve performance.

For more information on the integration of climate- and nature-related risks and opportunities, please refer to the Enterprise risk management section.

Waste management

We're strengthening circularity across our operations by segregating, recycling, and disposing of waste responsibly.

Thanks to our ability to continuously monitor hazardous and non-hazardous waste and our partnerships with authorized recyclers and vendors for treatment and disposal practices, we diverted 97% of all waste from landfill in 2025, already exceeding our 2032 goal of 75%.

With greater visibility across our offices' waste streams, we're reducing our reliance on landfills, fulfilling our sustainability goals, and minimizing our impact on the planet.

Single-use plastic

In 2020, we set out to eradicate our global use of single-use plastic (SUP) and have made significant progress since then. In 2024, we expanded the scope to include suppliers and food vendors, working with a third party to recycle residual plastic waste. In 2025, our use of SUP reduced to 9,431 kg from 325,152 kg in 2019, representing a reduction of 97%.

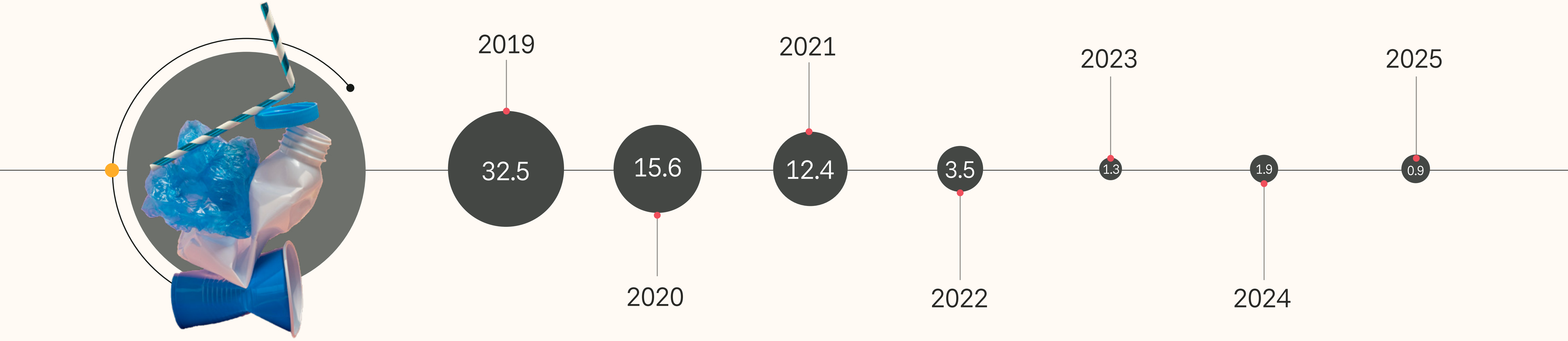


Figure 13: Single-use plastic and waste generated (kg) x 10,000[9]

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

Disposing of hazardous and non-hazardous waste

Hazardous waste

Biomedical waste
We follow relevant rules and regulations for managing biomedical waste at our offices. A common treatment facility manages segregated biomedical waste

Used oil
Treated by an authorized recycler before reuse

Cotton cloth and waste oil
Incinerated by an authorized vendor

DG filters
Recycled by an authorized vendor

E-waste, including batteries
Recycled by an authorized vendor

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. Local communities use any unused quantities as manure

Wastewater
We have wastewater treatment plants at owned and controlled locations. We reuse water in HVAC cooling towers and other office operations

Figure 14: Waste management at Genpact

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

Expanding our scrap sale platform

To keep products, materials, and resources in use for as long as possible, we're improving the traceability of waste disposal and strengthening documentation on final treatment and disposal pathways.

Building on our existing recycling and resale processes, we use our online platform to track progress and support data-driven decision-making across waste and scrap streams. We can monitor materials such as metals, construction debris, packaging, glass, plastics, and paper across our owned and single-tenanted sites, giving us visibility of how waste is managed and diverted through recycling and resale routes.

In 2025, we recycled and resold **827.67 MT** of waste, which contributed to saving **1,884.09 MT** of CO_2 emissions, **31,375.26 kL** of water, **162.82 kL** of mineral oil, and **1,633 trees**.

We also extended use of the platform to the UK, Romania, and the Philippines, and we will continue to bring in more sites in phases.

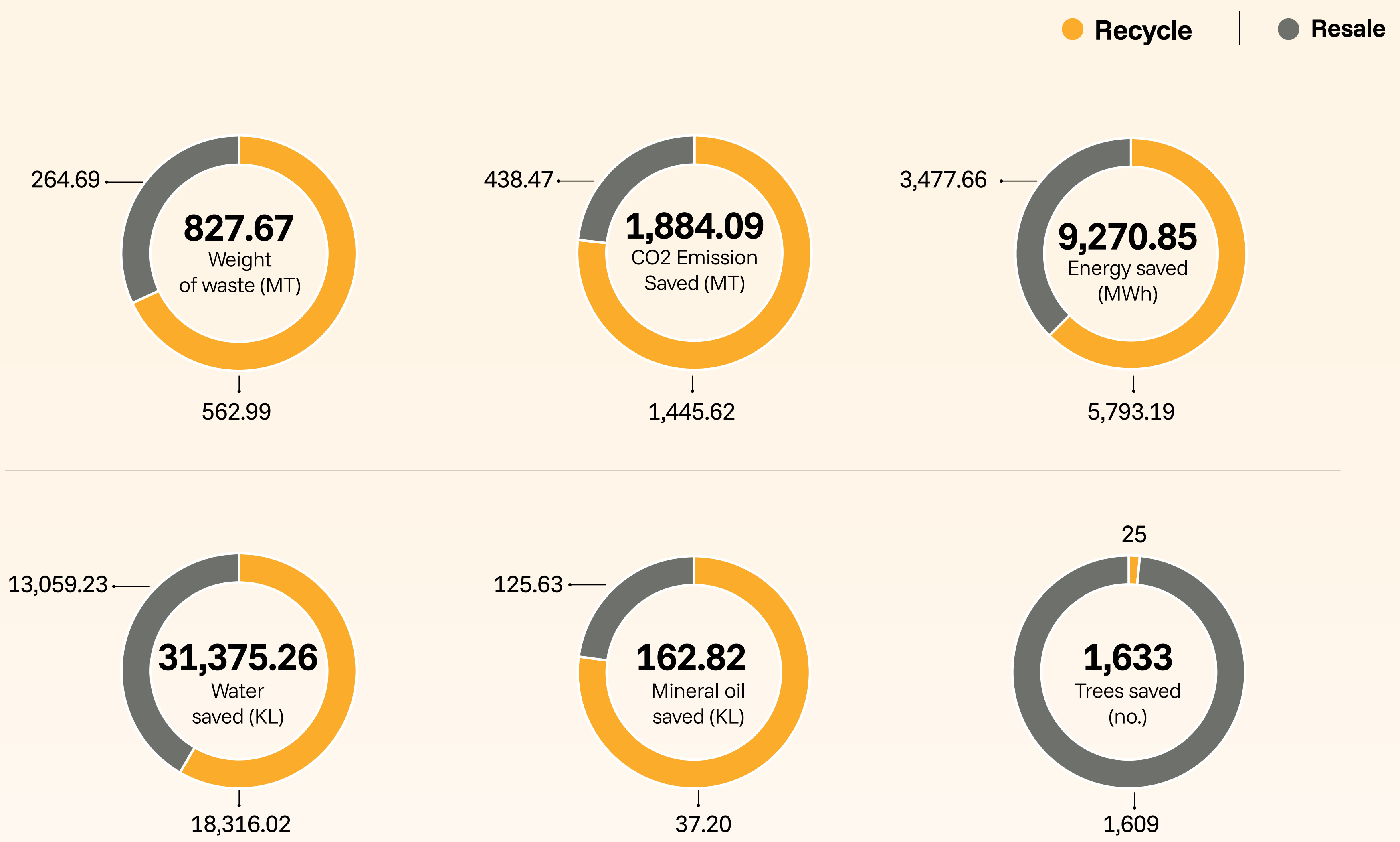


Figure 15: Waste recycling and resale at Genpact

Water management

Effective water stewardship is essential to the ecological and social systems in which our business operates. As climate change increases scarcity, improving how we use water has become a priority.

Third-party water supplies (municipal water supplies and private water tanks) and groundwater extraction are our primary water sources. Our stewardship strategies include:

- Installing smart water meters for owned and controlled sites
- Retrofitting all water fixtures according to green building infrastructure guidelines for water management
- Expanding our rainwater harvesting pits to save more water

At our owned sites, we have achieved our goal of zero liquid discharge and are committed to continuing our water conservation work by reducing usage and increasing reuse and recycling.

Water savings

At our India sites, we have reduced the volume of freshwater we use. We recharge aquifers by harvesting rainwater and recycled water through sewage treatment plants. Our water balance studies and smart meters in India help us track our water consumption.

In 2025, we saved **48,993 kL** of water through all our rainwater harvesting structures.

Our goal is to reach **10% water positivity** – where we replenish or restore more freshwater into the ecosystem than we use – by 2032. We expect to deliver greater water savings in 2026, having added nearly 32,000 cubic meters of capacity to our rainwater harvesting pits at our owned and single-tenanted sites in India.

Reducing water intensity

At our owned locations, we track how much water we consume (our water intensity). In 2025, we measured:

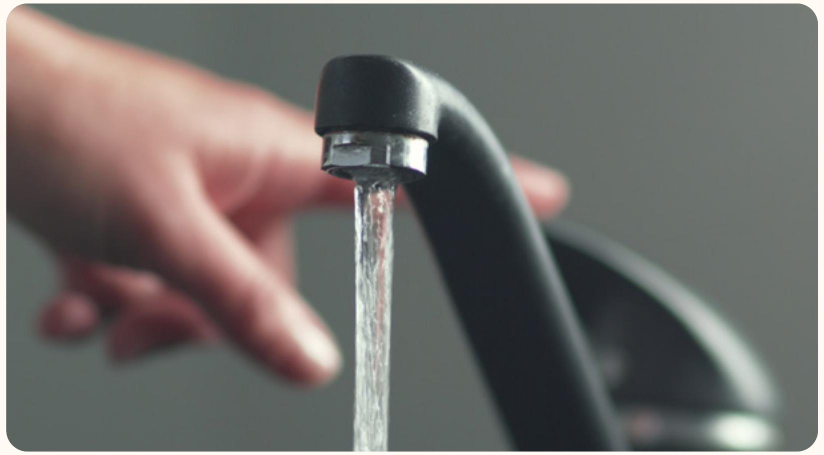
Water intensity per person

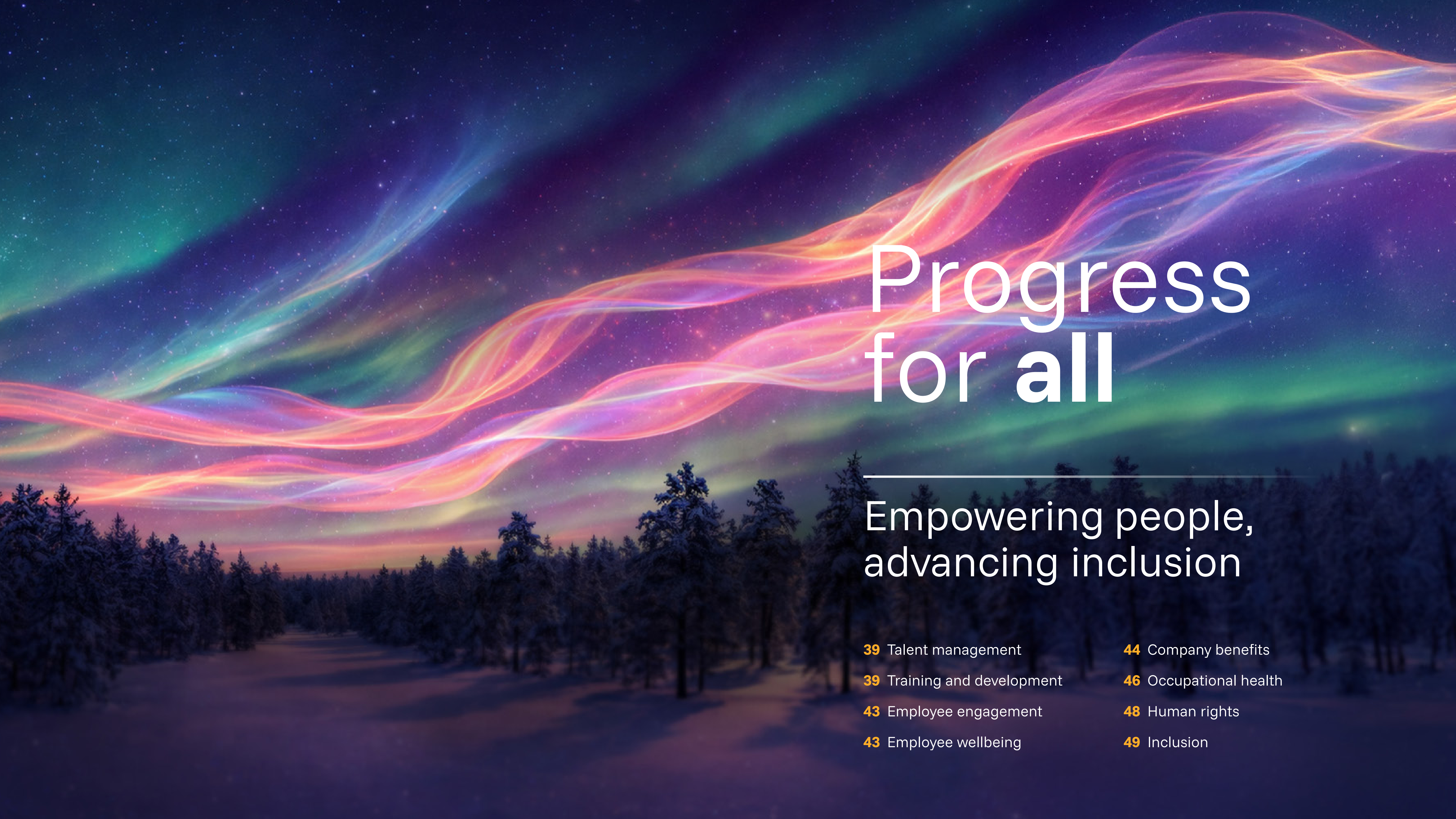
3.09 kL

Water intensity per sq ft

0.07 kL

Our work to turn water consumption into water positivity will continue as we pursue our 10% target by 2032.





Progress for **all**

Empowering people, advancing inclusion

39 Talent management

39 Training and development

43 Employee engagement

43 Employee wellbeing

44 Company benefits

46 Occupational health

48 Human rights

49 Inclusion

Empowering people, advancing inclusion

We celebrate what makes each of our people who they are while helping them become their best selves.

We're building an environment that embraces inclusion and opportunity and creates a sense of belonging by:

Treating people with integrity, respect, and care

Valuing diversity of thought, background, and culture

Giving everyone an equal opportunity to contribute, develop, and succeed

Our long-running programs nurture our talent through training and development, and employee engagement and wellbeing, creating opportunities for all.

SDGs impacted[10]

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.

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

Talent management

Our clients succeed when our people thrive in the roles and environment we create for them.

Genpact's core values guide us: curiosity, incisiveness, and courage, built on a foundation of integrity and inclusion, (CI)². We're focused on maintaining an environment that allows every person to work at their best and be rewarded for the difference they make.

By the end of 2025, we employed a total permanent workforce of 147,182 people, having hired 42,551 full-time employees that year. We match their strengths and preferences to clients' needs so we can power progress together.

TalentMatch

Our talent transformation initiative matches employees' skills and aspirations with existing and future job opportunities at Genpact. As a result, in 2025, we filled 50% of open positions with internal candidates, improving employee engagement and retention.

Training and development

AI is changing how work gets done, and Genpact is building the workforce to lead that change, not just adapt to it. Our training programs give employees the tools, context, and capabilities to learn, grow, and succeed.

Our people-first philosophy makes learning, upskilling, and leadership development a strategic differentiator. Learning is built into the flow of work at Genpact and tied to career mobility, client impact, and measurable business outcomes. By using AI as a tool for augmenting human capabilities, we create a future where talent blends deep business and industry expertise with AI fluency.

Our learning platform: Genome.ai

Genpact's skills-first, AI-powered learning platform, Genome.ai, anchors our training and development work. It combines the insights from more than 600 designated master gurus and gurus with AI-driven intelligence to create personalized, adaptive learning journeys. By building on our context-rich experience and last-mile expertise, learners can apply new skills effectively in real client scenarios and drive measurable business outcomes.

Genome.ai has mapped more than 90 core skills and over 900 related areas across every role at Genpact to tailor learning journeys. And with our conversational learning assistant, AI Guru, every employee has an always-on companion at hand. In 2025, it addressed over 1 million learner queries with 96% positive feedback.

The platform continues to receive external recognition, too. Genome.ai was a featured case study and finalist in two SHRM HR Excellence Awards. And publications including ETHRWorld, AIM, and The Economic Times covered the depth of its capabilities.

Building an AI-fluent workforce

We are advancing employees' AI capabilities at scale across two talent layers, creating a future-ready workforce.

7,300+
AI Builders

This group is our core AI creation engine – data scientists, AI engineers, architects, and experts who design and build AI solutions. They drive innovation, proprietary capabilities, and competitive differentiation

19,700
AI Practitioners

Our practitioners actively apply AI solutions to their day-to-day workflows. They use AI tools to improve decision-making, productivity, and operational efficiency, which turn AI skills into impact

More broadly, all employees have access to our AI training and are expected to develop their capabilities with the technology and meet clients' needs. Our AI programs and experiential learning are at the heart of our AI-capability-building strategy.

- Our AI Giga Academy continuously builds, upgrades, and certifies a large pool of AI, data, and engineering professionals. With structured learning pathways and technology certifications, we're building the right talent with the right skills, always available for deployments
- From prompt parties to vibe coding, our innovation journey has evolved to deliver immersive, hands-on AI experiences for all employees
- AI Guru Connects brings learners together with our experts, enabling people to:
    - Learn through live or recorded expert sessions
    - Clarify what they've learned by chatting with our conversational coach, AI Guru
    - Validate their learning with automated assessments
- Launched in September 2025, the AI Guru Assessment Agent created more than 180 assessments, which were fielded to more than 40,000 users in just 4 months. Assessments are designed around personas to measure AI fluency and professional skills like storytelling and critical thinking. By offering instant feedback, they are transforming learning into an interactive, adaptive experience
- Nanolearning addresses users' preferences for short learning experiences. Genome Shorts are videos under 90 seconds featuring Genpact leaders sharing their expertise in real work contexts

Future-ready leaders

We continue to invest significantly in leadership programs across all levels, from entry associates to CXOs. They're anchored on four themes:

01
AI-led transformation and innovation mindset

02
Perform and transform to balance predictability with agility

03
Active listening as a leadership skill

04
Storytelling to engage clients and promote Genpact's solutions

Our leadership programs include:

Lead Forward

We help senior leaders sharpen critical capabilities, including commercial leadership, client influence, technology fluency, operational excellence, and team leadership. Through intensive sessions and personalized coaching, leaders reflect on priorities and emerge ready to drive transformation. In 2025, during the Silicon Valley Immersion, we connected leaders with venture capital firms, tech companies, startups, and academic experts to explore innovation and real, business-critical priorities.

ASCEND

For VP+ talent, we strengthen the capabilities essential to Genpact's future: growth mindsets, strategic and commercial leadership, problem-solving, client influence, and operational excellence. In 2025, ASCEND developed nearly 200 high-potential leaders globally.

ASPIRE

We deliver our flagship development journey for AVPs with Korn Ferry and Emeritus. Participants deepen their skills across personal leadership, strategic thinking, problem-solving, storytelling, AI-first approaches, client influence, and operational excellence. It's complemented by a forward-thinking AI-transformation program from the Northwestern University Kellogg School of Management. Close to 200 high-potential AVPs graduated from ASPIRE globally in 2025 with an average NPS of 95.

Data and AI School

In 2025, more than 100 leaders passed through our Data and AI School to deepen their knowledge of Genpact's Advanced Technology Solutions. Participants use AI Guru, our conversational assistant, to make a positive shift in client conversations.

GOLD

Our marquee leadership program for high-potential middle managers continues to strengthen our leadership pipeline. Recognized over recent years with seven Brandon Hall Awards, GOLD remains a key enabler in building future-ready enterprise leaders. This year, we developed 57 leaders, with 79% transitioning into growth or expanded roles. And with an NPS of 93, participants recognize the value it brings to their careers.

BUILD

Our award-winning strategic talent upskilling program for managers and senior managers cultivates a pool of internal talent to reduce our dependence on external sources. It fulfills the demand for new resources while increasing efficiency and protecting margins. In 2025, over 17,500 employees moved to new roles, saving more than $19 million.

Front Line Manager – License to Manage

An award-winning, flagship learning experience for early frontline managers. Over six months they build people, operational, and leadership capabilities, preparing them to operate confidently in an AI-enabled enterprise. In 2025, more than 900 managers were certified across segments and regions.

Sky Dive Global Campus Academy

Bridging the gap between academia and industry, we equip graduate hires with digital, cognitive, social, and emotional skills while also building adaptability and resilience into their professional development.

Apprenticeship Training

Run under the Government of India's Apprentices Act of 1961, this program builds job ready talent through a structured 12 month blend of on-the-job learning, self-paced modules, virtual sessions, quarterly assessments, and client work. In 2025, we hired over 2,400 apprentices and converted 92% to full time employees.

The results

In 2025, these learning initiatives created real impact for our people and clients:

Our employees completed **12.5 million** learning hours annually, averaging 84 hours each

120,000+ employees enrolled in foundational AI programs

Our AI-powered chief listening officer, Amber, had more than **500,000** employee conversations, with 85% positive feedback on the experience, indicating trust and engagement

Business impact through Data and AI School resulted in a 56% uplift in sales conversation quality on AI-led offerings and a 9% increase in deal inflow thanks to improved client engagement

We filled **60%** of advanced technology roles internally, reducing hiring costs and accelerating deployment

Genpact's AI skills development grew **7x** faster than our industry peers, according to LinkedIn Talent Insight

Retention among active learners was **5x** higher than non-participants

Employee engagement

Our people-first approach uses technology to connect with employees and improve their wellbeing.

Amber, our AI-powered chatbot, focuses on specific milestones on an employee's Genpact journey. Amber is multilingual and reaches out to employees to learn what's working and what needs attention so we can better support our people. It's personalized, empathetic, and intuitive.

With gen AI embedded in Amber, we can quickly understand employee sentiment through the comments they leave and pinpoint remediation steps if needed. We calculate an Amber score using the positive mood percentage and the number of responses. In 2025:

Genpact achieved a **72%** Amber score, our highest yet

The top drivers contributing toward positive mood scores included "my team," "my manager," "senior leadership," and "my learning." Notably, "my learning" has improved significantly compared to 2024

Amber continues to drive innovation in the HR space, driving tangible results and setting Genpact apart as a leader in AI-driven workforce management.

Employee wellbeing

We draw on empathy and compassion to manage the wellbeing of our people. Their health, happiness, and safety are our priority, which is reflected in the talent that comes to Genpact and stays at Genpact.

Figure 16: Our Bengaluru teams take on Genpact's Better Planet challenge

Our holistic wellbeing program focuses on employees' growth through:

- **Headspace**
  Access to meditation and mindfulness techniques
- **Employee Assistance Program**
  Global counseling services, webinars, and in-person activities
- **Energy@Work**
  Accessed through our learning platform, Genome.ai, this program offers curated content on emotional, mental, physical, social, and other wellbeing topics
- **Thrive@Genpact**
  Additional tailored initiatives for physical, emotional, and social wellbeing across all management levels

Company benefits

To support our employees around the world, we provide them and their dependents with a range of benefits, including medical and disability support, retirement provisions, and life insurance.

For example, we offer all employees parental leave, regardless of gender.

Table 12 shows our parental leave policy in the three countries where we have most of our employees (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 **Single parents (regardless of gender)** • 84 calendar days
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 • 60 days following a miscarriage **Paternity** • 7 working days

Table 12: Parental leave policy in India, the US, and the Philippines

Our benefits program is global. See what employees receive at our most significant locations.

Americas

Canada
Full-time and part-time
- Life insurance
- Healthcare and wellness[11]
- Disability coverage
- Parental leave
- Retirement plan
- Citizenship leave

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

US[12]
Full-time and part-time
- Life insurance
- Healthcare and wellness
- Disability coverage
- Parental leave
- Retirement provision (401(k) plan)

Europe, Middle East, and Africa

Bulgaria
Full-time and part-time
- Life insurance
- Healthcare and wellness
- 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 and wellness
- Disability coverage
- Parental leave
- Transportation
- Marriage leave
- Extra paid holidays

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

Part-time
- Healthcare and wellness
- Parental leave
- Marriage leave

Hungary
Full-time and part-time
- Life insurance
- Healthcare and wellness
- Disability coverage (full-time only)
- Parental leave
- Retirement provision
- Transportation (role dependent for part-time employees)

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

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

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

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

Portugal
Full-time and part-time
- Life insurance
- Healthcare and wellness
- Disability coverage
- Parental leave
- Transportation
- Marriage leave
- Food allowance (for a minimum of five working hours)
- Extra paid holidays

Romania
Full-time and part-time
- Life insurance
- Healthcare and wellness
- Disability coverage
- Parental leave
- Transportation (role-dependent for part-time employees)
- Marriage leave
- Extra paid holidays
- Food allowance
- Housing

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

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

Part-time
- Life insurance
- Parental leave

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

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

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

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

APAC

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

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

China[13]
Full-time
- Life insurance
- Healthcare and wellness
- Disability coverage
- Parental leave
- Retirement provision
- Social insurance
- Marriage leave
- Housing fund

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

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

Japan[14]
Full-time
- Life insurance
- Healthcare and wellness
- Disability coverage
- Parental leave
- Transportation
- Social insurance (pension, injury, unemployment, medical, and maternity)
- Marriage leave
- Housing (role dependent)
- Citizenship leave

Malaysia, Singapore, and Thailand
Full-time
- Life insurance
- Healthcare and wellness
- 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 and wellness
- Disability coverage
- Parental leave
- Retirement provision
- Transportation
- Food allowance
- Extra paid holidays

Figure 17: Benefits offered to full-time and part-time employees

Note: This information covers 99% 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

[11] Wellness benefits may vary country to country
[12] Part-time employees in the US who work 20+ hours per week only receive retirement provision (401(k)) plan whereas employees who work 30+ hours/week get the same benefits as full-time employees
[13] While there are currently no part-time employees in China, applicable benefits for part-time employees remain in place in accordance with company policy
[14] While there are currently no part-time employees in Japan, applicable benefits for part-time employees remain in place in accordance with company policy

Occupational health

Our practices

Our occupational health and safety (OHS) practices aim to provide a safe and healthy workplace for employees and contractors in line with relevant environmental, health, and safety standards.

Because our workforce continues to operate in a hybrid working model, we regularly assess workplaces, support safe work-from-home practices, and review risks related to health, wellbeing, safety, ergonomics, and food safety. We then work with relevant stakeholders to adopt any preventive and corrective measures.

Climate and operations risks

We assess the potential impact of climate-related events, including extreme heat, heavy rainfall, and other weather-related disruptions, to strengthen workplace preparedness and business continuity measures. This work includes running seasonal preparedness reviews to help mitigate weather-related risks and enhance operational resilience across our locations.

Our safety culture and preparedness

While the nature of our business presents relatively low occupational safety risks, we are committed to continuously strengthening our safety culture and preparedness across all locations. For example, we strengthen emergency response capabilities through targeted training and periodic drills so teams are equipped to respond effectively during workplace and medical emergencies.

Some of our key initiatives include:

- Running fire safety audits, chemical safety assessments, and awareness sessions to reduce workplace hazards and prevent injuries
- Maintaining compliance with globally recognized standards, including ISO 14001:2015 Environmental Management Systems and ISO 45001:2018 Occupational Health and Safety Management Systems across applicable locations
- Holding periodic audits of company transportation services, electrical systems, firefighting equipment, cafeterias, medical rooms, daycare facilities, ambulances, and water quality
- Conducting employee training on workplace safety, ergonomics, emergency preparedness, first aid, evacuation procedures, and specialized rescue response
- Hosting safety committee meetings to encourage employee participation, consultation, and communication on health and safety matters
- Giving employees access to health clinics and medical consultations at select locations and holding regular medical emergency drills to strengthen response readiness and emergency protocols
- Monitoring indoor air quality across facilities
- Delivering regular training programs on environmental, health, and safety practices for employees and contractors

Mental health and wellbeing

We support employee wellbeing through counseling services, stress management workshops, mental health awareness initiatives, wellbeing tools, and confidential employee assistance programs. And our employee safety committees encourage inclusive participation.

Minimizing noise

We work to minimize workplace noise and improve overall comfort across our facilities. The measures we've adopted at various locations include:

01
Acoustic enclosures to reduce generator and equipment noise

02
Sound-masking systems and white-noise solutions in workspaces

03
False ceilings and other structural interventions to reduce sound levels

04
Use of carpets and sound-absorbing materials in conference rooms and common work areas

Continuous improvement and feedback mechanisms

We encourage employees and contractors to actively share feedback and suggestions to strengthen workplace safety practices and wellbeing initiatives. Periodic audits, assessments, and reviews help us enhance our OHS framework and anticipate emerging risks.

We continue to benchmark our occupational health and safety practices against leading global standards and industry best practices to drive continuous improvement across our operations.

Figure 18: Genpact teams stretch to stay healthy at work

Human rights

Genpact respects and promotes human rights across our enterprise and supply chain. We outline our commitment in our code of conduct and human rights policy.

Our policy is grounded in the principles articulated in the United Nations Guiding Principles on Business and Human Rights, the Universal Declaration of Human Rights, and the International Labor Organization Declaration on Fundamental Principles and Rights at Work.

Modern slavery, human trafficking, and child labor

Due to the nature of Genpact's business and operations, the risks of Genpact's business encountering modern slavery, human trafficking, and child labor are limited. But we continue to monitor any changes to our industry or economy that could increase these risks, including assessing all potential mergers or acquisitions for human rights risks.

Read our slavery and human trafficking statement.

Upholding human rights across our supply chain

We review our supply chain for human rights issues, especially in areas where the risks are higher. All third-party partners must meet the standards and practices we have documented in our third-party code of conduct, including our expectation that our suppliers 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, the Human Resources Department, or Legal Department. We take all potential claims seriously and address them confidentially through our Speak Up Program. We protect all individuals from retaliation, whether they report a legal or ethical concern or take part in an investigation.

Inclusion

An inclusive culture that powers progress

At Genpact, we want every person to realize their full potential as we pursue innovation, performance, and impact. By enabling everyone to bring their authentic selves to work and embracing diverse perspectives, we nurture an inclusive culture where creativity thrives.

Leadership engagement and sponsorship underpin our inclusion strategy. Our CEO, Balkrishan "BK" Kalra, serves on the board of Catalyst, an organization that pursues gender equity in the workplace. He also chairs Genpact's Global Inclusion Committee, alongside senior leaders including our CHRO, delivering strong oversight and sustained progress.

Our diverse teams and strong employee resource groups (ERGs) help develop leaders ready for tomorrow. We build on continuous learning, our partnerships, community development, education, and inclusive hiring to create value for our workforce, clients, and society in accordance with all applicable local laws.

Equity across the workforce

Genpact is an equal opportunity employer committed to creating an environment where everyone feels a sense of belonging and can make an impact.

We are committed to giving our people fair and consistent pay when considering the similarity of their work, location, and tenure. In 2025, we ran a pay equity analysis across our global workforce. We found no systematic pay inequity in compensation based on gender. We intend to conduct a pay equity analysis every two years to support our goal of pay equity globally.

Inclusion highlights in 2025

6 awards
celebrating our inclusion work from organizations including Forbes, Newsweek, Avtar, and the Federation of Indian Chambers of Commerce and Industry (FICCI)

67,000+ employees
engaged in inclusion-focused learning and upskilling through our Genome.ai learning platform

40,000+ employees
participated in ERG and networking sessions, fostering stronger connections and collaboration across the workforce

Partnering for progress

We amplify our inclusion initiatives by building long-term strategic collaborations and partnerships so we can power meaningful progress together.

Association name	Genpact's role	Details
NASSCOM	Member	We Support NASSCOM's inclusion agenda by sponsoring various events, including Women in Tech (Hyderabad) and Agentic AI Confluence (Bengaluru)
Avtar India	Inclusion and culture consulting partner	We participate in Avtar's virtual inclusion sessions and Best Companies for Women in India benchmarking study. We're also gold sponsors of its India conference
Moving Ahead	Partner	We partner with Moving Ahead on its women's sponsorship program, Pay it Forward
Catalyst	Supporter Board member Member of board of advisors	We play an active role with Catalyst in inclusion sessions and the Mutual Accountability, Real Change program. Genpact's CEO, BK Kalra, serves on the Catalyst board and our chief marketing officer, Caitlin Blewett, is on the board of advisors
CHIEF	Partner	We host networking events with CHIEF, the largest network of senior female leaders
Girls Who Code	Partner	We participate in Girls Who Code community-building activities such as reviewing résumés and supporting career development
Disability:IN	Corporate partner	We drive our disability inclusion agenda with Disability:IN. By participating in the Disability Equality Index benchmarking survey and working together on recruitment and talent programs, we create engagement and learning opportunities
Anita B. Org	Partner	Together, we run women in tech initiatives with the Women in Genpact (WINGS) India ERG

Table 13: Our inclusion partnerships

Our inclusion programs

In 2025, Genpact ran various initiatives to strengthen inclusion across our workforce:

Women's Leadership Program

Established in 2019, Genpact's Women's Leadership Program (WLP) builds a strong pipeline of future women leaders through coaching, practical development opportunities, and networking in accordance with local laws. With senior leadership sponsorship, the program advances gender equity, strengthens organizational capability, and supports measurable progress in career advancement, engagement, and retention.

As it launches its fourth cohort, WLP continues to serve as a key driver of inclusive talent development.

Through the Women's Leadership Program, I gained practical tools, meaningful networks, and the confidence to step into my leadership voice. It is a critical investment in developing future-ready, inclusive leaders.

Natalie Makoni
South Africa

Pay it Forward

Working with Moving Ahead, we help both sponsors and protégés develop their skills. This nine-month initiative supports women at the assistant vice president and senior manager levels through structured learning and senior-leader sponsorship.

We had 518 women across two cohorts take part in 2025 and the US program expanded to include gender-agnostic protégés.

It was a truly rewarding experience to participate in the Pay It Forward program as a sponsor. I got to support and witness my protégé Sohini's personal and professional growth. I also learned a lot from her that I was able to apply to my own growth journey.

This program fosters development and strengthens our collective Genpact community spirit through shared learning and relationship building. Ultimately, it's about empowering the next generation of leaders to excel and continue this positive cycle of mentorship.

Sponsor
Shannon Travis
US

Pay It Forward gave me a truly wonderful opportunity to connect with Shannon, a stalwart in the insurance domain and an exceptional human being.

She took the time to understand my current projects, made a sincere effort to connect with me, and offered thoughtful, actionable suggestions for my growth and learning. Her honesty, empathy, and genuine care made every interaction meaningful.

Protégé
Sohini Chakraborty
Romania

Mutual Accountability for Real Change workshops

In partnership with Catalyst, we delivered two Mutual Accountability for Real Change (MARC) workshops in India, bringing together leaders from Genpact and other organizations for immersive learning.

Held in Gurugram and Bengaluru, India, the sessions encouraged participants to understand how leadership shapes culture, challenge assumptions, and value diverse viewpoints. Our discussions on bias, privilege, and allyship helped leaders strengthen inclusive and empathetic behaviors.

> I was fortunate to be nominated for the MARC cross-immersive workshop. This session stood out for me by revealing unconscious stereotypes. Being in a room with diverse individuals who shared similar experiences was both grounding and inspiring. The exercises were deeply reflective and practical, helping us build a clear action plan to create a safer environment for women.
>
> Leadership begins with oneself, and I've already started applying these learnings.

Sponsor
Namit Rai
India

Client engagement sessions

Genpact collaborates with clients across industries to advance inclusive workplace practices. Our learning sessions focus on women's leadership, intersectionality, inclusion, career advancement, and workplace culture. These engagements strengthen employee collaboration, generate actionable insights, and support meaningful improvements in leadership development.

A framework for inclusive leadership

In April 2025, we launched our Inclusive Leadership Framework that defines the qualities and behaviors needed to foster safety, trust, and belonging among all employees. The framework has three layers:

- A mindset that embeds inclusion in alignment with our $(CI)^2$ values
- An identity grounded in six core leadership traits
- A practice layer translating these leadership traits into clear, observable actions

The framework makes inclusion intentional and actionable organization-wide, in accordance with applicable local law.

Inclusive hiring

Our inclusive hiring strategy complies with all applicable laws and focuses on expanding representation by hiring diverse talent:

Gender representation

We advance gender representation in many ways. This includes partnering with women's colleges, supporting return-to-work parents, and hosting interactive sessions on inclusion at Genpact. We also participated in the 2025 Grace Hopper Celebration – an event that amplifies the career growth and impact of women in tech – to help attract more female candidates to technical roles.

Economically weaker sections of society

The Indian government defines this group as families with an annual income of less than $8,500. We work with our campus hiring and corporate social responsibility teams as well as government skills bodies to give underprivileged and first-generation talent greater access to roles at Genpact. CSR-led programs such as STEM for Her and Skillbuild help students from underserved regions, offering mentorship, exposure, and development opportunities.

Veteran hiring

We strengthened veteran hiring through initiatives such as a QR-code-enabled registration process, that allows candidates to quickly access and complete their registration. We also run recruiter-awareness sessions and collaborate with veteran-transition organizations such as the Directorate General of Resettlement in India.

People with disabilities

We improve disability inclusion through accessible hiring practices, recruiter sensitization, and talent-sourcing partnerships with organizations that support people with disabilities and neurodivergent talent.

LGBTQIA+ hiring

We continue to foster LGBTQIA+ inclusion through targeted hiring initiatives, ally-led engagement, and awareness programming. For example, the activities we run during Pride Month in the Philippines help us broaden access and enhance visibility.

Apprenticeships

Aligned with the Government of India's Apprentices Act of 1961, our structured apprenticeship programs continue to support young professionals with practical learning environments that strengthen employability.

Employee resource groups

Our ERGs give people the ability to come together, share experiences, and build advocacy.

WINGS India ERG

In 2025, the Women in Genpact (WINGS) ERG in India advanced its mission to empower women and allies by adopting a structured framework and workstreams. Network membership grew significantly.

Key achievements included running International Women's Month events focused on women in advanced technology, sponsoring AnitaB.org's Grace Hopper Celebration India event, and bringing together an AI focused leadership roundtable. WINGS also partnered with FinSafe India to deliver financial awareness workshops.

> Being a member of WINGS India has transformed my professional growth. Through the network, I have connected with inspiring women leaders and collaborated with colleagues from diverse verticals. I've also participated in industry conferences and webinars, which helped me gain different perspectives.
>
> WINGS India has empowered me to contribute meaningfully to Genpact.

Sriparna Ghosh
India

Veterans ERG

More than 500 participants joined our Veterans Day celebration, featuring leaders from across the business and global ERG representatives, to share lessons on leadership rooted in service. In 2025, we added veterans' inclusion to the inclusion skill on Genome.ai.

> At Genpact, every person from every background has the power, purpose, and shared mission to make an impact. I am a retired Wing Commander from the Indian Air Force and proudly served the nation for 24 years. My military career shaped more than just flying missions; it shaped a mindset of grit, service, and leadership!

Ajit Chauhan
India

Pride ERG

Genpact's Pride ERG welcomes all employees. It increases inclusivity and advocates for equal opportunities for LGBTQIA+ people, helping them build a strong community.

Pride Month 2025 brought together more than 10,800 colleagues across the world to amplify and celebrate LGBTQIA+ inclusion. We also successfully launched more regional Pride ERG chapters.

Case study

Being part of the Pride ERG has given me a true sense of belonging at Genpact, and the inclusive environment empowers me to bring my authentic self to work and perform at my best.

Venus Curatcho
Philippines

Black and Latinx ERGs: MOSAIC

Throughout the year, employees across regions celebrated Black and Latinx culture and heritage, encouraging meaningful conversations and contributing to positive organizational impact.

Disability ERG: Every Employee, Every Ability

On the International Day of Persons with Disabilities, Genpact relaunched its Disability ERG with executive sponsorship to guide its mission of advancing disability inclusion. The launch featured a roundtable, in which Genpact leaders and an external expert discussed the value of disability inclusion, its cultural impact, and the role of allies in fostering an inclusive workplace.

Case study

Abdullah grew up navigating assumptions about his capabilities while living with a disability and a wheelchair. And yet he became the first graduate in his village and has built a career defined by resilience and skill.

At Genpact, with the Disability ERG, Abdullah found a workplace that focuses on what people can do with leaders who listen, teammates who value his perspective, and a culture where talent is recognized and everyone has space to thrive.

Abdullah, Abdullah
India

Learning and development

Genome for inclusion training

We refreshed our inclusion-skill learning journey on Genome.ai with dedicated tracks on fostering inclusion, managing cross-cultural teams, and inclusive leadership. Over 67,000 employees built this skill on the platform in 2025.

Progress with **community**

Corporate social responsibility

58 Better Planet initiatives

60 Better Access initiatives

Corporate social responsibility

Just as Genpact benefits from the local communities we operate in through labor, land, and infrastructure, we are dedicated to investing in programs that build their wealth, health, opportunities, and resilience.

Our CSR activities follow four guiding principles:

01
Align to societal needs with a hyperlocal approach

02
Deliver measurable impact across our activities

03
Create opportunities for shared value with the beneficiaries

04
Comply with global CSR regulations

We power progress for the planet and for people by improving health and education and creating opportunities for all. We partner with our communities and collaborate with not-for-profit organizations while maintaining due diligence and complying with relevant regulations.

We work with CSR experts to guide us on project design, implementation, monitoring, and evaluation, as well as on impact assessments. The key characteristics of our CSR projects include:

- Defined objectives developed out of societal needs
- Clearly identified beneficiaries
- Set 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 ran a needs assessment for all new CSR projects undertaken in India in 2025. We will conduct statutory impact assessments for all eligible CSR projects under the Companies Act, 2013, in the financial year (FY) 2026–27. No projects were due an impact assessment in FY2025–26.

In 2025, we had a total of 116,449 volunteers participate in projects and events, with 69,274 unique individuals volunteering across all activities to improve the environment, education, health, and nutrition. By the end of 2025, our CSR activities had impacted 32.2 million lives.[16]

SDGs impacted[15]

[15] See Appendix III: Alignment to the UN Sustainable Development Goals
[16] Our impact number represents CSR activities from 2025. It also includes the cumulative impact of our Better World Initiative program which was operational from 2016–25.

Better Planet initiatives

A healthier, cleaner planet

Genpact employees care about the climate crisis and creating a more positive future. Our Better Planet initiatives give them meaningful ways to turn their ambition into action.

Better Planet Challenge

By combining employee wellbeing with environmental stewardship, we planted trees on behalf of employees who committed to fitness and healthy lifestyles.

We have planted more than 242,546 trees around the world since 2011, including **52,178 saplings** in 2025. In total, since 2011, we have created the potential to offset **~23,385 MT of carbon dioxide emissions** in India alone.

In addition, **1,146 employees** attended climate action sessions on zero waste and energy conservation, helping them adopt more sustainable daily practices.

Cleaner cities

Our global teams are actively improving their urban environments:

Heritage restoration

At the Warangal Fort, **India**, 110 volunteers cleared 510 kg of overgrown vegetation and plastic.

Beach and coastal cleanups

Our volunteers came together in **Costa Rica** and the **Philippines** to revive their coastlines.

Park revitalization and cleaning challenges

Our teams in **Mexico** have committed to consistent community service to maintain public infrastructure and reduce local pollution.

Ecosystem restoration and sustainable communities

In the **Philippines**, more than 270 Genpact employees volunteered with three nonprofit organizations across the country to plant 4,000 saplings and protect local biodiversity. In other projects, our teams worked to protect the habitat of the pawikan, or sea turtles, while other groups created renewable energy from discarded plastic with open-source initiative Liter of Light.

In **Mexico**, we continue to encourage recycling and waste segregation through **Recycling With My Dad**, which integrates circular economy principles into local community life.

Trees for tomorrow

Genpact's partnership with the **Forest Future Alliance**, which evolved from the World Economic Forum's 1t.org platform in 2026, focuses on supporting significant climate and ecosystem restoration efforts by 2030.

As part of this pledge, Genpact has committed approximately $2 million to environmental sustainability initiatives, including programs to plant trees, restore forests, conserve water, protect biodiversity, and enhance livelihoods.

Multi-year climate projects

Genpact has partnered with the **World Wide Fund for Nature-India** (WWF-India) and the **Watershed Organisation Trust** (WOTR) on multi-year climate projects, driving large-scale impact across water and agriculture initiatives.

Through the WWF-India project, the organization trained 35,635 farmers in water-efficient agriculture along an 80 kilometer stretch of river and across 5,000 square kilometers of land.

With WOTR, we helped farmers in Rajasthan adopt climate-resilient practices. With a target of conserving 128 million liters of water, the project restored 6 water harvesting-structures and created 10 ponds.

Figure 19: WWF-India meeting with farmers

Figure 20: Gharial with hatchlings

Together, these initiatives are improving crop productivity by up to 30% and will improve the livelihoods of more than 50,000 farmers.

Pagara structures boost productivity and reduce migration in Rajasthan

In Rajasthan, India, Genpact and WOTR supported a local farmer by constructing a stone water reservoir to improve the soil's water retention. The changes expanded his cultivated land and increased wheat yields by **5 times**, boosting his monthly income by about **10%.**

Figure 21: Water from the stone reservoir is channeled into rice fields

With stable monthly returns, the project has enhanced his farm's resilience and successfully reduced his likelihood of distress migration.

Better Access initiatives

Access to health and nutrition

Even small interventions in under-resourced communities can make a huge difference to a family's prospects. At Genpact we dedicate time and create partnerships to improve people's access to health and nutrition around the world.

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 115,000 employee and client volunteers over the past 8 years, we have provided over 166 million nutritious meals (1.09 million in 2025 alone) to communities in 12 countries.

Figure 22: Our Egypt team prepares food kits to share with local communities

Thriving despite gestational diabetes

Through Meals for Many, we support **God's Love We Deliver** in New York, US, to provide medically tailored meals for those with serious illnesses.

For one lady who battled gestational diabetes, this program offered dietitian-customized nutrition that stabilized her blood sugar, ensuring a healthy pregnancy and vital postnatal support.

Expanding early tuberculosis detection with AI

In partnership with nonprofit **Wadhwani AI**, Genpact is enhancing tuberculosis detection in underserved communities in Rajasthan and Haryana using AI-powered screening tools.

By training 300 health officers and screening over 4,800 vulnerable individuals, the initiative has identified more than 200 presumptive cases. This data-driven approach improves early detection, optimizes resources, and strengthens frontline healthcare delivery.

Running for better lives

Overcoming motor disabilities

In Poland, 160 of our colleagues joined the **Poland Business Run** 2025 charity relay. They raised more than $5,000 to support amputees, mastectomy patients, and people with mobility disabilities. Their efforts helped 159 beneficiaries receive funding for specialized rehabilitation, prosthetics, wheelchairs, and psychological support.

Walking to fight cancer

Across the US and India, about 140 Genpact volunteers participated in the **Susan G. Komen Walk** for breast cancer awareness and in walks supporting palliative care and financial aid for cancer survivors and their families through CanSupport.

Access to education

Just as we prioritize the learning and development of our people at Genpact, we believe everyone should have access to education and opportunity.

Celebrating 20 years with the gift of learning

To mark 20 years as an independent company, our CSR team ran a 60-day global program that engaged more than 2,200 volunteers across 20 educational institutions.

Activities included refurbishing schools and building solar lamps in India to help students study. In the UK, Romania, and Slovakia, our volunteers mentored more than 4,000 students to enhance their learning opportunities and environments.

Teach for an Hour

Through the virtual platform Teach for an Hour, our volunteers connect with young adults, running workshops on employment, life skills, digital technologies (including AI), and health and wellness. Our 55 volunteers ran 53 skills-based sessions, supporting over 500 people.

School kits for students

Through our school kit donation program, Genpact employees in the Philippines, Romania, Mexico, Guatemala, the US, Hungary, the Netherlands, and India donated 10,000 school supply kits to give more children the tools they need to excel and thrive at school.

Migrant Leaders

Genpact's partnership with Migrant Leaders in the UK grew stronger and created greater impact in 2025, with 15 active mentors and 22 mentees. With greater access to professional guidance and skills development, participants from migrant and disadvantaged backgrounds are realizing the benefits of increased confidence, talent development, and social mobility.

At the Migrant Leaders Gala 2025, Genpact received a Corporate Impact Award and two of our mentors were highly commended for their outstanding contributions.

Figure 23: Genpact receives the Corporate Impact Award

STEM for HER

In 2024, Genpact launched the STEM for HER scholarship and mentorship program to bridge the gender gap in STEM education. We support girls from underserved backgrounds in India to pursue STEM. undergraduate degrees. We began with more than 200 scholars across 3 cities and expanded to 3 more cities in 2025.

We have so far helped more than 350 girls as we work to build a more inclusive workforce in STEM.

Case study

When mentorship becomes holistic support

Through STEM for HER, a Lucknow student in the scholarship program received guidance from our mentors as she was going through a family crisis.

By applying social-emotional learning and time-management strategies, her mentors helped her balance caregiving with her B.Tech studies to reduce the risk of her giving up her education. Her experience highlights how holistic support beyond financial aid helps high-potential women excel in STEM.

Curiosity Labs and Maker Lab: Promoting curiosity

Genpact's **Curiosity Labs** are driving STEM education in 55 Indian government schools for 10,000 students. In 2025, it reached over 7,000 students aged 10–15, helping them build their learning and experimentation skills through STEM kits, teacher training, and interactive technologies such as digital boards.

Our **Maker Lab** in Jaipur reached over 1,500 students from government schools. They received more than 200 hours of intensive training in advanced technologies such as robotics, the internet of things, drone technology, and digital fabrication tools like 3D printing, while also developing problem-solving skills and entrepreneurial mindsets.

Together, these initiatives are building future-ready talent and creating fruitful career paths by strengthening public education and hands-on learning.

Access to opportunity

Our employability and livelihood initiatives are driven by a vision: to reduce poverty, enable economic empowerment, drive long-term community resilience, and promote inclusive growth, particularly for marginalized young people and women.

Youth skilling program: Skill BUILD and Skill BRIDGE

Our skilling programs are designed for young people from underserved backgrounds in India to develop relevant skills, provide placement support, and prepare them for the workforce.

In **Skill BUILD**, 1,600 students in their final year of study and fresh graduates not in employment are receiving 240 hours of training in areas such as finance and accounting, insurance, and customer service, plus soft skills.

In **Skill BRIDGE**, 200 students who have yet to complete their college or school education are receiving vocational skills training.

Empowering women artisans through skill development and entrepreneurship

In India, Genpact's **G-Sakhi** program is empowering 650 women in Bolpur, Warangal, and Jodhpur by building skills in traditional handicrafts like kantha, an embroidery and quilting technique, and ikkat, an ancient way to dye and weave yarns.

By providing training in embroidery and entrepreneurship, Genpact enables participants to create market-ready products, achieve financial independence, and preserve local heritage through more sustainable livelihoods.

Figure 24: Learning traditional handicrafts

Case study

From home stitching to skilled production

Through the G-Sakhi program in Jodhpur, India, one craftswoman from Dangiyawas village transitioned from low-income stitching to producing market-ready textiles.

Her income increased by approximately 12% as a result of the intervention. She now plans to scale her business with industrial equipment, securing a better future for her children.

Progress for **business**

Client excellence

64 Client satisfaction

65 Serving our clients with innovation

66 AI governance

67 Genpact's Sustainability Services

Client excellence

Businesses that can move beyond AI pilots to embed AI across their organizations are gaining an edge. We've spent decades in it with clients, running mission-critical business operations with advanced technologies across industries and functions. Companies partner with us to achieve measurable value where it counts.

We deliver end-to-end business transformation with our Advanced Technology Solutions and Core Business Services. Every client benefits from the intelligence we've built over years of work across finance, supply chain, insurance, and banking operations.

We're in the operations and understand the context, so we can deliver sustainable change for our clients, employees, communities, and environment.

Client satisfaction

Our commitment to client success

Our priority is to create lasting value for our clients, their employees, and customers. It's through our ability to design, engineer, and deploy AI, data, and advanced technology solutions that companies can transform how their businesses run. We deliver on our promises by owning and measuring client outcomes so we can power progress together.

Client partnerships

The world's biggest and most ambitious companies consider us strategic partners, even on the most complex transformation programs. Our strong account governance framework and active communication create close-knit relationships with stakeholders at every level of the company.

We focus on meeting clients' strategic goals today without losing sight of where they want to be tomorrow.

SDGs impacted[17]

Measuring satisfaction

Measuring the quality of our client relationships needs more than a traditional metric. We've created the Net Promoter Score+ to get a more granular view of clients' experiences through surveys and interviews. NPS+ combines advocacy measurement with a multi-dimensional assessment of relationship quality to provide actionable, account-level insight and early risk identification.

We share the results publicly every year. Our NPS+ score reached 63 in 2025, up from 60 in 2024.

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

Serving our clients with innovation

Innovation lies at the heart of our business. We're an agentic and advanced technology solutions company, built on decades of granular data and process knowledge that clients rely on to accelerate growth.

We bring two broad sets of capabilities to companies – Advanced Technology Solutions and Core Business Services – so they can refresh workflows, scale AI responsibly, improve decision-making, and drive lasting outcomes.

Advanced Technology Solutions

Because we're already inside the work, we embed data, agentic, and AI technologies across clients' ecosystems so we can harness and maximize the outcomes.

Core Business Services

From running operations for the world's leading enterprises, we have essential context-rich process intelligence.

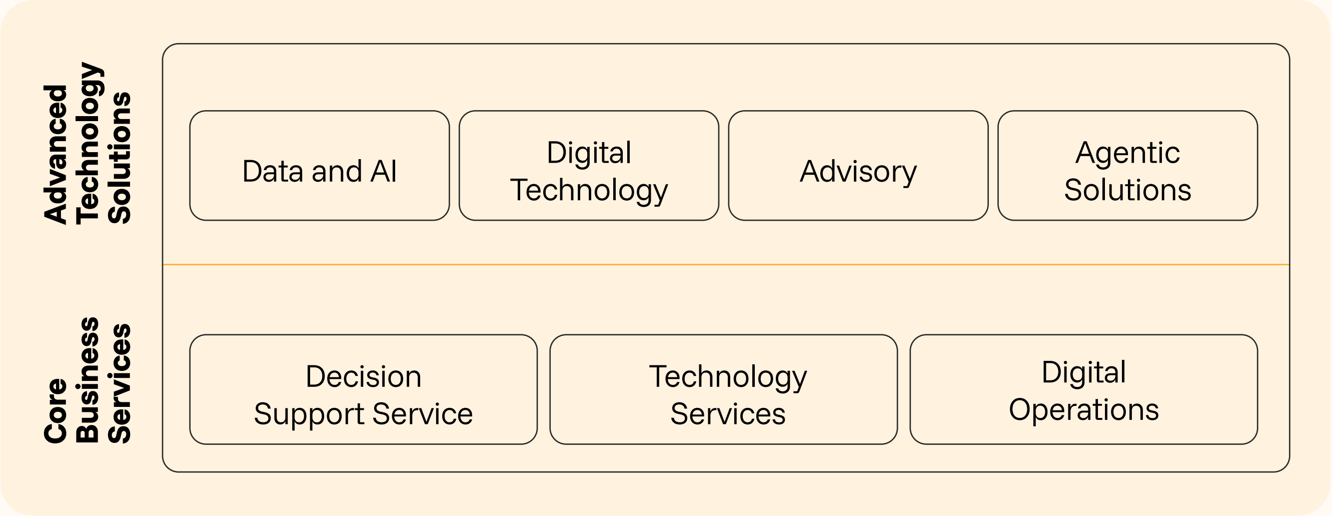


Figure 25: Genpact's capabilities

Case studies

AI for faster, more accurate finance

A Fortune 500 company and leading provider of logistics and supply chain solutions needed to reimagine its finance function, including its accounts payable (AP) process.

We transitioned AP and procurement onto a unified platform and automated the end-to-end process with pre-trained, outcome-oriented agents. By improving accuracy, cycle times, and the supplier experience, the company has increased touchless processing of its 3 million invoices from 40% to 65%.

Saurabh Gupta, president at analyst firm HFS Research, highlights the value of this work. "This is evidence that accounts payable is no longer just a back-office function but a front line for enterprise AI, providing a foundation for real-time visibility and agility across the finance enterprise."

Strengthening cash flow with touchless processing

Cardinal Health manufactures and distributes medical and healthcare products and operates in 30 countries, serving 90% of US hospitals. We have a longstanding relationship with Cardinal Health, working on transformation across both finance and supply chain.

The company wanted to streamline manual processes further with AI to drive lasting quality, cost, and productivity gains. We collaborated with Google Cloud on AI-led innovation using deep process intelligence to pinpoint the right starting point.

The results, for example, from credit memo processing are clear. Our agentic solutions are driving a meaningful increase in touchless processing, faster cycle times, and a significant improvement in cash flow.

Sustainability Services

Our Sustainability Services also draw on our digital innovation, process expertise, and advanced technologies to help companies with their data and reporting, regulatory compliance, and ability to build more sustainable supply chains and operations. Learn more about our offerings page 67.

Intellectual property

We continue to strengthen our intellectual property portfolio across patents, trademarks, copyrights, trade secrets, and other proprietary assets.

In 2025, we filed 22 patent applications – the highest number in a single year in our history – and were granted 6 new patents. Our total patent portfolio stands at more than 90 patents granted. We have also registered more than 200 trademarks in various jurisdictions.

AI governance

As an agentic and advanced technology solutions company, we use process and artificial intelligence to help businesses meet their goals while upholding digital ethics across our work. The solutions we design and deploy are built with responsibility, transparency, and accountability at every stage.

Our AI governance touches every employee and extends across the organization for both internal and external use of AI in our tools and solutions. Every member of the Genpact workforce must complete responsible AI training each year and receives regular communications on this and related topics.

In product development, we have three lines of defense:

01

Software development and implementation teams follow our controls closely and identify and mitigate risks during the design process.

02

The AI governance committee provides oversight to ensure that Genpact creates solutions that are defensible, transparent, compliant, and ethical and provides visibility into AI risks and controls maturity to Genpact's board. The committee sets guardrails and includes executives from our risk, legal, information security, compliance, finance, operations, and technology teams.

03

Our internal audit provides assurance that we have appropriate controls, processes, and governance in place.

Genpact's Sustainability Services

From reporting and compliance to decarbonized supply chains and predictive risk management, we've built our sustainability services on our knowledge of operations, technology, data, and analytics. We bring context, expertise, and accountability to our clients through industry-tailored solutions that scale as regulations change and deliver lasting value.

But we don't do it alone. Our strong partner ecosystem enables companies to embed sustainability into their businesses and progress their goals, together.

Our approach

Our sustainability offerings follow a three-pillar framework:

01 Assess and report

02 Transition to a sustainable future

03 Adapt to sustainability risks

We continue to expand our portfolio of sustainability and ESG services across these three pillars, aligned with client priorities and the evolving regulatory landscape, focusing on key areas such as:

- **Sustainability data, analytics, gen AI/agentic AI integration:** Combining our sustainability data and AI capabilities, we give clients access to real-time sustainability insights, automate data management and reporting, and support predictive business insights
- **Supply chain traceability:** Regulations like the EU Deforestation Regulation and Food Safety Modernization Act are accelerating the need for robust supply chain traceability and resilience. Building on our expertise managing supply chains and third-party risk, and our strong partner ecosystem, we enhance visibility, compliance, product safety, consumer trust, and operational efficiency through our end-to-end traceability solution
- **Merging sustainability/ESG goals with operational intelligence:** We help companies embed sustainability insights directly into core business operations. Using process mining, through our partner Celonis, we identify carbon and waste hotspots within an organization's actual processes. This allows for targeted, data-driven operational changes that reduce environmental impact and improve efficiency

Assess and report
- Investor-grade reporting and disclosures

Reporting readiness
- ESG regulatory readiness assessment
- Double materiality assessment

Set up and operationalize
- KPI and metric setup
- Process and control design
- Technology evaluation and implementation
- Ongoing data collection and reporting

Pre-assurance support
- ESG metric audits
- ESG control testing

Transition to a sustainable future
Transform across the value chain to a sustainable operating model
- Supply chain circularity
- Responsible sourcing
- Supply chain resilience
- Supplier sustainability and diversity
- Supply chain traceability

Adapt to sustainability risks
Build resilience to adapt to the impact of sustainability risks
- Responsible AI framework/AI governance
- Anti-bribery/anti-corruption
- Anti-money laundering
- Information security and data privacy

Figure 26: Genpact's Sustainability Services

Case studies

Process standardization and internal control documentation

One of the world's largest snack food companies had to plug gaps in its ESG data collection and reporting processes due to changes in regulatory requirements, such as the EU Deforestation Regulation.

It had numerous challenges:

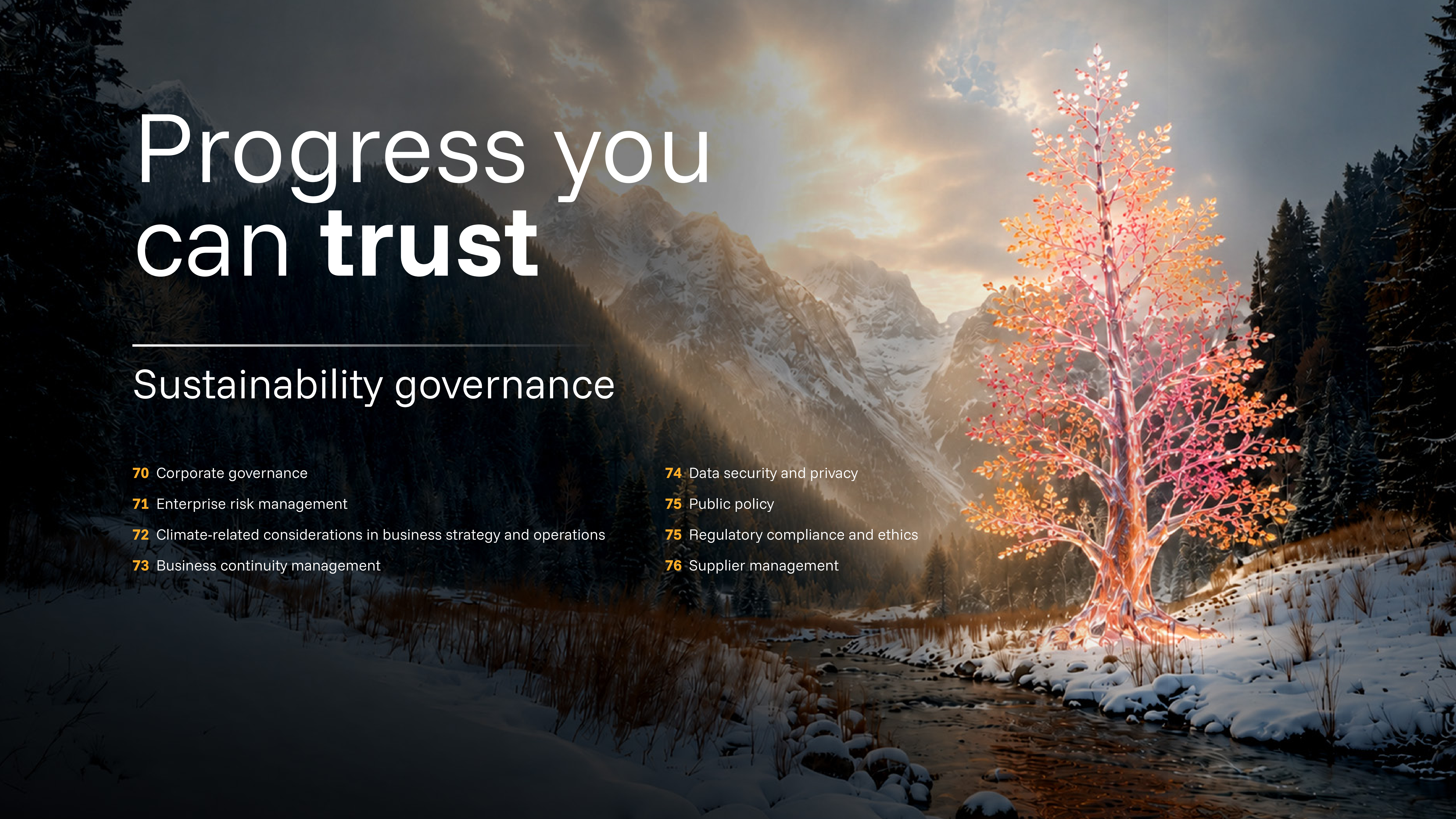
- Limited oversight
- No internal controls framework to provide assurance readiness
- Minimal metric-level documentation
- The inability to trace underlying data sources
- Multiple data sources that relied on manual collection and consolidation

We partnered with the client's global sustainability reporting team to design and document standard operating procedures for five priority metrics, end-to-end process flows, key metrics, and the associated risks and controls for global sustainability KPIs.

Introducing a sustainable sourcing policy

Following the launch of its supplier sustainability policy, a global food and beverage company had to roll it out to approximately 50,000 vendors. But its supplier onboarding and contract management processes lacked consistency, and there were too many procurement stakeholders, touchpoints, and technologies.

We assessed and mapped the onboarding process and designed an operating model for the rollout that considered differences across regions and technologies. Our multi-year plan offered standard processes to drive supplier compliance, monitor performance, and improve supplier engagement.



Progress you can **trust**

Sustainability governance

70 Corporate governance

71 Enterprise risk management

72 Climate-related considerations in business strategy and operations

73 Business continuity management

74 Data security and privacy

75 Public policy

75 Regulatory compliance and ethics

76 Supplier management

Sustainability governance

Our sustainability governance structure has cross-functional representation and reports to our board of directors. It is the foundation for developing and implementing our sustainability strategy, setting targets, and establishing clear accountability as we deliver on our commitments.

The nominating and governance committee of our board of directors oversees our sustainability program and overall corporate objectives to advance our commitments with leadership and support from our management team.

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

The global sustainability team works with our functional leaders who oversee the management of sustainability-related functions, and other stakeholders. The team prepares updates for the nominating and governance committee on sustainability-related risks and opportunities relevant to our stakeholders.

SDGs impacted[18]

Corporate governance

Strong corporate governance practices are essential for supporting our sustainability initiatives and delivering long-term value to our stakeholders. To ensure we continue to align with best practices, we regularly review our governance approach.

The nominating and governance committee of our board oversees our corporate governance activities, policies, and decisions as well as our sustainability program and reports to our full board of directors on these topics.

Our board's diverse mix of skills, attributes, and industry expertise provides effective company oversight. As of December 31, 2025, the board had 12 members, 11 of whom were independent, and was 33% gender diverse and 33% racially/ethnically diverse.

For more information on our board and its committees and our directors, as well as their duties and obligations, see our proxy statement filed with the SEC in connection with our 2026 annual general meeting of shareholders.

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

Enterprise risk management

Genpact's ERM policy and framework help us identify, monitor, and respond to business risks associated with operations, legal requirements and regulations, strategy, finance, marketing and branding, and reputation.

Our approach to enterprise risk

With input from internal and external stakeholders, we run quarterly risk assessments to refresh our risk priorities based on their impact and how they interact with other risks. And risk owners across the business develop and execute risk-response strategies.

Our cross-functional risk council periodically reviews Genpact's risk profile and reports key business risks to the board of directors' audit committee.

We align our risk management methodology with industry standards, such as the framework established by the Committee of Sponsoring Organizations of the Treadway Commission. We also follow 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.

We have three lines of defense:

01

Business operations and functional teams work according to their standard operating procedures

02

Risk and compliance teams run ongoing process risk assessments and monitor compliance

03

Internal audit carries out regular audits and reports on them to the audit committee

Building the culture

Genpact continues to build a risk and governance culture across the organization. Our many initiatives create awareness and build enthusiasm among employees and clients.

We run risk management training programs on our learning platform, Genome.ai, and host gamified learning opportunities and 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-related considerations in business strategy and operations

We integrate climate-related risks and opportunities into our ERM processes, business strategy, operational planning, supply chain management, infrastructure decisions, and innovation initiatives.

This approach builds resilience, enables continuity of operations, and aligns with our long-term sustainability objectives.

Business areas	Impact on strategy planning
Products and services	As part of our service delivery, we discuss with clients any risks related to locations or delivery centers. This could be where there is the potential for business disruption due to extreme weather events, civil unrest, technology outages, and so on. As a result, we have cross-trained teams in multiple countries so they can pick up key roles if there's a disruption. Through our sustainability services, we help clients strengthen ESG performance, improve compliance, and build more sustainable supply chains and operations using digital innovation, process expertise, and advanced technologies. For more information on our Sustainability Services, please go to page 67.
Upstream/ downstream value chain	We have developed a sustainable supply chain policy focused on near and green sourcing in line with our sustainability strategy. Our real estate strategies include moving away from areas impacted by climate change to tier 2 cities with lower carbon footprints. We already have green catalogs, lifecycle analyses, and green benchmarking. And we're evaluating strategies, such as internal carbon pricing mechanisms, for use in select products and services. In line with our net-zero target of reducing Scope 3 emissions by 54.6% by 2032, we have asked our critical tier 1 suppliers to monitor and disclose their emissions data, reduction targets, and climate initiatives.
Operations	Our business continuity plans enable us to continue delivering services to our clients under any circumstances. The plans include installing flooding and waterlogging equipment and work-from-home procedures.
Investment in R&D	We have collaborated with third parties to develop a basket of sustainability offerings. We have allocated funding to smart grid technology and other strategic priorities like cloud, which have significant cost benefits and have reduced our Scope 1 and 2 emissions by 67%. We have also implemented a wide range of initiatives to reduce our environmental footprint and support sustainable operations. Please refer to the "Progress for the planet" section, page 18.

Table 14: Impact of climate-related risks on the business

Business continuity management

Genpact's business continuity management system (BCMS) framework aligns with ISO 22301:2019 standard guidelines on BCMSs and covers both enterprise and operational resilience, maintaining secure work environments and uninterrupted services for our clients.

Our business continuity solutions are designed to minimize risks, manage crises, and maintain the seamless delivery of critical client services following any disruptive event. These solutions address scenarios that can result in the denial of access to facilities, technology, or key personnel. We test our business continuity solutions annually for overall readiness.

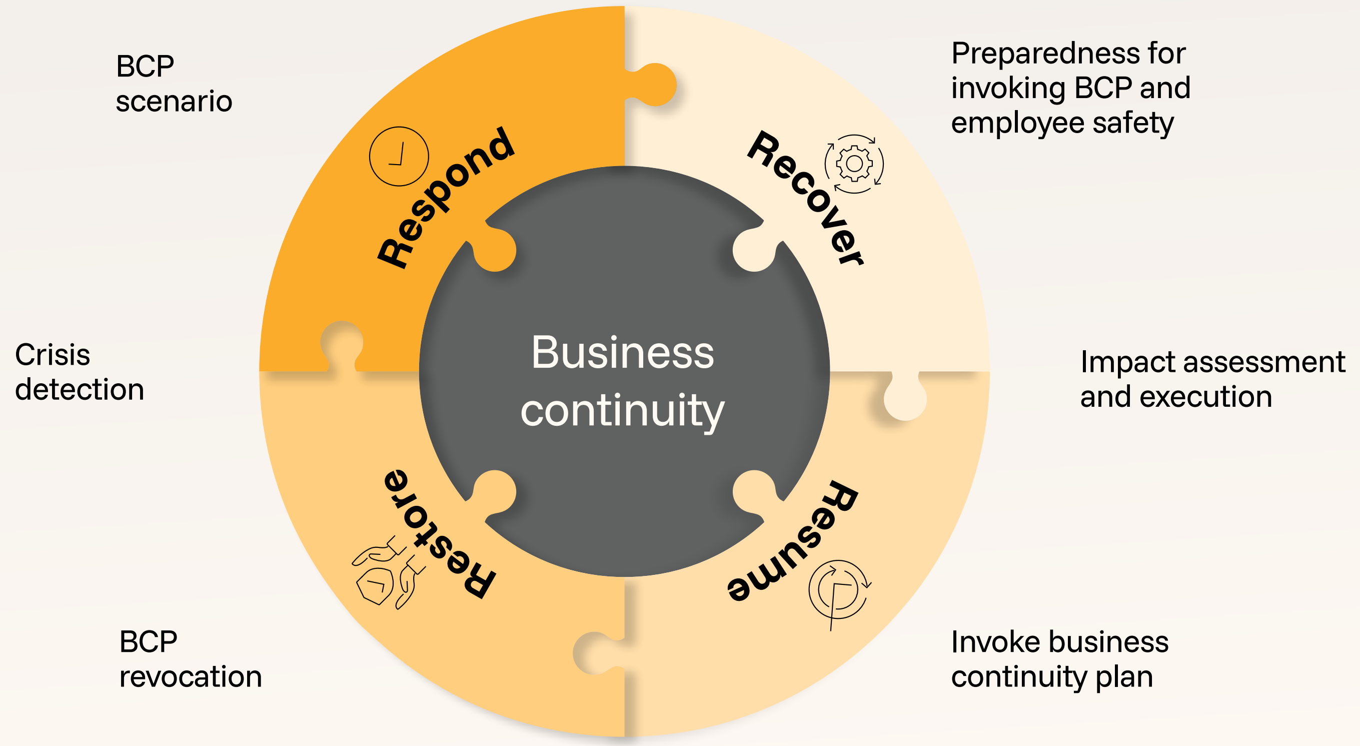


Figure 27: The four phases of our business continuity plan

Data security and privacy

Cybersecurity risks keep evolving. With the accelerating adoption of AI technologies, increasing variety of global regulatory standards for data protection, and growing demand for automation and data processing, 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. Our strict rules and security procedures are guided by international standards, applicable laws, evaluations of our risk environment, and third-party vulnerability assessments.

Standards, frameworks, and training

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

When necessary, we use the Payment Card Industry Data Security Standard or HITRUST standards for any sector-specific, contractually agreed-upon needs. Reputable certification bodies conduct certification and annual audits in line with ISO requirements.

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

Our multi-layered approach to training and awareness takes all employees through data privacy and cybersecurity training during onboarding and then annually. In addition, we run industry-specific training and ongoing awareness campaigns, targeted simulations, and engagement activities to sharpen our employees' focus on cybersecurity and privacy risks.

Regulatory compliance

We dedicate significant resources to maintaining compliance with applicable laws and regulations. Data protection rules that apply to us include the General Data Protection Regulation in the EU and UK, US federal and state legislation, India's Digital Personal Data Protection Act, and similar obligations in parts of South America, Africa, and Asia Pacific.

Genpact's privacy office, data protection officers, and legal counsel support our businesses through our privacy compliance framework. The ethics and compliance committee oversees the work of the privacy office and reports to the board's audit committee through the corporate privacy officer.

During the 2025 reporting period, we have not received any reports of material data breaches.

Public policy

Through our non-alliance policy, 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

Due to the scale of Genpact's activities, we must comply with many legal and regulatory requirements on topics including anti-corruption, anti-competitive activity, data protection, cybersecurity, taxation, employment, and labor relations. These obligations vary and can conflict, which creates legal and compliance complexity.

We abide by applicable laws because it's 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 oversees 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 on the use of AI technologies develop, we integrate them into our compliance framework.

Our code of conduct is our compass in our endeavor to operate ethically and in compliance with all applicable laws and regulations. It guides us on how to behave when interacting with clients, coworkers, vendors, and other outside parties. We communicate effectively and train different stakeholders, such as the board, employees, and business partners, on our code of conduct, which includes anti-corruption, anti-bribery, and other topics related to business ethics and compliance.

We communicate our anti-corruption policy to all members of the board in our code of conduct and to all employees annually via email and training sessions. We make business partners and vendors aware of the policy through our third-party code of conduct, which we share with them and include in our contracts. 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 includes a responsible anti-bribery and anti-corruption (ABAC) risk management framework as part of our comprehensive risk management strategy. Our leadership team regularly reviews ABAC policies and practices, and we evaluate ABAC risks 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 integral to our operational efficiency and a significant enabler of our sustainability objectives. Integrating Genpact's sustainability goals into our supply chain program continues to be a strategic priority as part of our supply chain governance.

We are developing a comprehensive supply chain sustainability framework, grounded in our third-party code of conduct and overarching sustainability strategy. This framework applies to all our supply chain partners, including service providers, suppliers, alliance partners, consultants, and contractors.

Our vendor governance office has a defined governance procedure for efficient vendor management. It safeguards critical areas such as vendor risk assessments, , monitoring and exception handling, data security, business continuity, regulatory compliance, and financial health.

Supplier screening

Our procurement policy aligns with our objective of achieving net-zero emissions by 2050 and other sustainability targets.

During supplier onboarding, we do extensive due diligence and screen against a range of risk categories. These categories include adverse media, information security, physical security and sustainability, anti-corruption, anti-competition, regulatory compliance, environmental impact, information security and data privacy, safety standards, and human rights.

In addition to our vendor governance, which screens 100% of new suppliers, we screened over 75% of new vendors in 2025 against our sustainability criteria during their onboarding. We are also collaborating with third-party experts to enhance our supplier governance processes by introducing additional sustainability parameters.

We used the EcoVadis platform to assess the risk ratings of 1,617 existing suppliers and new vendors. At the same time, we executed a detailed sustainability maturity assessment for our top 20% of suppliers to determine their sustainability performance, identify areas for improvement, capture direct emissions data, and create more effective ways to engage with them.

To get even greater sustainability insights into our vendors, we have also updated the sustainability questionnaire on our supplier onboarding portal.

01 Ethical and transparent vendor operations and relations

02 Limiting negative environmental impact on our supply chain

03 Protecting human rights and promoting globally accepted labor practices among our vendors

04 Promoting diversity and inclusion in our supply chain

05 Engaging with vendors to encourage sustainable practices

Figure 28: Principles of our sustainable supply chain program

Supplier diversity

We pursue diversity across our supplier base, in accordance with applicable law. 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 US spend, 88% is with diverse suppliers, of which 80% is with minority-owned businesses and 20% with women-owned businesses. We plan to extend our supplier diversity program to other countries.

Sustainability **scorecards**

79 Environmental scorecard

92 Social scorecard

Environmental scorecard

Near-term net-zero target (2032)							
Scope	**SBTi target description**	**Base year emissions (2019)**	**Current year emissions (tCO2e) (2025)**	**% reduction by end of target year (2032)**	**Absolute emissions by end of target year (2032)**	**% change compared to base year**	**% of SBTi target achieved**
Scope 1	Reduce absolute Scope 1 and 2 GHG emissions by 69.5% by 2032 (2019 base year)	9,286	3,120.28	66.10%	3,147.95	-66.40%	**100.45%**
Scope 2		85,997	28,577.04	69.90%	25,885.10	-66.77%	**95.52%**
Scope 1 + 2		95,283	31,697.32	69.50%	29,061.32	-66.73%	**96.02%**
Scope 3	Reduce absolute Scope 3 GHG emissions by 54.6% by 2032 (2019 base year)	108,894	1,04,146.99	54.60%	49,437.88	-4.36%	**7.98%**
Long-term net-zero target (2050)							
Scope	**SBTi target description**	**Base year emissions (2019)**	**Current year emissions (tCO2e) (2025)**	**% reduction by end of target year (2050)**	**Absolute emissions in target year (2050)**	**% change compared to base year**	**% of SBTi target achieved**
Scope 1	To reduce absolute Scope 1 and 2 GHG emissions by 90% by 2050 (2019 base year)	9,286	3,120.28	90%	928.60	-66.40%	**73.78%**
Scope 2		85,997	28,577.04	90%	8,599.70	-66.77%	**73.81%**
Scope 3	To reduce absolute Scope 3 GHG emissions by 90% (2019 base year)	108,894	1,04,146.99	90%	10,889.40	-4.36%	**4.84%**
Scope 1 + 2 + 3	To reduce absolute Scope 1, 2, and 3 GHG emissions by 90% (2019 base year)	204,177	1,35,844.31	90%	20,417.70	-33.47%	**37.19%**

Table 15: Long and near-term 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 16: Our ISO certifications and guidelines

Source	2019	2020	2021	2022	2023	2024	2025
Diesel	89,181	41,434	7,741	4,746	10,205	9,452	7,900
LPG	740	341	257	279	344	377	239
PNG	-	-	-	-	-	192	231
Charcoal	-	-	-	-	-	-	-
Grid electricity	529,454	240,562	200,029	219,714	218,906	215,076	156,650
Natural gas	-	-	-	5,913*	9,974	13,954	9,834
Other sources (diesel generator (DG))	729	395	275	3,519	3,809	581	512
Nuclear power	-	-	-	-	-	-	-
Renewable energy	24,412	20,913	18,062	23,560	65,952	68,794	118,541
Total	**644,516**	**304,304**	**246,982**	**283,463**	**309,189**	**308,424**	**293,907**

Table 17: Energy consumption (GJ) by source

Note: *Genpact started tracking natural gas consumption in 2022

Region	2019	2020	2021	2022	2023	2024	2025
India	313,580	194,095	134,110	142,215	180,711	192,958	196,485
US	62,665	44,268	46,095	66,460	52,801	40,849	13,850
EMEA	210,656	7,611	17,104	19,804	21,485	22,435	25,841
Philippines	27,297	19,729	15,445	17,803	19,235	17,716	20,827
Latin America	19,182	21,415	17,531	14,974	18,341	19,259	18,662
China	13,531	12,796	12,290	10,778	11,349	10,803	10,415
Japan	2,029	1,958	1,428	1,396	2,878	2,193	1,999
Malaysia	957	1,157	960	1,091	1,197	1,184	1,137
Australia	2,218	1,274	1,165	1,060	1,190	1,027	540
South Africa	-	-	853	6,881	0*	-	4,151
Total	**652,114**	**304,304**	**246,982**	**283,463**	**309,189**	**308,424**	**293,907**

Table 18: Energy consumption (GJ) by region

Note: We closed our operations in South Africa in 2023 and reinitiated them in 2025

Region	2019	2020	2021	2022	2023	2024	2025
India	4.97	3.00	1.76	1.75	2.14	1.91	1.86
US	17.38	8.08	5.32	7.94	5.99	7.33	2.68
EMEA	58.36	1.45	2.14	2.35	2.73	2.14	2.09
Philippines	5.10	3.36	3.33	2.59	2.80	1.77	1.86
Latin America	7.86	5.95	4.14	3.42	4.18	3.71	3.50
China	3.01	2.73	2.32	1.96	2.01	1.92	1.93
Japan	5.00	6.92	2.12	1.64	2.57	4.47	4.26
Malaysia	2.21	2.51	1.41	0.86	1.32	1.16	1.06
Australia	32.61	6.53	3.13	3.33	3.74	4.69	3.33
South Africa	-	-	0.61	4.82	-	-	3.63

Table 19: Energy intensity (GJ/person) by region

Note: We closed our operations in South Africa in 2023 and reinitiated them in 2025

Region	2019	2020	2021	2022	2023	2024	2025
India	4.97	0.05	0.03	0.19	0.04	0.05	0.04
US	17.38	0.01	0.05	0.07	0.04	0.05	0.05
EMEA	58.36	0.01	0.03	0.03	0.05	0.04	0.05
Philippines	5.10	0.07	0.05	0.06	0.06	0.04	0.05
Latin America	7.86	0.05	0.04	0.03	0.04	0.04	0.04
China	3.01	0.03	0.03	0.03	0.03	0.03	0.03
Japan	5.00	0.06	0.05	0.09	0.77	0.05	0.05
Malaysia	2.21	0.03	0.03	0.03	0.04	0.04	0.03
Australia	32.61	0.08	0.07	0.04	0.07	0.05	0.04
South Africa	-	-	0.01	0.10	-	-	0.01

Table 20: Energy intensity (GJ/sq. ft.) by region

Note: We closed our operations in South Africa in 2023 and reinitiated them in 2025

Intensity	2019	2020	2021	2022	2023	2024	2025
Energy intensity (GJ/sq. ft)	0.11	0.03	0.03	0.04	0.04	0.04	0.04
Energy intensity (GJ/person)	6.68	3.36	2.23	2.37	2.38	2.18	1.98

Table 21: Energy intensity

Note: We have included the total energy (all sources of energy) to calculate the energy intensity ratio

Emissions type	2019	2020	2021	2022	2023	2024	2025
Scope 1	9,286	7,417	4,508	4,508	3,917	5,503	3,120
Scope 2	85,997	44,747	36,435	42,891	41,244	38,525	28,577
Scope 3	108,894	74,695	59,109	66,379	89,428	119,372	104,147
Total	**204,177**	**126,859**	**100,052**	**113,778**	**134,589**	**163,400**	**135,844**

Table 22: Global emissions (tCO_2e)

Notes:
1. We have reported a reduction in GHG emissions due to energy efficiency measures and the use of renewable energy
2. Emissions have been calculated in accordance with the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard

Source	2019	2020	2021	2022	2023	2024	2025
Diesel	6,608	3,070	577	354	751	658	562
Charcoal	-	-	-	-	-	-	-
LPG	47	21	16	18	21	23	15
PNG	-	-	-	-	-	10	13
R22	941	1,241	1,706	639	528	266	114
R123	-	-	-	-	-	0	0
R134A	52	80	-	-	-	2,203	385
R410A	566	2,590	1,604	3,117	2,497	1,626	1,386
R407C	1,015	376	601	-	106	317	101
R32	3	10	3	-	12	15	19
CO2	-	-	-	-	-	0.82	0.13
Natural gas	-	-	-	677	499	738	541
Other DG sources	54	29	53	669	741	43	38
Grid electricity	85,610	44,713	35,313	41,021	40,005	38,128	28,524
Gas electricity	388	34	1,069	906	-	0	0
Purchased goods and services (Cat 1)*	44,717	58,333	51,706	45,574	34,402	60,737	50,537
Capital goods (Cat 2)*				4,214	13,305	7,859	9,155
Fuel and energy-related activities (Cat 3)	22,332	6,737	10,559	13,008	12,678	13,309	10,171
Waste generated in operations	11	2	49	65	31	15	11
Business travel	24,668	4,259	1,680	6,941	20,250	26,282	22,726
Employee commuting	17,166	5,703	1,653	4,135	8,762	11,171	11,547
Total	**204,178**	**127,198**	**108,193**	**121,328**	**134,589**	**163,400**	**135,844**

Table 23: Total emissions (tCO_2e) by source and year

Note: *The data split by categories 1 and 2 is only available from 2022 onwards

	2019	2020	2021	2022	2023	2024	2025
Emissions intensity (tCO2e/sq. ft)	0.03	0.01	0.01	0.01	0.01	0.01	0.005
Emissions intensity (tCO2e/person)	2.42	2.88	0.90	0.40	0.35	0.31	0.21

Table 24: Emissions intensity

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

	R22	R123	R134A	R410A	R407C	R32	CO2
Global	65.00	0.00	296.00	720.31	62.00	27.99	130.50

Table 25: Emissions from ozone-depleting substances (ODS) in kg

ODS Source	2019	2020	2021	2022	2023	2024	2025
R22	941	1,241	1,706	639	528	266	114
R123	-	-	-	-	-	0	-
R134A	52	80	-	-	-	2,203	385
R410A	566	2,590	1,604	3,117	2,497	1,626	1,386
R407C	1,015	376	601	-	106	317	101
R32	3	10	3	-	12	15	19
CO2	-	-	-	-	-	0.82	0.13
Total	**4,296**	**4,297**	**3,914**	**3,756**	**3,144**	**4,427**	**2,005**

Table 26: Emissions from ODS in tCO2e

Type	2019	2020	2021	2022	2023	2024	2025
Particulate matter (PM)	0.71	0.38	0.08	0.32	0.16	0.84	0.01
Sulfur dioxide (SO2)	0.51	0.32	0.06	0.15	0.17	0.49	0.01
Nitrogen dioxide (NO2)	4.65	2.29	0.55	1.99	0.97	5.96	0.09
Carbon monoxide (CO)	1.16	0.63	0.18	0.71	0.15	1.32	0.00
Non-methane hydrocarbons (NMHCs)	0.3	0.16	0.03	0.17	0.03	0.33	0.02

Table 27: Other air emissions (MT)

Description		Unit	Disposal method	2019	2020	2021	2022	2023	2024	2025
Hazardous	Biomedical waste generated	kg		1,488	96	4,960	3,116	1,161	323	251
	Biomedical waste disposed	kg	Incinerated	1,488	96	4,960	3,116	1,161	323	251
	Used oil generated	L		7,245	4,675	5,215	6,408	4,031	4,911	2,692
	Used oil disposed	L	Recycled	7,245	4,675	5,215	6,408	4,031	4,911	2,692
	Oil-soaked cloth generated	kg		38	27	32	35	14	38	17
	Oil-soaked cloth disposed	kg	Incinerated	38	27	32	35	14	38	17
	Waste oil generated	L		1,850	4,470	1,475	0	2,960	2,377	2,327
	Waste oil disposed	L	Recycled	1,850	4,470	1,475	0	2,960	2,377	2,327
	DG filters generated	kg		1,162	589	359	484	458	1,477	1,602
	DG filters disposed	kg	Incinerated	1,162	589	359	484	458	1,477	1,602
	E-waste generated	kg		43,403	26,256	43,917	220,145	135,577	223,760	1,00,848
	E-waste disposed	kg	Recycled	187,493	24,140	57,247	297,155	146,362	223,760	1,00,848
	SUP generated	kg		325,152	156,427	123,883	35,461	11,313	8,968	8,706
	SUP disposed	kg	Recycled	325,152	156,427	123,883	35,461	11,313	8,968	8,706

Table 28: Waste generation by category

Description		Unit	Disposal method	2019	2020	2021	2022	2023	2024	2025
	Battery generated	Nos		8,838	-	-	-	-	-	-
		kg		-	25,692	41,774	53,076	103,350	29,446	16,086
	Battery disposed*	Nos	Recycled	8,838	-	-	-	-	-	-
		kg	Recycled	-	25,692	41,774	53,076	103,350	29,446	16,086
Nonhazardous	Paper scrap (shredded paper) generated	kg		340,987	179,173	998,107	203,190	204,755	207,915	87,559
	Paper scrap (shredded paper) disposed	kg	Recycled	340,987	179,173	998,107	203,190	204,755	207,915	87,559
	Wet waste (food waste) generated	kg		1,360,114	364,795	111,773	148,290	170,446	441,574	456,882
	Wet waste (food waste) disposed	kg	Recycled	1,360,114	364,795	111,773	148,290	170,446	441,574	456,882
	Dry waste (waste JRT/HRT, plastic, other) generated**	kg		567,315	288,678*	401,849	1,681,168	533,359	991,970	914,402
	Dry waste (waste JRT/HRT, plastic, other) disposed**	kg	Recycled	567,315	288,678*	401,849	1,681,168	533,359	991,970	914,402
	Wood scrap generated	kg		9,523	9,890	107,401	78,698	11,313	176,994	79,453
	Wood scrap disposed	kg	Recycled	9,523	9,890	107,401	78,698	11,313	176,994	79,453
	Construction debris generated	kg		-	-	-	-	511,555	256,078	59,464
	Construction debris disposed	kg	Landfill	-	-	-	-	511,555	256,078	59,464
	Metal scrap generated	kg		-	5,999	255,895	228,822	142,242	110,945	96,036
	Metal scrap disposed	kg	Recycled	-	5,999	255,895	228,822	142,242	110,945	96,036
	STP sludge generated	kg		1,414	1,699	1,331	2,484	4,252	4,550	5,516
	STP sludge disposed	kg	Reused	1,414	1,699	1,331	2,484	4,252	4,550	5,516

Table 28: Waste generation by category (continued)

Notes:
In 2025, 1,771.42 MT of waste was diverted away from landfills through recycle and reuse efforts and 59.46 MT of waste was diverted towards landfills
* Batteries have been reported in kg since 2020
** In 2020, we conducted volumetric measurements of dry waste in Wormer instead of Gravimetric

Region	2019	2020	2021	2022	2023	2024	2025
India	313,580	194,095	111,871	181,454	196,891	281,033	298,806
US	62,665	44,268	19,269	38,770	13,918	37,947	28,454
EMEA	26,884	10,470	13,966	27,422	31,611	15,297	54,299
Philippines	27,297	19,729	2,121	3,758	6,907	9,300	10,410
Latin America	19,182	21,415	7,478	11,526	12,485	15,630	16,910
China	13,531	12,796	44,146	39,031	42,006	45,833	47,206
Japan	2,029	1,958	0	0	54	53	42
Malaysia	957	1,157	158	266	122	98	85
Australia	2,218	1,274	-	-	-	-	0
South Africa	-	-	2,345	29,315	-	-	1,476
Total	**416,328**	**292,887**	**201,335**	**331,543**	**303,995**	**405,191**	**457,688**

Table 29: Water withdrawal (kL) by region

Notes:
1. We closed our operations in South Africa in 2023 and reinitiated them in 2025
2. The data reported for water withdrawal in 2023 only covers Genpact sites with water metering

Region	Borewell	Municipal water supply	Private water supply	Packaged drinking water	Other source*	Rainwater harvested
India	76,878	184,149.34	34,739	3,039.43	0	48,295.48
USA	-	28,454.18	-	-	0	-
EMEA	35,118.20	18,528.62	-	-	651.94	698
Philippines	-	8,683.64	508.19	1,218.61	-	-
Latin America	-	16,909.54	-	-	-	-
China	-	46,073	-	1,132.87	-	-
Japan	-	-	-	42.25	-	-
Malaysia	-	85	-	-	-	-
Australia	-	-	-	-	-	-
South Africa	-	1,476.27	-	-	-	-
Total	**111,996.20**	**304,359.59**	**35,247.19**	**5,433.16**	**651.94**	**48,993.48**

Table 30: Water withdrawal (kL) by region and source in 2025

Notes:
1. We closed our operations in South Africa in 2023 and reinitiated them in 2025
2. All water sources are freshwater sources
* Water sources other than those listed

Water source	Surface water	Groundwater	Seawater	Produced water	Third-party water	Others	Total
Water withdrawal (megaliters)	-	112	-	-	345.04	0.65	**457.69**

Table 31: Water withdrawal by source and consumption (megaliters) in 2025

Notes:
1. Groundwater include borewell as a water source
2. Third-party water includes municipal, private water supply, and packaged drinking water
3. Other water sources are categorized as 'Others'
4. Harvested rainwater is primarily used for groundwater recharge

Parameter	2019	2020	2021	2022	2023	2024	2025
Total water withdrawn (kL)	125,074	103,895	111,957	181,454	196,891	281,033	298,806
Total water recycled (kL)	95,550	37,774	41,908	79,722	112,360	144,735	178,237
Total water reused (kL)	93,766	22,908	35,511	79,288	99,936	70,729	178,101
Water recycled against water withdrawn (%)	76	36	37	44	57	52	60

Table 32: Water recycled and reused at owned sites in India

Note: Water evaporation and process losses account for the difference between the water recycled and water reused

Parameter	2019	2020	2021	2022	2023	2024	2025
Total water withdrawn (kL)	416,328	292,887	210,335	331,543	303,995	405,191	457,688
Total water recycled (kL)	134,571	62,828	41,908	79,722	112,506	144,735	212,637
Total water reused (kL)	132,787	37,600	35,511	79,288	100,082	100,142	212,501
Water recycled against water withdrawn (%)	32	21	21	24	37	36	46

Table 33: Water recycled and reused across global locations

Note: Water evaporation and process losses account for the difference between water recycled and water reused

Water source	Low	Low-medium	Medium-high	High	Extremely high
Groundwater	-	-	-	35,118.20	76,878
Surface water	-	-	-	-	-
Third-party water	4,233.49	28,380.18	19,871.69	42,457.95	250,096.63
Any other source	651.94	-	-	-	-

Table 34: Water withdrawal by source and stressed areas (kL)

Notes:
1. Groundwater includes borewell as a water source
2. Third-party water includes municipal, private water supply, and packaged drinking water
3. Other water sources are categorized as 'Any other source'
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	4,885.43	28,380.18	19,871.69	77,576.15	326,974.63

Table 35: Water consumption from areas with water stress (kL)

Note: World Resources Institute's Aqueduct Water Risk Atlas consulted to identify water stress levels

Intensity	2019	2020	2021	2022	2023	2024	2025
Water intensity (kL/sq. ft)	0.07	0.01	0.03	0.05	0.04	0.06	0.07
Water intensity (kL/person)	4.27	3.24	1.82	2.77	2.34	2.87	3.09

Table 36: 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	1	321	217	0	423	116	0	539
Senior management	30	3,837	669	0	3,211	1,325	0	4,536
Middle management	19,137	44,388	1,696	15	42,206	23,018	12	65,236
Associates	51,802	23,573	1,483	13	38,976	37,883	12	76,871
Total permanent workforce	70,970	72,119	4,065	28	84,816	62,342	24	147,182
Total contract workforce	336	309	22	4,334	402	186	4,413	5,001
Total workforce	**71,306**	**72,428**	**4,087**	**4,362**	**85,218**	**62,528**	**4,437**	**152,183**

Table 37: Total workforce by gender, age, and employment level

Notes:
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, 2025
3. The contract workforce does not include employees who do not have guaranteed hours
4. Total employee number is based on headcount

Region	Men	Women	Gender not disclosed	Total
Europe	4,170	6,723	7*	**10,900**
Asia Pacific	1,497	5,604	14	**7,115**
India	68,646	37,111	0	**105,757**
Latin America	2,377	2,953	3	**5,333**
North America	2,755	2,454	0	**5,209**
Philippines	4,754	6,441	0	**11,195**
Other	617	1,056	0	**1,673**

Table 38: Permanent employee distribution by region and gender

Notes:
1. Disclosing gender is voluntary for employees in certain geographies. Nonresponses are reflected in the 'gender not disclosed' columns.
2. Workforce data is reported as of December 31, 2025
* The drop in the number of 'gender not disclosed' employees since 2024 reflects updated gender-related disclosures following an employee data validation exercise run toward the end of the reporting period

Region	Top management	Senior management	Middle management	Associates	Total
Europe	58	499	3,744	6,599	**10,900**
Asia Pacific	9	137	2,015	4,954	**7,115**
India	188	2,715	52,676	50,178	**105,757**
Latin America	2	69	2,188	3,074	**5,333**
North America	260	959	2,670	1,320	**5,209**
Philippines	4	61	1,146	9,984	**11,195**
Others	18	96	797	762	**1,673**

Table 39: Permanent employee distribution by region and employment level

Note: Total workforce data is reported as of December 31, 2025

Region	Men	Women	Gender not available / undisclosed	Total
Europe	47	29	268	**344**
Asia Pacific	18	27	348	**393**
India	148	27	3,031	**3,206**
Latin America	69	63	75	**207**
North America	82	20	503	**605**
Philippines	11	13	151	**175**
Other	27	7	37	**71**

Table 40: Contractor distribution by region and gender

Category	Permanent				Contractors			
	Men	Women	Gender not disclosed	Total	Men	Women	Gender not disclosed	Total
Europe	1,319	1,505	531	**3,355**	42	20	162	**224**
Asia Pacific	401	869	12	**1,282**	10	55	502	**567**
India	18,529	11,105	0	**29,634**	26	6	2,492	**2,524**
Latin America	686	854	0	**1,540**	37	35	85	**157**
North America	679	723	0	**1,402**	63	19	516	**598**
Philippines	2,204	2,557	0	**4,761**	1	3	45	**49**
Others	231	275	1	**507**	21	6	24	**51**
New hire rate	28.35%	28.69%	12.33%	**28.86%**	49.75%	77.42%	86.70%	**83.38%**

Table 41: New hires in 2025 by geography, gender, and contract type

Note: New hire rate is calculated as the number of employees hired during the reporting period divided by the total employee headcount at the end of the reporting period, expressed as a percentage

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	1	0	0	47	11	0	40	9	0	0	0	0
Senior management	12	7	0	462	196	0	83	28	0	0	0	0
Middle management	4,382	2,533	10	4,894	2,322	17	145	107	1	1	2	10
Associates	11,615	9,986	266	2,232	2,484	146	120	194	14	15	9	80
Total permanent workforce	16,010	12,526	276	7,635	5,013	163	388	338	15	16	11	90
Total contract workforce	45	72	229	39	13	73	5	3	3	111	56	3,521
Total workforce	**16,055**	**12,598**	**505**	**7,674**	**5,026**	**236**	**393**	**341**	**18**	**127**	**67**	**3,611**
New hire rate by age (permanent)	19.58%			8.70%			0.50%			0.08%		
New hire rate by age (contractors)	6.92%			2.50%			0.22%			73.75%		

Table 42: New hires in 2025 by age, gender, and employment level

Note: New hire rate is calculated as the number of employees hired during the reporting period divided by the total employee headcount at the end of the reporting period, expressed as a percentage

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	0	0	0	33	11	0	57	7	0	0	0	0
Senior management	4	0	0	385	162	1	90	25	0	0	0	0
Middle management	2,478	1,445	21	5,089	2,295	61	143	123	2	1	2	5
Associates	8,898	7,537	600	2,793	2605	288	108	207	26	11	12	82
Total permanent workforce	**11,380**	**8,982**	**621**	**8,299**	**5,073**	**350**	**398**	**362**	**28**	**12**	**14**	**87**
Total contract workforce	-	-	-	-	-	-	-	-	-	-	-	-
Total workforce	**11,380**	**8,982**	**621**	**8,299**	**5,073**	**350**	**398**	**362**	**28**	**12**	**14**	**87**

Table 43: Employee turnover by age, gender, and employment level

Notes:
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 headcount and not absolute headcount. We consider the daily headcount average for turnover numbers. As such, the sum may not match the total turnover.
3. We do not track data for contractors

Employment category	Age group			
	30 and under	31 to 50	50+	Age not disclosed
Top management	0%	3.52%	7.14%	0%
Senior management	20%	3.74%	4.34%	0%
Middle management	23.22%	4.22%	3.82%	6.90%
Associates	33.87%	5.78%	5.20%	28.53%

Table 44: Employee turnover rate by age and employment level

Note: Turnover rate is calculated as the number of employee separations during the reporting period divided by the average employee headcount during the reporting period, expressed as a percentage

Employment category	Gender		
	Male	Female	Gender not disclosed
Top management	21.30%	15.72%	0%
Senior management	15.54%	14.80%	0%
Middle management	18.94%	17.60%	40.73%
Associates	29.40%	34.89%	117.96%

Table 45: Employee turnover rate by gender and employment level

Note: Turnover rate is calculated as the number of employee separations during the reporting period divided by the average employee headcount during the reporting period, expressed as a percentage

Region	Permanent employee turnover rate		
	Male	Female	Gender not disclosed
Europe	20.88%	16.19%	103.43%
Asia Pacific	23.56%	16.63%	51.85%
India	23.41%	24.63%	-
Latin America	30.69%	22.57%	28.57%
North America	27.80%	32.72%	-
Philippines	35.31%	42.01%	-
Others	18.83%	17.40%	66.67%

Table 46: Employee turnover rate by gender and region

Note: Turnover rate is calculated as the number of employee separations during the reporting period divided by the average employee headcount during the reporting period, expressed as a percentage

Band	Male	Female	Gender not disclosed
Management	30.1%	16.1%	0.0%
Technical staff	25.6%	24.9%	0.0%
Other employees	0.3%	0.1%	2.9%

Table 47: Gender group representation

Notes:
1. Management category represents top, senior, and middle management
2. Associates are considered technical staff
3. Other employees are considered contractors
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
48%	49%	3%	0.02%	58%	42%	0.02%

Table 48: Employee diversity

Note: Disclosing age and gender is voluntary for employees. Nonresponses are reflected in the "Age not disclosed" and "Gender not disclosed" column

Region	Men	Women	Gender not disclosed	Total
Europe	749	992	1,070*	**2,811**
Asia Pacific	352	942	7	**1,301**
India	15,786	8,883	0	**24,669**
Latin America	738	644	1	**1,383**
North America	790	834	0	**1,624**
Philippines	1,566	1,956	0	**3,522**
Others	108	181	7	**296**

Table 49: Permanent employee turnover by gender and region

Note: *The change in the number of "Gender not disclosed" employees since 2024 reflects updated gender-related disclosures following an employee data validation exercise run toward the end of the reporting period

Age group				Gender		
Under 30	50	50+	Age not disclosed	Men	Women	Gender not disclosed
-	8%	92%	-	67%	33%	-

Table 50: 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%	25	308
Europe	100%	100%	65	519
India	100%	100%	3,285	1,990
North America	100%	100%	62	103
Philippines	100%	100%	69	283
Others	100%	100%	19	29

Table 51: Parental leave

Notes:
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	99.47%	100%	-	**99.59%**
Senior management	100%	100%	-	**100%**
Middle management	99.92%	99.83%	100%	**99.89%**
Associates	99.82%	99.66%	100%	**99.74%**

Table 52: Employees receiving regular performance reviews as of December 2025

Employment contract	Employee category	Men	Women	Gender not disclosed
Permanent	Top management	32.44	36.30	-
	Senior management	32.68	32.71	-
	Middle management	61.35	59.33	25.32
	Associates	80.36	78.91	37.61
Contractors*	Contractors	5.45	6.33	6.25

Table 53: Average training hours by employment level and gender

Note: *There are 3.33 manhours unaccounted for

Code of conduct training	
Region	**Number of people**
Africa	1,006
Australia	138
Asia Pacific	6,641
Europe	9,340
India	96,377
Latin America	4,783
North America	4,771
Philippines	9,586
Others	341
Total	**132,983**

Table 54: Employees trained in code of conduct

Number of new suppliers in 2025	Number of new suppliers screened using environmental criteria	Percentage of new suppliers screened using environmental criteria	Number of suppliers assessed for environmental impacts	Number of suppliers identified as having a significant, actual, or potentially negative environmental impact	Percentage of suppliers with significant, actual, or potentially negative environmental impacts who agreed to make improvements following an assessment	Percentage of suppliers with significant, actual, or potentially negative environmental impacts whose contracts were terminated following an assessment
2,081	1,617	77.7%	1,617	737	100%	0%

Table 55: Suppliers screened using environmental criteria

Number of new suppliers in 2025	Number of new suppliers screened using social criteria	Percentage of new suppliers screened using social criteria	Number of suppliers assessed for social impacts	Number of suppliers identified as having a significant, actual, or potentially negative social impact	Percentage of suppliers identified through assessments as having significant, actual, or potentially negative social impacts who agreed to make improvements	Percentage of suppliers with significant, actual, or potentially negative social impacts whose contracts were terminated after assessment
2,081	1,617	77.7%	1,617	566	100%	0%

Table 56: Suppliers screened using social criteria

Description	Asia Pacific	Philippines	Europe	Latin America	North America	Others	India	Total
Number of near misses/ hazard reports	0	0	0	0	0	0	0	**0**
Number of non-reportable injuries (permanent)	0	6	6	0	3	0	268	**283**
Number of non-reportable injuries (contractual)	0	0	0	0	1	0	276	**277**
Number of recordable injuries and work-related ill health (permanent)	3	15	13	7	1	0	0	**39**
Number of recordable injuries and work- related ill health (contractual)	0	1	0	0	0	0	0	**1**
Lost days (permanent)	111	140	214	24	2	0	0	**491**
Lost days (contractual)	0	6	0	0	0	0	0	**6**
Hours worked (permanent)	13,660,800	21,494,400	20,928,000	10,239,360	10,001,280	3,212,610	203,053,440	**282,589,440**
Hours worked (contractor)	754,560	336,000	660,480	397,440	1,163,520	136,320	6,155,520	**9,603,840**
Fatalities (permanent)	0	0	0	0	0	0	0	**0**
Fatalities (contractual)	0	0	0	0	0	0	0	**0**
Number of high-consequence work-related injuries, excluding fatalities (permanent)	0	0	0	0	0	0	0	**0**
Number of high-consequence work-related injuries, excluding fatalities (contractors)	0	0	0	0	0	0	0	**0**

Table 57: Number of work-related injuries and work-related ill health by region in 2025

Note: Due to the nature of our work, workplace injuries and workplace-related health hazards are primarily related to ergonomics, slips, falls, and disease, which may happen to our workforce during their employment

Category	Unit	2019	2020	2021	2022	2023	2024	2025
Fatalities (permanent and contractor)	Nos	0	0	0	0	0	1	0
Near misses/hazard reports	Nos	39	4	9	2	9	0	0
Recordable injury (permanent)	Nos	45	22	40	17	52	249	39
Recordable injury (contractor)	Nos	9	4	114	3	10	1	1
Lost days (permanent)	Nos	545	679	797	1,121	2,008	877	491
Lost days (contractor)	Nos	30	0	28	13	1	8	6
Hours worked (permanent)	Hours	125,125,000	144,370,000	212,814,720	229,710,720	249,598,080	271,459,200	282,589,440
Hours worked (contractor)	Hours	400,000	8,023,680	10,199,040	9,146,880	7,557,120	7,248,000	9,603,840
Rate of fatalities as a result of work-related injury (permanent)	Rate	0	0	0	0	0	1	0
Rate of fatalities as a result of work-related injury (contractor)	Rate	0	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	0.13
Rate of work-related injuries (contractor)	Rate	4.5	0.1	2.24	0.07	0.26	0.02	0.02
Rate of high-consequence work-related injuries, excluding fatalities (permanent)	Rate	0	0	0.01	0	0	0	0
Rate of high-consequence work-related injuries, excluding fatalities (contractors)	Rate	0	0	0.2	0	0	0	0

Table 58: Occupational health and safety trend, 2019–25

Notes:
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	2025
Revenues	4,042	4,371	4,477	4,767	5,080
Economic value generated	4,042	4,371	4,477	4,767	5,080
Economic value distributed	3,673	4,017	3,846	4,253	4,528
Operating costs	632	650	651	719	799
Employee wages and benefits	2,715	3,036	3,096	3,256	3,425
Payments to providers of capital	58	58	66	80	74
Payments to government	114	112	-29	163	178
Community investments	-	-	-	-	1
Other expenses	153	161	62	35	51
Economic value retained	369	353	631	514	552

Table 59: 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, 2025

Alignment to **indexes**

105 Sustainability Accounting Standards Board index

108 Global Reporting Initiative content index

119 Task Force on Climate-Related Financial Disclosures index

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	Environmental scorecard	page 79
	(2) Percentage grid electricity		
	(3) Percentage renewable		
TC-SI-130a.2	(1) Total water withdrawn	Environmental scorecard	page 88
	(2) Total water consumed, percentage of each in regions with high or extremely high baseline water stress		
TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	Progress for the planet	page 18
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	To maintain the privacy of its employees', clients', and third parties' personal information, Genpact maintains a global Data Privacy Policy with supporting policies and procedures. Genpact's Binding Corporate Rules for Processors were approved by the European Data Protection Board in 2024. Our Privacy Office is staffed with employees with risk and information security backgrounds, in addition to our data protection officers and legal counsel. The office supports Genpact's functions and businesses with the implementation of our privacy compliance framework. Genpact has established privacy notices to inform its employees, job applicants, and others about data collection, usage, storage, and deletion of personal information, and has implemented internal practices for its functions and businesses. Genpact's Information Governance Policy governs the retention and purging of data that is no longer required for business purposes consistent with applicable law. Genpact processes clients' data in accordance with the instructions and agreements established 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 employees, job applicants, and independent contractors consistent with our privacy notices. The Privacy and Cookie Notice describes the data collected in view of targeted advertising and individuals' rights, as handled by our marketing teams. Finally, Genpact retains or purges data consistent with Genpact's Information Governance Policy and applicable laws. Genpact processes clients' data in accordance with the instructions and agreements established with our clients	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/or DPIAs, as required, on its own processing activities. In relation to clients' processing activities, Genpact conducts privacy risk analysis for client operations processes on a periodic basis to monitor Genpact's risks and compliance globally, including data privacy and regulatory compliance. In addition, Genpact performs regular privacy risk assessments at a function and operations level, including as part of the assessments for onboarding/offboarding vendors	N/A
	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, in compliance with applicable laws. In relation to clients' data, Genpact processes clients' data in accordance with the instructions and agreements established with our clients	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, genpact.com/privacy	N/A

SASB index (continued)

SASB code	Description	Reference section	Page no.
Data privacy and freedom of expression cont.			
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	Number of unique law enforcement requests for user information	No requests	N/A
	Number of users whose information was requested		
	Percentage of government and law enforcement requests that resulted in disclosure to the requesting party		
	The entity may describe its policy for determining whether to comply with a request for user data, including under what conditions it will release user data, what requirements must be met in the request, and the level of management approval required	In case of such requests, Genpact would assess its obligations under applicable law and would obtain approval at the chief legal officer level	
	The entity may describe its policy for notifying users about such requests, including the timing of notification	In case of such requests, Genpact would comply with its transparency obligations, as set out under applicable laws	
TC-SI-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Genpact complies with applicable trade controls and sanctions laws, which restrict its ability to provide services in certain locations. Otherwise, N/A	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 74
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	1.02%	N/A

SASB index (continued)

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 from the company; many countries have stringent adjudication standards, and it's possible that applications could be denied. Similar risks and high compliance enforcement procedures are also possible when work visas must be extended or renewed, which can impact the continuity of stay on a project or in a country. In a few countries, posting job ads locally is a requirement and is linked to visa sponsorship for foreign nationals. The role must be advertised to try and attract local nationals first. After the job posting period has ended and once the non-availability of local talent is ascertained, such jobs can be offered to foreigners who need work visa sponsorship. Processing timelines have increased for some countries due to geopolitical situations or limitations on the availability of visa appointments at consulates	N/A
	Approach to addressing the risks identified related to recruiting foreign nationals	We address the risk factors associated with visa applications by including additional facts or information upfront to avoid possible rejections. Visa adjudication is still subjective and depends on adjudicating officials' discretion. We educate employees on ongoing enforcement actions and policy or procedural changes that are being implemented to ensure awareness and that they follow all relevant processes to maintain legal status during the stay in the foreign location. Visa renewal or extension-related applications are initiated well ahead of time to mitigate risks and if required to consider alternatives in the event of a denial. Our businesses bake in the increased timelines for work visa processes when deploying or hiring foreign nationals. We set up the relevant recruitment-related steps, such as posting job ads on respective government agency websites and reporting on the non-availability of local talent, as a process for specific countries where required to comply with their guidelines	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 for its controls on data security – such as encryption, email security, endpoint security, cloud security, monitoring, documented processes, and a well-trained security team. We comply with jurisdiction-specific laws regarding data localization and/or transmission. We have global policies and procedures relating to intellectual property rights, while also protecting Genpact's IP as required in various international jurisdictions	N/A
TC-SI-330a.2	Employee engagement as a percentage	Employee engagement	page 43
TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for	Social scorecard	page 92
	(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 anticompetitive behavior regulations	Regulatory compliance and ethics	page 75
Managing systemic risks from technology disruptions			
TC-SI-550a.1	Number of (1) performance issues	(1) None. No material performance issues (2) None. No material service disruptions (3) None. 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. Genpact's business continuity management systems framework is based on ISO 22301:2019 requirements and is standard across our global delivery centers, providing resiliency to our delivery capabilities. Refer to "Enterprise risk management" for information on measures to address business continuity risks	page 71

Table 60: 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 2025 to December 2025
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 16 Location of headquarters: Bermuda Country of operations: Genpact at a glance, page 5				
	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, 2025, page 151				
	2-3 Reporting period, frequency, and contact point	About the report, page 120				
	2-4 Restatements of information	NA				
	2-5 External assurance	Assurance statement, page 129				
	2-6 Activities, value chain, and other business relationships	Refer to our annual report on Form 10-K for the year ended December 31, 2025, pages 8–13				
	2-7 Employees	Social scorecard, page 92				
	2-8 Workers who are not employees	Social scorecard, page 93				
	2-9 Governance structure and composition	Progress you can trust, page 69 Sustainability governance, page 70 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	Progress you can trust, page 69				
	2-11 Chair of the highest governance body	Progress you can trust, page 69				
	2-12 Role of the highest governance body in overseeing the management of impacts	Progress you can trust, page 69				

GRI content index (continued)

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	Corporate governance, page 70				
	2-14 Role of the highest governance body in sustainability reporting	Refer to our proxy statement, pages 7 and 13				
	2-15 Conflicts of interest	Refer to our proxy statement, Corporate governance highlights, page 6				
	2-16 Communication of critical concerns	Enterprise risk management, page 71				
	2-17 Collective knowledge of the highest governance body	Sustainability governance, page 70 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 32 Annual cash bonus, page 37 A list of the financial and certain nonfinancial performance metrics included in the 2025 proxy statement Fixed pay, page 34 Compensation clawback policy, page 43 Retirement benefits, page 52 Potential payments upon termination or change of control, page 59				
	2-20 Process to determine remuneration	Refer to our proxy statement: Shareholder engagement and feedback and responsiveness, pages 32–33 Role of consultants, page 33				
	2-21 Annual total compensation ratio	Refer to our proxy statement: Summary compensation, page 45 CEO pay ratio, page 62 For comparison, also refer to our 2025 proxy statement: Summary compensation, page 44 CEO pay ratio, page 62				

GRI content index (continued)

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 06				
	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 Human Rights Policy and 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	Refer to our policies published on our website Sustainability governance, page 70				
	2-25 Processes to remediate negative impacts	Human rights, page 48 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 Also refer to Section 3.4: Grievance mechanisms in our Human Rights Policy, page 3				
	2-27 Compliance with laws and regulations	Regulatory compliance and ethics, page 75				
	2-28 Membership associations	Measuring our performance, page 16 Also refer to table: Our inclusion partnerships, page 50				
	2-29 Approach to stakeholder engagement	Stakeholder engagement, page 14				

GRI content index (continued)

GRI standard/other source	Disclosure	Location	Omission			GRI sector standard reference number
			Requirement(s) omitted	Reason	Explanation	
General disclosures						
	2-30 Collective bargaining agreements	0.11% 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				
Material topics						
GRI 3: Material topics 2021	3-1 Process to determine material topics	Double materiality assessment, page 07				
	3-2 List of material topics	Double materiality assessment, page 08 For comparison, also refer to the materiality assessment, 2024 Sustainability report, page 11				
Biodiversity						
GRI 101: Biodiversity	3-3 Management of material topics	Progress for the planet, page 18 Progress against our sustainability goals, page 22 For more information, please refer to our Biodiversity Policy		Low-priority topic		
	101-1 Policies to halt and reverse	We have a biodiversity policy and biodiversity action plan to guide our approach towards biodiversity conservation. Urban biodiversity is a low priority for Genpact, but we have a biodiversity action plan and will report on progress on an annual basis in our sustainability report				
	101-2 Management of biodiversity impacts	Our operations are primarily service-based and office-led. No significant biodiversity impacts have been identified from our activities, products, or services				
	101-3 Access and benefit-sharing	Not applicable because we do not access, use or commercialize genetic resources, biological resources, or associated traditional knowledge				
	101-4 Identification of biodiversity impacts	Biodiversity impacts are identified based on our operational footprint, including office locations, resource use, waste, water, and environmental initiatives. No significant biodiversity impacts were identified during the reporting period				
	101-5 Locations with biodiversity impacts	No owned operational sites are located in, adjacent to, or directly impacting protected areas or areas of high biodiversity value outside protected areas				
	101-6 Direct drivers of biodiversity loss	We do not directly contribute to major biodiversity loss such as land-use change, habitat conversion, or overexploitation of natural resources. Potential indirect impacts from energy, emissions, water, and waste are managed through our environmental programs				
	101-7 Changes to the state of biodiversity	We have not identified any material changes to the state of biodiversity attributable to the company's operations				
	101-8 Ecosystem services	We do not have significant direct dependencies on ecosystem services for our core business operations, apart from common operational dependencies such as water, energy, and waste assimilation services				

GRI content index (continued)

GRI standard/other source	Disclosure	Location	Omission			GRI sector standard reference number
			Requirement(s) omitted	Reason	Explanation	
Economic performance						
GRI 3: Material topics 2021	3-3 Management of material topics	Double materiality assessment, page 07				
GRI 201: Economic performance 2016	201-1 Direct economic value generated and distributed	Social scorecard, page 103				
	201-2 Financial implications and other risks and opportunities due to climate change	Minimizing our climate- and nature-related risks, page 28 Enterprise risk management, page 71				
	201-3 Defined benefit plan obligations and other retirement plans	See our annual report on Form 10-K, Employee benefit plan, pages 42-48				
	201-4 Financial assistance received from government	See our annual report on Form 10-K, page 26				
Anti-corruption						
GRI 3: Material topics 2021	3-3 Management of material topics	Progress you can trust, page 69 Regulatory compliance and ethics, page 75				
GRI 205: Anticorruption 2016	205-1 Operations assessed for risks related to corruption	Regulatory compliance and ethics, page 75				
	205-2 Communication and training about anticorruption policies and procedures	Regulatory compliance and ethics, page 75				
	205-3 Confirmed incidents of corruption and actions taken	Regulatory compliance and ethics, page 75				
Anticompetitive behavior						
GRI 3: Material topics 2021	3-3 Management of material topics	Progress you can trust, page 69 Regulatory compliance and ethics, page 75				
GRI 206: Anticompetitive behavior 2016	206-1 Legal actions for anticompetitive behavior, antitrust, and monopoly practices	Regulatory compliance and ethics, page 75				

GRI content index (continued)

GRI standard/other source	Disclosure	Location	Omission			GRI sector standard reference number
			Requirement(s) omitted	Reason	Explanation	
Energy						
GRI 3: Material topics 2021	3-3 Management of material topics	Progress for the planet, page 18				
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Environmental scorecard, page 80 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 82				
	302-4 Reduction of energy consumption	Smarter use of power and renewable energy, page 23				
	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		
Water and effluents						
GRI 3: Material topics 2021	3-3 Management of material topics	Progress for the planet, page 18 Water management, page 36				
GRI 303: Water and effluents 2018	303-1 Interactions with water as a shared resource	Water management, page 36 Mapping of water stress is done under the TCFD section, page 29 For our water-related goals and targets, see Progress against our sustainability goals and targets, page 22				
	303-2 Management of water discharge-related impacts	Environmental scorecard, page 79 The data has been compiled using our internal tool. Refer to Genpact's approach to sustainability, page 06				
	303-3 Water withdrawal	Environmental scorecard, pages 88–91				
	303-4 Water discharge	Environmental scorecard, page 90				
	303-5 Water consumption	Environmental scorecard, water consumption from areas with water stress (in kL), page 90				

GRI content index (continued)

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	Progress for the planet, page 18 Action against climate change, page 19				
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Environmental scorecard, page 83 We have considered all GHG gases while calculating Scope 1 emissions. Operational control is the consolidated approach we use to calculate emissions				
	305-2 Energy indirect (Scope 2) GHG emissions	Environmental scorecard, page 83				
	305-3 Other indirect (Scope 3) GHG emissions	Environmental scorecard, page 83				
	305-4 GHG emissions intensity	Environmental scorecard, page 85				
	305-5 Reduction of GHG emissions	Action against climate change, page 19				
	305-6 ODS emissions	Environmental scorecard, page 85				
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Environmental scorecard, page 86				
Waste						
GRI 3: Material topics 2021	3-3 Management of material topics	Progress for the planet, page 18 Waste management, page 33				
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Waste management, page 33				
	306-2 Management of significant waste-related impacts	Waste management, page 33				
	306-3 Waste generated	Environmental scorecard, pages 86–87				
	306-4 Waste diverted from disposal	Waste management, page 33				
	306-5 Waste directed to disposal	Waste management, page 33				
Supplier environmental assessment						
GRI 3: Material topics 2021	3-3 Management of material topics	Progress you can trust, page 69 Supplier management, page 76				

GRI content index (continued)

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 76 Social scorecard, page 100				
	308-2 Negative environmental impacts in the supply chain and actions taken	Supplier management, page 76 Social scorecard, page 100				
Employment						
GRI 3: Material topics 2021	3-3 Management of material topics	Progress for all, page 37 Our double materiality assessment evaluates both impact and financial materiality across all identified material topics. Based on this assessment, we did not find any material topics that pose actual or potential negative impacts				
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Social scorecard, pages 94–96				
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Company benefits, page 44				
	401-3 Parental leave	Social scorecard, page 98				
Occupational health and safety						
GRI 3: Material topics 2021	3-3 Management of material topics	Progress for all, page 37 Occupational health, page 46				
GRI 403: Occupational health and safety 2018	403-1 Occupational health and safety management system	Occupational health, page 46				
	403-2 Hazard identification, risk assessment, and incident investigation	Occupational health, page 46				
	403-3 Occupational health services	Occupational health, page 46				
	403-4 Worker participation, consultation, and communication on occupational health and safety	Occupational health, page 46				
	403-5 Worker training on occupational health and safety	Occupational health, page 46				

GRI content index (continued)

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 46				
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational health, page 46				
	403-8 Workers covered by an occupational health and safety management system	Occupational health, page 46				
	403-9 Work-related injuries	Social scorecard, page 101				
	403-10 Work-related ill health	Social scorecard, page 101				
Training and education						
GRI 3: Material topics 2021	3-3 Management of material topics	Progress for all, page 37				
GRI 404: Training and education 2016	404-1 Average hours of training per year per employee	Social scorecard, page 99				
	404-2 Programs for upgrading employee skills and transition assistance programs	Training and development, page 39				
	404-3 Percentage of employees receiving regular performance and career development reviews	Social scorecard, page 98				
Diversity and equal opportunity						
GRI 3: Material topics 2021	3-3 Management of material topics	Progress for all, page 37 Inclusion, page 49				
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	Social scorecard, page 98				
	405-2 Ratio of basic salary and remuneration of women to men	Inclusion, page 49				
Nondiscrimination						
GRI 3: Material topics 2021	3-3 Management of material topics	Genpact's code of conduct, Showing respect, page 7				

GRI content index (continued)

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	Progress with community, page 56 Corporate social responsibility, page 57				
GRI 413: Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Corporate social responsibility, page 57				
	413-2 Operations with significant actual and potential negative impacts on local communities	Corporate social responsibility, page 57				
Supplier social assessment						
GRI 3: Material topics 2021	3-3 Management of material topics	Progress you can trust, page 69 Supplier management, page 76				
GRI 414: Supplier social assessment 2016	414-1 New suppliers that were screened using social criteria	Supplier management, page 76 Social scorecard, page 100				
	414-2 Negative social impacts in the supply chain and actions taken	Supplier management, page 76 Social scorecard, page 100				
Customer privacy						
GRI 3: Material topics 2021	3-3 Management of material topics	Progress you can trust, page 69 Data security and privacy, page 74				
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 61: 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 governance	Page 70
Governance (b) Describe management's role in assessing and managing climate-related risks and opportunities	Progress you can trust	Page 69
Strategy (a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term	Minimizing our climate-and nature-related risks	Page 28
Strategy (b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning	Minimizing our climate-and nature-related risks	Page 28
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-and nature-related risks	Page 28
Risk management (a) Describe the organization's processes for identifying and assessing climate-related risks	Minimizing our climate-and nature-related risks	Page 28
Risk management (b) Describe the organization's processes for managing climate-related risks	Minimizing our climate-and nature-related risks	Page 28
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-and nature-related risks	Page 28
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	Progress for the planet	Page 18
Metrics and targets (b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks	Progress for the planet	Page 20
Metrics and targets (c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets	Progress against our sustainability goals	Page 22

Table 62: TCFD index

About the **report**

About the report

The Genpact 2025 Sustainability Report is the 12th 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 108). In addition to the GRI Standards, the Company has also aligned its disclosures with the following globally recognized frameworks and standards:

SASB
Sustainability Accounting Standards Board – Software and IT Services Standard (see SASB index on page 105).

IFRS S2
International Financial Reporting Standards – climate-related disclosures

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 **July 20, 2026.**

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 to enhance 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

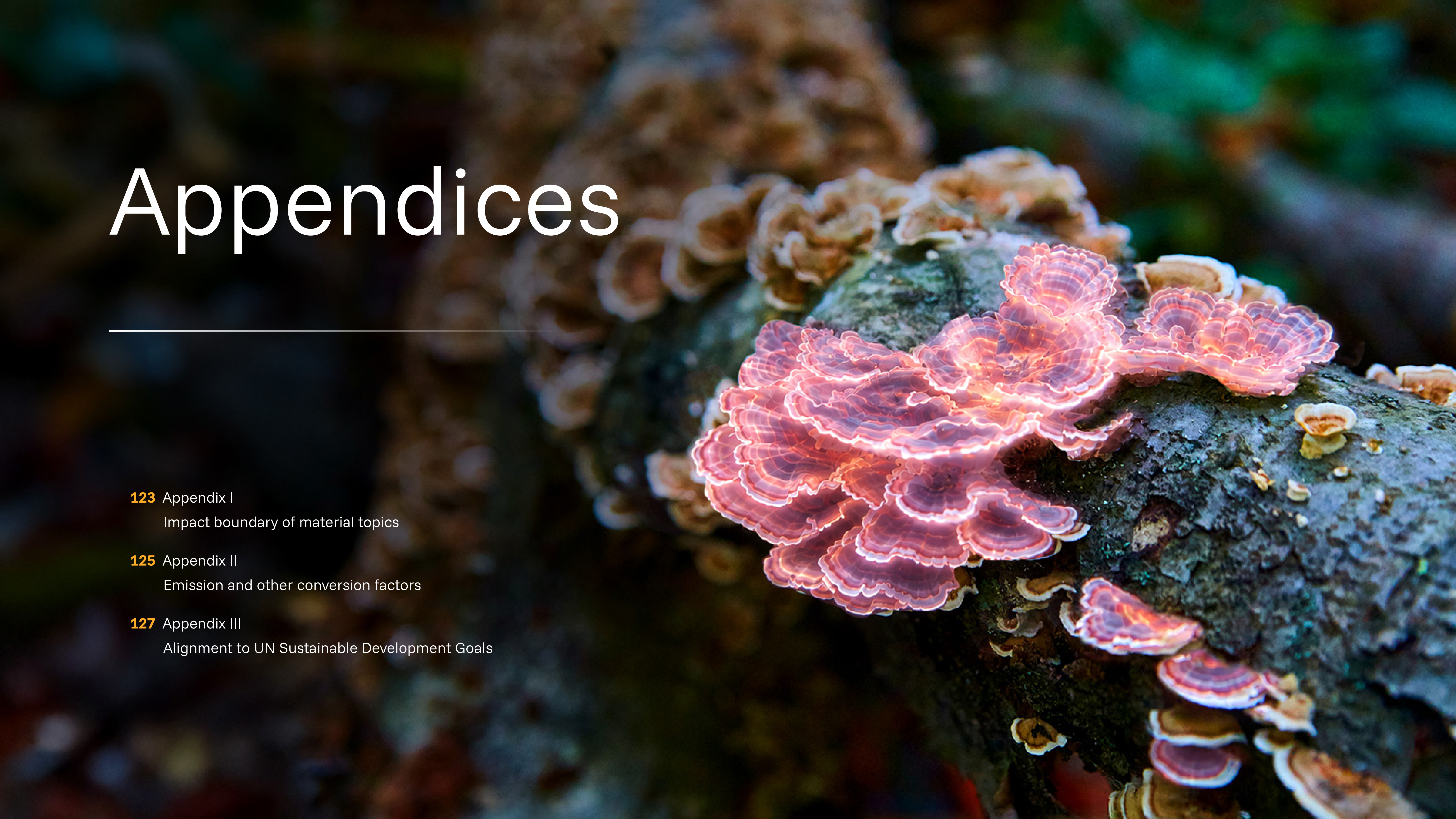
The report presents in-depth, transparent, and balanced disclosures on Genpact's material sustainability issues from January 1, 2025, to December 31, 2025. The material topics have been identified by reviewing global and sector trends, our key risks and opportunities, and stakeholder engagement. The report aims to provide insights into our sustainability 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 125). 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, 2025, are available in our annual report on Form 10-K filed with the SEC on February 26, 2026.

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

123 Appendix I
Impact boundary of material topics

125 Appendix II
Emission and other conversion factors

127 Appendix III
Alignment to UN Sustainable Development Goals

Appendix I

Impact boundary of material topics

Material topic	Associated GRI and SASB disclosures	Stakeholders impacted
Talent attraction, development and engagement	GRI 401: Employment 2016 Recruiting and managing a global, diverse, and skilled workforce (TC-SI-330a.1, TC-SI-330a.2) GRI 404: Training and education 2016	Employees
ESG support for clients and green innovation		Clients, investors and employees
Equal opportunity and human rights	GRI 405: Diversity and equal opportunity 2016 Recruiting and managing a global, diverse, and skilled workforce (TC-SI-330a.3), 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, clients
Occupational health, safety and employee wellbeing	GRI 403: Occupational health and safety 2018	Employees
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
Corporate governance	GRI 205: Anti-corruption 2016 GRI 206: Anticompetitive behavior 2016	Employees, investors, and government/regulatory bodies
Corporate social responsibility and Community development	GRI 413: Local communities 2016	Communities and employees
Responsible business practices and anti-corruption	GRI 2: General disclosures GRI 205: Anti-corruption	Employees, investors, suppliers, regulatory bodies, clients
Regulatory compliance and certifications		Employees, clients, investors, regulatory bodies
Digital transformation, responsible AI and technology use		Employees and clients
Biodiversity and ecosystem	GRI 101: Biodiversity 2024	Employees, community, and industry bodies

Impact boundary of material topics (continued)

Material topic	Associated GRI and SASB disclosures	Stakeholders impacted
Waste management	GRI 306: Waste 2020	Employees and suppliers, communities, government/regulatory bodies
Water and wastewater management	GRI 303: Water and effluents 2018 Environmental footprint of hardware infrastructure (TC-SI-130a.2)	Employees and suppliers, communities, government/regulatory bodies
Energy and emissions	GRI 305: Emissions 2016	Employees, investors, clients, and government/regulatory bodies, communities

Table 63: 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	2.57082	DEFRA 2025
LPG, emission factor (kg CO2/tonne LPG)	2,939.36095	DEFRA 2025
Other sources (DG)	0.26808	DEFRA 2025
Natural gas (100% mineral blend) gross calorific value	0.18494	DEFRA 2025
Natural gas (100% mineral blend) cubic meters	2.08906	DEFRA 2025
Diesel (kg CO2/L) – transport	2.57082	DEFRA 2025
PNG	2.06672	DEFRA 2025
Global warming potential (GWP) – R22	1760	DEFRA 2025
GWP – R123	79	DEFRA 2025
GWP – R134A	1,300	DEFRA 2025
GWP – R410A	1,924	DEFRA 2025
GWP – R407C	1,624	DEFRA 2025
GWP – R32	677	DEFRA 2025
GWP – CO2	1	DEFRA 2025
Grid electricity emission factor (India) (kg CO2/kWh)	0.71	Central Electricity Authority, 2025
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)
Grid electricity emission factor (Bulgaria) (kg CO2/kWh)	0.4309	International Energy Agency (IEA)
Grid electricity emission factor (Colombia) (kg CO2/kWh)	0.1519	International Energy Agency (IEA)
Grid electricity emission factor (South Africa) (kg CO2/kWh)	0.8933	International Energy Agency (IEA)
T&D emission factors for Scope 3 (FERA) (India) (kg CO2/kWh)	0.1364	International Energy Agency (IEA)

Emission and other conversion factors (continued)

Emission source	Factor	Source
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)
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)
T&D emission factors for Scope 3 (FERA) (Bulgaria) (kg CO2/kWh)	0.0236	International Energy Agency (IEA)
T&D emission factors for Scope 3 (FERA) (Colombia) (kg CO2/kWh)	0.0091	International Energy Agency (IEA)
T&D emission factors for Scope 3 (FERA) (South Africa) (kg CO2/kWh)	0.094	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)
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)
Upstream life cycle emission factors for Scope 3 (FERA) (Bulgaria) (kg CO2/kWh)	0.0922	International Energy Agency (IEA)
Upstream life cycle emission factors for Scope 3 (FERA) (Colombia) (kg CO2/kWh)	0.0333	International Energy Agency (IEA)
Upstream life cycle emission factors for Scope 3 (FERA) (South Africa) (kg CO2/kWh)	0.1528	International Energy Agency (IEA)

Table 64: Emission sources

Appendix III

Alignment to UN Sustainable Development Goals

SDG statement	SDG alignment	SDG targets that Genpact contributes to	Reference section
End poverty in all its forms everywhere	Direct	1.5	Progress with community
End hunger, achieve food security and improved nutrition, and promote sustainable agriculture	Direct	2.1	Progress with community
Ensure healthy lives and promote wellbeing for all at all ages	Direct	3.4 3.8	Progress with community Progress for all
Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	Direct	4.1	Progress with community

SDG statement	SDG alignment	SDG targets that Genpact contributes to	Reference section
Achieve gender equality and empower all women and girls	Direct	5.1 5.5 5.B	Progress with community Progress for all Progress you can trust
Ensure access to water and sanitation for all	Direct	6.3 6.6	Progress for the planet Progress with community
Ensure access to affordable, reliable, sustainable, and modern energy for all	Direct	7.2 7.3	Progress for the planet
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	Progress with community Progress for all Progress for business Progress you can trust

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	Progress for business Progress for the planet Progress you can trust
10 REDUCED INEQUALITIES	Reduce inequality within and among countries	Direct	10.3 10.4	Progress with community Progress for all Progress you can trust
11 SUSTAINABLE CITIES AND COMMUNITIES	Make cities inclusive, safe, resilient, and sustainable	Direct	11.4 11.5 11.6 11.7	Progress for the planet
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Ensure sustainable consumption and production patterns	Direct	12.5 12.6	Progress for the planet Progress for 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	Progress for the planet Progress with community Progress you can trust
14 LIFE BELOW WATER	Conserve and sustainably use the oceans, seas, and marine resources	Indirect	14.1 14.2	Progress for the planet
15 LIFE ON LAND	Sustainably manage forests, combat desertification, halt and reverse land degradation, and halt biodiversity loss	Direct	15.1 15.2	Progress for the planet Progress with community
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Promote just, peaceful, and inclusive societies	Indirect	16.2	Progress you can trust
17 PARTNERSHIPS FOR THE GOALS	Strengthen the means of implementation and revitalize the global partnership for sustainable development	Direct	17.11 17.16	Progress with community Progress for business Progress for the planet

Table 65: Alignment to UN SDGs

Note: See all 17 SDGs here

Assurance **statements**

Independent assurance statement

INDEPENDENT ASSURANCE STATEMENT

to the Management of Genpact India Private Limited

Genpact India Private Limited (Corporate Identity Number U73100DL2005PTC307363), hereafter mentioned 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) 2025 (hereafter referred to as the '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 01/01/2025 to 31/12/2025. The reported topic boundaries of non-financial performance are based on the materiality assessment covering Genpact's operations as brought out in the 'About the report' section 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 the 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
- Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard

Assurance Methodology/ Standard

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

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 2025, 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 our independent assurance engagement, we have evaluated the reported environmental, social, and governance (ESG) information against the agreed criteria. Throughout the engagement, we exercised rigorous professional judgment and maintained a high level of professional skepticism to ensure the integrity and reliability of our conclusions.

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 as per stated reporting criteria.
- 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.
- DNV audit team conducted on-site and remote audits for corporate office and other offices (as listed in 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.
- Interviews with the senior managers responsible for the management of disclosures and review of selected evidence to support ESG KPIs and metrics disclosed in the Report. We were free to choose interviewees and interviewed those with overall responsibility of monitoring, data collation and reporting the selected ESG disclosures.
- 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 (as mentioned in Annexure I of this statement) are not fairly stated and are not prepared, in all material aspects, in accordance with the reporting criteria.

Principles as per DNV VeriSustain™ Protocol (V6.0):

1. Materiality

The process of determining the issues that are most relevant to an organization and its stakeholders.

The Report explains the double 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. The list of topics has been prioritized, reviewed and validated, and the Company has disclosed new material topics during the reporting period.

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

2. Stakeholder inclusiveness

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

The Report brings out the stakeholders who have been identified as significant to 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.

4. Completeness

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

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

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

5. Accuracy

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

The Report brings out the systems and processes that the Company has set in place to capture and report its performance related to identified material topics across its reporting boundary. The Report presents both qualitative and quantitative information in a manner that is consistent with available evidence and other reported disclosures. It clearly distinguishes between measured and estimated data, provides adequate descriptions of measurement methodologies, and outlines assumptions and limitations where applicable. Some of the data inaccuracies identified in the Report during the verification process were found to be attributable to transcription, interpretation, and aggregation errors. These data inaccuracies have been communicated for correction and the related disclosures were reviewed post correction.

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

6. Reliability

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

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

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

7. Neutrality/Balance

The extent to which a report provides a balanced account of an organization's performance, delivered in a neutral tone.

The Report brings out the disclosures related to 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.

8. Sustainability Context

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

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

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

Independent assurance statement (continued)

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,	
Chadha, Jas Sahib Singh — Digitally signed by Chadha, Jas Sahib Singh Date: 2026.07.10 10:25:52 +05'30'	Sharma, Anjana — Digitally signed by Sharma, Anjana Date: 2026.07.10 17:14:20 +05'30'
Jas Sahib Singh Chadha Lead Verifier	Anjana Sharma Assurance Reviewer
Assurance Team: Goutam Banik, Suraiya Rahman, K, Sudharshan, Poornachander Maratha, Varsha Bohiya	

10/07/2026, Bengaluru, India

Annexure I

GRI disclosures assured for Limited level of assurance:

- GRI 2: General Disclosures 2021
- GRI 3: Material Topics 2021 – 3-1, 3-2, 3-3
- GRI 101: Biodiversity 2024 – 101-1, 101-2, 101-4, 101-5, 101-6, 101-7, 101-8
- 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
- GRI 308: Supplier Environmental Assessment 2016 – 308-1, 308-2
- GRI 401: Employment 2016 – 401-1, 401-2, 401-3
- GRI 403: Occupational Health and Safety 2018 – 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 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

Notes:
** Scope 1 GHG emissions are calculated 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) 2025 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_21.0): Grid Emission Factors - Weighted Average Emission Rate (Incl RES), including cross-border electricity transfers which is 0.710 kgCO2 per kWh. Scope 2 GHG emissions for USA and other global operations are calculated based on emission factors considered in International Energy Agency (IEA).*
**** Scope 3 GHG emissions are calculated based on emission factors considered in The UK Department for Environment, Food and Rural Affairs (DEFRA) 2025, US Environmental Protection Agency (EPA), and International Energy Agency (IEA).*

Annexure II – Sites selected for audit

S.no	Site	Location
1.	Corporate Office	Delhi NCR – Phase 5, Gurgaon
2.	India offices (onsite audits)	Delhi NCR – North Campus, Gurgaon Rajasthan – Sitapura and JLN, Jaipur Telangana – South Campus, Hyderabad Uttar Pradesh – Stellar, Noida West Bengal – GITP, Kolkata
3.	International Sites (remote audits)	China – Foshan Mexico – Juarez Romania – Bucharest USA – Wilkes-Barre

Independent verification statement

DNV

INDEPENDENT VERIFICATION STATEMENT

to the Management of Genpact India Private Limited

Genpact India Private Limited (Corporate Identity Number U73100DL2005PTC307363, hereafter mentioned as 'Genpact' or 'the Company') commissioned DNV Business Assurance India Private Limited ("DNV", "us" or "we") to conduct a limited level of assurance for its Scope 1, 2 & 3 GHG emissions (Categories 1, 2, 3, 5, 6, 7) for the period 01/01/2025 to 31/12/2025 i.e. Calendar Year (CY) 2025.

Limited Level of assurance (Scope 1, 2 & 3 GHG emissions): On the basis of our verification methodology and scope of work agreed upon, nothing has come to our attention that causes us to believe that the Scope 1, 2 & 3 (for selected categories 1, 2, 3, 5, 6 & 7) GHG emissions of Genpact (as listed in Annexure I of this statement), for reporting period CY 2025 are not materially correct and fairly presented in accordance with the applicable GHG Protocol requirements.

Some data inaccuracies identified during the verification process were found to be attributable to transcription, interpretation, and aggregation errors, and the errors have been corrected.

Scope details	Total GHG Emissions (tCO_2e)
Scope 1 (Direct) GHG emissions[1]	3,120.28
Scope 2 (Indirect) GHG emissions[2]	28,577.04
Scope 3 (Other Indirect) GHG emissions[3]	104,146.99
Total Scope 1, Scope 2 & Scope 3 (1, 2, 3, 5, 6 & 7) GHG emissions[4]	**135,844.31**

Scope of Work and Boundary

The scope of work agreed includes a limited level of assurance for the scope 1, 2 & 3 GHG emissions data for the Calendar Year (CY) 2025 from the Company's operations, comprising of:

- **Scope 1 (Direct) GHG emissions:** Covering combustion of fossil fuels and other emissions, such as Combustion of High-Speed Diesel (HSD), Natural gas, Liquified Petroleum Gas (LPG), Piped Natural Gas (PNG), HFC leakages from air conditioners and CO_2 released due to use of CO_2-based fire extinguishers.
- **Scope 2 (Indirect) GHG emissions:** Covering the GHG emissions on account of purchased electricity from national grids in India and other countries' grid sources, including electricity procured from diesel generator (DG) and natural gas-based power sources at leased and multi-tenant office locations.
- **Scope 3 (Other Indirect) GHG emissions:** Scope 3 GHG emissions arising from the value chain covering six categories as per the Greenhouse Gas Protocol's Corporate Value Chain Accounting. Categories reported are-
  - Purchased Goods and Services (Category 1)
  - Capital Goods (Category 2)
  - Fuel- and Energy-Related Activities (Category 3)
  - Waste Generated in Operations (Category 5)
  - Business Travel (Category 6)
  - Employee Commuting (Category 7)

Verification was carried out at Genpact's corporate office and selected sites in India and other major countries (remote verification) as listed in Annexure II as part of the process of reviewing the Company's internal protocols, processes, and controls related to the collection and collation of its GHG emissions assertions.

Based on the agreed scope with the Company, the boundary for GHG emissions verification covers the operations of Genpact across all global locations. GHG emissions calculations are done by Genpact using the 'operational control' approach.

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 verification 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 and GHG verification professionals. During the reporting period i.e. CY 2025, 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 except for this Verification Statement. DNV maintains complete impartiality toward stakeholders interviewed during the verification process.

[1] *Calculation of Scope 1 GHG emissions is 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) 2025, and GHG protocol cross sector emission factors.*

[2] *Scope 2 GHG emissions for Indian operations are calculated based on emission factors in Central Electricity Authority, Govt. of India (CEA Version_21.0): Grid Emission Factors - Weighted Average Emission Rate (Incl RES), including cross-border electricity transfers, which is 0.710 $kgCO_2$ per kWh. Scope 2 GHG emissions for USA and other global operations are calculated using emission factors sourced from the International Energy Agency (IEA).*

[3] *Calculation of Scope 3 GHG emissions is based on emission factors considered in the UK Department for Environment, Food and Rural Affairs (DEFRA), US Environmental Protection Agency (EPA), and International Energy Agency (IEA). Scope 3 (Other Indirect) GHG emissions of Genpact's GHG Inventory details are listed in Annexure I of this statement.*

[4] *Emission factors used and their references, assumptions considered are mentioned in the 'Genpact EFR 2025", prepared by Genpact.*

DNV

Basis of our conclusion

DNV planned and performed the verification assessment to obtain the necessary evidence to provide a limited level of assurance, adopting a risk-based approach in selecting samples to assess the robustness of the underlying data management system, information flow, controls, quality verification, and check procedures. DNV carried out the following activities.

- **Desk review** of the Scope 1, 2, and 3 emissions for the period from 01/01/2025 to 31/12/2025. Sampling of activity data for verification in line with the requirements for verification.
- **Understanding the GHG management procedures**, including formats, assumptions, emission factors, and calculation methodologies, as well as the Company's GHG data management processes used to generate, aggregate, and report the GHG data, assessing completeness, accuracy, and reliability.
- **Site verifications involving** on-site visits to the corporate office and selected sites in India, and some remote verification as listed out in Annexure II for verifying the identified activities and GHG emission sources, and related evidence at the site level on a sample basis.
- **Interactions with key managers and data owners** to review data consolidation systems related to the GHG inventory, including reviews of emission factors and assumptions used in the calculation methodology.
- **Evaluation of GHG emissions data** using the reliability principle in conjunction with Genpact's methodologies (which are based on GHG Protocol) on data analysis, aggregation, measurement, and reporting.
- **Verification of the calibration status** of equipment being used to monitor and generate activity data on a sample basis.

Reporting Criteria and Verification Standards

Genpact has prepared its GHG inventory data in reference to the requirements of the below,

- GHG Protocol: A Corporate Accounting and Reporting Standard

DNV has carried out this engagement in accordance with the verification principles and requirements as per ISO 14064-3:2019. This provides a limited level of assurance on Genpact's GHG performance data based on the principles of Relevance, Completeness, Consistency, Transparency, and Accuracy applying a ±5% materiality threshold for errors and omissions.

Responsibility of the Company

Genpact is responsible for the collection, analysis, aggregation, calculations, and presentation of data and information related to GHG emission data assertions. These assertions are prepared in accordance with the methodologies defined under Greenhouse Gas Protocol – A Corporate Accounting and Reporting Standard, by adopting the 'operational control' model as a performance data consolidation approach.

Inherent Limitations

DNV's verification engagements 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 verification scope has the following limitations:

- DNV has not been involved in the evaluation or assessment of any financial data/performance of the company. DNV's opinion on specific categories relies on the third party audited financial data 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 verification.
- Data outside the operations specified in the verification boundary is excluded from the verification, unless explicitly mentioned otherwise in this statement.
- The verification engagement assumes that the data and information provided by the Company are complete, sufficient and authentic.
- No external stakeholders were interviewed as part of this verification engagement.
- The verification engagement does not include a review of legal compliances. Compliance with legal requirements is not within the scope of this verification, and the Company is responsible for ensuring adherence to relevant laws.

Use and distribution of Verification statement

This verification statement, including our conclusion, has been prepared solely for the exclusive use and benefit of management of the company and solely for the purpose for which it is provided. To the fullest extent permitted by law, DNV does not assume responsibility to anyone other than the company for DNV's work or this verification statement.

The use of this verification statement shall be governed by the terms and conditions of the contract between DNV and Genpact. DNV does not accept any liability if this verification statement is used for any purpose other than its intended use, nor does it accept liability to any third party in respect of this verification statement.

DNV's Responsibility

Our responsibility for performing this work is to the management of Genpact only and in accordance with the scope of work agreed with the Company; however, this statement represents our independent opinion. The verification engagement assumes that the data and information provided to us are complete, sufficient, and true. DNV disclaims any liability or co-responsibility for any decision a person or entity would make based on this verification statement.

For DNV Business Assurance India Private Limited,	
Banik, Goutam — Digitally signed by Banik, Goutam Date: 2026.07.10 17:03:30 +05'30'	Sharma, Anjana — Digitally signed by Sharma, Anjana Date: 2026.07.10 17:13:34 +05'30'
Goutam Banik Lead Verifier	Anjana Sharma Verification Reviewer
Verifiers: Jas Sahib Singh Chadha, Suraiya Rahman, K, Sudharshan, Poornachander Maratha, Varsha Bohiya	

10/07/2026, Bengaluru, India

DNV

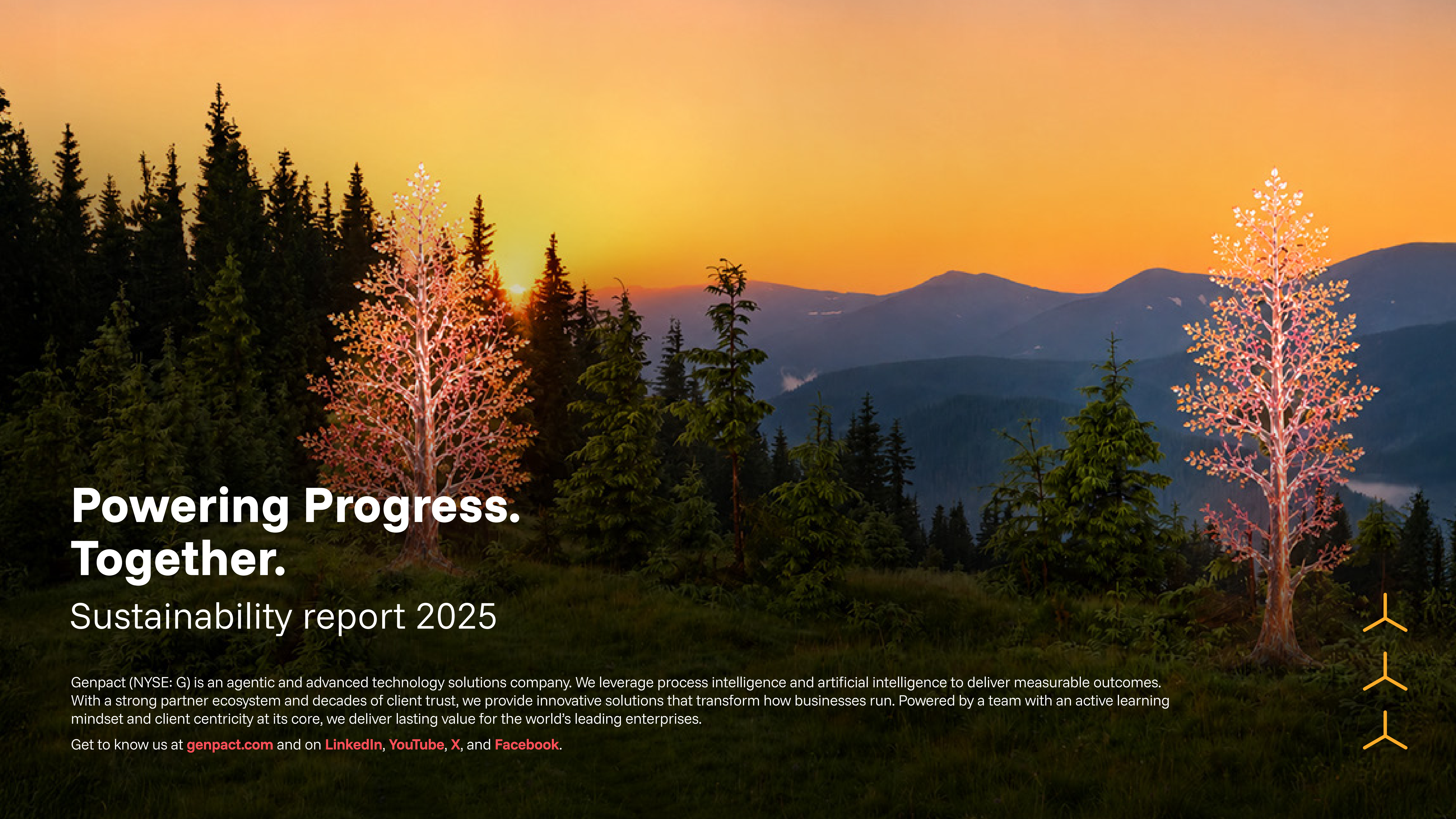
Annexure I: Verified GHG Inventory of Genpact from 01st January 2025 to 31st December 2025

Scope	Source	GHG Inventory (tCO_2e) for CY 2025
Scope 1	Diesel consumption	562.26
	LPG consumption	14.86
	PNG Consumption	12.62
	Natural Gas	525.70
	Refrigerant	2,004.71
	CO_2 extinguisher	0.13
Total GHG emissions of Scope 1 (tCO_2e)		**3,120.28**
Scope 2	Grid electricity	28,523.54
	Other Sources (DG)	38.11
	Natural Gas	15.38
Total GHG emissions of Scope 2 (tCO_2e)		**28,577.04**
Scope 3	Purchased goods and services	50,537.00
	Capital Goods	9,155.00
	Fuel- and Energy-Related Activities	10,170.79
	Waste Generated in Operations	10.58
	Business Travel	22,726.12
	Employee Commuting	11,547.50
Total GHG emissions of Scope 3 (tCO_2e)		**104,146.99**
Total (Scope 1, 2 & 3) GHG emissions by Genpact (tCO_2e)		**135,844.31**

Annexure II

Sites selected for audit

S.no	Site	Location
1.	Corporate Office	Delhi NCR – Phase 5, Gurgaon
2.	India offices (onsite audits)	Delhi NCR – North Campus, Gurgaon Rajasthan – Sitapura and JLN, Jaipur Telangana – South Campus, Hyderabad Uttar Pradesh – Stellar, Noida West Bengal – GITP, Kolkata
3.	International Sites (remote audits)	China – Foshan Mexico – Juarez Romania – Bucharest USA – Wilkes-Barre



Powering Progress. Together.

Sustainability report 2025

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.

Get to know us at **genpact.com** and on **LinkedIn**, **YouTube**, **X**, and **Facebook**.