

# Business Responsibility & Sustainability Reporting

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L72900KA2011PLC057931
2	Name of the Listed Entity	Happiest Minds Technologies Limited
3	Year of incorporation	March 30, 2011
4	Registered office address	53/1-4, Hosur, Main Road, Madivala, Bengaluru-560068, Karnataka
5	Corporate address	53/1-4, Hosur, Main Road, Madivala, Bengaluru-560068, Karnataka
6	E-mail	<a href="mailto:legal@happiestminds.com">legal@happiestminds.com</a>
7	Telephone	080 68283400
8	Website	<a href="http://www.happiestminds.com">www.happiestminds.com</a>
9	Financial year for which reporting is being done	FY 2024-25
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India/Bombay Stock Exchange
11	Paid-up Capital	30,45,49,622
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Priyanka Sharma, Associate Director Email - <a href="mailto:Legal@happiestminds.com">Legal@happiestminds.com</a> Telephone - 080 68283400
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Disclosures made in this report are on a standalone basis and pertain only to Happiest Minds Technologies Ltd.
14	Name of assessment or assurance provider	Not applicable as the Company does not fall under the purview of External Assessment or Assurance as per SEBI requirements.
15	Type of assessment or assurance obtained	Not applicable.

### II. Product/Services

#### 16. Details of business activities (accounting for 90% of the turnover):

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Information and communication	Computer programming, consultancy and related activities	100%

#### 17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

Sr. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Computer programming and related activities	6201	100%

### III. Operations

#### 18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of Plants	Number of Offices	Total
National	Not applicable	5	5
International	Not applicable	11	11

### 19. Markets served by the entity

#### a. Number of locations

Location	Number
National (No. of States)	4
International (No. of Countries)	8

#### b. What is the contribution of exports as a percentage of the total turnover of the entity?

85.67%

#### c. A brief on types of customers

Happiest Minds Technologies caters to a diverse portfolio of over 281 global customers, including Fortune 500 companies, large multinational corporations, digital-native startups, and small-to-medium businesses. These clients span a wide range of industries such as BFSI, EdTech, HiTech, healthcare and life sciences, media, manufacturing, energy and utilities, retail/CPG, logistics, automotive, and travel and hospitality. Regardless of size or sector, customers partner with Happiest Minds to accelerate digital transformation, improve operational agility, and enhance user experiences. The company delivers customized IT services, product engineering, and infrastructure solutions powered by advanced technologies like AI, cloud, IoT, analytics, and cybersecurity.

### IV. Employees

#### 20. Details as at the end of financial year:

##### a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No.(B)	%(B/A)	No.(C)	%(C/A)
EMPLOYEES						
1.	Permanent(D)	4886	3545	72.55%	1341	27.45%
2.	Other than Permanent (E)	212	152	71.70%	60	28.30%
3.	<b>Total employees (D+E)</b>	<b>5098</b>	<b>3697</b>	<b>72.52%</b>	<b>1401</b>	<b>27.48%</b>
WORKERS						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than Permanent (G)	165	147	89.09%	18	10.90%
6.	<b>Total workers (F+G)</b>	<b>165</b>	<b>147</b>	<b>89.09%</b>	<b>18</b>	<b>10.90%</b>

##### b. Differently abled Employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No.(B)	%(B/A)	No.(C)	%(C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent(D)	6	3	50%	3	50%
2.	Other than Permanent (E)	2	1	50%	1	50%
3.	<b>Total differently abled employees (D+E)</b>	<b>8</b>	<b>4</b>	<b>50%</b>	<b>4</b>	<b>50%</b>
DIFFERENTLY ABLED WORKERS						
4.	Permanent(F)	0	0	0%	0	0%
5.	Other than Permanent (G)	0	0	0%	0	0%
6.	Total differently abled workers (F+G)	0	0	0%	0	0%

#### 21. Participation/Inclusion/Representation of women:

	Total (A)	Number and percentage of Females	
		No.(B)	%(B/A)
Board of Directors	8	2	25%
Key Management Personnel	1	0	0%

## 22. Turnover rate for permanent employees and workers:

(Disclose trends for the past 3 years)

	FY 2025			FY 2024			FY 2023		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	16.46%	17.07%	16.63%	13.38%	12.03%	13.01	20.33%	18.33%	19.79%
Permanent Workers	Not applicable								

## V. Holding, Subsidiary and Associate companies (including joint ventures)

### 23. a. Names of holding/ subsidiary/ associate companies/ joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Happiest Mind Inc.	Wholly Owned Subsidiary	100%	Yes
2.	Sri Mookambika Infosolutions Private Limited	Wholly Owned Subsidiary	100%	Yes
3.	Happiest Minds Edutech Private Limited	Wholly Owned Subsidiary	100%	Yes
4.	PureSoftware Technologies Private Limited	Wholly Owned Subsidiary	100%	Yes
5.	InnovazIT Technologies LLC	Wholly Owned Subsidiary	100%	Yes
6.	Gavs Technologies LLC	Wholly Owned Subsidiary	100%	Yes
7.	Gavs Technologies Saudi Arabia for Telecommunications and Information Technology	Wholly Owned Subsidiary	100%	Yes
8.	Aureus Tech Systems Private Limited	Step-down subsidiary	100%	Yes

## VI. CSR Details

### 24.

- (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No): Yes
- (ii) Turnover (in ₹) 1,48,137 Lakhs
- (iii) Net worth (in ₹) 1,55,209 Lakhs

## VII. Transparency and Disclosures Compliances

### 25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2024-25			FY 2023-24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	NA	0	0		0	0	NA
Investors (other than shareholders)	NA	0	0		0	0	NA
Shareholders	Yes	101	0		104	0	NA

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2024-25			FY 2023-24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Employees and workers	Yes	0	0		0	0	NA
Customers	Yes	9	0		19	1	NA
Value Chain Partners	NA	0	0		0	0	NA
Other (please specify)	NA	0	0		0	0	NA

### 26. Overview of the entity's material responsible business conduct issues. Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format:

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Climate Change, emissions & energy	R, O	<b>Risk:</b> The Company is exposed to physical risks arising from extreme weather events, which may impact operations and supply chains. Additionally, evolving climate-related policies and regulatory frameworks present transitional risks that may require operational or strategic adjustments. The Company also recognizes potential reputational risks associated with perceived inaction or insufficient response to climate change.	The Company is committed to reducing its environmental impact and supporting positive climate action. It has set an ambitious target to achieve a 100% reduction in Scope 1 and Scope 2 greenhouse gas emissions. In addition, the Company fosters a sustainable supply chain by adopting green sourcing practices.	<b>Positive:</b> Proactive climate action and emissions reduction can lead to long-term cost savings through energy efficiency, while enhancing brand value and opening doors for sustainable business collaborations.  <b>Negative:</b> Extreme weather events and evolving climate regulations may disrupt operations and supply chains, leading to increased costs and the need for investment in adaptation or compliance measures.
			<b>Opportunity:</b> Addressing climate change and emissions provides the Company with opportunities to offer differentiated, sustainable solutions, enhance its brand reputation, and build strategic partnerships and collaborations. Proactive energy management and emissions reduction efforts also contribute to a lower carbon footprint, supporting cost efficiencies and long-term resilience.		

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Resource management	R, O	<p><b>Risk:</b> Inefficient resource utilization may result in resource scarcity, supply chain disruptions, price volatility, and potential reputational damage due to unsustainable practices.</p> <p><b>Opportunity:</b> Effective resource management enables cost savings, operational efficiency, and demonstrates proactive stewardship of natural resources, thereby supporting the Company's long-term sustainability goals.</p>	The Company is focused on optimizing resource utilization across its operations with the objective of minimizing waste generation and advancing circular economy practices. It has set a target to significantly reduce water consumption and waste generation by the year 2030.	<p><b>Positive:</b> Strategic investments in efficient resource use can unlock innovation opportunities, attract ESG-focused investors, and drive long-term value creation.</p> <p><b>Negative:</b> Inefficient resource utilization could lead to regulatory penalties, increased operational expenses, and loss of client confidence due to unsustainable practices.</p>
3	Biodiversity	R, O	<p><b>Risk:</b> Unsustainable business activities can contribute to habitat loss and fragmentation, pollution, and adverse impacts on local ecosystems, thereby increasing ecological and regulatory risks for the Company.</p> <p><b>Opportunity:</b> Investing in biodiversity conservation initiatives can help reduce business vulnerability, enhance ecosystem resilience, and demonstrate environmental responsibility. The implementation of sustainable and nature-positive practices also supports long-term value creation and regulatory preparedness.</p>	The Company supports biodiversity conservation across its operations by adopting responsible land management practices, preserving natural habitats, and promoting biodiversity-friendly operational approaches.	<p><b>Positive:</b> Proactive biodiversity initiatives can enhance brand reputation, support compliance with emerging environmental regulations, and open avenues for green partnerships.</p> <p><b>Negative:</b> Neglecting biodiversity risks can result in operational disruptions, regulatory penalties, and reputational damage due to perceived environmental negligence.</p>

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Innovation	O	<p><b>Opportunity:</b> Innovation presents opportunities to unlock new markets, drive cost optimization and operational efficiency, and enable sustainable solutions that address pressing environmental challenges. It also supports the Company's efforts in expanding market presence through responsible and forward-looking product and service development.</p>	As a Born Digital, Born Agile organization, we are actively exploring business opportunities in sustainable technologies to drive innovation and long-term value creation.	<p><b>Positive:</b> Leveraging innovation can lead to the development of sustainable, cutting-edge solutions that enhance market competitiveness, drive revenue growth, and strengthen the Company's leadership in responsible technology.</p>
5	Cyber security and data privacy	R, O	<p><b>Risk:</b> Ransomware/Malware threat</p> <p><b>Opportunity:</b> To address the Data subject rights of the employees.</p>	The Company has established robust controls to prevent and contain the spread of malware across its IT environment and critical applications. A defined employee notification process is in place to ensure that data subject rights of Happiest Minds' employees are recognized and the necessary actions are taken to uphold these rights.	<p><b>Positive:</b> Strengthening data privacy practices to uphold data subject rights enhances employee trust, ensures regulatory compliance, and reinforces the Company's reputation for ethical data governance.</p> <p><b>Negative:</b> Cyber threats like ransomware or malware attacks can lead to operational disruptions, data breaches, and significant financial and reputational damage.</p>
6	Systemic risk management	O	<p><b>Opportunity:</b> To strengthen the risk assessment framework for critical business functions, enabling improved resilience and informed decision-making.</p>	The risk assessment process has been enhanced to evaluate impacts on the confidentiality, integrity, availability, and privacy of information assets. This approach enables the design and implementation of targeted controls that address specific areas of risk.	<p><b>Positive:</b> Enhancing the risk assessment framework for critical business functions enables timely identification and mitigation of threats, improving business continuity, operational resilience, and strategic agility.</p>

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
7	Business capability & resilience	R	<b>Risk:</b> Loss of data / Impact to business & functions	While the Company follows a mature business resilience framework, it recognizes the importance of periodic testing to ensure alignment with evolving business and security expectations. To this end, the Company conducts regular security incident simulations and tabletop exercises. These tests help identify potential real-world challenges, enabling continuous enhancement of the resilience of both business and IT processes.	<b>Negative:</b> Failure to address systemic risks effectively may lead to data loss or disruptions in critical business functions, resulting in financial losses, regulatory penalties, and erosion of stakeholder trust.
8	Social Responsibility	O	<b>Opportunity:</b> Demonstrating social responsibility enhances employee morale, strengthens the Company's reputation, and fosters brand value within the communities it serves.	Our CSR efforts focus on environmental initiatives under the 'Vasundhara' program, including rural solar electrification, groundwater recharge through percolation wells, social forestry, and habitat restoration. Additionally, over 9.13 million meals have been distributed through the 'Annapurna' initiative, and employees are actively encouraged to engage in volunteering activities.	<b>Positive:</b> Proactive social responsibility initiatives can lead to increased employee engagement and loyalty, while also enhancing the company's reputation and fostering stronger community relationships, ultimately supporting sustainable business growth.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
9	Responsible supply chain	R, O	<b>Risk:</b> Supply chain disruptions from natural disasters, non-compliance with sustainability standards, and increased operational complexity.  <b>Opportunity:</b> Strengthened supply chain resilience, access to new markets, supplier diversity, and product differentiation.  <b>Opportunity:</b> Responsible supply chain ensures ethical sourcing, minimizes environmental and social risks, and enhances transparency. This not only strengthens stakeholder trust but also drives long-term operational resilience, cost efficiency, and regulatory compliance, positioning the company as a sustainable and reliable partner.	Happiest Minds promotes supply chain sustainability by engaging with environmentally responsible suppliers and aims to ensure that at least 50% of its top vendors comply with sustainability standards by 2028.	<b>Positive:</b> Implementing a responsible supply chain enhances brand credibility, ensures compliance with ESG standards, and fosters long-term supplier partnerships.  <b>Negative:</b> Lack of oversight in the supply chain can lead to ethical breaches, regulatory penalties, and reputational damage, affecting stakeholder confidence and business continuity.
10	Customer engagement and satisfaction	O	<b>Opportunity:</b> Customer engagement and the CHS survey provide valuable channels for clients to share feedback, helping Happiest Minds assess service effectiveness, identify improvement areas, and drive innovation.	Happiest Minds conducts an annual CHS survey to gather feedback from all existing clients, reflected in a strong NPS score of 63. Feedback is promptly addressed through discussions between the delivery team and clients, and resolved within the defined turnaround time.	<b>Positive:</b> Active customer engagement through CHS surveys enables continuous service improvement, strengthens client relationships, and drives innovation aligned with customer expectations, enhancing long-term loyalty and business growth.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
11	Human Rights	O	<b>Opportunity:</b> Offering employees a direct channel to senior management fosters open communication, enhances engagement, and builds trust. It also reinforces the organization's commitment to fairness by providing a safe space to address concerns related to discrimination or workplace violations, promoting a transparent and inclusive culture.	'Ask EB – Just Ask' offers employees a direct line to the Executive Board and Functional Heads for questions, insights, and concerns, with assured responses within 24 hours. Issues related to discrimination or equal opportunity can be reported via the WE HEAR portal or to the D&I Council, which is led by the Chief People Officer and operates under the Whistle-blower Policy to ensure transparent and timely resolution.	<b>Positive:</b> Providing employees with direct access to senior management fosters a culture of transparency and trust, enhances employee morale, and reinforces the company's commitment to upholding human rights and inclusivity.
12	Employee health, safety & well-being	O	<b>Opportunity:</b> Strengthening employee health, safety, and well-being through wellness programs, safety measures, and mental health support fosters a positive work environment, enhances satisfaction and performance, and helps attract and retain top talent—contributing to overall organizational success.	At Happiest Minds, our wellness program, HappiZest—inspired by the motto “Experience the joy of living”—was named through an internal contest. The HappiZest Council, comprising members from diverse roles, locations, and age groups, leads and drives key wellness initiatives across the organization.	<b>Positive:</b> Investing in employee health, safety, and well-being boosts workforce morale and productivity, reduces absenteeism, and strengthens the organization's ability to attract and retain high-quality talent.
13	Diversity, Equity & Inclusion	O	<b>Opportunity:</b> Advancing DEI fosters a more inclusive and innovative workplace, enhances employee engagement, and builds a resilient workforce equipped for global challenges.	Our organisation's gender diversity ratio actively promotes inclusion through initiatives such as the Women Mentoring Program, PWD hiring, Women in Break Hiring, D&I Summit, and the Oorja Train & Hire model. The DEIB Council, comprising diverse members across levels, leads these efforts with guidance from senior leaders, including the Executive Board and Business Unit Heads. Key programs like Women Care, Women Development, and Hiring Women in Tech aim to foster inclusive leadership and empower individuals of all abilities.	<b>Positive:</b> Promoting diversity, equity, and inclusion fosters a collaborative and innovative workplace culture, enhances decision-making through varied perspectives, and strengthens the organization's reputation as an equitable employer.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
14	Talent attraction & retention	O	<b>Opportunity:</b> In the IT services sector, skilled talent is a key differentiator for growth and sustainability, making talent attraction and retention a strategic priority across all levels.	The organization uses a dedicated applicant tracking system to connect with prospective candidates through channels such as the career portal, job sites, member referrals, and recruitment partners. Candidates undergo quality assessments, and selected individuals are offered competitive benefits. Continuous learning is emphasized through engaging onboarding, access to member portals, instructor-led and online training, and partnerships with global learning platforms.	<b>Positive:</b> Strategic focus on attracting and retaining skilled talent ensures sustained business growth, drives innovation, and enhances the company's competitive edge in the IT services sector.
15	Disclosure & Compliance	R	<b>Risk:</b> Delays in identifying and complying with evolving regulatory, governance, and disclosure requirements can lead to increased compliance costs.	Timely disclosure of mandatory and non-mandatory information to stock exchanges and on the website is ensured, along with regular investor communication through post-result calls, analyst meets, and emails. A tech-enabled Compliance Management System supports proactive tracking of compliances and strengthens overall Governance, Risk, and Compliance (GRC) efforts.	<b>Negative:</b> Though setting up a compliance management system requires upfront investment, the long-term savings from reduced risks, fines, and penalties can outweigh the initial costs.



S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
16	Economic performance	R / O	<p><b>Risk:</b> Business performance may be negatively affected by economic fluctuations.</p> <p><b>Opportunity:</b> Economic growth presents favourable conditions for business expansion and growth.</p> <p><b>Opportunity:</b> Strong economic performance enables the company to reinvest in innovation, expand market presence, deliver long-term shareholder value, and build resilience against financial uncertainties, thereby supporting sustainable growth.</p>	We monitor key indicators and analyse macroeconomic and industry trends through forums and reports. A well-diversified global presence helps manage geopolitical risks, while product and service innovation aligned with economic shifts leverages emerging advancements.	<p><b>Positive:</b> Increased revenue, market share, and profitability</p> <p>-Potential cost savings through efficiency gains.</p> <p><b>Negative:</b> Over-reliance on favourable economic conditions may lead to under preparedness for downturns, exposing the business to financial stress during periods of economic instability.</p>
17	Corporate Governance & Ethics	R	<p><b>Risk:</b> Weak corporate governance can lead to stakeholder dissatisfaction—affecting employees, clients, and investors—which may directly impact business operations.</p>	The Company ensures strong corporate governance through well-defined policies and processes that promote transparency, ethics, and regulatory compliance. A mandated 40% promoter holding supports continuity in vision and culture, while policies like the Code of Conduct, Integrity, Anti-Bribery, and Vigil Mechanism uphold ethical business practices.	<p><b>Negative:</b> Quantifiable financial impacts include penalties from SEBI or stock exchanges, while non-quantifiable impacts may involve reputational damage and a decline in the Company's share price.</p>

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available.	<a href="https://www.happiestminds.com/investors/policy-documents/">https://www.happiestminds.com/investors/policy-documents/</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners?	No	No	No	No	No	No	No	No	No
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 9001:2015: Quality Management System ISO 27701:2019: Privacy Information Management System ISO 27001:2013: Information Security Management System CREST: Penetration Testing Operating in EMEA ISO 20000:2018: Service Management System								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	1. Achieve carbon neutrality in the Company's operations by 2030. 2. Adopt and encourage sustainable practices for energy use and water conservation. 3. Launch volunteer programs and engage at least 20% of the Company's workforce in community outreach activities. 4. Partner with NGOs to improve food and nutrition standards, support environmental sustainability, and improve healthcare access in the community. 5. Ensure that the Company's disclosure standards are within the top 10% compared to similar leading organizations listed in India.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	1. We have maintained our solar energy utilization to 12.13% as compared to 10% in the previous year. 2. 100% of waste water generated at our leased facility is recycled via STP and re-used for garden and washrooms. 3. Greater emphasis was placed on forestation by implementing programmes that focused on safeguarding and protecting natural resources.								
Governance, leadership and oversight									
7. Statement by Director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	Recognizing the growing relevance of Environmental, Social, and Governance (ESG) considerations, we have continued to embed ESG factors into our core business strategies. This integration enables us to proactively manage emerging risks, drive operational efficiencies through energy conservation and waste minimization, and ensure compliance with current regulatory requirements while preparing for future changes. It also contributes to strengthening our brand reputation, enhancing stakeholder trust, attracting responsible investment, and aligning with the evolving expectations of our customers and partners.								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Venkatraman Narayanan, Managing Director (DIN: 01856347)								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, Happiest Minds Technologies has a specified committee of the Board responsible for decision-making on sustainability-related issues. The Environmental, Social, and Governance (ESG) Committee, comprising senior members of the Board and executive leadership, oversees the company's sustainability strategy and initiatives. This committee is responsible for setting ESG goals, monitoring progress, ensuring regulatory compliance, and integrating sustainability into the overall business strategy. It plays a key role in aligning the company's operations with its commitment to responsible growth, stakeholder engagement, and long-term value creation.								

10. Details of review of NGRBCs by the Company:

Subject for review	Indicate whether review was undertaken by Director/ Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other-please specify								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	Y	Y	Y	Q	Q	Q	Q	Q	Q	Q	Q	Q
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y	Q	Q	Q	Q	Q	Q	Q	Q	Q

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No) If yes, provide the name of the agency.

P1	P2	P3	P4	P5	P6	P7	P8	P9
No, the Company has not carried out an external assurance.								

12. If answer to question (1) above is “No” i.e., not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)	Not applicable								

## SECTION C: PRINCIPAL WISE PERFORMANCE DISCLOSURE

**PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.**

### Essential Indicators

1. **Percentage coverage by training and awareness programmes on any of the principles during the financial year.**

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	0	NA	NA
Key Managerial Personnel	0	NA	NA
Employees other than BoD and KMPs	50	All 9 NGRBC Principles were covered	96%
Workers	NA	NA	NA

2. **Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by Directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):**

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Not applicable as there were no cases of fines/penalties/punishments from any regulatory body for the reporting period.				
Settlement					
Compounding fee					
Non-Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment	Not applicable as there were no cases of fines/penalties/punishments from any regulatory body for the reporting period.				
Punishment					

3. **Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.**

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not applicable	

4. **Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.**

Happiest Minds strongly upholds trust and integrity as central values within its organizational culture. The Company's Integrity Policy underscores its dedication to adhering to the highest ethical standards in all business practices, focusing on honesty, transparency, and moral conduct. The Anti-Bribery Policy firmly prohibits bribery, kickbacks, improper gifts, or unlawful payments intended to gain an unfair advantage. This policy applies to all individuals associated with the Company, such as Directors, employees, partners, and consultants. Happiest Minds emphasizes building partnerships based on trust and mutual benefit, ensuring its anti-corruption policies are clear and accessible. The aim is to create a corporate culture that fosters ethical behaviour and supports long-term, principled business operations. The Policy under clause 5.1, is part of the company's core values, represented by SMILES (Sharing, Mindful, Integrity, Learning, Excellence, and Social Responsibility). The web link to access the policies is mentioned below:

- <https://www.happiestminds.com/investors/policy-documents/>
- <https://www.happiestminds.com/investors/policy-document/Integrity-Policy.pdf>

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

	FY 2025	FY 2024
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

6. Details of complaints with regard to conflict of interest:

	FY 2025		FY 2024	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	NA	0	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	NA	0	NA

7. Provide details of any corrective action taken or underway on issues related to fines/ penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Not applicable

8. Number of days of accounts payables ((Accounts payable \*365) / Cost of goods/services procured) in the following format:

	FY 2025	FY 2024
Number of days of accounts payables	29	29

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2025	FY 2024
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers/ distributors as % of total sales	NA	NA
	b. Number of dealers distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers/ distributors as % of total sales to dealers/ distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties/ Total Purchases)	NA	NA
	b. Sales (Sales to related parties/ Total Sales)	2.0%	2.1%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	65%	NA
	d. Investments (Investments in related parties/ Total Investments made)	NA	NA

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the principles during the financial year:

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
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The Company did not conduct awareness programs for its value chain partners during the current reporting period but intends to undertake such initiatives in future reporting cycles to strengthen engagement and promote responsible practices.

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No). If yes, provide details of the same.

Yes, Happiest Minds has established processes to prevent and address conflicts of interest involving the board members and senior management. The Company's Code of Conduct for Directors and Senior Management requires that Board members and Senior Management refrain from participating in discussions, voting, or influencing decisions where they have or may have a conflict of interest. They are also required to disclose any situations that could lead to potential conflicts of interest, avoid serving as Directors of competing companies, or obtain prior approval from the Board before accepting such roles. Additionally, they must refrain from holding positions or engaging in external business activities that could interfere with their job performance.

The policy extends to Independent Directors, who must inform the Board of any changes in their interests that could affect their independence or objectivity. The Managerial Excellence and Development of Agile Leaders (MEDAL) program offers training on avoiding conflicts for employees in categories C7 and above (around 120 individuals). The 'WE HEAR' tool allows employees to raise conflict-related concerns via email to the Chief People Officer, who then assembles a team to address the issue. The Company ensures that its operations comply with all relevant laws, regulations, and rules, and the Happiest Minds Code of Conduct plays a key role in the Company's success.

PRINCIPLE 2: Business should provide goods and services in a manner that is sustainable and safe

Essential Indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

	FY 2025	FY 2024	Details of improvements in environmental and social impacts
R&D	NA	NA	
Capex	0%	14%	

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Yes; the entity has procedures in place for Sustainable sourcing.

b. If yes, what percentage of inputs were sourced sustainably?

21%

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for

- (a) Plastics (including packaging)
- (b) E-waste
- (c) Hazardous waste and
- (d) other waste.

Not applicable, as we are a service-based Company and do not deliver any product to the customer that can be re-claimed or recycled.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Not applicable owing to the nature of business.



Leadership Indicators

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

NIC Code	Name of Product / Service	% of total Turnover contribute	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
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The Company has not conducted Life Cycle Assessment for any of its products.

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Name of Product/Service	Description of the risk/concern	Action Taken
	Not applicable	

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or re-used input material to total material	
	FY 2025	FY 2024
Not applicable owing to the nature of business.		

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

	FY 2025			FY 2024		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)						
E-waste						
Hazardous waste						
Other waste						
Not applicable owing to the nature of business.						

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
	Not applicable owing to the nature of business.

PRINCIPLE 3: Business should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

1. a. Details of measures for the well-being of employees:

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	3545	3545	100%	3545	100%	0	0%	3545	100%	3545	100%
Female	1341	1341	100%	1341	100%	1341	100%	0	0%	1341	100%
Total	4886	4886	100%	4886	100%	1341	27%	3545	73%	4886	100%
Other than Permanent employees											
Male	152	152	100%	152	100%	0	0%	152	100%	152	100%
Female	60	60	100%	60	100%	60	100%	0	0%	60	100%
Total	212	212	100%	212	100%	60	28%	152	72%	212	100%

- b. Details of measures for the well-being of workers:

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent workers											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0

- c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format-

	FY 2025	FY 2024
Cost incurred on well-being measures as a % of total revenue of the company	2.09%	1.5%

Note: All expenditures related to staff welfare includes Employee Insurance, Benefits, Rewards, Reimbursement and other staff related expenditures, excludes salary/wages.

2. Details of retirement benefits, for Current FY and Previous Financial Year

Benefits	FY 2025			FY 2024		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Y	100%	NA	Y
Gratuity	100%	NA	Y	100%	NA	Y
ESI	0.50%	100%	Y	0.45%	95%	Y
Others – please specify	Not applicable			Not applicable		

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Happiest Minds Technologies accords high importance to fostering inclusive and accessible workspaces. The Company’s infrastructure is equipped with features such as handrails, ramps, and accessible restrooms to support employees with disabilities and special needs. These provisions are aimed at ensuring that all employees are able to participate fully and contribute meaningfully. The office design reflects the Company’s commitment to advancing diversity, equity, and inclusion within the workplace.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

As part of its commitment to fostering equality, Happiest Minds Technologies actively promotes the recruitment, development, and retention of individuals with disabilities. The Company is dedicated to complying with applicable disability rights legislation and to creating accessible and inclusive workplaces that empower employees with disabilities to thrive and progress in their professional journeys.

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	85%	NA	NA
Female	100%	93%	NA	NA
Total	100%	89%	NA	NA

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief.

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	NA
Other than Permanent Workers	
Permanent Employees	Happiest Minds Technologies continues to uphold a transparent and responsive grievance redressal framework through its internal platform, 'We Hear' — an online channel that enables employees to confidentially raise concerns, including those related to discrimination or sexual harassment, directly with senior leadership. The Internal Committee (IC) ensures timely and impartial resolution of PoSH matters in accordance with applicable policies., IC handles sexual harassment related matters whereas Chief People Officer shall form a Disciplinary Committee (DC) for the other matters , with the relevant leaders including a Lady Happiest Mind (if a lady is involved). The CPO shall also designate the person presiding the committee. In addition, the Audit Committee has institutionalized a vigil mechanism that remains actively available to all employees, reinforcing the Company’s commitment to fostering a safe, transparent, and accountable workplace.
Other than Permanent Employees	

7. Membership of employees and workers in association(s) or Unions recognised by the listed entity:

While the Company does not have any employee / worker unions, it does recognise the right to freedom of association and collective bargaining.

Category	FY 2025			FY 2024		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
<b>Total Permanent Employees</b>						
Male	NA	NA	NA	NA	NA	-
Female	NA	NA	NA	NA	NA	-
<b>Total Permanent Workers</b>						
Male	NA	NA	NA	NA	NA	-
Female	NA	NA	NA	NA	NA	-

8. Details of training given to employees and workers:

Category	FY 2025					FY 2024				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	3545	Nil	Nil	3203	90%	3540	Nil	Nil	2795	79%
Female	1341	Nil	Nil	1126	84%	1344	Nil	Nil	1120	83%
Total	4886	Nil	Nil	4329	89%	4884	Nil	Nil	3915	80%
Workers										
Male										
Female										
Total										

9. Details of performance and career development reviews of employees and worker:

Category	FY 2025			FY 2024		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	3545	3267	92%	3540	3326	94%
Female	1341	1196	89%	1344	1283	95%
<b>Total</b>	<b>4886</b>	<b>4463</b>	<b>91%</b>	<b>4884</b>	<b>4609</b>	<b>94%</b>
<b>Workers</b>						
Male						
Female	Not applicable					
<b>Total</b>						

10. Health and safety management system:

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No). If yes, the coverage of such a system?

No

- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

The Company upholds strict health and safety protocols to protect employees as follows:

- Close collaboration with agencies and industry partners ensures the Company leads in safety practices and continuous improvement.
- All staff undergo comprehensive training on protocols and maintaining a secure workplace.
- Regular reviews of records ensure compliance with regulatory standards, demonstrating legal commitment.
- The Company advocates health and safety best practices among vendors, contractors and partners.
- Periodic confirmations and reviews reaffirm adherence to HSE guidelines, underscoring dedication to employee wellbeing and excellence.

- c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Given the nature of our business in IT services, no significant work-related or occupational health hazards have been identified. Nevertheless, the Company remains committed to ensuring the safety and well-being of its employees by implementing basic safety measures and providing Personal Protective Equipment (PPE) wherever necessary.

- d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services? (Yes/No)

The Company has partnered with reputable hospitals to offer employees 24/7 teleconsulting services. Additionally, Happiest Minds also provides comprehensive benefits such as Medical Insurance, Voluntary Parental Insurance, and Salary Advances & Compassionate Loans for Medical Emergencies. The Company's commitment to employee well-being extends to offering medical teleconsultation services for employees and their families, ensuring access to quality healthcare whenever needed.

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY 2025	FY 2024
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0
Total recordable work-related injuries	Employees	0	0
	Workers	0	0
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

12. Describe the measures taken by the entity to ensure a safe and healthy work place.

The Company places a strong emphasis on prioritizing the safety and well-being of all personnel, including contractors working on its premises. This commitment is evident through the implementation of Personal Protective Equipment (PPE) and adherence to safety protocols outlined in Standard Operating Procedures (SOP). Additionally, annual fire drills are meticulously planned and conducted across all company locations to ensure preparedness and response in the event of an emergency. The company has an ERT team dedicated to health and safety of the members.

By maintaining a secure and healthy working environment, the Company underscores its dedication to the welfare of its workforce and upholds industry standards for safety.

13. Number of Complaints on the following made by employees and workers:

	FY 2025			FY 2024		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	NA	Nil	Nil	NA
Health & Safety	Nil	Nil	NA	Nil	Nil	NA

14. Assessment for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	None
Working Conditions	None

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks/ concerns arising from assessments of health & safety practices and working conditions.

Not applicable

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers(Y/N).

- A) Employees(Y/N) - Yes, the Company provides life insurance coverage, with the sum insured determined based on the employee's competency level. In the event of the employee's demise, the insurance benefit is disbursed to the declared nominee.

Additionally, the Company extends support through its Care & Compassionate Scheme, which offers a comprehensive suite of benefits to the family of the deceased employee. These include:

- Continuation of salary for up to two years,
- Accelerated vesting of stock options,
- Educational support for the employee's children, and
- Medical insurance coverage for the spouse, children, and parents for a period of five years.

The total benefits under this scheme range from ₹15 lakhs to ₹ 50 lakhs in India, providing substantial financial and emotional support to the bereaved family.

- B) Workers(Y/N) - We don't have blue collared workers as a part of Happiest Minds Payroll

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

The Company is committed to ensuring that its value chain partners adhere to the legal and ethical standards of deducting and depositing the statutory dues as per the applicable laws and regulations. Furthermore, the Company regularly conducts internal reviews, awareness and training sessions for its value chain partners to sensitize them on the importance and timeliness of paying the statutory dues and complying with the legal and ethical standards.

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2025	FY 2024	FY 2025	FY 2024
Employees	0	0	0	0
Workers	0	0	0	0

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

The Company currently does not provide transition assistance in the absence of a defined retirement age.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	NA
Working Conditions	

6. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Not applicable

#### PRINCIPLE 4: Business should respect the interests of and be responsive to all its stakeholders

##### Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

Happiest Minds identifies its key stakeholder groups through a structured regular engagement with internal and external parties. This includes employees, customers, investors, partners, suppliers, regulatory bodies, and the communities where the Company operates.

The process involves analysing the level of influence and impact each group has on the business and vice versa. Stakeholder inputs are gathered through surveys, meetings, feedback sessions, and ongoing communication channels to ensure their expectations and concerns are effectively understood and addressed.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Project-related calls, and meetings; project management reviews; relationship meetings and reviews; executive meetings and briefings; customer visits; responses to RFIs/ RFPs; sponsored events; mailers; newsletters; brochures, Company website; social media (LinkedIn, Instagram, YouTube, Threads, X, Facebook); Customer Happiness Surveys; sponsored community events	Continuous/ Annually	These interactions facilitate a deeper understanding of client needs, industry dynamics, and business challenges, while also helping to identify opportunities for customer acquisition and ensuring the delivery of high-quality services to existing clients.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
People	No	Town halls; project or operations reviews; video conferences; audio conference calls; PEP; Yammer (employee forum); one-on-one counselling; iAppreciate (Portal for employee appreciation); Leave donation scheme (Donating Leave for fellow Employees in need); Wellness programs; Employee Engagement programs; Annual reviews; Employee Committees	Continuous/ Annually	Employee engagement is conducted throughout the year with the following key objectives: <ul style="list-style-type: none"> <li>* To communicate important developments</li> <li>* To involve employees in decision-making processes and align them with the Company's Vision, Values, and business strategy;</li> <li>* To motivate and empower employees, thereby enhancing job satisfaction and fulfilling the Company's employee value proposition;</li> <li>* To provide an effective grievance redressal mechanism; and</li> <li>* To conduct internal surveys for gathering insights and continuous improvement.</li> </ul>
Shareholders & Investors	No	Press releases and press conferences; email advisories; in-person meetings; investor conferences; disclosure; social and environmental sustainability, financial statements in IND AS and IFRS; earnings call; exchange notifications; press conferences; Investors page, on our website Annual General Meeting; Annual Report.	Continuous/ Annually	This approach fosters transparency, addresses shareholder concerns, and strengthens investor relations, ensuring that the company remains responsive to their priorities.
Alliance Partners	No	Meetings/calls; visits; Partner events; Conference calls; Business reviews	Others-as needed	The engagements serve to help in strategic collaboration, innovation, capability building, operational efficiency, sustainability and shared values
Community	Yes	Presentations; Project meetings; Reviews; calls and meetings; surveys; consultative sessions; field visits; due diligence; conferences and seminars; surveys; press releases; press conferences; sponsored events; contribute time and financial resources in a social cause, actively engage, participate and support social and environmental causes and associate with organizations working towards this goal.	Others-as needed	The engagement facilitates effective communication of the Company's performance and strategic direction. Collaboration with partner NGOs plays a vital role in identifying focus areas for implementation and development of the Company's CSR initiatives.
Vendors	No	Meetings, Audits, Self-assessments	Others-as needed	Compliance with regulations/ agreements entered into with Vendors.
Government and Regulatory Bodies	No	Inputs towards drafting new policies, rules & regulations	Others-as needed	Regulatory compliances



Leadership Indicator

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

Not applicable

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Not applicable

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.

Not applicable

PRINCIPLE 5: Businesses should respect and promote human rights

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2025			FY 2024		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	4886	4886	100%	4884	4884	100%
Other than permanent	212	212	100%	284	284	100%
Total Employees	5098	5098	100%	5168	5168	100%
Workers						
Permanent						
Other than permanent						
Total Workers						

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2025					FY 2024				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent	4886	NA	NA	4886	100%	4,884	NA	NA	4,884	100%
Male	3545	NA	NA	3545	100%	3,540	NA	NA	3,540	100%
Female	1341	NA	NA	1341	100%	1,344	NA	NA	1,344	100%
Other than Permanent	212	4	2%	208	100%	284	41	14%	74	26%
Male	152	1	1%	151	99%	197	23	12%	50	25%
Female	60	3	5%	57	95%	87	18	21%	24	28%
Workers										
Permanent										
Male										
Female										
Other than Permanent										
Male										
Female										

3. Details of remuneration/ salary/ wages, in the following format:

a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	4*	2,88,31,653	0	0
Key Managerial Personnel	1	71,12,000	0	0
Employees other than BoD and KMP	3540	18,72,000	1341	11,99,500
Workers				

Note: This data pertains only to Executive Directors as of March 31<sup>st</sup>.

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2025	FY 2024
Gross wages paid to females as % of total wages	21%	21%

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes, Happiest Minds has designated focal points responsible for addressing human rights impacts or issues. Concerns related to human rights are directed to the Chief People Officer (CPO) and the People Practice team, who are entrusted with ensuring adherence to the Company's human rights commitments.

This team oversees the implementation of relevant policies, addresses grievances in a timely and fair manner, and ensures that issues are resolved in alignment with the Company's values of respect, inclusion, and ethical conduct.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

Happiest Minds has established a robust internal grievance redressal mechanism to address human rights-related concerns. Employees can report issues through multiple confidential channels, including the Internal Committee (IC) for harassment cases and the Whistleblower mechanism for broader ethical concerns. All complaints are handled promptly, fairly, and in line with the Company's Code of Conduct and human rights policies, ensuring transparency and protection against retaliation.

6. Number of Complaints on the following made by employees and workers:

	FY 2025			FY 2024		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	-	0	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

7. **Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:**

	FY 2025	FY 2024
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (PoSH)	0	0
Complaints on PoSH as a % of female employees / workers	0	0
Complaints on PoSH upheld	0	0

8. **Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.**

Happiest Minds Technologies is committed to providing a safe, inclusive, and equitable workplace, free from discrimination, harassment, and retaliation. The Company has a comprehensive PoSH (Prevention of Sexual Harassment) policy and an Internal Committee (IC) to address complaints confidentially and fairly, with no adverse consequences for the complainant. Regular PoSH training is mandatory for all employees, including during induction.

To promote gender diversity, the Company runs targeted programs to enhance women’s participation across all levels and has established supportive workplace guidelines. These efforts reflect Happiest Minds’ dedication to fostering a respectful and harassment-free environment for all.

9. **Do human rights requirements form part of your business agreements and contracts? (Yes/No)**

Yes, human rights requirements form an integral part of our business agreements and contracts. Happiest Minds ensures that all partners and vendors adhere to ethical practices and comply with applicable human rights standards, aligning with our commitment to responsible and inclusive business conduct. These requirements are reinforced through our Code of Conduct and periodic assessments, promoting accountability across our value chain.

10. **Assessment for the year:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	0%
Forced/involuntary labour	0%
Sexual harassment	0%
Discrimination at workplace	0%
Wages	0%
Others-please specify	NA

11. **Provide details of any corrective actions taken or underway to address significant risks/ concerning arising from the assessments at Question 10 above.**

Not applicable

**Leadership Indicators**

1. **Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.**

No business processes have been revised or introduced, as our comprehensive human rights and redressal policies already encompass all necessary provisions. This strong framework ensures that any new measures align with existing guidelines, safeguarding the rights and needs of our workforce.

2. **Details of the scope and coverage of any Human rights due-diligence conducted.**

Happiest Minds Technologies has implemented a comprehensive Code of Conduct that serves as the foundation for upholding human rights across all its operations. This policy ensures responsible business practices by promoting fairness, dignity, and respect for all individuals associated with the Company. While a formal human rights due diligence process is yet to be undertaken, the Code of Conduct outlines clear expectations for ethical behaviour, non-discrimination, and a safe, inclusive work environment, reinforcing the Company’s commitment to human rights compliance throughout its value chain.

3. **Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?**

Yes, Happiest Minds’ offices are accessible to all as per the requirements of the Rights of Persons with Disabilities Act, 2016

4. **Details on assessment of value chain partners:**

	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	Nil
Forced/involuntary labour	Nil
Sexual harassment	Nil
Discrimination at workplace	Nil
Wages	Nil
Others-please specify	Nil

5. **Provide details of any corrective actions taken or underway to address significant risks/ concerns arising from the assessments at Question 4 above.**

Not applicable

**PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment**

**Essential Indicators**

1. **Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:**

Parameter	Unit	FY 25	FY 24
<b>From renewable sources</b>			
Total electricity consumption (A)	GJ	1752.18	1773.2124
Total fuel consumption (B)	GJ	NA	NA
Energy consumption through other sources (C)	GJ	NA	NA
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>GJ</b>	<b>1752.18</b>	<b>1773.2124</b>
<b>From non-renewable sources</b>			
Total electricity consumption (D)		14441.03	14288.43
Total fuel consumption (E)		1561.00	1764.47
Energy consumption through other sources (F)		NA	<b>NA</b>
<b>Total energy consumed from non-renewable sources (D+E+F)</b>		<b>16002.03</b>	<b>16052.90</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>		<b>17754.19</b>	<b>17826.11</b>
<b>Energy intensity per lakh rupee of turnover</b> (Total energy consumption/ turnover in rupees)		0.12	0.12
<b>Energy intensity per lakh rupee of turnover adjusted for Purchasing Power Parity (PPP)*</b> (Total energy consumed/ Revenue from operations adjusted for PPP)		2.48	2.71
<b>Energy intensity in terms of physical output</b>		NA	NA
Energy intensity (optional)- the relevant metric may be selected by the entity			

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No, the Company has not conducted any external assurance.

\*As of April 2025, conversion factor for purchasing power parity for India is 20.66 (Local Currency Units, that is INR) per international dollar as published by International Monetary Fund. This factor is used throughout this report for intensity calculations, wherever applicable.

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not applicable owing to the nature of business.

3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2025	FY 2024
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface Water	0	0
(ii) Ground Water	68439.60	6336.206
(iii) Third Party Water	3179	2868
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>71618.60</b>	<b>9204.206</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>71618.60</b>	<b>9204.206</b>
<b>Water intensity per lakh rupee of turnover (Total Water consumption / Revenue from operations)</b>	<b>0.48</b>	<b>0.062</b>
<b>Water intensity per lakh rupee of turnover adjusted for Purchasing Power Parity (PPP)</b>	<b>9.99</b>	<b>1.429</b>
(Total water consumption/ Revenue from operations adjusted for PPP)		
<b>Water intensity in terms of physical output</b>	NA	NA
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>	–	–

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No, the Company has not conducted any external assurance.

4. Provide the following details related to water discharged:

Parameter	FY 2025	FY 2024
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
i) To surface water	Nil	Nil
- No treatment		
- With treatment-please specify level of treatment	Not applicable as no water was discharged after treatment	Not applicable as no water was discharged after treatment
ii) To Groundwater	Nil	Nil
- No treatment		
- With treatment-please specify level of treatment		
iii) To Seawater	Nil	Nil
- No treatment		
- With treatment-please specify level of treatment		
iv) Sent to third-parties	Nil	Nil
- No treatment		
- With treatment-please specify level of treatment		
v) Others	Nil	Nil
- No treatment		
- With treatment-please specify level of treatment		
<b>Total water discharge (in kilolitres)</b>	<b>0</b>	<b>0</b>

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

No, the Company has not conducted any external assurance.

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

We have a mechanism of zero liquid discharge which is recycling.

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY 2025	FY 2024
NOx	µg/m3	26.7	15
Sox	µg/m3	11.2	7.5
Particulate matter (PM)	µg/m3	36.3	32.6
Persistent organic compounds (POP)	µg/m3	25.3	25.3
Volatile organic compounds (VOC)	µg/m3	NA	NA
Hazardous air pollutants (HAP)	µg/m3	5.6	5.6
Others-please specify	µg/m3	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No, the Company has not conducted any external assurance.

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 2025	FY 2024
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	1012	1242
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	2872	2842
<b>Total Scope 1 and Scope 2 emission intensity per lakh rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)		0.03	0.02
<b>Total Scope 1 and Scope 2 emission intensity per lakh rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		0.54	0.62
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>		NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No, the Company has not conducted any external assurance.

8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.

The Company is actively working towards reducing its greenhouse gas (GHG) emissions and remains committed to continually enhancing its efforts in this direction.

9. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2025	FY 2024
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	NA	NA
E-waste (B)	0.19	1.50
Bio Medical Waste (C)	NA	NA
Construction and demolition waste (D)	91.50	82.50
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	0	0
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	57.6	3.96
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>149.29</b>	<b>87.96</b>

Parameter	FY 2025	FY 2024
<b>Waste intensity per lakh rupee of turnover</b> (Total waste generated / Revenue from operations)	0.001	0.0006
<b>Waste intensity per lakh rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP)	0.02	0.01
<b>Waste intensity in terms of physical output</b>	NA	NA
<b>Waste intensity</b> (optional) – the relevant metric may be selected by the entity	-	
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
i) Recycled	NA	NA
ii) Re-used	NA	NA
iii) Other recovery operations	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
i) Incineration	NA	NA
ii) Landfilling	NA	NA
iii) Other disposal operations	149.29	3.96
<b>Total</b>	<b>149.29</b>	<b>3.96</b>

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No External assurance done.

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes

Happiest Minds Technologies has adopted responsible waste management practices across its establishments. Wastewater is efficiently recycled through a Sewage Treatment Plant (STP) and reused for gardening and washroom purposes. E-waste is disposed of in compliance with Pollution Control Board (PCB) norms, ensuring environmentally safe handling. Food waste is composted and repurposed as organic manure, supporting sustainable practices.

Additionally, the Company follows strict protocols to minimize the use of hazardous and toxic chemical wastes in its operations, effectively preventing the generation of such waste and reinforcing its commitment to environmental stewardship.

11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

Sr. no.	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval/ clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
The Company does not have any operations in ecologically sensitive areas.			

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
Not applicable					

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non- compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Yes, the Company is in compliance with the relevant laws and regulations.				

#### Leadership Indicators

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

For each facility/ plant located in areas of water stress, provide the following information:

- i) Name of the area  
ii) Nature of operations

- iii) Water withdrawal, consumption and discharge in the following format:

Not applicable, as the Company's operations do not fall under water stress areas.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Not applicable

2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2025	FY 2024
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	4672	3295
<b>Total Scope 3 emissions per lakh rupee of turnover</b>		0.03	0.02
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No, the Company has not conducted any external assurance

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not applicable

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
The Company has not invested in any new innovative technologies or solutions during the reporting period.			

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

Yes, Happiest Minds Technologies has a well-defined Business Continuity Management (BCM) framework designed to ensure the uninterrupted delivery of critical business services and rapid recovery from disruptions. The plan covers a range of scenarios including natural disasters, pandemics, cyberattacks, and administrative disruptions. Regular risk assessments, recovery drills, and preventive measures are conducted to strengthen organizational resilience and preparedness. The framework is integrated into the company's overall risk management strategy to safeguard operations, employees, and customer commitments. For more details, refer to: <https://www.happiestminds.com/whitepapers/BCP-and-DR-plan-with-NAS-solution.pdf>

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

The Company has not yet conducted a comprehensive assessment of the environmental impacts arising from its value chain operations. However, it acknowledges the importance of understanding and addressing such impacts. As part of its commitment to environmental responsibility, the Company plans to undertake this evaluation in the near future and will implement appropriate mitigation and adaptation measures based on the findings to minimize any significant adverse effects.



7. **Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.**

Happiest Minds is currently in the process of assessing its top vendors, identified based on business volume, to evaluate their environmental impacts. This initiative is part of the company's broader commitment to promoting sustainability across its value chain.

8. **How many Green Credits have been generated or procured:**

- a. By the listed entity  
b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners.  
None

**PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

**Essential Indicators**

1. **a. Number of affiliations with trade and industry chambers/associations.**

4

**b. List the top 10 trade and industry chambers/associations (determined based on the total members of such a body) the entity is a member of/ affiliated to.**

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1	Confederation of Indian Industry (CII)	National
2	National Association of Software and Service Companies (NASSCOM)	National
3	Federation of Karnataka Chambers of Commerce and Industry (FKCCI)	State
4	Indo-German Chamber of Commerce	National

2. **Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.**

There are no orders from regulatory authorities on any issues of anti-competitive conduct.

**Leadership Indicators**

1. **Details of public policy positions advocated by the entity:**

The Company did not undertake any public policy advocacy positions during the reporting period.

**PRINCIPLE 8: Businesses should promote inclusive growth and equitable development**

**Essential Indicators**

1. **Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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Not applicable as per the relevant laws.

2. **Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:**

S. No	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
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Not applicable

3. **Describe the mechanisms to receive and redress grievances of the community.**

Not applicable to us, as our community engagement initiatives are currently implemented through our partner NGOs.

4. **Percentage of input material (inputs to total inputs by value) sourced from suppliers:**

	FY 2025	FY 2024
Directly sourced from MSMEs/ small producers	13%	18%
Directly from within India	51%	51%

5. **Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost**

Location	FY 2025	FY 2024
Rural	0	0
Semi-urban	0	0
Urban	85.15	0
Metropolitan	14.85%	100%

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

**Leadership Indicators**

1. **Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):**

Details of negative social impact identified	Corrective action taken
Not applicable	

2. **Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:**

Sr. No.	State	Aspirational District	Amount spent (In INR)
Not applicable			

3. **a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/ vulnerable groups? (Yes/ No)**

Happiest Minds Technologies does not currently have a formal preferential procurement policy. However, promoting supplier diversity remains an important focus area for the company. As part of its long-term sustainability and inclusion goals, Happiest Minds is committed to developing initiatives that will prioritize procurement from suppliers belonging to marginalized and vulnerable groups in the coming years.

**b. From which marginalized /vulnerable groups do you procure?**

Not applicable

**c. What percentage of total procurement (by value) does it constitute?**

Not applicable

4. **Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:**

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
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Not applicable

5. **Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.**

Name of authority	Brief of the Case	Corrective action taken
Not applicable		

6. Details of beneficiaries of CSR Projects:

S. No	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Grow Trees	20000	100%
2	United Way – Percolation Well	10000	100%
3	United Way – Social Forestry	7400	100%
4	United Way – Seed Ball	-	-
5	EAGL Foundation – Tree Planting	2000	100%
6	Think Good Foundation – Tree Planting	1500	100%
7	Idhayangal Charitable Trust	2,200	100%
8	The Akshaya Patra Foundation	36,417	100%
9	Stem education for girls	334	100%
10	Bethany	-	-

**PRINCIPLE 9: Businesses should engage with and provide value to their consumers in a responsible manner**

**Essential indicators**

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Happiest Minds Technologies has robust mechanisms in place to receive and respond to customer complaints and feedback, ensuring high-quality service delivery and long-term client satisfaction. The company leverages early warning systems and structured review processes to proactively identify and address issues. These include weekly project team meetings to assess engagement status, monthly governance meetings between sales and delivery leaders with account executives to evaluate risks and implement mitigation plans, and quarterly governance meetings between business unit heads and customer leadership to discuss relationship growth, new initiatives, and address any concerns.

Additionally, the Annual Customer Happiness Survey captures valuable insights into client perceptions. Feedback is systematically analysed and acted upon, enabling timely course corrections, strengthening partnerships, and driving continuous improvement.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

	As a percentage to total turnover
Environmental and social parameters relevant to the product	
Safe and responsible usage	Not applicable
Recycling and/or safe disposal	

3. Number of consumer complaints in respect of the following:

	FY 2025		Remarks	FY 2024		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	—	0	0	—
Advertising	0	0	—	0	0	—
Cyber-security	4	0	—	1	0	—
Delivery of essential services	0	0	—	0	0	—
Restrictive Trade Practices	0	0	—	0	0	—
Unfair Trade Practices	0	0	—	0	0	—
Others (Products defects reported)	9	0	—	18	0	—

4. Details of instances of product recalls on account of safety issues:

	Number	Reasons for recall
Voluntary recalls	Not applicable owing to the nature of business.	
Forced recalls		

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes, Happiest Minds Technologies has a comprehensive, board-approved Cybersecurity and Data Privacy Policy aligned with ISO 27701 standards. The framework is designed to protect digital and information assets through risk assessments, access controls, incident response protocols, and regular audits. It ensures compliance with global data protection regulations, including the GDPR, reinforcing the company’s commitment to data privacy and customer trust.

An internal governance committee oversees the implementation of cybersecurity measures across networks, applications, and infrastructure. Proactive threat detection, rapid response mechanisms, and continuous monitoring are in place to manage evolving risks and maintain business continuity. The policy is reviewed periodically to strengthen cyber resilience and adapt to emerging challenges. For more information, refer to the privacy policy here: <https://www.happiestminds.com/privacy-policy/>

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

Happiest Minds Technologies places strong emphasis on responsible service delivery, data privacy, and cybersecurity. The company has not faced any instances of product recalls, regulatory penalties, or actions related to the safety of its services. It ensures robust information security practices through strict adherence to ISO 27001 and ISO 27701 standards, which guide its data protection and cybersecurity frameworks. Happiest Minds continuously monitors and improves its systems to maintain high standards of compliance, customer trust, and service quality.

7. Provide the following information relating to data breaches:

- Number of instances of data breaches  
0
- Percentage of data breaches involving personally identifiable information of customers  
0%
- Impact, if any, of the data breaches  
Not applicable

**Leadership Indicators**

1. Channels/platforms where information on products and services of the entity can be accessed (provide web link, if available).

Information relating to all the products and services provided by Happiest Minds is available on the Company’s website: <https://www.happiestminds.com/>

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/ or services.

Not applicable owing to the nature of business.

3. Mechanisms in place to inform consumers of any risk of disruption/ discontinuation of essential services.

Not applicable owing to the nature of business.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/ Not applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Given the nature of its business as an IT services and digital solutions provider, Happiest Minds does not offer physical products and therefore does not disclose product information beyond statutory requirements. However, to assess client satisfaction and enhance service delivery, the company conducts an Annual Customer Happiness Survey across key operational locations.