Business Responsibility Report

Section A: General Information about the Company

1.	Corporate Identity Number (CIN) of the Company	L72300PN1990PLC056696
2.	Name of the Company	Persistent Systems Limited
3.	Registered Office address	Bhageerath, 402 Senapati Bapat Road, Pune 411 016
4.	Website	www.persistent.com
5.	E-mail ID	info@persistent.com
6.	Financial Year reported	April 1, 2016 to March 31, 2017
7.	Sector(s) that the Company is engaged in (industrial activity code-wise)	Computer programming, consultancy and related activities (62011, 62012, 62013, 62020, 62091, 62092 and 62099)
8.	List three key products / services that the Company manufactures / provides (as in balance sheet)	a. Enterprise Digital Transformation b. Product engineering services and Solutioning for Internet of Things c. Product engineering and Professional Services to ISVs and enterprises d. IP Products
9.	Total number of locations where business activity is undertaken by the Company	i. Number of International Locations –

Sr. No.	Continent	Country
A.	Africa	South Africa
B.	Asia	a. Israel b. Japan c. Malaysia d. Singapore e. Sri Lanka
C.	Australia	Australia
D.	Europe	a. England b. France c. Germany d. Ireland e. Scotland f. The Netherlands
E.	North America	a. Canada b. Mexico c. USA

ii. Number of National Locations –
a. Pune, Maharashtra
b. Nagpur, Maharashtra
c. Hyderabad, Telangana
d. Bengaluru, Karnataka
e. Verna, Goa

10.	Markets served by the Company	Company provides its services in India as well as abroad.

Section B: Financial Details of the Company

1.	Paid up Capital (INR)	` 80,00,00,000 (Rupees Eighty Crores only)
2.	Total Turnover (Standalone) (INR)	` 17,329.64 Million for the year ended March 31, 2017
3.	Total profit after taxes (Standalone) (INR)	` 2,940.32 Million for the year ended March 31, 2017
4.	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	2.38%
5.	List of activities in which expenditure in 4 above has been incurred	a. Health b. Education c. Community Development d. Assistance in natural calamities

Section C: Other Details

1.	Does the Company have any Subsidiary Company / Companies?	Yes, the Company has the following subsidiaries – a. Persistent Systems Inc., USA (Wholly owned subsidiary) b. Persistent Systems Pte. Ltd., Singapore (Wholly owned subsidiary) c. Persistent Systems France S.A.S., France (Wholly owned subsidiary) d. Persistent Systems Malaysia Sdn. Bhd., Malaysia (Wholly owned subsidiary) e. Persistent Systems Germany GmbH (Wholly Owned Subsidiary) f. Persistent Telecom Solutions Inc., USA (Subsidiary of Persistent Systems Inc.) g. Akshat Corporation (dba R-Gen Solutions), USA (Subsidiary of Persistent Systems Inc.) h. Persistent Systems Israel Ltd., Israel (Subsidiary of Persistent Systems Inc.) i. Persistent Systems Mexico S.A. de C.V., Mexico (Subsidiary of Persistent Systems Inc.) j. Aepona Holdings Limited, Ireland (Subsidiary of Persistent Systems Inc.) k. Aepona Group Limited, Ireland (Subsidiary of Aepona Holdings Limited) l. Aepona Limited, UK (Subsidiary of Aepona Group Limited) m. Valista Limited, Ireland (Subsidiary of Aepona Group Limited) n. Aepona Software (Private) Limited, Sri Lanka (Subsidiary of Valista Limited)
2.	Do the Subsidiary Company / Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(ies)	Yes. They participate to the extent applicable in India.
3.	Do any other entity / entities (e.g. suppliers, distributors, etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity / entities? [Less than 30%, 30-60%, More than 60%]	No

Section D: BR Information

1. Details of Director / Directors responsible for BR

a. Details of the Director / Directors responsible for implementation of the BR policy / policies

   a. DIN – 00005721
   b. Name – Dr. Anand Deshpande
   c. Designation – Chairman and Managing Director

b. Details of the BR Head

   a. DIN – 00005721
   b. Name – Dr. Anand Deshpande
   c. Designation – Chairman and Managing Director
   d. Telephone No. – + 91 (20) 6703 0000
   e. E-mail ID – corpsec@persistent.com

2. Principle-wise (as per NVGs) BR Policy / Policies

a. Details of compliance (Reply in Y / N)

S. No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1.	Do you have a policy / policies for....	Y	N	Y	Y	Y	N	Y	Y	N
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	N	Y	Y	Y	N	Y	Y	N
3.	Does the policy conform to any national / international standards? If yes, specify? (50 words) The Company has prepared these policy after reviewing the international and industry best practices and has discussed internally in detail before its implementation. The Company is confident that this policy is of international standards and is open for amendments as and when felt necessary.	Y	N	Y	Y	Y	N	Y	Y	N
4.	Has the policy being approved by the Board? Is yes, has it been signed by MD / owner / CEO / appropriate Board Director?	Y	N	Y	Y	Y	N	Y	Y	N
		These policies have been signed by the respective owners.								
5.	Does the company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	Y	N	Y	Y	Y	N	Y	Y	N
6.	Indicate the link for the policy to be viewed online?	These policies are for internal circulation to Persistent Employees.								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	N	Y	Y	Y	N	Y	Y	N
8.	Does the company have in-house structure to implement the policy / policies?	Y	N	Y	Y	Y	N	Y	Y	N
9.	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	Y	N	Y	Y	Y	N	Y	Y	N
10.	Has the company carried out independent Audit / evaluation of the working of this policy by an internal or external agency?	Y	N	Y	Y	Y	N	Y	Y	N

b. If answer to S. No. 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

S. No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1.	The company has not understood the Principles	-	N	-	-	-	N	-	-	N
2.	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	-	Y	-	-	-	Y	-	-	Y
3.	The company does not have financial or manpower resources available for the task	-	N	-	-	-	N	-	-	N
4.	It is planned to be done within next 6 months	-	N	-	-	-	N	-	-	N
5.	It is planned to be done within the next 1 year	-	N	-	-	-	N	-	-	N
6.	Any other reason (please specify) The Company is in the business of software development services and products. Hence P2, P6 and P9 are marked as 'N' in the above table.	-	N	-	-	-	N	-	-	N

3. Governance related to BR

a. Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.

- Within 3 months

b. Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?

- The Company publishes its Report on the Activities of Persistent Foundation on a yearly basis and it is published on the Company website i.e. 'https://www.persistent.com/investors/annual-reports/'

Section E: Principle-wise performance

Principle 1

Policy relating ethics, bribery and corruption

1. Does the policy relating to ethics, bribery and corruption cover only the company?

   All companies under Persistent Group are covered by the policy relating to ethics, bribery and corruption.

2. Does it extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?

   Yes, all companies forming part of the Persistent group are covered by the policy. However, the Company has a separate Code of Conduct for its Vendors / Suppliers / Contractors / NGOs wherein these principles are being covered for them.

3. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so –

   During the financial year 2016-17, the Company has not received any complaint from its shareholder and / or other stakeholders.

Code of Conduct

Company's Code of Conduct (also referred to as the 'Code') outlines its commitment to ethical standards and compliance with applicable laws. Company's Code is based on its values and clarifies the ethics and compliance expectations for everyone who works for the Company. The Code includes sections on operating safely, responsibly and reliably; its people; its business partners; the Governments and communities the Company works with and its assets and financial integrity. The Code takes into account key points from the Company's internal standards related to anti-bribery and corruption, anti-money laundering, competition and anti-trust law and trade sanctions. The Company conducts due diligence on all its vendors and customers in accordance with these policies.

Whom the Code of Conduct applies to

The Code applies to every employee of the Company and its subsidiaries and the endeavor is to extend this Code to all its contractors and business partners. Where feasible, the Company seeks a contractual commitment from its contractors and business partners to comply and work in line with the Code. Where the Company has the right to do so, it may consider terminating contracts where a contractor has not complied with the obligations or not renewing a contract where a contractor has acted in a manner that is not consistent with the Company's values or the Code. The Company rigorously follows ethical business decisions, ensuring the actions of all its employees, vendors, business partners and customers are consistent with the law.

The Company collaborates closely with all stakeholders in order to initiate and foster fair business practices in all spheres of business to create and sustain an ethical and transparent environment.

Certifying the Code

Each year, the Company engages its employees in Code of Conduct certification. It is embedded in the annual performance contract of all employees to comply with the Code and to create an environment where people can confidently raise concerns without fear of reprisal. The compliance with this Code by each employee is being monitored by the Company on a regular basis.

Fostering a 'speak up' culture

The Company is committed to providing an open environment where its employees, contractors and other stakeholders are comfortable speaking up whenever they have a question about our code of conduct or are of the opinion that law, regulations or the Code, may have been breached. All stakeholders are encouraged to raise concerns with the Company's management team.

The Company has adopted a Policy for Prevention of Harassment at the workplace and the Internal Complaints Committee is duly constituted. No complaints received during the year.

Principle 2 – Not applicable

Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and / or opportunities.

   Not applicable

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):

   a. Reduction during sourcing / production / distribution achieved since the previous year throughout the value chain?

   b. Reduction during usage by consumers (energy, water) has been achieved since the previous year?

   Not applicable

3. Does the company have procedures in place for sustainable sourcing (including transportation)?

   If yes, what percentage of your inputs was sourced sustainably?

   Also, provide details thereof, in about 50 words or so.

   Not applicable

4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?

   If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

   The Company through its CSR wing, Persistent Foundation has approached the community in its immediate vicinity and has initiated health projects and community development projects. The Foundation has also concentrated on the education facilities to the nearby Government schools. The consolidated effect of the above has benefited the local and small vendors to improve their capacity and capability.

5. Does the company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

   The Company has set up a 2.1 MW windmill turbine in Dhule and Sangli Districts of Maharashtra. They generated 41,24,745 units of electricity from Nandurbar (Dhule) and 29,39,333 units of electricity from Jath (Sangali), respectively, in the financial year 2016–17.

   All waste papers are shredded and disposed-off to scrap vendor who collects them for recycling from the Company's offices in India.

   The Company uses the waste water from toilets / washrooms to water its plants and recycles the use of the same. Sewage Treatment Water Plants have been installed and commissioned at the Company's Nagpur and Goa Facilities and the treated water is being used to water the garden area.

   The Company whenever possible appeals its employees not to use plastic bags. Further, to promote the use of cloth or paper bags, the Company also organizes 'Zero Plastic Days'.

Principle 3

Business should promote the well-being of all employees

1. Please indicate the Total number of employees (including trainees and associates) as on March 31, 2017 – **9,460**
2. Please indicate the total number of employees hired on temporary / contractual / casual basis – **573**
3. Please indicate the number of permanent women employees – **3,043**
4. Please indicate the number of permanent employees with disabilities – **2**
5. Do you have an employee association that is recognized by management? – **No**
6. What percentage of your permanent employees is members of this recognized employee association? – **Not Applicable**
7. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

Sr. No.	Category	No. of complaints filed during the financial year 2016-17	No. of complaints pending as on end of the financial year 2016-17
1.	Child labour / forced labour / involuntary labour	Nil	Nil
2.	Sexual harassment	Nil	Nil
3.	Discriminatory employment	Nil	Nil

8. What percentage of your under mentioned employees were given safety and skill up-gradation training in the last year?
   a. Permanent Employees – **100%**
   b. Permanent Women Employees – **100%**
   c. Casual / Temporary / Contractual Employees – **100%**
   d. Employees with Disabilities – **100%**

   The Company's approach for managing its core asset i.e. its people; is founded on the following beliefs:

   a. People's safety is our first priority
   b. Company grows best by growing its own people
   c. Our people have potential – we need to develop it
   d. Diversity matters – so does inclusion
   e. We need the best talent – and need to meet the expectations of the best talent.

In our endeavor to be a contemporary organisation, we constantly review our policies and benchmark them against the best in class to ensure that the Company's agenda on employee well-being and engagement is serviced effectively.

There is a special focus to involve employees in the policy making process. A group called 'Policy Council' was constituted which has been meeting regularly to examine the various policies and processes in the organisation especially policies impacting employees and their day-to-day functions. The council has proposed several simplification and modification to policies which has also ensured improved engagement levels and ownership among employees.

The Company has been regularly providing annual preventive health checks for all employees at its own cost. Further, to enable employees manage work-life balance and related stress, if any, the Company has taken several initiatives, including:

- **Agile Working:** A core component of the Company's Diversity & Inclusion ambition, agile working encompasses a wide range of working options that enables employees to work flexibly at full potential. Part time working, job-share, home working and flexible hours are some options granted under this initiative.
- **Career Break and Maternity / Paternity Leave:** These benefits are available to employees of the Company irrespective of the level that they operate at.
- **Workplace facilities:** At all offices and facilities of the Company, attention is paid to ergonomics to ensure a comfortable work environment.

- **Leadership Development:** Building both, people and functional capability is one of the key elements of our investment in people. Few employees were selected for yearlong 'ChangeMakers' program, who were given exposure to different and key activities across the organisation. This group has also worked on various ideas and activities towards proposing various improvements and changes to the operational issues in the organisation.
- **Diversity and Inclusion:** As a part of a large multinational group, the Company wants the workforce to represent the societies in which it operates. The Company's commitment to Diversity and Inclusion enables it to be creative, competitive and thrive in the IT environment.

Prerana, is the forum, for the women run by women in the Company, had special focus on women in leadership during this year. A special mentoring program is launched for aspiring women to be nurtured to be future leaders. Various lectures by women leaders were also arranged from time to time to motivate women in the Company.

Principle 4

Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

1. Has the company mapped its internal and external stakeholders? **Yes**
2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders - **Yes**
3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so –

   The Company through Persistent Foundation (the 'Foundation'), CSR wing of the Company has undertaken several programs to indulge with the disadvantaged, vulnerable and marginalized stakeholders. During the financial year, the following hallmark projects were implemented by the Foundation under 3 (three) focus areas:

Education

a. **Kiran – Girls' Scholarship Program:** Persistent Foundation started Girls' Scholarship Program in the year 2010-11 with the object to help needy and competent girls to become educated, confident, skilled and employable. The scholarship amount is decided on the basis of the fee structure of the engineering colleges. The Foundation provides ` 40,000 per year to each girl student, till the completion of her curriculum. During the year, total 40 girls were selected for this program. Currently, in total, there are more than 150 girls who get support under this program.

b. **Study Centers:** Persistent Foundation, in association with several NGOs runs 21 study centers for the children in the slum and rural areas where these students get place to study, support in study and opportunity for personality development. The average enrollment for each center is 60 students. There are 13 such centers in Hyderabad, 3 in Goa and 5 in Nagpur. These centers have helped 500+ students in coping up with their academics.

c. **School Upliftment:** The Foundation is associated with 19 schools across all the locations where the Foundation has helped 7,000+ students from these schools with infrastrure development as well as enhancing the quality of education. Under infrastrure development, the Foundation has helped these schools by way of construction / refurbishment of toilet blocks, rain water harvesting, assistance in enriching libraries, science labs, etc., provided benches and bunk beds, sports equipment, etc.

Health

a. **School Health Check-up and Doctor Facility:** For past 6 years, the Foundation has been carrying out health check-up programs in 10 slums, 5 primary schools and 3 special schools in association with a team of 4 doctors. Along with this, doctor facility is also provided in those schools. Every year around 5,000+ students get benefit from this program.

b. **Mobile Medical Unit:** Persistent Foundation, in association with HelpAge India, operated the Mobile Medical Unit for Velim, a remote village in Goa. During this financial year, around 900 patients were benefitted from this project.

c. **Cataract Surgeries:** Persistent Foundation is associated with Dr. Manohar Dole Medical Foundation in Pune, Vivekananda Memorial Hospital in Nagpur and Dr. L. V. Prasad Memorial Hospital in Hyderabad for carrying out the cataract surgeries for elderly poor people. During the year, around 2,000 people were benefitted from such surgeries.

d. **Facial cleft surgeries:** Persistent Foundation in association with Rotary Club, Nagpur conducted several camps for facial cleft surgeries in Nagpur. At other locations such as Bengaluru, Hyderabad, Goa and Pune, the Foundation is conducting such camps in association with a few plastic surgeons. Around 178 children underwent surgeries in these camps this year.

e. **Breast Cancer Screening:** Persistent Foundation has been conducteing breast cancer screening programs for women in the slum areas of Pune and Bengaluru for last few years. During the year, around 1,000 women were screened.

f. **Bal Shalyakriya:** Persistent Foundation, in association with Gaud Saraswat Brahmin Sabha, Nagpur and Lata Mangeshkar Hospital, Nagpur conducts camps in Nagpur, where a team of surgeons perform surgeries on children suffering from conjenital deformities. During the financial year 2016-17, around 120 children successfully underwent surgeries in this camp, out of which 29 children have undergone major surgeries.

Community Development

a. **Zero Garbage Project:** Persistent Foundation, in its endeavor to support clean environment and waste management adopted Prabhag No. 11 and 36 of Pune Municipal Corporation. The project is being implemented in association with Janwani, Pune. Persistent Foundation has managed to reach out to more than 6,000 households to collect segregated waste due to which the percentage of segragated waste has been improved considerably. Due to the continued efforts, Prabhag No. 36 won the prize for "**Green Prabhag**" by Pune Municipal Corporation in the financial year 2015-16.

b. **Water Conservation:**

The Water conservation projects were initiated as ambitious project of the Chief Minister of Maharashtra, Mr. Devendra Fadanvis, the **'Jalyukt Shivar Yojana'**. The Foundation collaborated with the Government of Maharashtra in executing the watershed projects at various places across Maharashtra.

The snapshot of the watershed projects executed during the financial year 2016-17 is as follows:

District	Project Location	Number of beneficiaries (Approx.)	Land to be benefitted in Ha (Approx.)
Pune	Harni	2,000	1,025
	Rakh	650	500
	Nasrapur	1,500	600
Total		**4,150**	**2,125**

c. **Installation of Solar Power Plants on roof top of railway stations at Pune and Hyderabad:** In response to the Government of India's Solar Power Mission, the Indian Railways has set a target of installing 1,000 MW of solar power by 2020.

Therefore, as a part of Go Green initiative, the Foundation has installed a solar power plant of 163 kwp capacity at Pune Railway Station which is expected to generate around 2.40 Lakhs units of electricity per year. Since commissioning of this plant in June 2016, the plant has generated 1,68,886 units of electricity till March 2017. This solar system caters about 60% of daytime requirement of Pune Railway Station.

After successful implementation of solar plant at Pune Railway Station, the Foundation continued its Green Initiative and installed Solar Power Plant of 227.52 kwp capacity at Nampally, Hyderabad Railway Station. This Plant was inaugurated at the august hands of Hon'ble Minister for Railways – Mr. Suresh Prabhu on March 25, 2017, which has generated around 4,807 units of electricity in a week till March 31, 2017 after its installation.

d. **Vocational Training Centre for Women:** Since last financial year, the Foundation has been conducting programs for women to impart training to them pertaining to various vocations. During the financial year, around 300 women were trained in different vocations. Out of them, around 50 women are working as trainers, around 100 women are engaged in seasonal businesses which are festival specific and many women are engaged in regular business activities like tailoring, soft toy making, bag making, stitching, etc.

Principle 5

Businesses should respect and promote Human Rights

1. Does the policy of the company on human rights cover only the company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?

   The Policy extends to the whole group.

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

   During the year, the Company did not receive any complaint from the stakeholders.

Principle 6 – Not applicable

Business should respect, protect and make efforts to restore the environment

1. Does the policy related to Principle 6 cover only the company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others -
2. Does the company have strategies / initiatives to address global environmental issues such as climate change, global warming, etc.? Y/N. If yes, please give hyperlink for webpage etc.
3. Does the company identify and assess potential environmental risks? Y/N
4. Does the company have any project related to Clean Development Mechanism?
5. If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?
6. Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.
7. Are the Emissions / Waste generated by the company within the permissible limits given by CPCB / SPCB for the financial year being reported?
8. Number of show cause / legal notices received from CPCB / SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.

Principle 7

Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

1. Is your company a member of any trade and chamber or association? If Yes, name only those major ones that your business deals with:

   Yes, the Company is a member of the following trade and chamber or associations -

   a. National Association for Software and Services Companies (NASSCOM)
   b. Confederation of Indian Industry (CII)
   c. Mahratta Chamber of Commerce Industries and Agriculture (MCCIA)

2. Have you advocated / lobbied through above associations for the advancement or improvement of public good? Yes / No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

   Persistent Systems Limited has participated in consultations on the following areas –

   a. Governance and Administration
   b. Inclusive development policies
   c. Sustainable business principles
   d. Corporate Social Responsibility

Principle 8

Businesses should support inclusive growth and equitable development

1. Does the company have specified programs / initiatives / projects in pursuit of the policy related to Principle 8? If yes details thereof.

   Please refer the answer to Question No. 3 of Principle No. 4 in this report.

2. Are the programs / projects undertaken through in-house team / own foundation / external NGO / government structures / any other organization?

   Yes, Persistent Foundation, the Company's CSR Wing undertakes these activities.

3. Have you done any impact assessment of your initiative?

   Assessment of the initiatives of the Company is done through quarterly Board of Trustees' meeting of Persistent Foundation. The Company publishes the activities of Persistent Foundation throughout the year in the Annual Report of the Company. However, this has not been conducted through an external agency till date.

4. What is your company's direct contribution to community development projects – Amount in INR and the details of the projects undertaken

   a. For the financial year 2016-17: ` 67.74 Million to Persistent Foundation, ` 1.38 Million towards the cost of the technical contribution by the Company towards MGI- Shkati Project, an initiative of the Government of Maharashtra and coordinated by McKinsey, India and ` 3.45 Million to directly to charitable institutions by the Company

   b. Please refer the report on the activities of Persistent Foundation for the details of the projects undertaken during the financial year 2016-17.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

   Yes, initiatives conducted are assessed through outcomes achieved and overall impact on the society as a whole.

   Assessment is mainly done through the following:

   Weekly review meetings of Persistent Foundation, Quarterly Board of Trustees' meetings, periodical monitoring the activities of the Foundation by the Corporate Social Responsibility Committee and the Board of Directors of the Company, follow-up field visits, giving an opportunity to the beneficiaries to speak at the Persistent Foundation Annual Day, telephonic and email communications with the external parties.

   The Company has engaged skilled employees from Human Resources, Corporate Secretarial and Finance teams who have domain knowledge to monitor the CSR activities i.e. activities of Persistent Foundation. The Foundation staff looks after the execution of the Projects of the Company on the CSR front.

Principle 9 – Not applicable

Businesses should engage with and provide value to their customers and consumers in a responsible manner

1. What percentage of customer complaints / consumer cases are pending as on the end of financial year?

   The customer complaints are technology specific and are resolved at the delivery of the software and before contract closure. There are no customer complaints that are material in nature and giving rise to the litigations.

2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes / No / N.A. / Remarks (additional information)

   Not applicable

3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and / or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

   There is no anti-competitive, abuse of dominant position or unfair trade practices case pending against the Company.

4. Did your company carry out any consumer survey / consumer satisfaction trends?

   The Company carries on a consumer satisfaction survey on a periodic basis and compares the various parameters across multiple dimensions through peer comparison and its membership in the various chambers of commerce.