

4th August 2025

To:

**National Stock Exchange of India
Limited (Scrip Code: FSL)**
Exchange Plaza,
Plot no. C/1, G Block,
Bandra-Kurla Complex
Bandra (East),
Mumbai - 400 051

BSE Limited (Scrip Code: 532809)
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai - 400 001

Dear Madam/ Sir,

Sub: Press Release

This is to inform that Firstsource reaffirms sustainability governance with FY25 ESG Report.

A copy of the Press Release of the same is attached along with this letter.

We request you to take the above on record.

Thanking you,

For **Firstsource Solutions Limited**

Pooja Nambiar
Company Secretary
Encl.: A/a

Firstsource Solutions Ltd.

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(CIN: L64202MH2001PLC134147)

Firstsource reaffirms sustainability governance with FY25 ESG Report

Mumbai, India | August 04, 2025: **Firstsource Solutions Limited** (NSE:FSL, BSE:532809), a leading global provider of specialist domain-led Business Process Services (BPS) and an RP-Sanjiv Goenka Group company, released its **Environmental, Social, and Governance (ESG) Report** for the fiscal year 2024-25, reflecting a year of bold action, integrated strategy, and measurable impact.

The report underscores how Firstsource is embedding ESG into the fabric of business operations through FirstConscious, its ESG framework, and UnBPO™, the company's transformation-led operating philosophy. Together, these strategic levers are enabling Firstsource to move beyond compliance, to redefine what a responsible and sustainable business looks like in today's world.

Dr. Sanjiv Goenka, Chairman of RPSG Group and Firstsource, said, "We are living through a time of extraordinary unpredictability, where disruption is structural, not episodic. At Firstsource, we've moved from reacting to what's coming to shaping what's next. This ESG Report reflects that shift. Guided by our FirstConscious framework and powered by UnBPO™, we are embedding sustainability into the very architecture of how we operate, building a high-performance, high-trust business that's built to last. Because real transformation creates real value, for people, for the planet, and for the long term."

Key highlights from FY25 ESG Report:

Environment

- 26.26% of total power now from renewable sources – up 164% in comparison to previous year
- Committed to SBTi near-term targets and Net Zero by 2050, with validation expected in FY26
- EV transition underway, 50% fleet conversion target set for 2027

Social

- Achieved 46% gender diversity, exceeding the 45% target
- Surpassed impact hiring goal with 11,061 hires, ahead of 2025
- Great Place to Work® certified in India, UK, US, and Philippines
- Launched INDEX 2.0 and AI Coach to build a future-ready, inclusive workforce

Governance

- Deployed ESGfirst (Phase 1), Firstsource's real-time ESG data platform, aligned with frameworks including GRI, TCFD, CDP, EcoVadis, and BRSR
- Maintained a 95% client satisfaction score
- 85% of supplier spend assessed on ESG criteria via sustainability scorecards

Recognition & Ratings

- Top 99th percentile on the Dow Jones Sustainability Index with CSA and ESG scores of 81
- S&P Global Sustainable1: "Top 5% S&P Global CSA score", "Industry Mover"
- Received a "B" rating from CDP for Climate disclosures and an "A" for Supplier Engagement Assessment
- Awarded a Silver Medal by EcoVadis (71/100), placing the company in the top 15% globally
- Won the "Best First-Time Responder" award from the Workforce Disclosure Initiative (WDI)

To download Firstsource's FY25 ESG Report, please visit: <https://www.firstsource.com/esg>

About Firstsource

Firstsource Solutions Limited, an RP-Sanjiv Goenka Group company (NSE: FSL, BSE: 532809, Reuters: FISO.BO, Bloomberg: FSOL:IN), is a global leader providing business process solutions and services spanning the customer lifecycle across Healthcare, Banking and Financial Services, Communications, Media and Technology, Retail, and other diverse industries. With a global footprint across US, UK, India, Philippines, Mexico, Romania, Turkey, Trinidad & Tobago, South Africa, and Australia, we 'make it happen' for our clients, solving their biggest challenges with hyper-focused, domain-centered teams and cutting-edge tech, data, and analytics. Our inch-wide, mile-deep practitioners work collaboratively, leveraging UnBPO™ - our differentiated approach to reimagining traditional outsourcing - to deliver real-world, future-focused solutions that drive speed, scale, and smarter decision, turning transformation into tangible results for our clients. (www.firstsource.com)

Media Contacts

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