

C2. Identification, assessment, and management of dependencies, impacts, risks, and opportunities

(2.1) How does your organization define short-, medium-, and long-term time horizons in relation to the identification, assessment, and management of your environmental dependencies, impacts, risks, and opportunities?

Short-term

(2.1.1) From (years)

0

(2.1.3) To (years)

3

(2.1.4) How this time horizon is linked to strategic and/or financial planning

Zensar's strategic business goals are influenced by changes in economic and geopolitical environment and market conditions over time horizons. Based on Global risk report, probable emerging risks and opportunities as per time horizon, from short term to long term are identified, particularly for the IT industry where Zensar operates. The applicability of such risks and opportunities is aligned with Zensar's financial and strategic goals, and these risks and opportunities are included and tracked once they are found relevant for business.

Medium-term

(2.1.1) From (years)

4

(2.1.3) To (years)

5

(2.1.4) How this time horizon is linked to strategic and/or financial planning

Zensar’s strategic business goals are influenced by changes in economic and geopolitical environment and market conditions over time horizons. Based on Global risk report, probable emerging risks and opportunities as per time horizon, from short term to long term are identified, particularly for the IT industry where Zensar operates. The applicability of such risks and opportunities is aligned with Zensar’s financial and strategic goals, and these risks and opportunities are included and tracked once they are found relevant for business.

Long-term

(2.1.1) From (years)

6

(2.1.2) Is your long-term time horizon open ended?

Select from:

☒ Yes

(2.1.4) How this time horizon is linked to strategic and/or financial planning

Zensar’s strategic business goals are influenced by changes in economic and geopolitical environment and market conditions over time horizons. Based on Global risk report, probable emerging risks and opportunities as per time horizon, from short term to long term are identified, particularly for the IT industry where Zensar operates. The applicability of such risks and opportunities is aligned with Zensar’s financial and strategic goals, and these risks and opportunities are included and tracked once they are found relevant for business.

[Fixed row]

(2.2) Does your organization have a process for identifying, assessing, and managing environmental dependencies and/or impacts?

	Process in place	Dependencies and/or impacts evaluated in this process
	Select from:	Select from:

	Process in place	Dependencies and/or impacts evaluated in this process
	☒ Yes	☒ Both dependencies and impacts

[Fixed row]

(2.2.1) Does your organization have a process for identifying, assessing, and managing environmental risks and/or opportunities?

	Process in place	Risks and/or opportunities evaluated in this process	Is this process informed by the dependencies and/or impacts process?
	Select from: ☒ Yes	Select from: ☒ Both risks and opportunities	Select from: ☒ Yes

[Fixed row]

(2.2.2) Provide details of your organization's process for identifying, assessing, and managing environmental dependencies, impacts, risks, and/or opportunities.

Row 1

(2.2.2.1) Environmental issue

Select all that apply

☒ Climate change

(2.2.2.2) Indicate which of dependencies, impacts, risks, and opportunities are covered by the process for this environmental issue

Select all that apply

- ☒ Dependencies
- ☒ Impacts
- ☒ Risks
- ☒ Opportunities

(2.2.2.3) Value chain stages covered

Select all that apply

- ☒ Direct operations
- ☒ Upstream value chain
- ☒ Downstream value chain

(2.2.2.4) Coverage

Select from:

- ☒ Partial

(2.2.2.5) Supplier tiers covered

Select all that apply

- ☒ Tier 1 suppliers

(2.2.2.7) Type of assessment

Select from:

- ☒ Qualitative and quantitative

(2.2.2.8) Frequency of assessment

Select from:

- ☒ Annually

(2.2.2.9) Time horizons covered

Select all that apply

- ☒ Short-term
- ☒ Medium-term
- ☒ Long-term

(2.2.2.10) Integration of risk management process

Select from:

- ☒ Integrated into multi-disciplinary organization-wide risk management process

(2.2.2.11) Location-specificity used

Select all that apply

- ☒ Site-specific
- ☒ National

(2.2.2.12) Tools and methods used

Commercially/publicly available tools

- ☒ LEAP (Locate, Evaluate, Assess and Prepare) approach, TNFD

Enterprise Risk Management

- ☒ Enterprise Risk Management

International methodologies and standards

- ☒ IPCC Climate Change Projections
- ☒ ISO 14001 Environmental Management Systems

Databases

- ☒ Nation-specific databases, tools, or standards, please specify :IPCC, CEA, GHG protocol, DEFRA, Supply chain GHG emission, factors for US commodities v1.2
- ☒ Regional government databases, please specify :IPCC
- ☒ Other databases, please specify :Desk Based research, external consultants, internal company methods, Materiality assessment, Scenario Analysis

(2.2.2.15) Risk types and criteria considered

Acute physical

- ☒ Cyclone, hurricane, typhoon
- ☒ Flood (coastal, fluvial, pluvial, ground water)
- ☒ Heat wave
- ☒ Other acute physical risk, please specify :Pandemic

Chronic physical

- ☒ Increased severity of extreme weather events

Policy

- ☒ Changes to international law and bilateral agreements
- ☒ Changes to national legislation
- ☒ Lack of mature certification and sustainability standards

Market

- ☒ Changing customer behavior
- ☒ Lack of availability and/or increased cost of certified sustainable material
- ☒ Uncertainty in market signals
- ☒ Other market risk, please specify :Geopolitical & Economic Events

(2.2.2.16) Partners and stakeholders considered

Select all that apply

- ☒ Customers
- ☒ Employees
- ☒ Investors
- ☒ Suppliers
- ☒ Regulators

- ☒ Local communities
- ☒ Other, please specify :**Shareholders**

(2.2.2.17) Has this process changed since the previous reporting year?

Select from:

- ☒ No

(2.2.2.18) Further details of process

Zensar's Enterprise Risk Management (ERM) program systematically identifies, assesses, and manages environmental dependencies, impacts, risks, and opportunities across the organization. This process involves a top-down and bottom-up approach, covering the enterprise, business units, geographies, and functions. The ERM framework categorizes risks into strategic, operational/cybersecurity, financial, compliance/regulatory, and ESG/climate risks, each with distinct internal and external dimensions. We have divided risk into multiple categories (i.e., strategic, operational/cyber security, compliance/regulatory, financial, and ESG/Climate). In ESG/Climate, Risks related to business impact due to mismatch in approach versus implementation of sustainability initiatives linked to climate changes, alignment with stakeholders, and regulatory reporting compliances are also being reviewed and monitored. Risks due to natural calamities—extreme climate events/human-made disasters—are also being monitored. Risk reporting occurs quarterly to the ExCom and biannually to the Risk Management Committee (RMC) and the Board. This ensures ongoing oversight and alignment with strategic objectives, enabling timely decision-making and corrective actions where necessary.

[Add row]

(2.2.7) Are the interconnections between environmental dependencies, impacts, risks and/or opportunities assessed?

(2.2.7.1) Interconnections between environmental dependencies, impacts, risks and/or opportunities assessed

Select from:

- ☒ Yes

(2.2.7.2) Description of how interconnections are assessed

Our process starts with identification of dependencies of the company on various environmental factors and identification of impacts that this dependency can have on Zensar. This process is conducted alongside the materiality assessment process of the company with support of various stakeholder groups including customers, suppliers, regulators, employees etc, with help of various communication channels. The finalized dependency and impact list is shared to the risk ERM function that

analyses the potential risks and related opportunities as per the integrated risk management process. The risk score is calculated based on the probability and impact. Using a combination of risk impact from insignificant to catastrophic, and risk probability ranging from rare to almost certain, a risk score is deduced which helps to identify if the risk rating is low, medium, or high. The risk scores are then used to arrive at a risk prioritization matrix, which guides allocating time and resources towards risk mitigation. The ERM function has defined and implemented a detailed Risk Register with risks defined at the Organizational, Business Unit, Functional, and Regional levels. This register enables risk-based decision-making and reviews by various stakeholders in the risk management process. Brief Eg- Dependency: Data center electricity -> Impact: GHG emissions -> Risk: Carbon tax can increase cost if levied -> Opportunity: Shift to 100% renewable energy cloud provider.

[Fixed row]

(2.3) Have you identified priority locations across your value chain?

(2.3.1) Identification of priority locations

Select from:

☒ Yes, we have identified priority locations

(2.3.2) Value chain stages where priority locations have been identified

Select all that apply

☒ Direct operations

(2.3.3) Types of priority locations identified

Sensitive locations

☒ Areas of limited water availability, flooding, and/or poor quality of water

(2.3.4) Description of process to identify priority locations

We use current locational water availability data along with tools such as WRI Aqueduct and India water tool to identify locations with potential water availability, flooding, and water quality-related issues.

(2.3.5) Will you be disclosing a list/spatial map of priority locations?

Select from:

☒ No, we have a list/geospatial map of priority locations, but we will not be disclosing it
[Fixed row]

(2.4) How does your organization define substantive effects on your organization?

Risks

(2.4.1) Type of definition

Select all that apply

☒ Qualitative

☒ Quantitative

(2.4.2) Indicator used to define substantive effect

Select from:

☒ Revenue

(2.4.3) Change to indicator

Select from:

☒ % decrease

(2.4.4) % change to indicator

Select from:

☒ 1-10

(2.4.6) Metrics considered in definition

Select all that apply

☒ Frequency of effect occurring

☒ Time horizon over which the effect occurs

- ☒ Likelihood of effect occurring

(2.4.7) Application of definition

The risk score is calculated based on the probability and impact. Using a combination of risk impact from insignificant to catastrophic, and risk probability ranging from rare to almost certain, a risk score is deduced, which helps to identify if the risk rating is low, medium, or high. For periodically occurring risks, the frequency of occurrence is a contributing factor while deriving the risk rating. The risk scores are then used to arrive at a risk prioritization matrix, which guides the allocation of time and resources towards risk mitigation. For risks that have not yet been realized or not yet become substantive, we conduct an assessment of short, medium and long term impacts to identify the risks which can become substantive in the future.

Opportunities

(2.4.1) Type of definition

Select all that apply

- ☒ Qualitative
- ☒ Quantitative

(2.4.2) Indicator used to define substantive effect

Select from:

- ☒ Revenue

(2.4.3) Change to indicator

Select from:

- ☒ % increase

(2.4.4) % change to indicator

Select from:

- ☒ 1-10

(2.4.6) Metrics considered in definition

Select all that apply

- ☒ Frequency of effect occurring
- ☒ Time horizon over which the effect occurs
- ☒ Likelihood of effect occurring

(2.4.7) Application of definition

The opportunity score is calculated based on the probability and impact. Using a combination of impact from insignificant to substantive, and occurrence probability ranging from rare to almost certain, an opportunity score is deduced, which helps to identify if the opportunity impact rating is low, medium, or high. For periodically occurring opportunities, the frequency of occurrence is a contributing factor while deriving the rating. The ratings are then used to arrive at a prioritization matrix, which guides the allocation of time and resources towards the realization of opportunities. For opportunities that have not yet been realized or not yet become substantive enough, we conduct an assessment of short, medium and long term impacts to identify the opportunities which can become substantive in the future.

[Add row]

C3. Disclosure of risks and opportunities

(3.1) Have you identified any environmental risks which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future?

	Environmental risks identified
Climate change	Select from: ☒ Yes, both in direct operations and upstream/downstream value chain

[Fixed row]

(3.1.1) Provide details of the environmental risks identified which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future.

Climate change

(3.1.1.1) Risk identifier

Select from:

☒ Risk1

(3.1.1.3) Risk types and primary environmental risk driver

Acute physical

☒ Flooding (coastal, fluvial, pluvial, groundwater)

(3.1.1.4) Value chain stage where the risk occurs

Select from:

☒ Direct operations

(3.1.1.6) Country/area where the risk occurs

Select all that apply

☒ India

☒ United States of America

(3.1.1.9) Organization-specific description of risk

Impact on business continuity due to flooding- riverine.

(3.1.1.11) Primary financial effect of the risk

Select from:

☒ Disruption to sales

(3.1.1.12) Time horizon over which the risk is anticipated to have a substantive effect on the organization

Select all that apply

☒ Medium-term

☒ Long-term

(3.1.1.13) Likelihood of the risk having an effect within the anticipated time horizon

Select from:

☒ More likely than not

(3.1.1.14) Magnitude

Select from:

☒ High

(3.1.1.16) Anticipated effect of the risk on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Floods may lead to temporary discontinuance of service from affected locations leading to ineffective use of human resources and reduced revenues.

(3.1.1.17) Are you able to quantify the financial effect of the risk?

Select from:

☒ Yes

(3.1.1.21) Anticipated financial effect figure in the medium-term – minimum (currency)

223333860.33

(3.1.1.22) Anticipated financial effect figure in the medium-term – maximum (currency)

400935246.26

(3.1.1.23) Anticipated financial effect figure in the long-term – minimum (currency)

249741709.14

(3.1.1.24) Anticipated financial effect figure in the long-term – maximum (currency)

448677989.53

(3.1.1.25) Explanation of financial effect figure

We have considered worst case impact for highly exposed site and scaled the impact down for all the other sites based on Extremely high precipitation days indicator from Copernicus climate data across RCP scenarios, for each region separately. The base risk data has been taken from WRI aqueduct. We have considered worst case impact for highly exposed site and scaled the impact down for all the other sites based on Extremely high precipitation days indicator from Copernicus climate data across RCP scenarios, for each region separately. The base risk data has been taken from WRI aqueduct. The base impacts are based on Revenue per day and Employee expense per day indicators.

(3.1.1.26) Primary response to risk

Policies and plans

☒ Increase insurance coverage

(3.1.1.27) Cost of response to risk

81000000

(3.1.1.28) Explanation of cost calculation

We have spent this amount on purchase of insurance that covers damages due to natural calamities, including insurance against other risks as well. As this is a comprehensive insurance package, It is not possible to provide premium costs specific to climate disasters, hence we are providing the total costs.

(3.1.1.29) Description of response

Zensar has established a well-defined Crisis Management framework and Business Continuity policies and processes, ensuring that stakeholders are fully informed about the ownership, activities, and responsibilities to be undertaken during climate-related emergencies. Designated crisis managers, initiators, and monitors are appointed at both regional and functional levels to address anticipated as well as unforeseen crises. We also have backup servers and infrastructure which ensures customer SLAs are maintained, with employees working remotely/in hybrid mode.

Climate change

(3.1.1.1) Risk identifier

Select from:

☒ Risk2

(3.1.1.3) Risk types and primary environmental risk driver

Acute physical

☒ Heat wave

(3.1.1.4) Value chain stage where the risk occurs

Select from:

- ☒ Direct operations

(3.1.1.6) Country/area where the risk occurs

Select all that apply

- ☒ India
- ☒ United States of America

(3.1.1.9) Organization-specific description of risk

Impact on employee efficiency due to heat wave, leading to reduced revenues

(3.1.1.11) Primary financial effect of the risk

Select from:

- ☒ Disruption to workforce management and planning

(3.1.1.12) Time horizon over which the risk is anticipated to have a substantive effect on the organization

Select all that apply

- ☒ Medium-term
- ☒ Long-term

(3.1.1.13) Likelihood of the risk having an effect within the anticipated time horizon

Select from:

- ☒ Likely

(3.1.1.14) Magnitude

Select from:

- ☒ High

(3.1.1.16) Anticipated effect of the risk on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Heat wave causes employees to be less productive due to increased fatigue. This leads to loss in efficiency/productivity and reduced revenue per employee.

(3.1.1.17) Are you able to quantify the financial effect of the risk?

Select from:

☒ Yes

(3.1.1.21) Anticipated financial effect figure in the medium-term – minimum (currency)

155901549.6

(3.1.1.22) Anticipated financial effect figure in the medium-term – maximum (currency)

881203860.1

(3.1.1.23) Anticipated financial effect figure in the long-term – minimum (currency)

298197401.78

(3.1.1.24) Anticipated financial effect figure in the long-term – maximum (currency)

1164660135

(3.1.1.25) Explanation of financial effect figure

Heat wave causes employees to be less productive due to increased fatigue. We have used Copernicus climate data to identify extremely hot days under various RCP scenarios for each site. We have calculated employee expenses per day and revenue per day for all sites to evaluate losses. Using these data points and assuming a 20% reduced efficiency on an extremely hot day, we have arrived at these values.

(3.1.1.26) Primary response to risk

Policies and plans

☒ Amend the Business Continuity Plan

(3.1.1.27) Cost of response to risk

0

(3.1.1.28) Explanation of cost calculation

All our offices are air conditioned and we do not have any impact of heat waves inside our facilities, other than increased HVAC costs covered in other risks. The risk comes from employees commuting to office and potential H&S risks to them. No additional costs incurred.

(3.1.1.29) Description of response

Zensar employs a hybrid working arrangement and during such events of extreme heat, employees are advised to avoid travel and work from their homes to avoid heat stroke and other H&S hazards.

Climate change

(3.1.1.1) Risk identifier

Select from:

☒ Risk3

(3.1.1.3) Risk types and primary environmental risk driver

Liability

☒ Non-compliance with regulation and legislation

(3.1.1.4) Value chain stage where the risk occurs

Select from:

☒ Direct operations

(3.1.1.6) Country/area where the risk occurs

Select all that apply

- ☒ India
- ☒ Ireland
- ☒ South Africa
- ☒ United Kingdom
- ☒ United States of America

(3.1.1.9) Organization-specific description of risk

Non-compliance with climate related regulations

(3.1.1.11) Primary financial effect of the risk

Select from:

- ☒ Litigation

(3.1.1.12) Time horizon over which the risk is anticipated to have a substantive effect on the organization

Select all that apply

- ☒ Short-term

(3.1.1.13) Likelihood of the risk having an effect within the anticipated time horizon

Select from:

- ☒ About as likely as not

(3.1.1.14) Magnitude

Select from:

- ☒ High

(3.1.1.16) Anticipated effect of the risk on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Non-compliance with climate related laws can lead to litigation and penalties by the regulators increasing costs for the company.

(3.1.1.17) Are you able to quantify the financial effect of the risk?

Select from:

☒ Yes

(3.1.1.19) Anticipated financial effect figure in the short-term – minimum (currency)

10000000

(3.1.1.20) Anticipated financial effect figure in the short-term – maximum (currency)

950500000

(3.1.1.25) Explanation of financial effect figure

Minimum impact has been conservatively estimated based on potential SEBI enforcement actions for non-compliance (indicative assumption of ~INR 10 Mn). For maximum impact, additional exposure has been considered across key jurisdictions including the EU (CSRD), UK regulatory frameworks, South Africa, and US (California climate disclosure mandates), based on indicative penalty ranges and enforcement scenarios (~INR 850 Mn aggregated estimate). Given evolving regulatory landscapes and geopolitical uncertainties, precise medium- and long-term financial impacts remain difficult to quantify

(3.1.1.26) Primary response to risk

Engagement

☒ Engage with regulators/policy makers

(3.1.1.27) Cost of response to risk

10548780

(3.1.1.28) Explanation of cost calculation

The costs are consultancy and audit charges for ESG.

(3.1.1.29) Description of response

We have a dedicated team working on compliance related matters, working with expert consultants auditors and rating agencies like CDP, DJSI, Sustainalytics and Ecovadis. This ensures that all such regulations are identified, brought to the notice of management with an action plan to ensure compliance.

Climate change

(3.1.1.1) Risk identifier

Select from:

☒ Risk4

(3.1.1.3) Risk types and primary environmental risk driver

Market

☒ Changing customer behavior

(3.1.1.4) Value chain stage where the risk occurs

Select from:

☒ Downstream value chain

(3.1.1.6) Country/area where the risk occurs

Select all that apply

☒ Mexico

☒ Poland

☒ Sweden

☒ Germany

☒ Ireland

☒ Singapore

☒ Switzerland

☒ South Africa

☒ United Kingdom

☒ United States of America

(3.1.1.9) Organization-specific description of risk

Customer's ESG gating policies lead to reduced client retention/conversion.

(3.1.1.11) Primary financial effect of the risk

Select from:

☒ Disruption to sales

(3.1.1.12) Time horizon over which the risk is anticipated to have a substantive effect on the organization

Select all that apply

☒ Medium-term

☒ Long-term

(3.1.1.13) Likelihood of the risk having an effect within the anticipated time horizon

Select from:

☒ Likely

(3.1.1.14) Magnitude

Select from:

☒ High

(3.1.1.16) Anticipated effect of the risk on the financial position, financial performance and cash flows of the organization in the selected future time horizons

ESG gating is growing within the customer base. If Zensar isn't compliant to customer requirements on ESG, it may lead to loss of contract with the customer, leading to loss of revenues.

(3.1.1.17) Are you able to quantify the financial effect of the risk?

Select from:

☒ Yes

(3.1.1.21) Anticipated financial effect figure in the medium-term – minimum (currency)

1590542169

(3.1.1.22) Anticipated financial effect figure in the medium-term – maximum (currency)

2544867470

(3.1.1.23) Anticipated financial effect figure in the long-term – minimum (currency)

2544867470

(3.1.1.24) Anticipated financial effect figure in the long-term – maximum (currency)

3817301205

(3.1.1.25) Explanation of financial effect figure

We have calculated the risk based on the assumption that ESG gating would be seen in 0-5 accounts in short term, 5-8 such accounts in medium and 8-12 in long term and calculated the impacts accordingly. We have used total revenue / total customers as average account value.

(3.1.1.26) Primary response to risk

Policies and plans

☒ Develop a climate transition plan

(3.1.1.27) Cost of response to risk

3843960.25

(3.1.1.28) Explanation of cost calculation

Investment made for reducing carbon footprint in form of efficiency project and renewable energy.

(3.1.1.29) Description of response

In order to achieve our climate goals, we have been investing heavily into energy efficiency and renewables to reduce our climate impacts and in turn attract green financing options. Majority of our renewables investment will come in the medium term to ensure achievement of our climate goals and that is when we will be able to capitalize on these financing options.

[Add row]

(3.1.2) Provide the amount and proportion of your financial metrics from the reporting year that are vulnerable to the substantive effects of environmental risks.

Climate change

(3.1.2.1) Financial metric

Select from:

☒ Revenue

(3.1.2.2) Amount of financial metric vulnerable to transition risks for this environmental issue (unit currency as selected in 1.2)

4767801205

(3.1.2.3) % of total financial metric vulnerable to transition risks for this environmental issue

Select from:

☒ 1-10%

(3.1.2.4) Amount of financial metric vulnerable to physical risks for this environmental issue (unit currency as selected in 1.2)

1613338125

(3.1.2.5) % of total financial metric vulnerable to physical risks for this environmental issue

Select from:

☒ 1-10%

(3.1.2.7) Explanation of financial figures

The values provided here are the sum of maximum values across terms provided in the previous question, separately for transition and physical risks.
[Add row]

(3.5) Are any of your operations or activities regulated by a carbon pricing system (i.e. ETS, Cap & Trade or Carbon Tax)?

Select from:

☒ No, and we do not anticipate being regulated in the next three years

(3.6) Have you identified any environmental opportunities which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future?

	Environmental opportunities identified
Climate change	Select from: ☒ Yes, we have identified opportunities, and some/all are being realized

[Fixed row]

(3.6.1) Provide details of the environmental opportunities identified which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future.

Climate change

(3.6.1.1) Opportunity identifier

Select from:

☒ Opp1

(3.6.1.3) Opportunity type and primary environmental opportunity driver

Markets

- ☒ Expansion into new markets

(3.6.1.4) Value chain stage where the opportunity occurs

Select from:

- ☒ Downstream value chain

(3.6.1.5) Country/area where the opportunity occurs

Select all that apply

- ☒ Ireland
- ☒ South Africa
- ☒ United Kingdom
- ☒ United States of America

(3.6.1.8) Organization specific description

Access to new markets like Electric vehicles which are highly software dependent

(3.6.1.9) Primary financial effect of the opportunity

Select from:

- ☒ Increased revenues through access to new and emerging markets

(3.6.1.10) Time horizon over which the opportunity is anticipated to have a substantive effect on the organization

Select all that apply

- ☒ Medium-term
- ☒ Long-term

(3.6.1.11) Likelihood of the opportunity having an effect within the anticipated time horizon

Select from:

☒ Very likely (90–100%)

(3.6.1.12) Magnitude

Select from:

☒ High

(3.6.1.14) Anticipated effect of the opportunity on the financial position, financial performance and cash flows of the organization in the selected future time horizons

This opportunity when realized will create a new stream of income with requirements in EV sector if we have specific product / solution catering to the requirements

(3.6.1.15) Are you able to quantify the financial effects of the opportunity?

Select from:

☒ Yes

(3.6.1.19) Anticipated financial effect figure in the medium-term - minimum (currency)

6322200000

(3.6.1.20) Anticipated financial effect figure in the medium-term - maximum (currency)

6559800000

(3.6.1.21) Anticipated financial effect figure in the long-term - minimum (currency)

6534000000

(3.6.1.22) Anticipated financial effect figure in the long-term – maximum (currency)

8994900000

(3.6.1.23) Explanation of financial effect figures

The financial opportunity was estimated using NGFS EV sales projections, assuming approximately 1.5 million EV sales across the medium- and long-term horizons. Based on the assumption that IT and digital technology spending represents 2% of the EV market value and that Zensar captures a 1% market share, the potential revenue opportunity was quantified to reflect increased demand for technology solutions supporting the transition to electric mobility.

(3.6.1.24) Cost to realize opportunity

0

(3.6.1.25) Explanation of cost calculation

No cost has been incurred as of now.

(3.6.1.26) Strategy to realize opportunity

This will be a new market for us, and we are preparing to be a part of the transition to EVs.

Climate change

(3.6.1.1) Opportunity identifier

Select from:

☒ Opp2

(3.6.1.3) Opportunity type and primary environmental opportunity driver

Capital flow and financing

☒ Financial reward from buyers

(3.6.1.4) Value chain stage where the opportunity occurs

Select from:

☒ Downstream value chain

(3.6.1.5) Country/area where the opportunity occurs

Select all that apply

- ☒ Ireland
- ☒ South Africa
- ☒ United Kingdom
- ☒ United States of America

(3.6.1.8) Organization specific description

Development of low carbon services which may yield a premium and help retaining and converting clients.

(3.6.1.9) Primary financial effect of the opportunity

Select from:

- ☒ Increased revenue resulting from price premiums

(3.6.1.10) Time horizon over which the opportunity is anticipated to have a substantive effect on the organization

Select all that apply

- ☒ Medium-term
- ☒ Long-term

(3.6.1.11) Likelihood of the opportunity having an effect within the anticipated time horizon

Select from:

- ☒ Very likely (90–100%)

(3.6.1.12) Magnitude

Select from:

- ☒ High

(3.6.1.14) Anticipated effect of the opportunity on the financial position, financial performance and cash flows of the organization in the selected future time horizons

We are observing an increasing number of customers putting in ESG related requirements into contracts and purchase processes. An environmentally friendly/climate-friendly firm may still bid for a contract, even if they are charging a higher price, leading to increased revenues and profit margins.

(3.6.1.15) Are you able to quantify the financial effects of the opportunity?

Select from:

☒ Yes

(3.6.1.19) Anticipated financial effect figure in the medium-term - minimum (currency)

568740000

(3.6.1.20) Anticipated financial effect figure in the medium-term - maximum (currency)

1137480000

(3.6.1.21) Anticipated financial effect figure in the long-term - minimum (currency)

1137480000

(3.6.1.22) Anticipated financial effect figure in the long-term – maximum (currency)

2274960000

(3.6.1.23) Explanation of financial effect figures

We have considered that investors are willing to pay a 10% premium for a climate friendly firm, assuming that customers would also be willing to pay a 5-10% premium. Considering customers accounting for 10% in short, 20% in medium and 40% in long term, of total firm revenue would be willing to pay the premium, we have calculated the revenue impact.

(3.6.1.24) Cost to realize opportunity

3843960

(3.6.1.25) Explanation of cost calculation

Investment made for reducing carbon footprint in form of efficiency project and renewable energy.

(3.6.1.26) Strategy to realize opportunity

In order to achieve our climate goals, we have been investing heavily into energy efficiency and renewables to reduce our climate impacts and in-turn attract Green premiums. We expect that as customers also move strongly towards decarbonization, procurement decisions will have a much higher weightage for climate impacts compared to now.

[Add row]

(3.6.2) Provide the amount and proportion of your financial metrics in the reporting year that are aligned with the substantive effects of environmental opportunities.

Climate change

(3.6.2.1) Financial metric

Select from:

☒ Revenue

(3.6.2.2) Amount of financial metric aligned with opportunities for this environmental issue (unit currency as selected in 1.2)

11269860000

(3.6.2.3) % of total financial metric aligned with opportunities for this environmental issue

Select from:

☒ 21-30%

(3.6.2.4) Explanation of financial figures

The total aligned revenue is calculated from the sum of maximum opportunity financial impact across terms for the above risks individually.

C5. Business strategy

(5.1) Does your organization use scenario analysis to identify environmental outcomes?

Climate change

(5.1.1) Use of scenario analysis

Select from:

☒ Yes

(5.1.2) Frequency of analysis

Select from:

☒ Annually

[Fixed row]

(5.1.1) Provide details of the scenarios used in your organization's scenario analysis.

Climate change

(5.1.1.1) Scenario used

Physical climate scenarios

☒ RCP 2.6

(5.1.1.2) SSPs used in conjunction with scenario

Select from:

☒ SSP1

(5.1.1.3) Approach to scenario

Select from:

- ☒ Qualitative and quantitative

(5.1.1.4) Scenario coverage

Select from:

- ☒ Organization-wide

(5.1.1.5) Risk types considered in scenario

Select all that apply

- | | |
|--|--|
| ☒ Policy | ☒ Acute physical |
| ☒ Market | ☒ Chronic physical |
| ☒ Liability | |
| ☒ Reputation | |
| ☒ Technology | |

(5.1.1.6) Temperature alignment of scenario

Select from:

- ☒ 1.5°C or lower

(5.1.1.7) Reference year

2023

(5.1.1.8) Timeframes covered

Select all that apply

- ☒ 2030
- ☒ 2050
- ☒ 2080

(5.1.1.9) Driving forces in scenario

Local ecosystem asset interactions, dependencies and impacts

☑ Climate change (one of five drivers of nature change)

Finance and insurance

☑ Cost of capital

Stakeholder and customer demands

☑ Consumer sentiment

☑ Consumer attention to impact

Regulators, legal and policy regimes

☑ Global regulation

☑ Level of action (from local to global)

☑ Global targets

☑ Methodologies and expectations for science-based targets

Relevant technology and science

☑ Data regime (from closed to open)

Direct interaction with climate

☑ On asset values, on the corporate

Macro and microeconomy

☑ Domestic growth

☑ Globalizing markets

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

Assumptions: • Strong global cooperation on climate; rapid deployment of renewables, storage, efficiency. • Carbon prices escalate quickly and uniformly. • Client industries (BFSI, TMT, Consumer, Manufacturing) adopt green procurement standards. • Zensar achieves its SBTi near-term and long-term targets. *Uncertainties:* • Speed and durability of political will in India, US, EU. • Renewable electricity tariff trends in India (may stay above grid short-term). •

How quickly suppliers decarbonize Scope 3 emissions. Constraints: • Capital allocation limits for RE procurement, data-center retrofits. • Data granularity gaps in India on flood/heat risk projections. • Dependence on local utilities' RE availability despite corporate demand.

(5.1.1.11) Rationale for choice of scenario

Why relevant: This scenario aligns with Zensar's Net-Zero FY2045 SBTi commitment and near-term 2030 target. Rationale: By testing resilience under an orderly transition, Zensar can gauge the financial implications of high carbon prices, strict disclosure regimes (BRSR, IFRS S2), and client procurement standards in BFSI, TMT, and Consumer/Manufacturing verticals. It helps assess both cost exposure (higher RE tariffs in India vs grid) and opportunity upside (increased demand for cloud modernization, green IT, and security).

Climate change

(5.1.1.1) Scenario used

Physical climate scenarios

☒ RCP 7.0

(5.1.1.2) SSPs used in conjunction with scenario

Select from:

☒ SSP3

(5.1.1.3) Approach to scenario

Select from:

☒ Qualitative and quantitative

(5.1.1.4) Scenario coverage

Select from:

☒ Organization-wide

(5.1.1.5) Risk types considered in scenario

Select all that apply

- ☒ Acute physical
- ☒ Chronic physical
- ☒ Market
- ☒ Liability

(5.1.1.6) Temperature alignment of scenario

Select from:

- ☒ 3.0°C - 3.4°C

(5.1.1.7) Reference year

2023

(5.1.1.8) Timeframes covered

Select all that apply

- ☒ 2030
- ☒ 2050
- ☒ 2080

(5.1.1.9) Driving forces in scenario

Local ecosystem asset interactions, dependencies and impacts

- ☒ Changes to the state of nature
- ☒ Climate change (one of five drivers of nature change)

Finance and insurance

- ☒ Sensitivity of capital (to nature impacts and dependencies)

Stakeholder and customer demands

- ☒ Consumer sentiment
- ☒ Consumer attention to impact

- ☑ Impact of nature footprint on reputation
- ☑ Sensitivity to inequity of nature impacts

Regulators, legal and policy regimes

- ☑ Global regulation
- ☑ Level of action (from local to global)
- ☑ Global targets

Direct interaction with climate

- ☑ On asset values, on the corporate

Macro and microeconomy

- ☑ Domestic growth
- ☑ Globalizing markets

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

Assumptions: • Weak international cooperation; fragmented climate policy. • Continued reliance on fossil fuels in many economies. • India and South Africa experience rising heat and water stress. • Insurance markets become more risk-selective. Uncertainties: • How urban infrastructure (drainage, water supply) copes with escalating hazards. • Variability of consumer sentiment and procurement requirements in different geographies. • Extent of reputational damage if inequities in climate impacts are visible. Constraints: • Reduced access to affordable insurance in coastal/heat-stressed locations. • Limited quality of local ecosystem services (water, flood protection).

(5.1.1.11) Rationale for choice of scenario

Why relevant: Zensar's delivery hubs in India and South Africa are highly exposed to heat, drought, and water stress, making this fragmented world particularly material. Rationale: This scenario highlights vulnerabilities where weak global coordination limits mitigation but intensifies local ecosystem degradation and physical risks. For Zensar, it underscores the importance of business continuity planning, insurance dependency, and H&S protocols, especially in Pune, Hyderabad, Bengaluru, and Cape Town.

Climate change

(5.1.1.1) Scenario used

Physical climate scenarios

☒ RCP 8.5

(5.1.1.2) SSPs used in conjunction with scenario

Select from:

☒ SSP5

(5.1.1.3) Approach to scenario

Select from:

☒ Qualitative and quantitative

(5.1.1.4) Scenario coverage

Select from:

☒ Organization-wide

(5.1.1.5) Risk types considered in scenario

Select all that apply

☒ Acute physical

☒ Chronic physical

☒ Market

☒ Liability

(5.1.1.6) Temperature alignment of scenario

Select from:

☒ 4.0°C and above

(5.1.1.7) Reference year

2023

(5.1.1.8) Timeframes covered

Select all that apply

- ☒ 2030
- ☒ 2050
- ☒ 2080

(5.1.1.9) Driving forces in scenario

Local ecosystem asset interactions, dependencies and impacts

- ☒ Changes to the state of nature
- ☒ Number of ecosystems impacted
- ☒ Speed of change (to state of nature and/or ecosystem services)
- ☒ Climate change (one of five drivers of nature change)

Finance and insurance

- ☒ Sensitivity of capital (to nature impacts and dependencies)

Stakeholder and customer demands

- ☒ Consumer sentiment
- ☒ Consumer attention to impact
- ☒ Impact of nature footprint on reputation
- ☒ Sensitivity to inequity of nature impacts

Regulators, legal and policy regimes

- ☒ Global regulation
- ☒ Level of action (from local to global)
- ☒ Global targets

Direct interaction with climate

- ☒ On asset values, on the corporate

Macro and microeconomy

- ☒ Domestic growth
- ☒ Globalizing markets

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

Assumptions: • Global growth prioritizes fossil energy; limited early transition policy. • Physical risks dominate by mid-century (extreme heat, floods, cyclones). • Stakeholder and regulator action delayed until crises force change. *Uncertainties:* • Extent and timing of insurance market withdrawal from high-risk zones. • Severity of productivity losses under sustained extreme heat in India. • Migration and socio-political instability near delivery hubs. *Constraints:* • Dependence on public infrastructure resilience (roads, power grids). • Uncertainty in modelling compound extremes (heat + flood + drought).

(5.1.1.11) Rationale for choice of scenario

Why relevant: A worst-case physical risk benchmark to stress-test Zensar's global footprint. *Rationale:* By assuming extreme warming, this scenario tests flood, cyclone, and heat-wave resilience at coastal campuses (Mumbai, Chennai, San Diego, Cape Town) and urban offices (Pune, Hyderabad, Bengaluru). It helps evaluate insurance availability, downtime costs, and adaptation CAPEX needs. Though less likely, it provides an upper-bound for physical risk disclosures.

Climate change

(5.1.1.1) Scenario used

Climate transition scenarios

- ☒ IEA NZE 2050

(5.1.1.3) Approach to scenario

Select from:

- ☒ Qualitative and quantitative

(5.1.1.4) Scenario coverage

Select from:

- ☒ Organization-wide

(5.1.1.5) Risk types considered in scenario

Select all that apply

- ☒ Policy
- ☒ Market
- ☒ Reputation
- ☒ Technology
- ☒ Liability

(5.1.1.6) Temperature alignment of scenario

Select from:

- ☒ 1.5°C or lower

(5.1.1.7) Reference year

2023

(5.1.1.8) Timeframes covered

Select all that apply

- ☒ 2030
- ☒ 2040
- ☒ 2050

(5.1.1.9) Driving forces in scenario

Local ecosystem asset interactions, dependencies and impacts

- ☒ Climate change (one of five drivers of nature change)

Finance and insurance

- ☒ Cost of capital

Stakeholder and customer demands

- ☑ Consumer sentiment
- ☑ Consumer attention to impact

Regulators, legal and policy regimes

- ☑ Global regulation
- ☑ Level of action (from local to global)
- ☑ Global targets
- ☑ Methodologies and expectations for science-based targets

Relevant technology and science

- ☑ Data regime (from closed to open)

Direct interaction with climate

- ☑ On asset values, on the corporate

Macro and microeconomy

- ☑ Domestic growth
- ☑ Globalizing markets

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

Assumptions: • World achieves net-zero by 2050; rapid electrification and efficiency. • Carbon pricing is high and predictable; Scope 3 supply chains decarbonize. • RE costs continue to fall long-term despite current tariff differentials. • Strong global regulation, harmonized disclosure standards (IFRS S2). *Uncertainties:* • How smoothly global supply chains deliver RE, storage, and low-carbon tech. • Will Indian and South African grids keep pace with RE deployment needs. • Future customer willingness to pay premiums for “green IT” services. *Constraints:* • Higher short-term OPEX from RE procurement vs. grid electricity. • Dependence on effective supplier engagement to cut Scope 3. • Capital allocation trade-offs between transition investments and growth.

(5.1.1.11) Rationale for choice of scenario

Why relevant: Represents the global policy pathway most consistent with Zensar’s Net-Zero 2045 ambition. *Rationale:* This scenario enables Zensar to model the cost of transition (higher RE procurement, supplier engagement) against the opportunity to win business from clients prioritizing green IT. It helps justify RE investments despite current tariff differentials and demonstrates alignment with investor and client expectations.

Climate change

(5.1.1.1) Scenario used

Climate transition scenarios

☒ IEA APS

(5.1.1.3) Approach to scenario

Select from:

☒ Qualitative and quantitative

(5.1.1.4) Scenario coverage

Select from:

☒ Organization-wide

(5.1.1.5) Risk types considered in scenario

Select all that apply

☒ Policy

☒ Market

☒ Reputation

☒ Technology

☒ Liability

(5.1.1.6) Temperature alignment of scenario

Select from:

☒ 1.6°C - 1.9°C

(5.1.1.7) Reference year

(5.1.1.8) Timeframes covered

Select all that apply

- ☒ 2030
- ☒ 2040
- ☒ 2050

(5.1.1.9) Driving forces in scenario

Local ecosystem asset interactions, dependencies and impacts

- ☒ Changes to the state of nature
- ☒ Climate change (one of five drivers of nature change)

Finance and insurance

- ☒ Sensitivity of capital (to nature impacts and dependencies)

Stakeholder and customer demands

- ☒ Consumer sentiment
- ☒ Consumer attention to impact
- ☒ Impact of nature footprint on reputation
- ☒ Sensitivity to inequity of nature impacts

Regulators, legal and policy regimes

- ☒ Global regulation
- ☒ Level of action (from local to global)
- ☒ Global targets

Direct interaction with climate

- ☒ On asset values, on the corporate

Macro and microeconomy

- ☒ Domestic growth

- ☒ Globalizing markets

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

Assumptions: • Countries implement their announced climate pledges on time. • Carbon pricing exists but is uneven across regions. • RE penetration grows but not at NZE levels. *Uncertainties:* • Political changes may delay or weaken pledge implementation. • Gaps between targets and actual outcomes remain wide. • Client procurement requirements vary by geography (EU vs. US vs. India). *Constraints:* • Asymmetry in market opportunities: easier in EU/UK than in US/India. • Mid-sized suppliers in India may lack capacity to align with SBTi targets. • Zensar must manage uneven global compliance regimes.

(5.1.1.11) Rationale for choice of scenario

Why relevant: Reflects a plausible middle path—countries deliver on announced pledges, but not full NZE. *Rationale:* For Zensar, this is useful for modelling uneven regulatory pressure (e.g., EU stricter, India slower), which will directly shape client procurement requirements and Scope 3 engagement. It highlights transitional challenges where clients in different regions move at different speeds, forcing operational and sales strategies to adapt accordingly.

Climate change

(5.1.1.1) Scenario used

Climate transition scenarios

- ☒ IEA STEPS (previously IEA NPS)

(5.1.1.3) Approach to scenario

Select from:

- ☒ Qualitative and quantitative

(5.1.1.4) Scenario coverage

Select from:

- ☒ Organization-wide

(5.1.1.5) Risk types considered in scenario

Select all that apply

- ☒ Market
- ☒ Reputation
- ☒ Technology
- ☒ Liability

(5.1.1.6) Temperature alignment of scenario

Select from:

- ☒ 2.5°C - 2.9°C

(5.1.1.7) Reference year

2023

(5.1.1.8) Timeframes covered

Select all that apply

- ☒ 2030
- ☒ 2040
- ☒ 2050

(5.1.1.9) Driving forces in scenario

Local ecosystem asset interactions, dependencies and impacts

- ☒ Changes to the state of nature
- ☒ Climate change (one of five drivers of nature change)

Finance and insurance

- ☒ Sensitivity of capital (to nature impacts and dependencies)

Stakeholder and customer demands

- ☒ Consumer sentiment
- ☒ Consumer attention to impact

- ☑ Impact of nature footprint on reputation
- ☑ Sensitivity to inequity of nature impacts

Regulators, legal and policy regimes

- ☑ Level of action (from local to global)

Direct interaction with climate

- ☑ On asset values, on the corporate

Macro and microeconomy

- ☑ Domestic growth
- ☑ Globalizing markets

(5.1.1.10) Assumptions, uncertainties and constraints in scenario

Assumptions: • Only policies already enacted are implemented. • RE growth continues but slower; fossil fuels remain in the mix. • Moderate warming (~2.4–2.7 °C) leads to both transition and physical risks. Uncertainties: • Long-term reliability of India’s grid under rising demand and heat stress. • Client demand for decarbonized IT services rises slower than in APS/NZE. • Carbon prices remain modest and fragmented. Constraints: • Inertia in policy regimes slows adoption of mitigation measures. • Zensar’s RE procurement limited by market mechanisms (availability, cost). • Physical adaptation costs rise gradually but may be underestimated.

(5.1.1.11) Rationale for choice of scenario

Why relevant: Serves as the baseline planning case, closest to a “current trajectory.” Rationale: STEPS helps Zensar benchmark against today’s policy landscape—moderate transition pressures but rising physical risks after 2030. It reflects a world where carbon pricing remains modest, but physical disruptions (floods, heat, drought) begin to significantly impact delivery hubs. This provides a reference case for comparing resilience investments and ensures disclosures are grounded in a realistic baseline.

[Add row]

(5.1.2) Provide details of the outcomes of your organization’s scenario analysis.

Climate change

(5.1.2.1) Business processes influenced by your analysis of the reported scenarios

Select all that apply

- ☒ Risk and opportunities identification, assessment and management
- ☒ Strategy and financial planning
- ☒ Resilience of business model and strategy
- ☒ Capacity building
- ☒ Target setting and transition planning

(5.1.2.2) Coverage of analysis

Select from:

- ☒ Organization-wide

(5.1.2.3) Summarize the influence of the scenario analysis on the selected business processes

India: Scenario narratives and key insights: • Transition: Under APS/NZE we expect stronger disclosure, procurement and energy-market requirements. This tightens expectations for renewable electricity, supplier decarbonization and data assurance. • Physical: Heat and intense rainfall increase materially by 2030 in BAU/PES, with riverine/pluvial flood disruption in several corridors and elevated coastal surge risk for Mumbai/Kolkata over the long term. • Economics: Our current benchmark is ₹8.68/kWh (grid) versus ₹8.93/kWh (renewable), a ₹0.25/kWh premium. Efficiency gains and an internal carbon price (ICP) make PPAs and green tariffs attractive under NZE; battery-backed UPS reduces generator use and hardens continuity during heat/monsoon peaks. How this influences our business processes: • Risk & opportunities: Prioritize open-access/group-captive PPAs where efficiency + ICP to close the ₹0.25/kWh gap; elevate flood-exposed leases for finished-floor-level audits and landlord resilience. • Strategy & financial planning: Treat PPAs as hedges in APS/NZE cases. Model avoided outage costs when sizing battery storage. • Resilience of the business model: Dual-source power (on-site + open access), codified WFH triggers for red-alert rainfall/heat, and workload shifting to greener/safer cloud regions. • Capacity building: Procurement and facilities training on wheeling rules, roof rights and refrigerants; delivery teams trained on green cloud/finops. • Target setting & transition planning: India delivers on renewables to help achieve our global 70% RE by 2030 and FY2045 net-zero glidepath. South Africa: Scenario narratives and key insights: • Transition: Policy and assurance expectations rise under APS/NZE; energy-market reform enables wheeling/PPAs. • Physical: Moderate increases in windstorm and heavy-rain days; grid unreliability remains a near-term operational challenge. • Economics: Rooftop PV plus right-sized storage is both a decarbonization and reliability lever; the avoided-outage value strengthens business cases. How this influences our business processes: • Risk & opportunities: Screen buildings for PV/structural suitability; pre-qualify wheeling partners. • Strategy & financial planning: Expand long-tenor PPAs as markets mature. • Resilience of the business model: Load-shedding (critical-load mapping, flexible hours/remote work) and UPS optimization. • Capacity building: Electrical safety and battery O&M competency uplift. • Target setting & transition planning: Country pathway targets ≥60% RE by 2030, supporting global near-term SBTi goals. United Kingdom: Scenario narratives and key insights: • Transition: High expectations for disclosure and assurance under APS/NZE; growing client preference for 24/7 carbon-free energy over annual matching. • Physical: Moderate increases in heavy precipitation and windstorm disruption; acute physical risks are generally lower than in India. • Economics: Maintaining 100% RE via REGO-backed tariffs is achievable; EPC A/B spaces at lease events reduce energy intensity and regulatory risk. How this influences our business processes: • Risk & opportunities: Differentiate in RFPs that value green power. • Strategy & financial planning: Favor green-tariff renewables; invest selectively in sub-metering and controls rather than heavy capex. • Resilience of the business model: Targeted drainage/roof checks and wind/wet-weather BCP; refrigerant phase-down at equipment renewals. • Capacity building: Strengthen data/assurance literacy for ISSB/TCFD/CDP alignment. • Target setting & transition planning: Maintain 100% RE; pilot 24/7 matching as markets/instruments mature. United States: Scenario narratives and key insights: •

Transition: Broad availability of utility green tariffs and VPPAs; heightened liability/reputation exposure under APS/NZE (claims, assurance). • Physical: More frequent severe frontal storms and heavy rain in several regions; moderate coastal flood considerations for San Diego/Seattle. • Economics: A portfolio of green tariffs plus selective VPPAs accelerates renewable penetration; cloud region choice is a major lever for Scope 3. How this influences our business processes: • Risk & opportunities: Grow “green-by-design” delivery (cloud finops, data minimization) to meet client ESG asks. • Strategy & financial planning: Model VPPA hedge benefits alongside APS/NZE carbon price trajectories; fund data automation to ensure audit-ready evidence (tariff attestations, REC serials, cloud carbon data). • Resilience of the business model: BCP for wind/wet events; remote-work triggers; retro-commissioning to reduce intensity and improve comfort. • Capacity building: Legal/claims training for marketing/sales; architecture standards for carbon-aware cloud regioning. • Target setting & transition planning: Good possibility for ≥90% RE by 2030; 24/7 matching pilots with cloud providers.

[Fixed row]

(5.2) Does your organization’s strategy include a climate transition plan?

(5.2.1) Transition plan

Select from:

☒ Yes, we have a climate transition plan which aligns with a 1.5°C world

(5.2.3) Publicly available climate transition plan

Select from:

☒ Yes

(5.2.4) Plan explicitly commits to cease all spending on, and revenue generation from, activities that contribute to fossil fuel expansion

Select from:

☒ No, and we do not plan to add an explicit commitment within the next two years

(5.2.6) Explain why your organization does not explicitly commit to cease all spending on and revenue generation from activities that contribute to fossil fuel expansion

Zensar operates its headquarters out of India, which is a fossil dependent economy, still setting up coal and fossil based power generation plants. At this stage, it would be hard for us to commit to not having any facilities or value chain partners who will be completely independent of fossil based economy.

(5.2.10) Mechanism by which feedback is collected from shareholders on your climate transition plan

Select from:

☒ We have a different feedback mechanism in place

(5.2.11) Description of feedback mechanism

Zensar employs several mechanisms for collecting feedback on transition plans: 1. Stakeholder Engagement: Regular engagement with stakeholders including employees, customers, suppliers, and local communities to gather feedback and address environmental concerns. 2. Surveys and Questionnaires: Conducting surveys and questionnaires to collect data on stakeholder perceptions and inputs. 3. Grievance Redressal Mechanism: A formal grievance mechanism for stakeholders to report issues and receive timely responses. 4. Audits and Assessments: Regular GHG audits and assessments to identify areas for improvement and gather feedback.

(5.2.12) Frequency of feedback collection

Select from:

☒ Annually

(5.2.13) Description of key assumptions and dependencies on which the transition plan relies

Policy & regulation Disclosure/assurance (ISSB/TCFD/BRSR/CDP) remains achievable; carbon pricing or energy codes do not make operations unviable; market claims rules (greenwashing) are clear. Market & clients Client ESG asks continue to favor low-carbon digital (cloud finops, data minimization, green UX); RFPs recognize RE procurement and credible targets. Real estate Ability to select or negotiate green-building spaces; refrigerant phase-down (spec R32/R454B) accepted; permission for rooftop/carport PV and EV chargers. Energy & certificates Green tariffs/PPAs/RECs remain credible and countable; prices do not spike beyond ICP-justified thresholds; 24/7 matching instruments mature. Technology & operations Equipment efficiency gains meet vendor specs; UPS right-sizing doesn't compromise resilience; batteries meet safety codes; cloud providers supply granular carbon data. Supply chain Tier-1 suppliers adopt SBTi and disclose RE%/emissions; data quality sufficient for Scope 3 tracking; logistics partners can supply activity/fuel data. People & change Adoption of virtual-first/travel policies; site-level heat/precipitation protocols (for H&S) accepted; ESG KRAs remain in leadership incentives. Finance Stable access to capex; FX and interest rates within planning bands; insurance terms do not materially worsen for rooftop PV/storage. Data, controls & assurance Metering and invoice data available; landlord data sharing; travel/expense and cloud usage data consistent; external assurance capacity available annually. Residuals Sufficient supply of high-quality removals near 2045 at forecast cost; no double counting; claims remain aligned to standards.

(5.2.14) Description of progress against transition plan disclosed in current or previous reporting period

Net-zero commitment, governance & incentives SBTi-approved targets & net-zero roadmap (overall, near-term and long-term), and use of a company-specific scenario approach for climate analysis. Management KRAs tied to climate (CFO/CHRO/Head-ESG/CRO) KPIs include net-zero progress, renewable-energy share, compliance and ratings). Energy & emissions (mitigation) Renewable-energy acceleration to 60.20% of global energy in FY26 (up from 54.3% in FY25); goal 70% by

2030. Pune owned campus multi-pronged RE program (site contributes 100% of energy footprint): 350 kWp rooftop solar and 270 kWp (generates ~890,000 kWh/year; ~370 tCO₂e avoided). 270 kWp solar carport (~350,000 kWh/year; ~250 tCO₂e avoided). Green power purchase of 17,57,841 kWh from MSEDCL in FY26. IE2 water pumps replaced, AI based HVAC optimisation, Replaced conventional AC belts, Removal of 2x40KVA UPS, VAV installation, UPS replacement for Rockies & Fuji UPS. Reported outcomes include 655.2GJ lower energy use and ₹2.3 Mn cost savings. Building Management Systems (BMS) with smart lighting, occupancy sensors, HVAC auto-timers; reported cost and emissions benefits. Site-level RE shares (examples): Pune 100%, Hyderabad 100%, UK office 100%, Electronic city Bengaluru - 40%. GHG performance: Scope 1+2 cut from 3,740.6 tCO₂e (FY23) to 1,626 tCO₂e (FY26); Scope 3 cut from 7,879.6 to 5,213.3 tCO₂e. Energy & environmental management systems ISO 14001:2015-certified EMS with internal audits and external assurance by Alcumus ISOQAR. No environmental non-compliances with fines/sanctions in FY26. Energy Management System aligned with ISO 50001:2018; ongoing emission monitoring systems. Green buildings IGBC certified for Pune owned campus plus STP, rainwater harvesting, and organic waste converters. Pune campus total solar capacity ~620 kWp with ~890,000 kWh units/year generation. Installed 125 kWp rooftop solar on Bangalore site.

(5.2.15) Attach any relevant documents which detail your climate transition plan (optional)

Integrated_Annual_Report_FY25-26.pdf

(5.2.16) Other environmental issues that your climate transition plan considers

Select all that apply

☒ Water

(5.2.17) Explain how the other environmental issues are considered in your climate transition plan

Water stewardship (adaptation & efficiency) Integrated water management strategy (metering, recycling, groundwater recharge, efficient fixtures, NABL-tested quality). 150 KLD STP treated 8,259 kL in FY25 for reuse; 13 recharge pits with 6,309 kL capacity; drip irrigation; sensor taps/low-flow aerators. Measured outcomes (Pune): 25,743 kL recharge via open-area percolation; water intensity 0.4 kL/₹ Mn turnover. "Water positive" status for owned facilities in India (goal to certify) and zero-discharge target.

(5.2.18) Adaptation-specific objectives included within your climate transition plan

Select from:

☒ Yes

(5.2.19) Describe the adaptation objectives included in your climate transition plan or standalone adaptation plan

Zensar's climate adaptation approach is integrated into its broader sustainability, business continuity, and enterprise risk management framework. The company has established adaptation objectives aimed at enhancing resilience to both acute and chronic physical climate risks, including extreme weather events, water stress, temperature increases, flooding, and disruptions to critical infrastructure and supply chains. Key adaptation objectives include: Strengthening climate resilience of

facilities and operations through climate risk assessments, infrastructure upgrades, and business continuity planning. Improving energy and resource efficiency across operations to reduce vulnerability to energy supply disruptions and increasing climate-related resource constraints. Enhancing renewable energy adoption through onsite solar installations and procurement of renewable electricity, thereby reducing dependence on conventional grid electricity. Implementing green building and sustainable infrastructure practices, including passive design measures, daylight optimization, efficient HVAC systems, smart controls, and continuous energy monitoring. Improving operational resilience through digitalization and technology-enabled solutions, including AI-based HVAC optimization, smart metering, and predictive monitoring systems. Strengthening disaster preparedness and business continuity measures to ensure uninterrupted service delivery during climate-related events. Promoting resilient employee mobility and flexible working arrangements, including hybrid work models that support operational continuity during extreme weather events and other climate-related disruptions. These adaptation measures help Zensar manage physical climate risks by reducing exposure to operational disruptions, improving asset performance, enhancing energy security, increasing resource efficiency, and strengthening overall business resilience. The initiatives also support long-term business strategy by improving operational efficiency, reducing costs, safeguarding employee well-being, ensuring service continuity for clients, and supporting the company's decarbonization and sustainability objectives. While Zensar does not maintain a standalone adaptation plan explicitly mapped to a specific national adaptation plan, its adaptation measures are broadly aligned with the objectives of India's climate resilience and adaptation priorities under the National Action Plan

[Fixed row]

(5.3) Have environmental risks and opportunities affected your strategy and/or financial planning?

(5.3.1) Environmental risks and/or opportunities have affected your strategy and/or financial planning

Select from:

☒ Yes, both strategy and financial planning

(5.3.2) Business areas where environmental risks and/or opportunities have affected your strategy

Select all that apply

☒ Products and services

☒ Upstream/downstream value chain

☒ Investment in R&D

☒ Operations

[Fixed row]

(5.3.1) Describe where and how environmental risks and opportunities have affected your strategy.

Products and services

(5.3.1.1) Effect type

Select all that apply

- ☒ Physical risks
- ☒ Opportunities

(5.3.1.2) Environmental issues relevant to the risks and/or opportunities that have affected your strategy in this area

Select all that apply

- ☒ Climate change

(5.3.1.3) Describe how environmental risks and/or opportunities have affected your strategy in this area

Client RFPs increasingly gate suppliers on renewable electricity, credible claims, and data quality. Scenario analysis and our FY2045 net-zero pathway have re-pointed our services strategy around three ideas: 1. Productize “green-by-design” delivery (so clients buy lower-emission outcomes). 2. Make our delivery footprint measurably low-carbon and resilient (so we qualify for RFPs and deliver through climate shocks). 3. Be audit-ready (so claims about “green” delivery withstand rising assurance and liability standards). Climate risk has reshaped our services from the inside out: we sell measurable abatement and resilience, we deliver on low-carbon infrastructure backed by evidence, and we structure contracts and data so our claims stand up to scrutiny. That combination—credible green delivery + resilient execution + audit-ready data—is now a core competitive edge for Zensar in every country where we operate.

Upstream/downstream value chain

(5.3.1.1) Effect type

Select all that apply

- ☒ Physical risks
- ☒ Opportunities

(5.3.1.2) Environmental issues relevant to the risks and/or opportunities that have affected your strategy in this area

Select all that apply

- ☒ Climate change

(5.3.1.3) Describe how environmental risks and/or opportunities have affected your strategy in this area

Upstream (suppliers, landlords, utilities, cloud, travel/logistics): • *Prioritize low carbon suppliers: Collect progress on decarbonization commitments from suppliers, track progress and develop a low carbon supplier base.* • *Green power availability: Hedge with a portfolio (on-site PV/storage, PPAs, green tariffs, time-bound EACs) and lock roof rights/sub-metering/refrigerant terms in leases.* • *Claims/liability & assurance burden: Require attestations (PPA/tariff/REC serials, cloud carbon data), and integrate evidence capture into contracts.* • *Preferred-partner stack: Prioritize cloud/OEMs with high RE% and 24/7 roadmaps to shorten client due diligence and boost win-rates.* • *Green finance & incentives: Screen capex for country incentives; standardize documents to qualify.* *Downstream (clients, delivery, markets)* • *Client ESG gating & market access: RFPs demand credible RE, 24/7 matching, and audit-ready data. we productize “green-by-design” delivery (cloud finops, carbon-aware regioning, data minimization).* • *Assurance & liability: Legal sign-off on sustainability marketing, conservative wording, and an evidence system built into delivery database.* • *Physical disruption to delivery: Codified remote-work triggers, workload shifting to greener/safer cloud regions, and UPS/storage at offices.* • *Revenue mix shift: Sell measurable abatement—Green Cloud & FinOps, ESG data/assurance, sustainable product engineering/UX.* • *Commercial hedges: PPAs/VPPAs and green tariffs stabilize our cost base, letting us offer multi-year pricing with carbon attributes.* • *Brand & talent: Verified progress (RE, SBTi) strengthens employer brand and differentiates in ESG-scored bids.*

Investment in R&D

(5.3.1.1) Effect type

Select all that apply

☒ Physical risks

☒ Opportunities

(5.3.1.2) Environmental issues relevant to the risks and/or opportunities that have affected your strategy in this area

Select all that apply

☒ Climate change

(5.3.1.3) Describe how environmental risks and/or opportunities have affected your strategy in this area

We’re shifting R&D from “feature velocity” to “measurable efficiency, resilience, and audit-ready sustainability” so our software, data, and cloud solutions win ESG-gated deals and stand up to assurance. Client ESG gating & market access: We productize abatement patterns that reduce compute/storage/network. Data quality burden: Common data pipelines and connectors (utilities, codes, cloud telemetry) reused across client programs. Green Cloud & FinOps kit: SDKs for energy efficient scheduling/regioning, autoscaling heuristics that trade latency/cost. Data Minimization & Sustainable Engineering: Patterns to cut payloads, requests, and retention; browser/app performance budgets tied to efficiency; model-size reduction for AI/ML. Resilience Toolkit: Triggers to switch delivery modes with redundant servers; QoS adaptation; office–cloud coordination (e.g., deferrable jobs when outages loom).

Operations

(5.3.1.1) Effect type

Select all that apply

- ☒ Physical risks
- ☒ Opportunities

(5.3.1.2) Environmental issues relevant to the risks and/or opportunities that have affected your strategy in this area

Select all that apply

- ☒ Climate change

(5.3.1.3) Describe how environmental risks and/or opportunities have affected your strategy in this area

Scope 1 (Minor but not zero): • Replace/retire diesel gensets with battery-backed UPS; where generators remain, trial B5–B20 biodiesel. • Refrigerants: phase out high-GWP gases at lease renewals/equipment swaps; specify R32/R454B class as preferred and implement tight leak-detection program. Scope 2 (largest controllable lever): • Efficiency: BMS implementation everywhere; server/network refresh with efficient equipment; right-size UPS for all facilities; EC-fans & VFDs in place of aging fans and motors; all-LED lighting. • Renewables: Rooftop Solar, open-access/group-captive PPAs. • Load shaping: shift compute to greener hours/regions for electricity intensive infra; use of hybrid work arrangements. Scope 3 (client-facing and supply-chain heavy): • Cloud & DC: Prefer hyperscalers with 24/7 carbon-free energy roadmaps; include Supplier RE% and Power Usage Effectiveness in selection. • Purchased goods: Require top-tier IT suppliers to set SBTi targets; scorecards in sourcing; specification for energy-efficient kit. • Leased spaces: Selection of leased spaces based on carbon performance; preference to Green buildings. • Business travel & commuting: “avoid/shift/improve”—virtual-first approach to travel, rail-over-air where feasible, EV-first ground transport; site-level commute plans. • Client work: grow low-carbon digital services (finops for cloud, data minimization, green UX). Finance & governance • Internal carbon price (ICP) applied to procurement and project gating; escalate ICP by scenario. • Linked incentives: KRAs for RE share, energy-intensity, supplier SBTi coverage, audit-clean ESG data, and ratings. • Controls: ISO 14001 EMS + continuous audits; a climate risk register (COSO style) maintained quarterly. • Evidence for assurance: meter photos, invoices, PPA attestations, certificate serials, travel/expense extracts, cloud usage & region mix. People & change • Country ESG Champions in Facilities, Procurement, Finance, HR, and Delivery. • Training: Energy literacy, green coding/finops, supplier engagement. • Just Transition: Thermal-comfort & H&S for high-heat days, remote-work triggers from HR during extreme rain/wind.

[Add row]

(5.3.2) Describe where and how environmental risks and opportunities have affected your financial planning.

Row 1

(5.3.2.1) Financial planning elements that have been affected

Select all that apply

- ☒ Assets
- ☒ Revenues
- ☒ Direct costs
- ☒ Indirect costs
- ☒ Access to capital
- ☒ Capital allocation
- ☒ Capital expenditures

(5.3.2.2) Effect type

Select all that apply

- ☒ Physical risks
- ☒ Opportunities

(5.3.2.3) Environmental issues relevant to the risks and/or opportunities that have affected these financial planning elements

Select all that apply

- ☒ Climate change

(5.3.2.4) Describe how environmental risks and/or opportunities have affected these financial planning elements

Revenues • Positive mix shift: Client RFPs increasingly gate suppliers on credible renewable electricity, evidence-ready data and low-carbon delivery. Our green-by-design strategy is lifting win-rates and revenue share from these services, especially in the US/UK. Direct costs (energy, facilities, delivery) • Electricity & fuel: In India today renewables carry a ₹0.25/kWh premium (₹8.93 vs ₹8.68 grid). We are offsetting this via efficiency (BMS/HVAC/UPS/LED. In South Africa, PV+storage cuts DG use and outage losses, reducing total delivery cost. • Travel & logistics: Virtual-first delivery and rail-over-air policies reduce travel opex; EV-first ground transport in key cities lowers fuel and maintenance costs. Indirect costs (compliance, data, liability) • Assurance & reporting: Stronger regimes (APS/NZE) raise assurance, controls, and data-engineering costs. We've embedded evidence systems (PPAs/green tariffs, meters) to keep audit exceptions at zero and avoid penalty risk. • Claims & legal: Tighter governance (US/UK focus) adds a modest review cost but mitigates litigation/reputation exposure. Capex (what we're funding) • Efficiency first: Portfolio of retro-commissioning and upgrades (BMS, HVAC right-sizing, EC-fans, LEDs, UPS optimization) with 2–4 year paybacks. • On-site renewables & storage: Rooftop/carport solar and batteries at priority offices (India, South Africa) to cut opex. Capital allocation (how budgets shift) • From discretionary to abatement: Higher share to efficiency + RE procurement. • Cloud & vendors: Preference to providers with decarbonization plans to reduce Scope-3 risk and speed sales due-diligence. Access to capital (financing conditions) • Improved eligibility: Verified progress on SBTi targets, rising RE share, and assurance-ready reporting support sustainability-linked financing and access to green instruments. • Ratings linkage: ESG ratings like CDP influence margins; our ratings action plan (RE %, Scope progress, audit-ready data) is aimed at protecting spreads. Assets (what we own/lease and how we use it) • Real estate quality: We prioritize EPC A/B & IGBC-ready spaces and lease riders for RE, low-GWP refrigerants, and EV charging—reducing energy intensity and compliance risk. • Generation & storage assets:

Rooftop/carport PV and batteries add resilient capacity; assets are sized right to cut diesel reliance. • Digital assets: R&D produces reusable IP. These intangibles enable premium services and faster delivery.
[Add row]

(5.4) In your organization’s financial accounting, do you identify spending/revenue that is aligned with your organization’s climate transition?

	Identification of spending/revenue that is aligned with your organization’s climate transition	Methodology or framework used to assess alignment with your organization’s climate transition
	Select from: ☒ Yes	Select all that apply ☒ Other methodology or framework

[Fixed row]

(5.4.1) Quantify the amount and percentage share of your spending/revenue that is aligned with your organization’s climate transition.

Row 1

(5.4.1.1) Methodology or framework used to assess alignment

Select from:
☒ Other, please specify :Environmental CAPEX and OPEX have been systemized under our accounting system wherein Climate/Energy related projects are separately available

(5.4.1.5) Financial metric

Select from:
☒ CAPEX

(5.4.1.6) Amount of selected financial metric that is aligned in the reporting year (currency)

1560000

(5.4.1.7) Percentage share of selected financial metric aligned in the reporting year (%)

0.29

(5.4.1.8) Percentage share of selected financial metric planned to align in 2030 (%)

0.27

(5.4.1.9) Percentage share of selected financial metric planned to align in 2035 (%)

0.24

(5.4.1.12) Details of the methodology or framework used to assess alignment with your organization's climate transition

All Environment related CAPEX and OPEX are part of the annual budget of the facilities division of Zensar and climate/Energy related CAPEX and OPEX projects are systematically evaluated for their TCO2e reduction impact, investment, payback, savings etc. by the facilities team.

Row 2

(5.4.1.1) Methodology or framework used to assess alignment

Select from:

☒ Other, please specify :Environmental CAPEX and OPEX have been systemized under our accounting system wherein Climate/Energy related projects are separately available

(5.4.1.5) Financial metric

Select from:

☒ OPEX

(5.4.1.6) Amount of selected financial metric that is aligned in the reporting year (currency)

(5.4.1.7) Percentage share of selected financial metric aligned in the reporting year (%)

0.02

(5.4.1.8) Percentage share of selected financial metric planned to align in 2030 (%)

0.03

(5.4.1.9) Percentage share of selected financial metric planned to align in 2035 (%)

0.04

(5.4.1.12) Details of the methodology or framework used to assess alignment with your organization's climate transition

All Environment related CAPEX and OPEX are part of the annual budget of the facilities division of Zensar and climate/Energy related CAPEX and OPEX projects are systematically evaluated for their TCO2e reduction impact, investment, payback, savings etc. by the facilities team.

[Add row]

(5.10) Does your organization use an internal price on environmental externalities?

	Use of internal pricing for this environmental externality
Carbon	Select from: ☒ Yes
Other	Select from: ☒ No, but we plan to in the next two years

[Fixed row]

(5.10.1) Provide details of your organization's internal price on carbon.

Row 1

(5.10.1.1) Type of pricing scheme

Select from:

- ☒ Shadow price

(5.10.1.2) Objectives for implementing internal price

Select all that apply

- ☒ Drive energy efficiency
- ☒ Drive low-carbon investment
- ☒ Influence strategy and/or financial planning

(5.10.1.3) Factors considered when determining the price

Select all that apply

- ☒ Alignment to scientific guidance
- ☒ Benchmarking against peers
- ☒ Scenario analysis

(5.10.1.4) Calculation methodology and assumptions made in determining the price

The selected carbon prices are based off of IEA NZE projections for Emerging economies with globally declared targets. We have selected the value available for NZE scenarios, converted them to INR and rounded them off to the nearest x1000 INR for simplicity of application.

(5.10.1.5) Scopes covered

Select all that apply

- ☒ Scope 1
- ☒ Scope 2

(5.10.1.6) Pricing approach used – spatial variance

Select from:

☒ Uniform

(5.10.1.8) Pricing approach used – temporal variance

Select from:

☒ Evolutionary

(5.10.1.9) Indicate how you expect the price to change over time

We set the prices for three temporal ranges as per IEA scenarios data availability- 2035, 2040 and 2050. As our operations majorly lie in emerging economies with globally declared targets, we have chosen the prices that are available in NZE pathways.

(5.10.1.10) Minimum actual price used (currency per metric ton CO2e)

11000

(5.10.1.11) Maximum actual price used (currency per metric ton CO2e)

18000

(5.10.1.12) Business decision-making processes the internal price is applied to

Select all that apply

☒ Capital expenditure

☒ Risk management

☒ Opportunity management

(5.10.1.13) Internal price is mandatory within business decision-making processes

Select from:

☒ Yes, for some decision-making processes, please specify :Carbon price is applied to processes where carbon reduction calculations are possible and carbon price can have an impact.

(5.10.1.14) % total emissions in the reporting year in selected scopes this internal price covers

9

(5.10.1.15) Pricing approach is monitored and evaluated to achieve objectives

Select from:

☒ Yes

(5.10.1.16) Details of how the pricing approach is monitored and evaluated to achieve your objectives

We monitor the pricing scheme every year aligned to latest data updates under IEA scenarios, to ensure the prices remain relevant. The prices are approved by the Head-ESG before application every year.

[Add row]

(5.11) Do you engage with your value chain on environmental issues?

	Engaging with this stakeholder on environmental issues	Environmental issues covered
Suppliers	Select from: ☒ Yes	Select all that apply ☒ Climate change
Customers	Select from: ☒ Yes	Select all that apply ☒ Climate change
Investors and shareholders	Select from: ☒ Yes	Select all that apply ☒ Climate change
Other value chain stakeholders	Select from: ☒ Yes	Select all that apply ☒ Climate change

[Fixed row]

(5.11.1) Does your organization assess and classify suppliers according to their dependencies and/or impacts on the environment?

Climate change

(5.11.1.1) Assessment of supplier dependencies and/or impacts on the environment

Select from:

☒ Yes, we assess the dependencies and/or impacts of our suppliers

(5.11.1.2) Criteria for assessing supplier dependencies and/or impacts on the environment

Select all that apply

☒ Contribution to supplier-related Scope 3 emissions

(5.11.1.3) % Tier 1 suppliers assessed

Select from:

☒ 100%

(5.11.1.4) Define a threshold for classifying suppliers as having substantive dependencies and/or impacts on the environment

We base the identification of material suppliers on 2 main steps- 1. Identification of A class suppliers on the basis of total supplier related spend and criticality/non-replaceability 2. Identification of high climate impact suppliers on the basis of contribution to Scope 3 category 1- purchased goods under the GHG emissions inventory. The material suppliers cover over 80% of the total supplier related GHG emissions.

(5.11.1.5) % Tier 1 suppliers meeting the threshold for substantive dependencies and/or impacts on the environment

Select from:

☒ 1-25%

(5.11.1.6) Number of Tier 1 suppliers meeting the thresholds for substantive dependencies and/or impacts on the environment

(5.11.2) Does your organization prioritize which suppliers to engage with on environmental issues?

Climate change

(5.11.2.1) Supplier engagement prioritization on this environmental issue

Select from:

☒ Yes, we prioritize which suppliers to engage with on this environmental issue

(5.11.2.2) Criteria informing which suppliers are prioritized for engagement on this environmental issue

Select all that apply

☒ In line with the criteria used to classify suppliers as having substantive dependencies and/or impacts relating to climate change

(5.11.2.4) Please explain

We base the identification of material suppliers on 2 main steps- 1. Identification of A-class suppliers on the basis of total supplier related procurement spend and criticality/non-replaceability 2. Identification of high climate impact suppliers on the basis of contribution to Scope 3 category 1- purchased goods under the GHG emissions inventory. The material suppliers cover over 80% of the total procurement related GHG emissions.

[Fixed row]

(5.11.5) Do your suppliers have to meet environmental requirements as part of your organization's purchasing process?

Climate change

(5.11.5.1) Suppliers have to meet specific environmental requirements related to this environmental issue as part of the purchasing process

Select from:

☒ Yes, environmental requirements related to this environmental issue are included in our supplier contracts

(5.11.5.2) Policy in place for addressing supplier non-compliance

Select from:

☒ Yes, we have a policy in place for addressing non-compliance

(5.11.5.3) Comment

Zensar has a Supplier Code of Conduct, which includes the Environmental Protection section. Suppliers shall be responsible for implementing and monitoring improvement programs designed to achieve conformance with this Code. While Suppliers are expected to self assess and demonstrate their compliance with the Code, Zensar may audit Suppliers or inspect Suppliers' facilities to confirm compliance, including unannounced audits as needed and based upon risk. Suppliers that behave in a manner that is unlawful or inconsistent with the Code or any Zensar policy risk termination of their business relationship with Zensar.
[Fixed row]

(5.11.6) Provide details of the environmental requirements that suppliers have to meet as part of your organization's purchasing process, and the compliance measures in place.

Climate change

(5.11.6.1) Environmental requirement

Select from:

☒ Implementation of emissions reduction initiatives

(5.11.6.2) Mechanisms for monitoring compliance with this environmental requirement

Select all that apply

☒ Supplier self-assessment

(5.11.6.3) % tier 1 suppliers by procurement spend required to comply with this environmental requirement

Select from:

☒ 100%

(5.11.6.4) % tier 1 suppliers by procurement spend in compliance with this environmental requirement

Select from:

☒ 76-99%

(5.11.6.7) % tier 1 supplier-related scope 3 emissions attributable to the suppliers required to comply with this environmental requirement

Select from:

☒ 100%

(5.11.6.8) % tier 1 supplier-related scope 3 emissions attributable to the suppliers in compliance with this environmental requirement

Select from:

☒ 76-99%

(5.11.6.9) Response to supplier non-compliance with this environmental requirement

Select from:

☒ Retain and engage

(5.11.6.10) % of non-compliant suppliers engaged

Select from:

☒ 100%

(5.11.6.11) Procedures to engage non-compliant suppliers

Select all that apply

☒ Providing information on appropriate actions that can be taken to address non-compliance

(5.11.6.12) Comment

Zensar has a Supplier Code of Conduct, which includes the Environmental Protection section. Suppliers shall be responsible for implementing and monitoring improvement programs designed to achieve conformance with this Code. While Suppliers are expected to self assess and demonstrate their compliance with the

Code, Zensar may audit Suppliers or inspect Suppliers' facilities to confirm compliance, including unannounced audits as needed and based upon risk. Suppliers that behave in a manner that is unlawful or inconsistent with the Code or any Zensar policy risk termination of their business relationship with Zensar.
[Add row]

(5.11.7) Provide further details of your organization's supplier engagement on environmental issues.

Climate change

(5.11.7.2) Action driven by supplier engagement

Select from:

☒ Upstream value chain transparency and human rights

(5.11.7.3) Type and details of engagement

Capacity building

☒ Provide training, support and best practices on how to mitigate environmental impact

(5.11.7.4) Upstream value chain coverage

Select all that apply

☒ Tier 1 suppliers

(5.11.7.5) % of tier 1 suppliers by procurement spend covered by engagement

Select from:

☒ 76-99%

(5.11.7.6) % of tier 1 supplier-related scope 3 emissions covered by engagement

Select from:

☒ 76-99%

(5.11.7.9) Describe the engagement and explain the effect of your engagement on the selected environmental action

We have developed the ESG checklist criteria and the ESG awareness module for suppliers. We conduct periodic trainings with the module for our suppliers to build competence in environmental management.

(5.11.7.10) Engagement is helping your tier 1 suppliers meet an environmental requirement related to this environmental issue

Select from:

☒ Yes, please specify the environmental requirement :Engagement is helping us to reduce our Scope 3 Cat 1- Purchased goods and services related GHG footprint.

(5.11.7.11) Engagement is helping your tier 1 suppliers engage with their own suppliers on the selected action

Select from:

☒ Yes

[Add row]

(5.11.9) Provide details of any environmental engagement activity with other stakeholders in the value chain.

Climate change

(5.11.9.1) Type of stakeholder

Select from:

☒ Customers

(5.11.9.2) Type and details of engagement

Education/Information sharing

☒ Share information on environmental initiatives, progress and achievements

(5.11.9.3) % of stakeholder type engaged

Select from:

☒ 100%

(5.11.9.4) % stakeholder-associated scope 3 emissions

Select from:

☒ 100%

(5.11.9.5) Rationale for engaging these stakeholders and scope of engagement

Over the past few years, we have seen an increased interest in our customers towards decarbonization. Customers have been asking for information and actions taken on our decarbonization plans, as they want us to enable their value chain to decarbonize in line with their transition plans. We have been disclosing this information publicly through our integrated reporting and other such means. We actively engage with customers on the topic of climate change and provide requested information that they require. We have taken up science based targets to reach net zero in line with the expectations of our customers.

(5.11.9.6) Effect of engagement and measures of success

This engagement has led to a stronger bond between Zensar and our customers. This is reflected in our customer satisfaction score which is in the top quartile of the industry.

Climate change

(5.11.9.1) Type of stakeholder

Select from:

☒ Investors and shareholders

(5.11.9.2) Type and details of engagement

Education/Information sharing

☒ Share information on environmental initiatives, progress and achievements

(5.11.9.3) % of stakeholder type engaged

Select from:

☒ 100%

(5.11.9.4) % stakeholder-associated scope 3 emissions

Select from:

☒ 100%

(5.11.9.5) Rationale for engaging these stakeholders and scope of engagement

We use multiple communication channels. Our website has a dedicated investor section. We publish our ESG-related progress on our Zensar website. We also published the Annual Integrated Report.

(5.11.9.6) Effect of engagement and measures of success

Engagement with investors and shareholders has strengthened confidence in Zensar's long-term business strategy, climate transition initiatives, and sustainability performance. Through regular disclosures, investor interactions, annual reports, sustainability reporting, and transparent communication on climate-related risks and opportunities, the Company has enhanced stakeholders' understanding of its net-zero pathway, renewable energy expansion, and decarbonization initiatives. Investor feedback has reinforced the importance of integrating climate-related considerations into business strategy, risk management, and capital allocation decisions. This continued engagement supports long-term value creation, strengthens stakeholder trust, and demonstrates confidence in Zensar's ability to manage climate-related risks while pursuing sustainable growth.

Climate change

(5.11.9.1) Type of stakeholder

Select from:

☒ Other value chain stakeholder, please specify :Regulators

(5.11.9.2) Type and details of engagement

Education/Information sharing

☒ Share information on environmental initiatives, progress and achievements

Other

☒ Other, please specify :Abide by the policies and compliance requirement rolled by the regulators

(5.11.9.3) % of stakeholder type engaged

Select from:

☒ 100%

(5.11.9.4) % stakeholder-associated scope 3 emissions

Select from:

☒ 100%

(5.11.9.5) Rationale for engaging these stakeholders and scope of engagement

We use multiple communication channels. Our website has a dedicated investor section. We publish our ESG-related progress in our BRSR report which is a SEBI requirement in India. This forms a part of Annual Integrated Report. All the reports are published on our Zensar website.

(5.11.9.6) Effect of engagement and measures of success

During the reporting period, a regulatory matter identified opportunities to further strengthen compliance processes. The Company responded by implementing corrective actions, enhancing monitoring mechanisms, and reinforcing accountability across relevant functions, resulting in a more robust governance and compliance framework.

[Add row]

(5.13) Has your organization already implemented any mutually beneficial environmental initiatives due to CDP Supply Chain member engagement?

	Environmental initiatives implemented due to CDP Supply Chain member engagement	Primary reason for not implementing environmental initiatives	Explain why your organization has not implemented any environmental initiatives
	Select from: ☒ No, but we plan to within the next two years	Select from: ☒ Not an immediate strategic priority	<i>Zensar is open to suggestions regarding the implementation of any mutually beneficial environmental initiatives.</i>