

15<sup>th</sup> October 2024

To:

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

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

Dear Madam/ Sir,

**Sub: Press Release**

This is to inform that Firstsource launches FY24 Environmental, Social, and Governance (ESG) Report, showcasing commitment to sustainable growth and positive impact.

A copy of the Press Release on the said matter is attached.

We request you to take the above on record.

Thanking you,

For **Firstsource Solutions Limited**

POOJA SURESH Digitally signed  
by POOJA  
NAMBIAR SURESH NAMBIAR

**Pooja Nambiar**  
**Company Secretary**  
**Encl.: A/a**

**Firstsource Solutions Ltd.**

5<sup>th</sup> Floor, Paradigm 'B' Wing, Mindspace, Link Road, Malad (West), Mumbai - 400 064 India.  
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(CIN: L64202MH2001PLC134147)

## Firstsource launches FY24 Environmental, Social, and Governance (ESG) Report, showcasing commitment to sustainable growth and positive impact

**Mumbai, India | October 15, 2024:** **Firstsource Solutions Limited** (NSE:FSL, BSE:532809), a leading global provider of specialist domain-led Business Process Services (BPS) and an RP-Sanjiv Goenka Group company, announced the launch of its **Environmental, Social, and Governance (ESG) Report** for the fiscal year 2023-24. This comprehensive report highlights Firstsource's commitment to driving sustainable growth, operational excellence, and positive social impact across its operations.

**Dr. Sanjiv Goenka, Chairman of RPSG Group and Firstsource**, said, "Our FY 2024 ESG Report reflects our deep commitment to integrating sustainability into every facet of our business. This year's theme, 'We Make It Happen,' underscores our proactive approach to ESG and highlights how we are transforming ambitious goals into measurable outcomes. From reducing emissions to fostering diversity and inclusion, our achievements are a testament to our leadership in sustainable practices. As we advance, we remain focused on creating long-term value for our stakeholders by aligning our strategy with the triple bottom line—benefiting people, the planet, and profit. With our inclusion in the S&P Global Sustainability Yearbook and strong performance in ESG indices like DJSI and CDP, we are confident that our continued focus on sustainability will drive both financial performance and societal impact. We look forward to working with our stakeholders to accelerate progress towards a more sustainable and inclusive future."

The FY 2024 ESG Report outlines the significant progress Firstsource has made in key areas, including environmental stewardship, social responsibility, and governance excellence. Notable achievements include:

- **Environmental Impact:** Firstsource has also adopted the **Task Force on Climate-related Financial Disclosures (TCFD) framework**, demonstrating transparency in climate-related risks and opportunities. The company is committed to the **Science Based Targets initiative (SBTi)** and is on track to achieve Net Zero emissions by 2050. In FY 2024, Firstsource **reduced its Scope 1 emissions by 68.97%** and **Scope 2 emissions by 7.01%** compared to the previous fiscal year.
- **Social Impact:** With a focus on empowering employees and communities, Firstsource achieved **Level 3 Disability Confident Leader** recognition and consistently maintained **strong female workforce representation of over 40%**, reflecting the company's sustained commitment to gender diversity. The company has also **decreased overall workforce turnover by 16.40%**, reflecting its commitment to employee well-being and engagement. Employees contributed **over 15,500 hours of CSR volunteering** in the past year.
- **Governance Excellence:** Firstsource maintains high standards of governance, transparency, and accountability. The company's ESG reporting is aligned with global best practices, with disclosures made to **CDP, EcoVadis, DJSI, UNSDGs, UNGC** and **TCFD**. Additionally, 75% of the company's new suppliers and the top twenty existing vendors both basis procurement spent are assessed based on environmental and social KPIs, reinforcing Firstsource's sustainability agenda.

To download the full ESG Report for FY 2024, please visit: <https://www.firstsource.com/esg>

### About Firstsource

Firstsource Solutions Limited, an RP-Sanjiv Goenka Group company (NSE: FSL, BSE: 532809, Reuters: FISO.BO, Bloomberg: FSOL:IN), is a specialized global business process services partner, providing transformational solutions and services spanning the customer lifecycle across Healthcare, Banking and Financial Services, Communications, Media and Technology, and other diverse industries. With an established presence in the US, the UK, India, Mexico, Australia, South Africa, and the Philippines, we make it happen for our clients, solving their biggest challenges with hyper-focused, domain-centered teams and cutting-edge tech, data, and analytics. Our real-world practitioners work collaboratively to deliver future-focused outcomes. ([www.firstsource.com](http://www.firstsource.com))

### Media Contacts

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