



ENVIRONMENT, SOCIAL AND GOVERNANCE (ESG)

Mastek Limited



SASB
Benchmarking



SASB - BENCHMARKING

Topic	Code	Accounting Metric	Mastek
Environmental footprint of hardware infrastructure	TC-SI-130a.1	Total energy consumed (GJ)	5,177 (Refer Page 5 of Mastek Sustainability report)
		Percentage Grid Electricity (%)	97%
		Percentage renewable energy (%)	3%
	TC-SI-130a.2	Total water consumed (KL)	18,519* (Refer Page 6 of Mastek Sustainability report)
		Total water consumed (Gallons) percentage of each in regions with High or Extremely High Baseline Water Stress	No office site in water stress area
	TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data centre needs	<p>ESG Team meets quarterly for discussing the initiatives and measures for integrating the environmental consideration into business strategies and operations.</p> <p>Few of the initiative were :</p> <ul style="list-style-type: none"> • To set-up smart rack DC which has all inbuilt utilities such as AC/Fire detection & Suppression, Access control, CCTV leading to lower energy consumption. • Upgradation of old UPS systems with energy efficient UPS systems • Upgradation of electrical HT & LT systems to improve operational efficiency and reduce power consumption

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Data privacy and freedom of expression	TC-SI-220a.1	Description of policies and practices relating to behavioural advertising and user privacy	<ul style="list-style-type: none"> • Mastek’s Data Protection framework has detailed Privacy Notice that is reviewed and updated regularly and provides necessary notice on how Mastek collects, stores and processes privacy information of third parties. • Data Privacy policy provides mechanism to report data privacy breach and other requests concerning privacy information of clients, third parties and employees. • Please refer given links for more details. https://www.mastek.com/privacy-notice/ • https://www.mastek.com/cookie-policy/
	TC-SI-220a.2	Number of users whose information is used for secondary purposes	No information is used for secondary purpose
	TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	0
	TC-SI-220a.4	1) Number of law enforcement requests for user information, 2) number of users whose information was requested, 3) percentage resulting in disclosure	None
	TC-SI-220a.5	List of countries where core products or services are subject to government required monitoring, blocking, content filtering, or censoring	Not applicable

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Data Security	TC-SI-230a.1	(1) Number of data breaches	0
		(2) percentage involving personally identifiable information (PII),	0
		(3) number of users affected	0
	TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	<ul style="list-style-type: none"> • Mastek has an asset-based approach where risks are identified across all Mastek Assets and based on the product of the rating for the Threats, Likelihood, Vulnerability, Asset Value, after which they are sent to Security Forum for mitigation. • Company continues to maintain systems and processes that reduce the probability of a threat occurring by applying Zero Trust Security framework. We have attested on ISO 27001 by independent firm and are compliant with SSAE 18 SOC 1 and SOC 2. These systems and processes are monitored internally and externally and benchmarked against best industry practices. • As per the General Data Protection Regulation, its not mandatory to appoint a Data Protection Officer (DPO) for our size of business, however, Company still appointed a DPO in 2020 itself to ensure data privacy remains our key priority. Company is conscious of its obligations both as a controller and processor of data.

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Recruiting and managing a global, diverse, and skilled workforce	TC-SI-330a.1	Percentage of employees that are (1) foreign nationals	9%
		(2) located offshore	22.45%
	TC-SI-330a.2	Employee engagement as a percentage	79.6% as per internal survey
	TC-SI-330a.3	Percentage of gender and racial/ethnic groups representation for management	Gender ratio 18% (Male 158, Female 21)
		For Enabling Team	Gender ratio 36% (Male 206, Female 116)
		For Technical Team	Gender ratio 33% (Male 2770, Female 1139)

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Intellectual Property Protection & Competitive Behaviour	TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behaviour regulations	0
Managing systemic risks from technology disruptions	TC-SI-550a.1	Number of performance issues	0
		Number of service disruptions	0
		Number of total customer downtime	0

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<p>Managing systemic risks from technology disruptions</p>	<p>TC-SI-550a.2</p>	<p>Description of business continuity risks related to disruptions of operations</p>	<p>Business Continuity - Outline Process Mastek addresses the Business Continuity requirement to meet various business demands as follows:</p> <ul style="list-style-type: none"> • Organization Business Continuity: The plan addresses the requirements by identifying critical internal and project specific data, system, people, process and its impact on overall business • Project/Account specific Business Continuity Plan (BCP): The plan addresses the project specific requirements (High Sensitive and High Availability) which calls for a customized Business Continuity setup <p>Mastek's Business Continuity Plan: Mastek's detailed BCP Plan consists of the following:</p> <ul style="list-style-type: none"> • Business Impact Analysis: Business Impact analysis identifies quantifies and qualifies the business impacts of a loss, interruption or disruption of business processes on our organization and provides the data from which appropriate continuity strategies can be determined. A Business Impact Analysis (BIA) is used to identify the timescale and extent of the impact of a disruption at several levels in our organization Business Continuity Strategy. Mastek conducts the business impact analysis of various risks at least once in a year. Based on the potential risks the BCP strategies are defined. • Business Continuity Management Activities: • Mastek Organisation Business continuity plan has undergone several updations past 16 years. The following represents key activities within our Business Continuity Management Programme that are undertaken on an ongoing basis and are conducted periodically. All DR tests were successful and able to recover the critical services. • Technical DR for Mastek Critical Services: These include testing alternative methods for critical services during the failure. The critical services include Internet Service, Firewall Service, LDAP Services, Email Service, Antivirus service etc. • Sample Full Interruption Tests: As part of the Business continuity plan, Mastek has conducted a sample full interruption tests for our customers. During this phase the associates working for the customer engagements are shifted to DR site and projects are recovered at the alternative site. • Call Tree Exercise to check the communication channels: Mastek has established various communication channels to communicate to Mastek associates during the Disaster time including Mastek Intranet, Email and SMS alerts.

THANK YOU



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