Sustainability Report 2024

INNOVATING FOR IMPACT
INSPIRING CHANGE

iGT
SOLUTIONS

Contents

From the CEO's desk

Dear Stakeholders

In presenting our first Sustainability Report, I am inspired by our theme "Innovating for Impact. Inspiring Change." This reflects our commitment to delivering exceptional customer experiences while embedding sustainability into the core of our business.

The year 2024 marked a significant phase of progress for IGT Solutions as we continued to scale innovation responsibly and strengthen our global footprint.

- The launch of **IGTx**, our Digital, Data and AI business unit, reflects our ambition to be a future-ready organization—one that leverages technology with purpose and accountability.

  Our client portfolio continues to grow, with **16 new clients** added in 2024, taking our total beyond **90 marquee brands** worldwide.

  Our global operations expanded further with new capacities in **South Africa, Malaysia, Colombia, Romania, Egypt and India**, enabling us to serve customers closer to where they operate and grow.

Alongside this, we are especially proud of the CSR achievements we have made focused on our customers, our people and our communities:

Our Customers: Delivering Impactful and Responsible AI Innovation

As part of IGTx, our focus on responsible technology is embedded across our AI and analytics offerings. The launch of TechBud.AI and other digital platforms demonstrates our ability to deliver value through innovation—while ensuring strong governance and ethical standards.

Our AI commitment is anchored in:

- Adoption of ISO 42001 for AI management systems, strengthening AI governance
- Ethical principles of fairness, transparency, and accountability
- Responsible data usage and privacy-by-design frameworks
- Continuous monitoring to ensure trust and compliance in AI outcomes

Our People: Diversity & Inclusion
We believe that diversity drives innovation and inclusion creates impact. At IGT Solutions, our culture is built on respect, fairness, and empowerment.

Today, our workforce reflects:

- **45% Women | 55% Men**
- Equal opportunity employment practices
- Focus on gender diversity in leadership development
- Programs supporting wellbeing, learning, and work-life balance

This inclusive culture has been recognized externally, with **six IGT locations certified as Great Places to Work**, reinforcing our commitment to being an employer of choice globally.

Our Community: Climate Action & Science-Based Targets

We recognize that sustainability must be measurable, credible, and outcome driven. We are proud to have our emissions reduction targets validated by the Science Based Targets initiative (SBTi)—a significant step in our climate journey.

Our environmental commitments include:

- Science-based emissions reduction targets
- Alignment with global climate action goals (1.5°C ambition)
- Operational efficiencies and renewable energy exploration
- Long-term roadmap toward environmental resilience

By **2030**, we aim to significantly lower our greenhouse gas emissions and integrate sustainability across our operations, facilities, and delivery models.

In addition, we are investing to plant 50,000 trees in the NCR Region. This aligns with our focus on long term climate sustainability.

Our Culture & Values
Guided by our vision to be the leading next-generation CX company, we refreshed our Cultural Values to reflect our evolving aspirations. As we move forward as One IGT, our values—Client Focus, Curiosity, Respect, Accountability, and Integrity—will guide how we think, act, and lead.

Together, we will continue building a future where **technology empowers people, diversity strengthens performance, and sustainability drives growth.**

Thank you for your trust, collaboration, and partnership as we shape a better tomorrow.

Katie Stein
Chief Executive Officer
IGT Solutions

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Corporate Overview

IGT Solutions provides a robust portfolio of services, including CX Services, Digital Engineering, Intelligent Automation, Data and Analytics, and CX Transformation. Our specialized industry expertise spans Travel, Hospitality, Travel Tech, High Growth Tech, Gaming and Retail & E-commerce, enabling us to offer bespoke solutions that elevate customer experience standards.

Serbia
Romania
Spain
Bulgaria
USA
UAE
Egypt
India
China
Vietnam
Colombia
Malaysia
Philippines
South Africa
Indonesia

25+
Years Of Delivering Excellence

90+
Marquee customers
including Leading Travel & Aviation, Online Travel & Internet Companies, Hi-Tech and Technology engagements

25k+
Customer Experience & Tech Experts

1,000+
Data & Digital Engineers and AI & Gen AI Solution SMEs

30+
Global Delivery centers across 5 continents

54+
Domain and Technological Partnerships

13+
Countries of Presence

50+
Digital Solutions

45%
45% Women representation across workforce

54+
Diverse Workforce comprising 54+ nationalities

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Vision, Focus and Values

Our Vision

Our Vision is to be the leading next-generation customer experience (CX) company, simplifying a billion complex interactions each year.

Our Focus

Our focus is to deliver outstanding customer experiences across various sectors using domain-centric solutions, analytics, and technology. We are committed to fostering an inclusive workplace and utilizing a diverse talent pool, while embracing a digitally enhanced working environment to maintain our position as industry leaders

Our Values

With Client Focus, our clients are the guiding force for all our initiatives, ensuring their success remains our primary objective. Curiosity drives us to continuously anticipate future needs and innovate accordingly.

Through Respect, we embrace our collective strength, fostering collaboration and inclusivity within our teams and partnerships. Accountability ensures that we deliver on our promises, maintaining a culture where actions align with words. Finally, Integrity is at the heart of our business, guiding us to consistently make ethical decisions. Together, these values underscore our unwavering commitment to transparency and ethical conduct, forming the bedrock of our sustainability endeavors.

Client Focus
Clients Are Our North Star

Curiosity
We Think About Next, Now
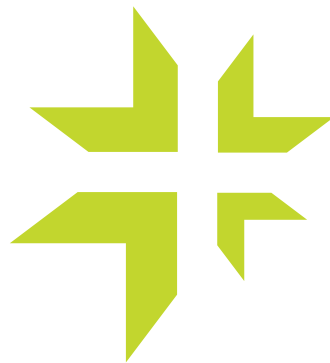
Respect
We Are A Collective

Accountability
We Walk The Talk

Integrity
We Do The Right Thing, Always

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From the COO's desk

Dear Stakeholders,

At IGT Solutions, driven by our core value of Client Centricity, delivering exceptional customer experiences are at the core of our operations and its anchored on our dedication to being environmentally and socially responsible. With a significant expansion of our global delivery footprint across five continents, we provide 24/7 operations, , with focus on sustainability and minimal environmental impact. Over the last year. we have established new capacities in South Africa, Malaysia, Colombia, Romania, and India, demonstrating our strategic growth approach. The growth in South Africa and Egypt are underscored by our passion for tapping into local talent pools, supporting aspiring fresh talent and creating meaningful career opportunities for them.

We continue to refine our delivery methodologies and governance frameworks to ensure high performance, efficiency and sustainability. Our experience and leadership in customer experience (CX) propels us to innovate, utilizing AI and machine learning to enhance service offerings and reduce our environmental footprint.

We extend our gratitude to our clients, partners, and employees for their invaluable support and collaboration

Prabhakar Bisen
Chief Operation Officer
IGT Solutions

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Every step we take toward responsible operations strengthens the experiences we create for our clients and communities

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Core Services and Offering

Wide Service Portfolio That Meets End-to-end Business Needs

Supporting end to end CX journeys with a complete suite of CX offerings – BPM and Digital.

Supporting global brands in industries with highest demand on NPS and CX.

Omni-Channel CX

- Customer/ Partner onboarding
- KYC & Documents Management
- Customer Service
- Outbound Sales & Support
- Seller/ Merchant Support
- Order Management
- Loyalty Programs
- Social – Live Chat, Messaging
- Social – Online Reputation Management

New Age Tech. & Media

- Content Moderation
- Content Curation
- Data Annotation
- Data Labelling/ Tagging
- GIS/ Maps
- Tech. Ops Services – L1/ L2 Tech. Support Services

Digital Transformation

- CX Design and Analytics
- Next-Gen BI and Visualization
- Self-serve enablement
- IVR Transformation
- Knowledge base optimization
- ChatBot/ VoiceBot
- Gen-Artificial Intelligence & Machine Learning
- Automation – RPA/ Conversational
- Video Surveillance and Analytics
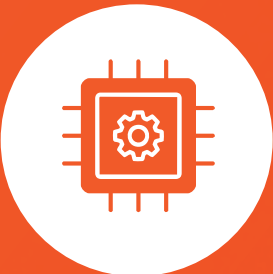- Omni-channel CRM/ Customer 360

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IGTx
Data & Digital Innovation for Tech-Driven Growth

Our Experience Delivering Impact Through Intelligent Transformation

- Proven Domain Capability **For travel, hospitality, and customer-centric industries**
- Strategic Partnership **To bring the best solutions to our clients**
- Stronger Customer Retention **With personalized, frictionless experience**
- Optimized Cost Efficiency **With lower cost per dollar spent**

Our Solutions Powering the Future of Travel & Operations

- AI Powered Omni-channel traveler journeys
- AI-driven predictive operations
- Enhanced customer experiences
- Seamless Integrations

AI-Powered Frameworks for Seamless Digital Evolution

- **In- House Accelerators**
- Self-healing infrastructure
- Unified Data Platform
- Hyper Personalization

Next-Gen Offering Business Solutions for Intelligent Enterprises

- Business & AI Consulting
- Data & Digital Engineering
- Data & AI driven Cx
- Managed Services

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Innovating for Impact

At the heart of IGT Solutions lies a commitment to "Innovating for Impact," a core theme that drives the company's pursuit of excellence. With deep expertise in processes and technology across various industries, IGT Solutions leads innovation. IGTx, the data and digital arm of IGT Solutions, exemplifies this commitment by empowering modern industries to conceptualize and implement exceptional, future-ready digital solutions across the sales, operations, and service continuum. We empower the travel, transportation, hospitality (TTH), and gaming industries with cutting-edge AI-driven solutions, leveraging our next-generation Gen AI platform, TechBud.AI. Our suite of services—including Digital Transformation, AI/Gen AI, Data Analytics, Robotics, and Automation—enhances resilience, security, and trust. These solutions facilitate the seamless adoption of artificial intelligence, fostering innovation and creating frictionless omnichannel experiences for employees and partners, ultimately enabling connected enterprises to thrive.

TechBud.AI is an advanced AI-powered platform designed to revolutionize the Airline, Travel, Hospitality, IT, and Enterprise sectors. By leveraging Generative AI (Gen AI), it enhances innovation, efficiency, and customer experience through smart automation and intelligent insights. Powered by leading large language models (LLMs) like GPT, Claude, Mistral, Gemini, and Llama, TechBud.AI ensures intelligent, context-aware, and AI-driven automation, enabling businesses to stay ahead in a rapidly evolving digital landscape.

Functional Solutions

Travel: Inspiration, Booking and many more

- Inspiration.AI
- Reservation.AI
- Reschedule.AI
- FAQ.AI
- Behavioral.AI
- Avatar.AI

- Itinerary.AI
- Baggage.AI
- Travel.AI
- Personalize.AI
- eDispatch.AI
- EU261Xpress.AI

Technical Solutions

Revolutionizing IT : SDLC.AI

- Vision.AI
- Story.AI
- Reverse-Engineer.AI
- Test-Assist.AI
- Tech-Migrate.AI
- Tech-Upgrade.AI

- Code-Assist.AI
- Test-Case.AI

Enterprise Solutions

- **Finance.AI** -Financial analysis and insights
- **PreSales.AI**- RFP Response creation
- **ITOps.AI**- Issue Resolution
- **Procurement.AI**- Vendor management
- **Training.AI** - Knowledge Mgmt. & dynamic MCQ
- **Recruitment.AI** - AI driven Recruitment
- **Legal.AI**- Contract Management
- **Employee**-Assist.AI- Engagement
- **Marketing.AI**- Research and customized messages

In-house key solutions powered by LLM to service the travel tourism and hospitality industry

AI-ML-Suite	EIDP	iConverse
	iTaG.AI	lokate
iAssist	**IVA**	**iComp**
FNI.AI		iQD

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Strategic Alliances and Partnerships for Accelerated Growth
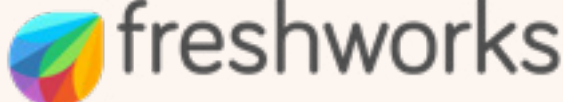
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Alignment with Global Initiatives

In developing this sustainability report, IGT Solutions adheres to the Global Reporting Initiative (GRI) Standards and aligns with the United Nations Sustainable Development Goals (UNSDGs). These frameworks are instrumental in our efforts to transparently report sustainability performance and objectives, ensuring our strategic alignment with global sustainability imperatives and fostering accountability.

UNSDGs: Areas of impact by IGT Solutions

Scope & Boundary

IGT Solution's first Sustainability Report provides a comprehensive overview of our Environmental, Social, and Governance efforts. The boundary of reporting covers IGT Solutions, group companies, and affiliates. All disclosures in this report are made on a Consolidated Basis for the financial period from January 1, 2024, to December 31, 2024, unless otherwise specified.

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From the CCO's desk

Dear Stakeholders,

As we launch IGT Solutions' first Sustainability Report, we reaffirm our commitment to corporate governance, risk management, and ethical business. These principles are essential for our long-term growth and responsible corporate citizenship.

Proactive Risk Management

We use a comprehensive Enterprise Risk Management (ERM) framework to proactively identify and mitigate risks across our entire value chain, from supply chain to client services. This includes scenario planning to address strategic, operational, financial, and market risks.
Our risk and compliance teams actively monitor Service-Level Agreements (SLAs) and conduct regular fraud assessments to uphold contractual integrity and ensure we remain responsive and ethical.

Data Security and Trust

In a data-driven world, privacy and information security are core to trust. We have implemented robust data governance and security protocols across our 31 global centres. Our privacy practices fully comply with leading international regulations, ensuring we manage data with responsibility and transparency.

Environmental Stewardship

We have set bold, Science Based Targets (SBTi) validated goals:
- 42% reduction in Scope 1 and 2 emissions by 2030.
- 50.6% reduction in Scope 3 emissions (per full-time equivalent) by 2030.

These milestones reflect our environmental stewardship and strategic foresight.

Mohit Magon
Chief Compliance Officer
IGT Solutions

" As we embark on this critical sustainability journey, we thank our stakeholders for their continued trust and partnership.

Sustainable Governance

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Governance Metrics

UNSDG Alignment

8000+
Compliances

Across 13 countries including relevant and applicable laws and regulations

50+
Policies

Comprehensive Governance structure supported by over 50+ policies cross Environmental, Social and Governance processes

7+
Certifications and Attestation

Including ISO 42001, ISO 27001, HIPAA, ISO 9001, PCI DSS, SOC, CMMI L5, across global delivery locations

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

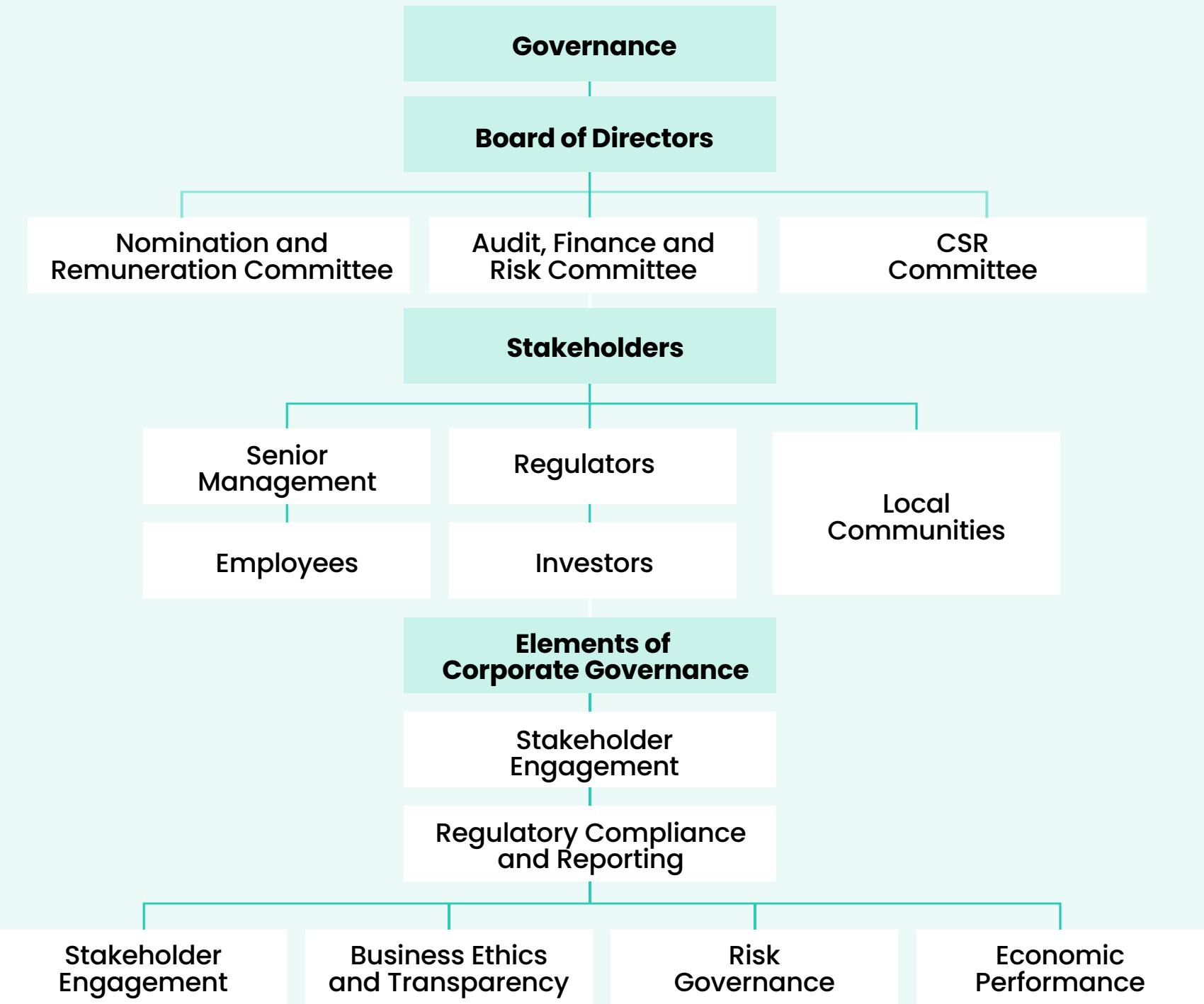**16 PEACE, JUSTICE AND STRONG INSTITUTIONS**

17 PARTNERSHIPS FOR THE GOALS

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Corporate Governance Structure

IGT Solutions' Corporate Governance framework places stakeholders at its core, encompassing Internal and External stakeholders.

Our interactions with these key groups are directed by stakeholder engagement, regulatory compliance, business ethics, risk management, economic performance, and innovation. The Board of Directors, and its specialized committees, provide strategic oversight and guidance. This structured approach ensures that our operations are aligned with strategic goals, fostering transparency, ethical standards, and sustainable growth.

Governance

Board of Directors

- Nomination and Remuneration Committee
- Audit, Finance and Risk Committee
- CSR Committee

Stakeholders

- Senior Management
- Regulators
- Local Communities
- Employees
- Investors

Elements of Corporate Governance

- Stakeholder Engagement
- Regulatory Compliance and Reporting
- Stakeholder Engagement
- Business Ethics and Transparency
- Risk Governance
- Economic Performance

IGT Solution's Leadership and Governance Structure

Our leadership and governance structure is supported by a distinguished Board of Directors, which provides oversight and strategic guidance. This ensures balanced decision-making and upholds robust ethical standards. The board and leadership team are committed to principles of transparency, accountability, and integrity, ensuring adherence to the highest standards of corporate governance.

Our leadership team comprises of individuals from different global regions, reflective of the diverse workforce that drives IGT Solutions.

- 53% of senior leadership is from India, representing 48% of the workforce
- 18% of senior leadership from the United States of America, 13% from the Philippines, and 10% from the United Kingdom, representing a further 25% of the workforce
- The remaining 8% is across Malaysia, Dubai, and Romania, strengthening operational control across borders and around the globe.

Board of Directors

John Louis Del Santo
Chairperson

Kathryn Ann Stein
CEO & Director

Hari Gopalakrishnan
Director

Vijai Mukund Kumar Raghavan
Director

Anil Kumar Chanana
Director

Patrick Claude Joseph Cogny
Director

Pavan Bagai
Director

Jimmy Lachmandas Mahtani
Director

Committees of the Board

These Board committees ensure operational efficiency, transparent accountability and specialized oversight over key functions and areas of operation at IGT.

CSR Committee Members
- Vijai Mukund Raghavan (Chairperson)
- Kathryn Ann Stein
- Anil Kumar Chanana
- Pavan Bagai

Audit, Finance and Risk Committee Members
- Anil Kumar Chanana (Chairperson)
- Hari Gopalakrishnan
- Pavan Bagai
- Vijai Mukund Raghavan

Nomination and Remuneration Committee Members
- John Louis Del Santo (Chairperson)
- Hari Gopalakrishnan
- Jimmy Lachmandas Mahtani

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Governance Structure for Sustainability

At IGT Solutions, we recognize the importance of establishing a robust sustainability governance framework as we advance our ESG initiatives. Our approach emphasizes strategic guidance and oversight through a structured set of committees within our Board of Directors (BOD), providing a foundation for thoughtful and responsible ESG practices. To support our emerging sustainability efforts, we have four key committees:

Corporate Social Responsibility Committee

This committee fosters community engagement and enhances social impact, ensuring alignment with our sustainability objectives.

Audit, Finance & Risk Committee

Charged with managing financial oversight and risk, this committee ensures that our sustainability efforts are integrated with our financial strategies and risk tolerance.
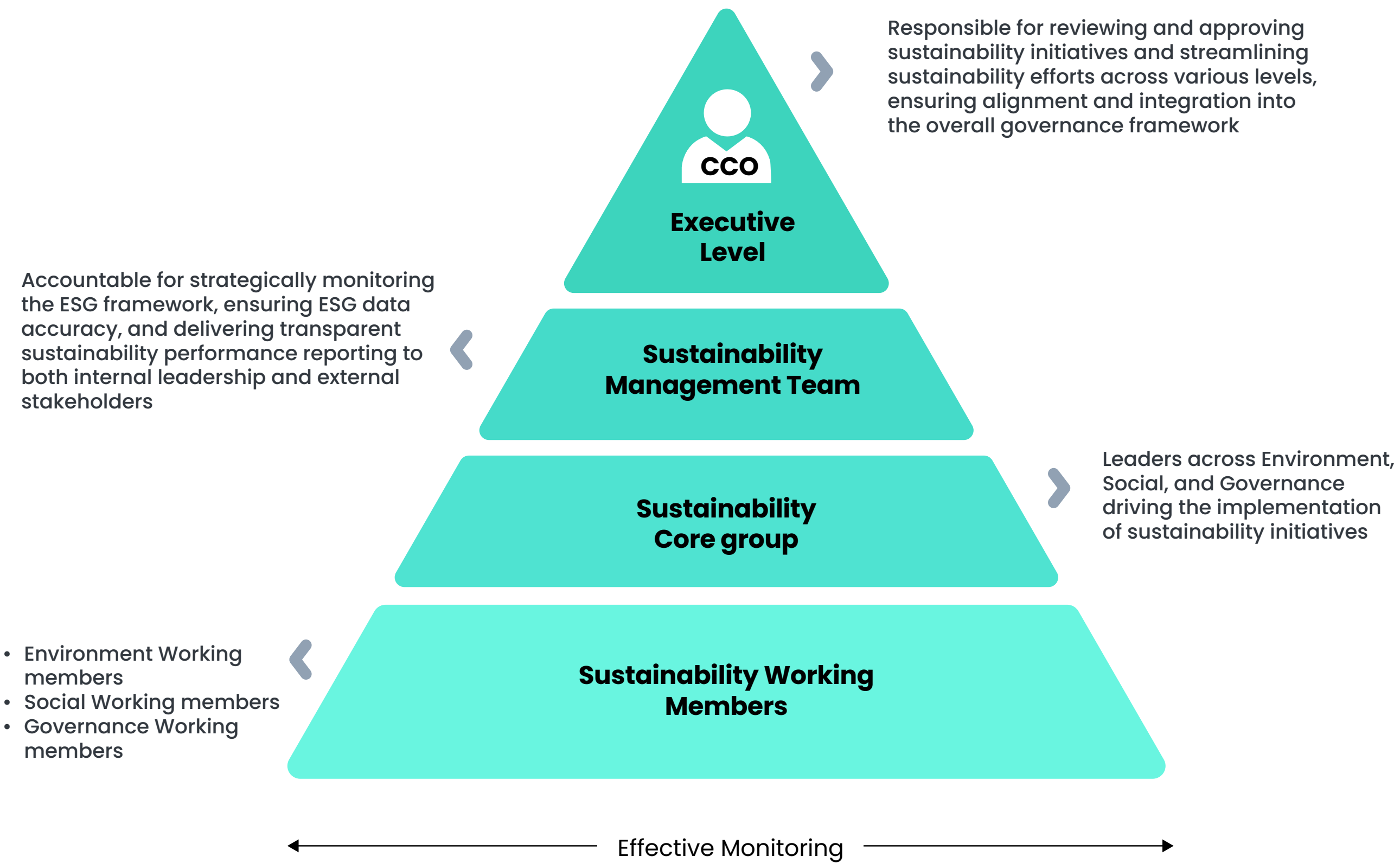
Nomination & Remuneration Committee

This committee addresses leadership and compensation structures.

ESG Governance Committee

Complementing these governance structures, the ESG Governance Committee is responsible for coordinating the operational execution of our ESG efforts. This committee works synergistically to initiate, implement, monitor, and elevate our ESG and sustainability initiatives, ensuring they are woven into the fabric of our organizational strategy.

Impart and Awareness

CCO

Executive Level

Responsible for reviewing and approving sustainability initiatives and streamlining sustainability efforts across various levels, ensuring alignment and integration into the overall governance framework

Sustainability Management Team

Accountable for strategically monitoring the ESG framework, ensuring ESG data accuracy, and delivering transparent sustainability performance reporting to both internal leadership and external stakeholders

Sustainability Core group

Leaders across Environment, Social, and Governance driving the implementation of sustainability initiatives

Sustainability Working Members

- Environment Working members
- Social Working members
- Governance Working members

Effective Monitoring

The ESG Governance Committee diligently monitors sustainability efforts through regular updates. These reports are presented to the CEO ensuring leadership is kept informed about both advancements and challenges. Through these collaborative governance mechanisms, IGT Solutions is committed to embedding sustainability into our core operations and strategic planning, while ensuring transparency, accountability, and effective management of our sustainability objectives.

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Business Ethics, Compliance, and Transparency

At IGT Solutions, business ethics and transparency are integral to our identity. As articulated in the Code of Conduct (CoC), we are committed to upholding the highest ethical standards across our operations and activities. A comprehensive Ethics and Compliance structure ensures adherence to these standards, as detailed in our organizational documents.

The Ethics Committee plays a pivotal role in this framework, tasked with the responsibility of guiding, implementing, and monitoring the CoC. This committee comprises key members, including the Chief Financial Officer, Chief Human Resource Officer, Chief Compliance Officer, and General Counsel - Legal. They ensure that all employees maintain high standards of ethics and professional conduct, consistent with corporate values and reputation.

All employees annually affirm their adherence to the Code as part of their employment terms, ensuring integrity and compliance. The Code of Conduct is communicated to all employees through the Employee.

Anti-Corruption and Anti- Bribery

IGT Solutions maintains a zero-tolerance policy towards bribery and corruption in all its forms. IGT Solutions is committed to complying with anti-corruption laws in every jurisdiction it operates, including key legislative frameworks such as Companies Act, 2013, India's Prevention of Corruption Act, US FCPA, and the UK Bribery Act; Republic Act No. 3019 (Anti-Graft and Corrupt Practices Act); Malaysian Anti-Corruption Commission Act 2009 and Prevention and Combating of Corrupt Activities Act 2004 (South Africa) among others. Employees are strictly prohibited from engaging in any actions that might suggest influence for an improper advantage, thus reinforcing our culture of integrity and transparency.

Statement on Modern Slavery

IGT Solutions is committed to eliminating modern slavery from our business operations and supply chains, in accordance with section 54(1) of the Modern Slavery Act 2015. Rigorous recruitment checks and alignment with local teams ensure fair treatment and working conditions. We enforce robust controls in our supply chains, guided by our Supplier Code of Conduct, to prevent modern slavery. We carefully assess and select partners, ensuring any risks related to modern slavery are mitigated. Our process influences both ongoing and new supplier relationships, incorporating necessary safeguards. IGT Solutions is committed to ethical governance, reinforcing stakeholder trust and fostering sustainable growth worldwide. (Our Modern Slavery Act Transparency Statement)

Conflict of Interest

Transparency and integrity are at the forefront of our operations. Employees are expected to proactively manage personal interests that might conflict with their professional obligations. Should such situations arise, employees are required to disclose them to their manager or the relevant department to ensure objectivity and fairness in all business dealings.

Protecting Our Reputation

Our reputation is a cornerstone of our business ethos. Every team member is a guardian of our corporate image and integrity. We advocate for behaviors that reinforce legal and ethical standards and emphasize professionalism in every interaction, enhancing our standing both within and outside the organization.

Supplier Code of Conduct

IGT Solutions is committed to upholding the highest standards of ethics and professional conduct in its interactions with all stakeholders. The Supplier Code of Conduct is designed to ensure that suppliers adhere to these standards globally. Suppliers must comply with all applicable laws, especially concerning product safety, labeling, and fair trade practices. A zero-tolerance stance is maintained against bribery and corruption; suppliers are prohibited from offering or accepting bribes or illegal incentives. IGT Solutions is against the exploitation of children and forced labor, advocating for safe and healthy work environments. Political contributions from company assets are discouraged, though individual participation is not restricted. Suppliers are expected to train their teams to understand and implement these principles, addressing risk management and promoting this conduct throughout their supply chain.

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A formal acknowledgment of adherence to this code is required from suppliers prior to onboarding, affirming their commitment to adhere to the Supplier Code of Conduct.

Grievance Redressal Mechanisms

IGT Solutions is committed to developing a culture where it is safe for all internal and external stakeholders to raise concerns or grievances about any unacceptable practices, misconduct, or violation of the Code of Conduct, contractual agreements, laws, or regulations. We have instituted robust grievance redressal mechanisms, underpinned by our "iSpeak" initiative, to empower our stakeholders to voice concerns without fear of reprisal anonymously. Employees have multiple channels, including confidential reporting options to ensure their grievances are addressed responsibly.

Prevention of Sexual Harassment

At IGT Solutions, we are committed to cultivating a workplace that is secure and respectful for all employees, anchored in values of integrity, inclusivity, fairness, and transparency. As part of our transformative approach to organizational culture, we continually enhance communication strategies and work practices, ensuring equity and innovation within our environment. A pivotal component of our strategy is the standard operating procedure (SOP) for the Internal Committee (IC) for the Prevention of Sexual Harassment at the workplace policy. This policy meticulously outlines the procedures for filing sexual harassment complaints, detailing the roles and responsibilities of the Internal Committee in addressing these complaints with timeliness and sensitivity. Additionally, mandatory e-learning modules empower our workforce with essential knowledge on preventing workplace sexual harassment.

Whistleblower Procedure

IGT Solutions is dedicated to providing a robust whistleblower policy that fosters an amiable environment, ensuring employees feel confident to raise concerns without fear of retaliation. The objectives of our Whistleblower ("WB") Policy are multifaceted:

- Establish a supportive atmosphere that encourages employees to come forward with complaints.
- Offer a structured framework to ensure effective whistleblowing that yields results.
- Guide employees on reporting concerns about unacceptable practices, misconduct, or violations of the Code of Conduct (CoC) or other company policies and laws.
- Inform whistleblowers about protection measures.
- Uphold a culture that is fair, transparent, and ethical across IGT.

Speak Up – iSpeak Initiative

Our "iSpeak" initiative is a cornerstone of IGT's commitment to ethical practices and is crucial to our whistleblowing mechanism. Through "iSpeak," employees are empowered to report incidents or violations concerning the Code of Conduct, Financial and Accounting policies, Information Security & IT Policies, and other company policies. By adhering to the procedures outlined in the Whistleblower Policy, individuals can submit confidential and/or anonymous complaints, raising concerns about any unacceptable practice, misconduct, or violation of the CoC or governing laws. The "iSpeak" initiative not only promotes commitment to the CoC but also encourages a proactive approach to reporting actual or potential violations, ensuring that IGT Solutions remains a transparent and accountable organization.

Any of the following channels may be used to report a concern:

✉ Email: ispeak@igtsolutions.com

🌐 Internal Link to access:
https://ess.igtsolutions.com/IGTPortal/

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Risk Governance

At IGT Solutions, risk governance serves as a strategic pillar, ensuring resilience, growth, and alignment with our organizational objectives. Guided by a robust governance structure and anchored in the Three Lines of Defense model, we address risks proactively while enabling stakeholder trust. Our approach integrates internal controls, audits, compliance, third-party risk management, and sustainability to create a resilient and forward-looking risk management framework.

Strategic Risk Governance Framework

1. Governance Structure and Oversight

- The Board of Directors and the Audit, Finance, and Risk Committee (AFRC) are pivotal in ensuring that risk governance aligns with strategic objectives.

- Cross-functional teams, led by executive oversight, execute risk mitigation strategies to ensure alignment across all business functions and geographies.

2. Three Lines of Defense Model

- **First Line of Defense:** Business units manage risks at the operational level, ensuring that controls are implemented effectively in day-to-day activities.

- **Second Line of Defense:** The Risk & Compliance, Business Excellence and Corporate Governance teams monitor risks, provide oversight, and guide adherence to policies and procedures.

- **Third Line of Defense:** Internal Audit offers independent assurance, evaluating the effectiveness of risk management processes, and internal controls

Enterprise Risk Management (ERM)

Our ERM framework is embedded across the organization, fostering a culture of proactive risk awareness and accountability. Key components include:

1. Risk Identification and Assessment

- Comprehensive risk identification processes involve input from all levels of the organization, leveraging internal and external data to identify operational, financial, strategic, regulatory, and ESG risks.

- Risk assessment includes evaluating likelihood, impact, and potential mitigation strategies, ensuring focus on high-priority areas

2. Risk Mitigation and Response

- Tailored mitigation strategies are developed for identified risks, balancing risk reduction with opportunities for innovation and growth.

- Contingency planning and scenario analysis prepare the organization for potential disruptions.

3. Risk Monitoring and Reporting

- Regular risk monitoring ensures real-time tracking of risk indicators and the effectiveness of mitigation actions.

4. Strategic Integration

- The ERM framework aligns with organizational goals, integrating risk considerations into strategic planning and decision-making processes.

- Key risk indicators (KRIs) are tied to organizational KPIs, ensuring that risk management drives performance outcomes

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Key Components of Risk Governance

1. **Audit Planning and Iterative Refinement**

   - **Strategic Development of Audit Plans:** Our audit planning is a dynamic process involving multiple iterations and close collaboration with the AFRC. This ensures that the plan addresses critical risk areas, aligns with organizational priorities, and incorporates stakeholder feedback.

   - **Risk-Based Approach:** Audit plans are developed using a risk-based methodology to identify high-priority areas, including financial reporting, operational efficiency, and compliance.

   - **Board Oversight:** The AFRC reviews and refines audit plans, ensuring they address evolving risks, emerging trends, and strategic objectives.

2. **Internal Financial Controls (IFC)**

   - A robust IFC framework developed in line with the Companies Act 2013 safeguards financial accuracy and transparency while addressing operational inefficiencies.

   - Regular testing and monitoring ensure compliance with global standards and regulatory requirements.

3. **Compliance Management**

   - A proactive compliance framework ensures adherence to global and regional regulations, minimizing legal,

financial, and reputational risks.

   - Compliance risks are integrated into the overall risk governance structure for seamless management and mitigation.

   - Currently, we have ~8000 compliances across 13+ locations and these are managed through self-assessment by the user, periodic reviews by the internal and independent teams to ensure the organization is compliant to the laws of the land.

4. **Third-Party Risk Management (TPRM)**

   - We maintain a structured approach to assess and mitigate risks posed by vendors and partners, focusing on ESG alignment and operational resilience.

   - Continuous monitoring ensures third-party engagements remain aligned with IGT Solutions' values and goals.

5. **Data Privacy and Cybersecurity**

   - Our governance framework prioritizes data security and compliance with global privacy standards, such as GDPR and ISO 27001.

   - Regular assessments and enhanced protocols mitigate digital threats and reinforce stakeholder confidence.

Integrating Sustainability into Risk Governance

Environmental Risks

Scenario planning and monitoring of climate-related risks, including GHG emissions from operations, are integral to our governance strategy.

Social Risks

Talent retention and Organization Culture reduce reputational and operational risks.

Governance Risks

Compliance with laws of the land ensures reduced fines, legal actions, or loss of business license

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Certifications

We maintain the following certifications from third parties-

ISAE 3402

IGT Solutions undergoes an annual Type II ISAE 3402 attestation by an independent audit firm to assess our IT General Controls. This comprehensive evaluation includes software development practices, infrastructure support, information security, and training controls at our delivery locations. By adhering to the ISAE 3402 standards, we help our customers comply with the Sarbanes-Oxley Act, reinforcing our commitment to governance and operational integrity.

SOC 1 & 2 Type II

IGT Solutions is committed to maintaining rigorous internal control standards, as evidenced by our annual attainment of SOC 1 and SOC 2 Type 2 reports. These comprehensive audits, conducted by an external agency, are aligned with the standards set by the American Institute of Certified Public Accountants (AICPA). They provide crucial insights into the internal controls of our service offerings, allowing users to assess the risks associated with our outsourced services.

ISO 27001:2022

IGT Solutions proudly holds the ISO 27001 certification, reflecting our commitment to robust information security management. This certification, renewed annually through audits by an external certifying agency, highlights our proactive efforts to safeguard data integrity and meet international security standards. We continuously strive to identify and mitigate information security risks, ensuring the protection of sensitive information for our business partners and clients.

ISO 9001:2015

We also hold the ISO 9001:2015 certification, signifying our commitment to a Quality Management System (QMS) that aligns with international standards to consistently deliver high-quality products and services by understanding and addressing stakeholder needs.

CMMI Level 5

Additionally, IGT is recognized as a CMMI Level 5 - SVC certified company. This represents the highest maturity level in the CMMI framework, emphasizing our commitment to optimizing our processes, continuously improving in alignment with CMMI practices, and evolving to meet the dynamic needs of stakeholders and customers.

PCI DSS

The Payment Card Industry Data Security Standard (PCI DSS) focuses on protecting payment card data and ensuring that systems are robust against potential security threats and facilitate the broad adoption of consistent data security measures globally. PCI DSS provides a baseline of technical and operational requirements and guarantees that IGT meets the latest and most stringent security requirements designed to protect account data and secure other elements in the payment ecosystem.

ISO 42001

ISO 42001 is the first international standard for an Artificial Intelligence Management System (AIMS), providing a framework for organizations to responsibly develop, deploy, and manage AI systems. It helps companies manage risks such as bias and ensure ethical practices like fairness, transparency, and accountability by establishing policies, procedures, and controls for the entire AI lifecycle. Compliance with ISO 42001 helps build trust with stakeholders and aligns AI use with legal and ethical expectations

HIPAA

The Health Insurance Portability and Accountability Act (HIPAA) is a U.S. federal law that establishes strict requirements for safeguarding Protected Health Information and Electronic Protected Health Information. As a HIPAA-certified organization, IGT Solutions has implemented strong governance practices by incorporating the policies, role-based access controls for employee data, regular awareness and training programs, and secure protocols for data handling and transmission to insure the compliance.

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Stakeholder Engagement

Strengthening Meaningful Relationships

At IGT Solutions, building strong stakeholder connections is crucial for trust and collaboration, forming the foundation for lasting partnerships. Meaningful engagement allows us to address risks, innovate, and adapt to market changes, enhancing our sustainability and resilience while positively impacting our reputation. We actively seek feedback to inform decision-making, understand stakeholder expectations to manage risks effectively. Internally, open communication with employees ensures diverse perspectives are heard and considered. This collaborative approach supports our commitment to responsible corporate citizenship, sustainable growth, and long-term value creation.

STAKEHOLDER	MODE OF ENGAGEMENT
Investors	• Annual General Meeting • Annual Reports • Monthly MIS Report • AFRC Meetings • Quarterly Board meetings
Suppliers	• Vendor Due Diligence • Annual Performance review • Feedback and Grievance Mechanism
Clients	• Strategic and operational reviews • Client meets • Formal client feedback and surveys
Employees	• Email communication • Training and Awareness programmes • Performance review and feedback process • Company Intranet • Employee Grievance Mechanism • Social media

Materiality Assessment

Materiality Process & Material Issues Identified

Our materiality assessment was conducted in alignment with the Global Reporting Initiative (GRI) Universal Standards 2021 to understand better and prioritize the ESG topics that matter most to our business and stakeholders. By engaging with our key stakeholders, we evaluated the actual and potential positive and negative impacts of our business on the economy, environment, and people. To determine IGT Solutions' material topics, we used a three-step approach:

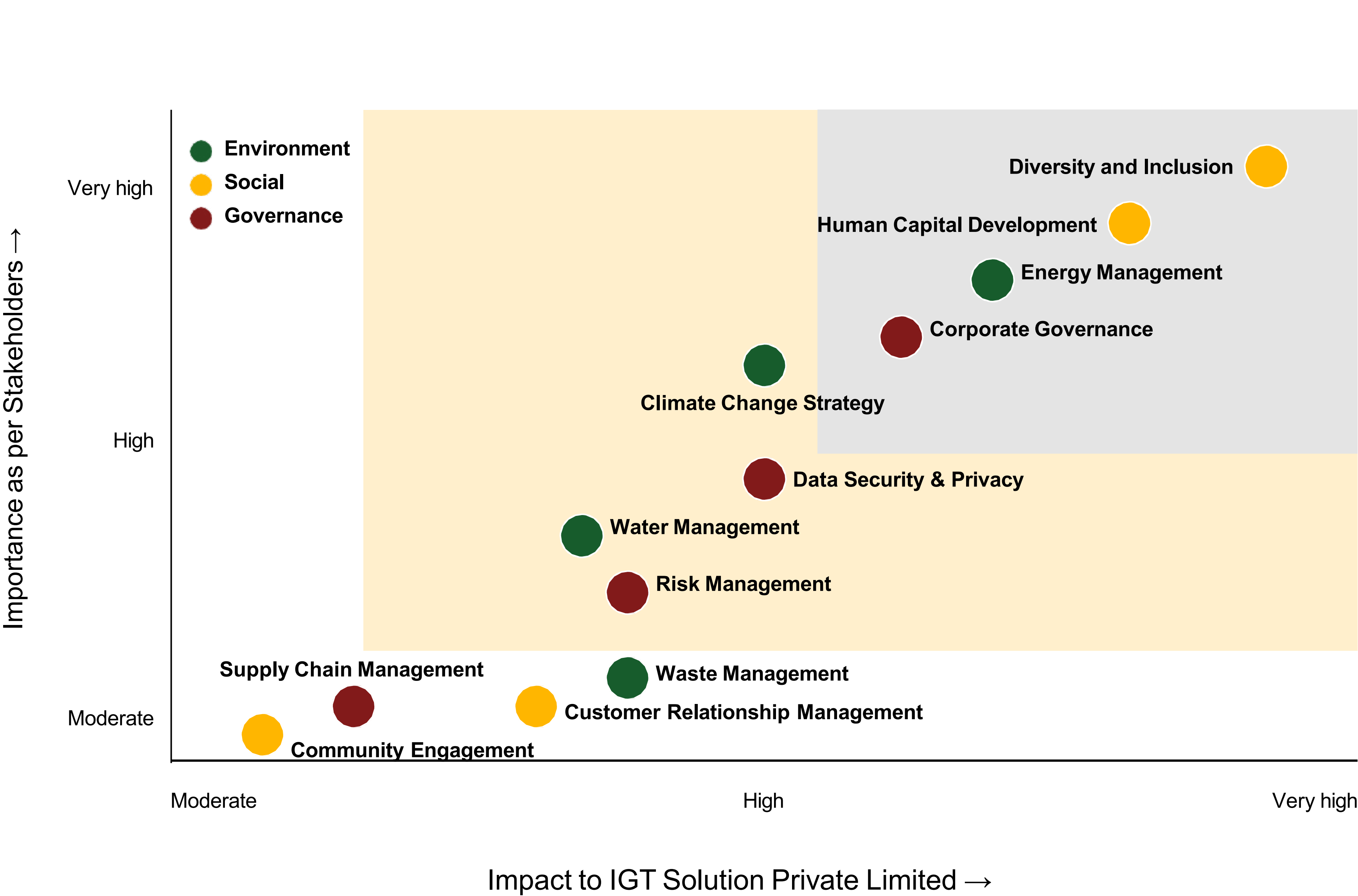### Step 1: Stakeholder Identification and Engagement

Identifying key priorities in sustainability is crucial for decision-making. For IGT Solutions, the Materiality Assessment focuses on issues affecting our business, stakeholders, and the environment. We engaged with various stakeholders, including peers, investors, suppliers, customers, and employees. To gather diverse insights, we used surveys and questionnaires for quantitative data, and interviews, focus groups, workshops, and forums for qualitative insights and interactive discussions.

Step 2: Evaluating Standards and Conducting Diagnostic Assessment

To ensure a comprehensive assessment, we reviewed global standards like SASB, GRI, DJSI, MSCI, Refinitiv, and Sustainalytics. We then conducted a diagnostic assessment of the material issues identified by stakeholders, analyzing survey responses and additional research. Each issue was scored based on its impact on the economy, environment, and people.

Step 3: Mapping and Finalizing the Materiality Matrix

The final step involved mapping the scores to create a materiality matrix, which plotted issues based on their importance to IGT Solutions (x-axis) and their importance to stakeholders (y-axis). This matrix provided a visual tool to understand the convergence of stakeholder interests and business needs. The final matrix accurately reflected the priorities of both our business and our stakeholders, guiding our strategic decisions and sustainability efforts, and reinforcing our commitment to responsible corporate citizenship and long-term value creation.

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	Very High
	High
	Moderate

Rank	Material Issues
1	Diversity and Inclusion
2	Human Capital Development
3	Energy Management
4	Corporate Governance
5	Climate Change Strategy
6	Data Security & Privacy
7	Water Management
8	Risk Management
9	Waste Management
10	Customer Relationship Management
11	Supply Chain Management
12	Community Engagement

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Material Topic	Rationale for Identification	Alignment with UNSDG
Diversity and Inclusion	Diversity and Inclusion are fundamental to our company's ethics, enhancing workplace culture and business success. An inclusive environment brings diverse perspectives that enhance innovation and decision-making.	5 GENDER EQUALITY 8 DECENT WORK AND ECONOMIC GROWTH 10 REDUCED INEQUALITIES
Human Capital Development	Human capital development is crucial for our sustainability as it ensures our workforce remains skilled and innovative, driving our competitive edge in the IT sector	4 QUALITY EDUCATION 5 GENDER EQUALITY 8 DECENT WORK AND ECONOMIC GROWTH
Energy Management	Operating entirely on electronic devices means significant energy use. Optimizing energy is crucial to reduce costs and minimize carbon emissions. Effective energy management lowers operational expenses and enhances sustainability, aligning with global climate goals. This commitment meets regulatory and stakeholder expectations and strengthens our reputation as a responsible leader focused on long-term resilience and innovation.	7 AFFORDABLE AND CLEAN ENERGY 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 13 CLIMATE ACTION
Corporate Governance	Strong governance ensures transparency and ethics, building stakeholder trust. It helps align our objectives with regulations and best practices. Prioritizing corporate governance reinforces accountability, supports sustainable growth, and upholds our reputation as a forward-thinking company.	8 DECENT WORK AND ECONOMIC GROWTH 16 PEACE, JUSTICE AND STRONG INSTITUTIONS

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Climate Change Strategy	A robust climate change strategy is vital for reducing our carbon footprint, improving energy efficiency, and integrating sustainable practices. This approach mitigates risks, ensures compliance, and establishes us as a leader in environmental responsibility. By addressing climate change, we boost innovation, meet stakeholder expectations, and secure a sustainable future for our business and the communities we serve.	11 SUSTAINABLE CITIES AND COMMUNITIES 13 CLIMATE ACTION
Data Security and Privacy	As custodians of sensitive information, we are committed to strong security measures to protect data assets and customer privacy. This is crucial for maintaining competitiveness, ensuring compliance, and preventing breaches. By prioritizing these areas, we fulfill legal obligations and build trust, reinforcing our position as a reliable industry leader.	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
Water Management	By prioritizing water management, we address risks related to scarcity and compliance, especially in areas facing water stress. This commitment underscores our dedication to environmental stewardship, enhancing our sustainability and reputation. Through strategic initiatives, we contribute to global water conservation and ensure resilience and efficiency in our operations.	6 CLEAN WATER AND SANITATION 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 13 CLIMATE ACTION
Risk Management	Identifying and mitigating risks is crucial for business continuity and resilience. By addressing threats like cybersecurity breaches, regulatory changes, and operational disruptions, we ensure our operations can withstand challenges. This approach reduces vulnerability, minimizes disruption, and secures our ability to deliver consistent value, strengthening adaptability and stakeholder confidence in our stability.	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 11 SUSTAINABLE CITIES AND COMMUNITIES

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Waste Management	Effective waste management is essential for minimizing environmental impact and achieving our sustainability goals. By reducing, reusing, and recycling materials, we lower our footprint and conserve resources. These practices ensure compliance and enhance operational efficiency, reflecting our commitment to responsible resource use and a greener future.	**11** SUSTAINABLE CITIES AND COMMUNITIES **12** RESPONSIBLE CONSUMPTION AND PRODUCTION
Customer Relationship Management	By fostering deep connections with our clients, we enhance customer satisfaction and loyalty, which are vital for repeat business and growth. Engaging with customers allows us to tailor our solutions and services to their specific needs, driving innovation and improving our offerings.	**8** DECENT WORK AND ECONOMIC GROWTH **9** INDUSTRY, INNOVATION AND INFRASTRUCTURE
Supply Chain Management	Optimizing supply chain management is key for operational excellence and sustainability. Advanced logistics enhance reliability and efficiency, ensuring timely deliveries and cost optimization while minimizing resource waste and energy consumption.	**8** DECENT WORK AND ECONOMIC GROWTH **12** RESPONSIBLE CONSUMPTION AND PRODUCTION
Community Engagement	By cultivating strong relationships with local communities, we foster goodwill and trust, which are crucial for long-term success. Our initiatives aim to address community needs and contribute to societal well-being, reflecting our commitment to making a positive impact.	**4** QUALITY EDUCATION **11** SUSTAINABLE CITIES AND COMMUNITIES **17** PARTNERSHIPS FOR THE GOALS

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Cybersecurity and Data Privacy

At IGT Solutions, protecting our digital footprint through rigorous cybersecurity and data privacy measures is crucial to our operations and client trust. We recognize the increasing importance of securing sensitive information in today's digital landscape and have implemented a comprehensive strategy to address these challenges.

Our security framework is built upon state-of-the-art technologies and best practices, focusing on advanced encryption standards to protect data confidentiality and integrity across all platforms. Regular risk assessments and vulnerability tests are conducted to proactively identify and address potential security threats, ensuring our systems remain resilient against cyberattacks. Adaptability is key, and we continuously update our security protocols to counter emerging threats effectively. By integrating cutting-edge detection and response solutions, we reduce the risk of data breaches and unauthorized access, maintaining robust digital defenses.

Our Cybersecurity framework provides 3 levels of safety

External User Access

- Firewall protection
- SSO

Enterprise Level

- EDR (Endpoint Detection and Response) systems
- Server segmentation- MZ/ DMZ- Public Hosted covered with Firewall and Access control
- Cyber-arch for Privileged access and Time based/ Access

End User Level

- Activated O365 email protection in place
- Data Loss Protection Systems (DLP)
- EDR (Endpoint Detection and Response) systems
- Physical and Access based controls

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Data Privacy

A well-designed privacy framework within IGT reinforces the principles of good governance i.e., transparency, accountability, and legal compliance by introducing clear ownership, breach reporting structures, and audit trails, making data privacy not just complementary but foundational to a good governance framework. By upholding rigorous data protection standards, IGT demonstrates its commitment to ethical practices and global compliance.

As a global company navigating rapid digital transformation, IGT recognizes that privacy and data security have become critical areas of risk. With clientele spread across multiple jurisdictions and rising data volumes, the company faces increased exposure to misuse, security breaches, and regulatory penalties. To mitigate such challenges, IGT prioritizes data privacy not only to meet contractual and regulatory obligations, but also to uphold human dignity and respect personal autonomy.

Our Commitment to Privacy: At IGT, data protection is deeply embedded in our culture and operations. The company has a Personal Data Protection Standard, which aims to create a responsible culture of data protection within IGT and increase employee awareness of acceptable data handling practices and applicable requirements in relation to personal data. Our Global Privacy Policy outlines how data is collected, how it is used, the safeguards in place, and user rights. Through regular training, we cultivate a culture of privacy excellence that promotes accountability and supports our sustainability objectives.

Governance framework and Global Compliance: Our robust governance framework ensures end-to-end compliance across internal functions and external parties i.e. customers and vendors. Our key practices include:

- Maintaining data flow diagrams and Records of Processing Activities (RoPA).

- Conducting Data Protection Impact Assessments (DPIAs) and Privacy Impact Assessments (PIAs).

- Appointing Data Protection Officers (DPOs), Grievance officer(s) and privacy champions to oversee compliance and continuous improvement efforts.

- Evaluating third-party processors through privacy assessments and binding contractual obligations.

To meet global compliances, IGT adheres to a wide range of applicable data privacy laws, including:

- EU General Data Protection Regulation (GDPR)

- UK GDPR

- South Africa's Protection of Personal Information Act (POPIA)

- Philippines' Data Privacy Act (DPA)

- Malaysia's Personal Data Protection Act (PDPA)

- Colombia's Personal Data Protection Law (PDPL)

- China's Personal Information Protection Law (PIPL) as well as other relevant regulations across jurisdictions.

This global compliance reinforces our approach to privacy and ensures individual rights are respected in the jurisdictions, wherever we have presence.

IGT upheld its commitment to data protection throughout the reporting period, with no incidents of data breaches, penalties, or privacy-related complaints. As a data processor, services are delivered exclusively within the customer's environment using their tools and IGT does not independently store personal data.

Economic Performance

At IGT Solutions, transparent economic disclosures are essential for building trust and loyalty among our stakeholders. We prioritize transparency and align our processes with a client-centered approach. To this end, we ensure that our financial results are reported accurately and in alignment with applicable accounting standards.

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Policy Charter

At IGT Solutions , we prioritize ethics and integrity by instituting a robust framework of policies and accountability measures that underpin our commitment to operational excellence and ethical conduct. These policies guide our Board members, Employees, Suppliers, and other stakeholders, ensuring accountability at every level. Designed to mirror our core values and strategic objectives, this comprehensive suite of policies fosters transparency, accountability, and integrity throughout our organization. Beyond satisfying legal and regulatory requirements, our policies embody our pledge to environmental stewardship, social responsibility, and exemplary governance.

Our Policies	UNSDG mapping and Alignment with Frameworks	Our Policies	UNSDG mapping and Alignment with Frameworks	Our Policies	UNSDG mapping and Alignment with Frameworks
Code of conduct	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Whistle Blower Policy	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Prevention of Sexual Harassment	5 GENDER EQUALITY
Nomination & Remuneration Policy	8 DECENT WORK AND ECONOMIC GROWTH	Conflict of Interest Policy	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Equal Opportunity Policy	10 REDUCED INEQUALITIES
Risk Management Policy	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Human Rights Policy	10 REDUCED INEQUALITIES	CSR Policy	1 NO POVERTY / 4 QUALITY EDUCATION / 13 CLIMATE ACTION

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Our Policies	UNSDG mapping and Alignment with Frameworks
Supplier Code of Conduct	12 RESPONSIBLE CONSUMPTION AND PRODUCTION
Health and Safety Policy	3 GOOD HEALTH AND WELL-BEING
Parental Leave and Benefits Policy	3 GOOD HEALTH AND WELL-BEING 5 GENDER EQUALITY
Zero tolerance policy	8 DECENT WORK AND ECONOMIC GROWTH

Our Policies	UNSDG mapping and Alignment with Frameworks
ESG Policy	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 13 CLIMATE ACTION
Information Security Policy	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Privacy Policy	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Anti-Money Laundering and Trade Compliance Policy	16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Our Policies	UNSDG mapping and Alignment with Frameworks
Anti-Trust Policy	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Anti-Bribery and Anti-Corruption Policy	16 PEACE, JUSTICE AND STRONG INSTITUTIONS • Prevention of Corruption Act of India, 1988 (PCA) • Foreign Corrupt Practices Act of US, 1977 (FCPA) • UK Bribery Act, 2010 (UKBA)

All policies are hosted on the Employee Self-Service portal (ESS), where they are easily accessible by employees and management at all times.

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Awards and Recognitions

Our dedication to sustainability, innovation, and the well-being of our employees has garnered us esteemed awards and international acclaim for excellence in client servicing, exceptional workplace culture, and technological progress, detailed as follows:

Client Servicing

- IGT Solutions, Malaysia was recognized with two awards at the CCAM 25th Anniversary Awards 2024: **Best Social Media Program and Best New Contact Center Project**

- Awarded as 1st Runner up for the **Emerging BPO of the Year award by** BPESA (National) Industry Awards and Cape BPO awards (Regional)

- 1st Runner-up award for '**Top Quality Professional of the year**', at the BPESA (National) Industry Awards was secured by (BPESA) Justin Bartes (Quality Manager, IGT Solutions South Africa), for the Quality for a leading airline campaign

Employee Engagement

- IGT Solutions, South Africa was awarded the winner of the "**Top BPO Support Professional**" award at the BPESA (National) Industry Awards and Cape BPO awards (Regional)

- Our offices have been certified as a **Great Place to Work** across major geographies- INDIA, COLOMBIA, INDONESIA, CHINA, MALAYSIA, PHILIPPINE

- We have also received other accolades at the GCC 2024

Featured in the Recognition Lists in the UAE

Rank 9   Rank 19

Rank 3   Rank 11

Technological Advancements

- IGT Solutions was honored with the **Impactful International Workforce Management Award** from the Global Workforce Management Chartered Body (GWFM), recognizing our innovative solutions and creative problem-solving, which set a new benchmark during the International Workforce Management Hackathon 4.0 on International WFM Professionals Day, June 27, 2024

- **IGT emerged as the Winner of the 'AI Hackathon' at Indigo AI Week 2024, hosted by AWS.** In collaboration with AWS, the IGT Solutions team showcased an innovative Computer Vision-based solution focused on **aircraft turnaround management.** The model analyzes ground handling video feeds to accurately detect and timestamp key turnaround activities—such as baggage loading, refueling, and catering—and flags SLA breaches in real time. This AI-powered insight can significantly enhance airline operational efficiency, uncover recurring turnaround delays, and improve On-Time Performance (OTP) forecasting and planning.

Environmental Sustainability

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Environmental Metrics

2030
SBTi Validated targets
Emission reduction targets for Scope 1, 2 by 42% and Scope 3 by 50.6% 2030 have been validated by SBTi

234.93
MtCO2e Avoidance
GHG Emissions avoided through shifting to Cloud Storage

16.9%
MtCO2e Reduction
Total reduction in Absolute Emissions across Scope 1 and 2 through IRECs

17.9%
MtCO2e Reduction
Total reduction in Emission intensity across Scope 3

UNSDG Alignment

11 SUSTAINABLE CITIES AND COMMUNITIES

13 CLIMATE ACTION

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

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Environmental Focus

At IGT Solutions, caring for the environment is a core part of our business strategy and sustainability goals. We actively work to reduce our ecological footprint by implementing strategic plans and promoting eco-friendly practices across our operations, driving meaningful environmental improvements.

Our commitment to inspiring change guides our approach to addressing climate change which is a critical global challenge impacting societies, economies, and ecosystems. As a responsible tech company, we integrate environmental considerations into business planning and risk management.

Aligned with the Science-Based Targets initiative (SBTi), we focus on emission tracking and reduction to make a meaningful global impact and contribute to a sustainable future. Our efforts include lowering emissions, managing resources sustainably, reducing waste, enhancing IT infrastructure, promoting responsible travel, and fostering biodiversity through community engagement.

As we advance our environmental strategy, we are confident in our ability to contribute positively to the global sustainability agenda.

Understanding our GHG Emissions

We are dedicated to meticulously managing and reducing our carbon footprint as part of our overarching commitment to sustainability. Recognizing the importance of addressing climate change, we have taken decisive steps to align our carbon reduction targets with the Science-Based Targets initiative (SBTi). This alignment ensures that our goals are in accordance with the latest climate science and global efforts to mitigate the impacts of climate change.

Our Emissions Profile

Aligned with the WRI/WBCSD GHG Protocol, our emissions are categorized into Scope 1 (direct emissions from company-controlled sources), Scope 2 (indirect emissions from purchased energy), and Scope 3 (indirect emissions from activities not controlled by the company).

We adopted a structured approach to identifying emission sources. First, we defined facility models based on organizational boundaries. We then identified direct emission sources under our operational control and analyzed key inputs and outputs, such as energy, materials, and products, associated with primary emissions. Indirect emission sources that result from activities outside the control of IGT Solutions were also identified wherever applicable. Finally, we conducted a comprehensive review of all emission sources and flows to ensure completeness and that no sources were overlooked.

Our detailed carbon footprint analysis reveals that a significant portion of our emissions stems from indirect sources, predominantly within our value chain operations. This insight has been crucial in shaping our strategic approach to emission reduction across all scopes, Scope 1, Scope 2, and Scope 3.

2024 Emissions breakup

IGT Solutions Emisssion Split

2%
21%
77%

■ Scope 1 ■ Scope 2 ■ Scope 3

Scope 3 Breakup

Category	Value
Category 5	0.04%
Category 8	0.20%
Category 6	1%
Category 1	4%
Category 3	6%
Category 2	12%
Category 7	76%

0%   20%   40%   60%   80%

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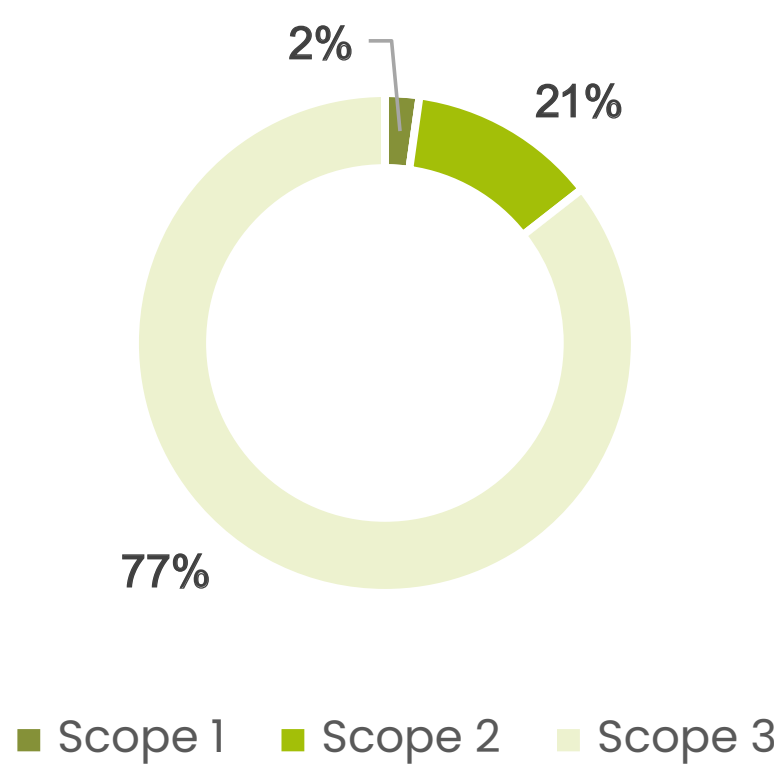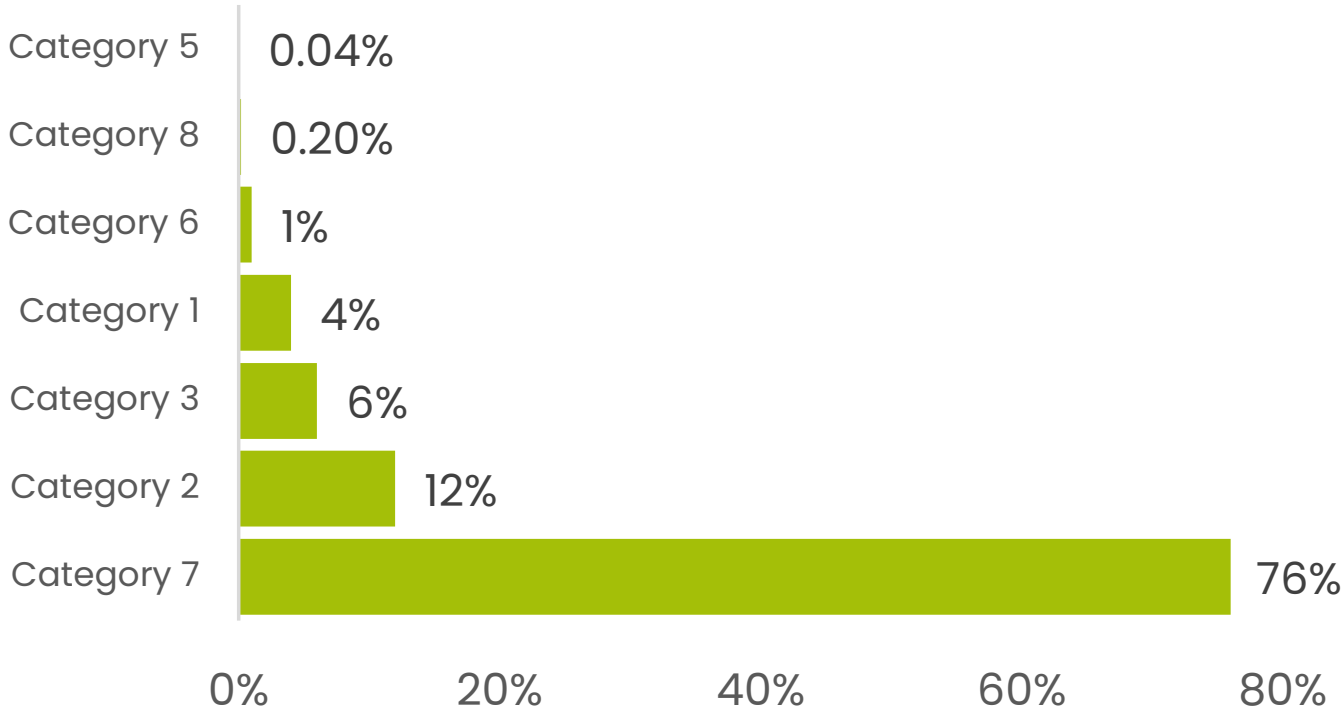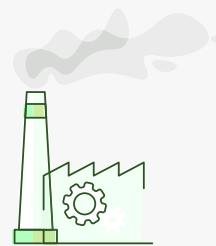
Scope 1

Scope 1 emissions, which account for 2% of our total emissions, originate from direct sources associated with operations controlled by the company. These include combustion of fuels in company-owned vehicles and other on-site activities

Scope 2

Scope 2 emissions, constituting 21% of the total, result from indirect emissions linked to our purchased electricity consumption. We are actively seeking ways to optimize energy use and explore renewable energy options to reduce our reliance on fossil fuels.

Scope 3

Scope 3 accounts for 77% of our total GHG emissions, making it the most significant contributor. These emissions primarily stem from our value chain, with key sources including employee commuting, purchased and capital goods, business travel, and other supply chain operations.

SBTi Aligned Goals

SCIENCE BASED TARGETS
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

This year marks a major milestone in IGT Solutions' environmental journey, as we achieved SBTi validation for our GHG emission reduction targets. Aligned with the Science-Based Targets initiative (SBTi), we set ambitious emission reduction goals using the SBTi methodology. These targets were submitted to SBTi in June 2024, initiating a rigorous validation process that typically spans 6-8 months. The validation was completed ahead of schedule in November 2024.This achievement underscores our dedication to sustainability and proactive approach to addressing climate change.

Achieving SBTi validation reinforces our commitment to meaningful environmental action and reflects our efforts toward a more sustainable future.

Our approved targets

IGT Solutions has given its commitment to reduce 42 % scope 1 and 2 GHG emissions by 2030 from 2022. IGT Solutions also commits to reducing scope 3 GHG emissions by 50.6% within the same timeframe.

2030
Scope 1, 2 and 3 Near term targets to reduce GHG emissions by 2030 were submitted to SBTi

42%
IGT commits to achieve a 42% absolute reduction in scope 1 and 2 GHG emissions by 2030 from a 2022 base year

50.6%
IGT commits to achieve a 50.6% absolute reduction in scope 3 GHG emissions by 2030 from a 2022 base year

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Emissions Growth, Reduction and Strategies
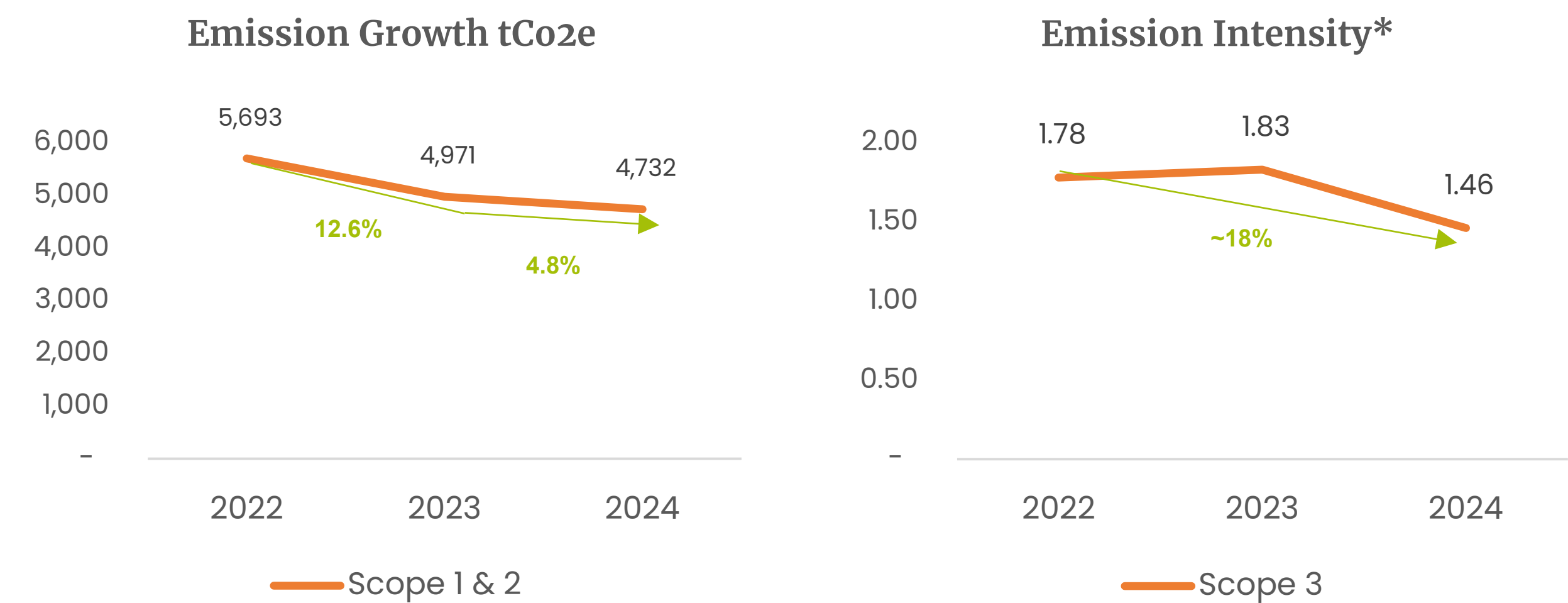
Emission Growth tCo2e

5,693

4,971

4,732

12.6%

4.8%

6,000
5,000
4,000
3,000
2,000
1,000
-

2022   2023   2024

━━━ Scope 1 & 2

Emission Intensity*

1.78

1.83

1.46

~18%

2.00
1.50
1.00
0.50
-

2022   2023   2024

━━━ Scope 3

total scope 3 emissions/number of employees each year

IGT Solutions is actively progressing toward our Science-Based Targets initiative (SBTi) goals, with significant achievements this year. We have successfully reduced Scope 1 and 2 emissions by approximately 17% and Scope 3 intensity by 18% from the baseline year. These reductions highlight our ongoing efforts to integrate sustainability into our operations.

Key emission reduction strategies

1. **Renewable Energy Certificates (REC):** To offset Scope 1 and 2 emissions, we have invested in RECs, demonstrating our commitment to renewable energy and a low-carbon future.

2. **Supply Chain Optimization:** Recognizing the substantial contribution of Scope 3 emissions, we are working closely with key and strategic suppliers and partners to adopt efficient, low-carbon practices, fostering sustainability throughout our value chain.

3. **Employee Awareness and Participation:** We conduct regular awareness campaigns, highlighting the benefits of sustainable transport through targeted communications. High engagement in commute surveys has encouraged

many employees to shift closer to office locations, reducing commute-related emissions. Our commute survey goes beyond gathering basic commuting details; it also includes questions designed to identify the challenges employees face in adopting sustainable modes of transportation. Additionally, we are gathering insights into the support and resources employees expect from IGT Solutions to make greener commuting options more accessible and feasible.

4. **Energy Efficiency Measures:** We have implemented global LED lighting transitions, procured energy-efficient IT equipment, and realized significant energy savings through IT infrastructure optimizations, including cloud migration and modernization. These strategies demonstrate our commitment to meaningful emission reductions, ensuring we stay on track to achieve our targets and contribute to a sustainable future.

Monitoring and Reporting

At IGT Solutions, we have implemented robust systems to monitor and report on our progress toward achieving our sustainability and Science-Based Targets initiative (SBTi) goals. These systems ensure transparency and accountability, enabling us to track emissions reductions and communicate effectively with stakeholders. We remain committed to showcasing our sustainability journey while driving meaningful improvements.

Our internal reporting methods are designed to engage both employees and executives in our sustainability efforts. For employees, we use targeted communications such as Master Blaster updates to share progress on initiatives and highlight the role of individual actions in achieving our goals. For executives, we leverage a business intelligence dashboard that provides a comprehensive view of year-on-year emissions trends, reductions by scope and category, and overall progress toward our SBTi targets. This approach ensures all levels of the organization are aligned and informed about our environmental performance.

Externally, we maintain open communication with suppliers, customers, and public forums such as CDP, EcoVadis, etc. Suppliers are engaged through surveys and other publications to foster collaboration on sustainability practices. For clients, we provide detailed updates via CDP, EcoVadis, and client-specific ESG questionnaires.

Additionally, we host a dedicated **sustainability page** that showcases our global efforts and achievements, offering a centralized resource for stakeholders to track our contributions to the global sustainability agenda.

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Environmental Impact at Data Centres

We recently adopted a comprehensive strategy centered on elimination, modernization, and consolidation to improve the efficiency and sustainability of our data center and hardware management that resulted saving of 234.67 tCO2e. Below are some key measures we have implemented to minimize the carbon footprint of our IT infrastructure.

Emission reduction and Energy Management at Data Centres

Lean Data migration

Through lean data center migration initiatives, we have transitioned numerous essential services such as DHCP, DNS, and AD to cloud-based infrastructure. This shift efficiently utilizes Azure AD and centralized DNS, eliminating the need for site-level hardware and paving the way for similar migrations at additional locations.

274,065 kWh

Annual Power consumption reduced

Cloud Migration

We have embraced a cloud-first approach, drastically reducing the on-premises server footprint by adopting a variety of SaaS services, including Telecom Platform, M365, EDR, and ITSM. This transition has resulted in significant savings in cooling, space, and maintenance costs, thereby lowering carbon emissions. The reliance on robust internet connectivity enhances both accessibility and operational efficiency.

77,942 kWh

Annual AC Loading reduced

Removal and decommissioning of legacy hardware

By decommissioning legacy and unused hardware, we at IGT Solutions have optimized operations, transferring crucial applications and platforms to cloud service providers. These actions have led to considerable reductions in power consumption, cooling requirements, and physical space usage, collectively contributing to reduced carbon emissions and a more sustainable IT infrastructure

234.67 tCO2e

Avoidance of CO2 emission

Building on these initiatives, we are committed to further advancing our sustainable IT practices. Our focus will remain leveraging cutting-edge cloud technologies, optimizing resource usage, and eliminating outdated systems to enhance efficiency and reduce environmental impact. By continuously exploring innovative solutions, we aim to deepen our efforts in creating a greener, more resilient IT infrastructure while aligning with global sustainability goals.

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Responsible Travel

At IGT Solutions, we are dedicated to minimizing our transportation-related carbon footprint through innovative and sustainable mobility initiatives. Since commute emissions represent a significant portion of our Scope 3 emissions, we understand the critical need to address them in order to align with our overall emission reduction goals.

To drive these efforts, we have implemented several impactful measures. We have integrated electric vehicles (EVs) into our existing fleet to reduce reliance on fossil fuels. Among employees, we actively promote carpooling and bike pooling to minimize individual travel emissions. Additionally, we collaborate with travel partners to analyze carbon footprints per trip, enhancing our travel policies to encourage low-carbon travel. Business travel is also monitored closely, with reverse kilometers tracked for canceled trips, ensuring an accurate assessment of avoided emissions. Furthermore, employees are encouraged to opt for virtual meetings over travel, supported by a declaration system during flight bookings.

Looking ahead, we remain dedicated to advancing our sustainable travel strategies and exploring innovative approaches to further reduce transportation emissions. By fostering a culture of responsible mobility and continuously optimizing our travel practices, we are confident in our ability to achieve long-term environmental benefits while supporting our global sustainability objectives.

Waste Management

Effective waste management is a crucial focus for IGT Solutions. We have implemented a comprehensive system to track and manage electronic waste and batteries generated by our operations. In the last reporting period, we handled 6 metric tonnes of hazardous e-waste, ensuring that 100% was recycled through authorized vendors in alignment with the E-Waste regulations. This involves working with waste collection and recycling vendors registered with the relevant authorities to ensure compliance with regulatory requirements.

In our leased office spaces, the use of Diesel Generators (DGs) forms part of our energy management practices, with the responsibility for oil waste disposal resting with the building owners, who are responsible for ensuring compliance with local environmental regulations.

Although plastics, paper, and other general waste categories are generated in relatively smaller quantities compared to our e-waste, IGT Solutions maintains a cautious approach. We are committed to fostering a culture that minimizes waste and promotes digital solutions to reduce paper consumption.

Energy Management

We recognize energy consumption and efficiency as critical elements of our sustainability strategy. Our commitment to reducing energy use and optimizing efficiency embodies our dedication to minimizing environmental impact and enhancing operational sustainability throughout our global operations.

Energy Consumption
For the reporting period, IGT Solutions consumed a total of 14,482,708.01 kWh of electricity. This consumption level highlights the magnitude of our operational energy requirements and provides important insights into our energy management practices. Committed to transparency, we leverage this data to identify opportunities for enhancing efficiency and to track our progress towards more sustainable energy usage.

Energy Intensity
Our energy intensity ratio stands at 564.78 kWh per employee. This metric is a key indicator of our energy efficiency across our workforce, helping us identify areas for improvement and align with industry benchmarks. By assessing our energy use per employee, we gain a deeper understanding of how our operational practices contribute to overall energy consumption and are able to implement targeted interventions to enhance efficiency.
To further enhance our energy efficiency, we incorporate green building practices in our facilities, including using energy-efficient lighting, HVAC systems, and insulation.

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From the CHRO's desk

Dear Stakeholders,

This report reflects our firm's unwavering commitment to sustainability and our intent to create meaningful impact across our people, communities, and the environment. I am pleased to share how we continue to build a workplace that drives business outcomes while strengthening the well-being of everyone connected to us.

Our people remain at the core of our progress. Under the strengthened OneIGT banner, we continue embedding a high-trust, inclusive culture grounded in Client Focus, Curiosity, Respect, Accountability, and Integrity. These values shape our conduct, guide our decisions, and ensure alignment between individual actions and organizational ambition.

We are proud to be Great Place To Work® Certified once again. This year, six of our locations earned recognition—continuing our success in China, India, Indonesia, and the Philippines, and adding Egypt and Malaysia. This reaffirms our commitment to building an environment where people can perform, grow, and belong. We continue to invest in continuous learning, leadership development, and mentorship—ensuring our workforce is equipped for a fast-changing, digital world. Diversity and inclusion remain central to our agenda, powering innovation and widening opportunity for all.

We launched the ACE Awards this year to celebrate Achievement, Commitment, and Excellence across our global teams. This program strengthens our performance culture, deepens appreciation, and reinforces the behaviours that drive strong business and client outcomes.

Our sustainability agenda extends well beyond our operations. We continue to invest in community impact—expanding access to education, healthcare, and economic opportunity. In 2024, we launched IGNITE, our Impact Sourcing Academy in South Africa, empowering underserved youth and women with employability skills. We also introduced Digital 101 with the NASSCOM Foundation to equip marginalized youth with essential capabilities in AI, Cybersecurity, and Cloud Computing. These programs build critical communication and problem-solving skills and create pathways into high-demand digital roles

Amir Bharwani
Chief Human Resource Officer
IGT Solutions

" As we progress, I am confident that our focus on sustainability, diversity, and employee well-being will drive continued success and create lasting value for all stakeholders.

Social Impact

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Social Metrics

45%
Women's representation
Across the IGT Solutions workforce

54+
Nationalities
Diverse workforce with IGTians from across the globe

7.9Mn
Trainings Hours
achieved by IGTians in FY 2024

UNSDG Alignment

3 GOOD HEALTH AND WELL-BEING

4 QUALITY EDUCATION

5 GENDER EQUALITY

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Social Responsibility

Diversity, Equity, and Inclusion (DE&I) at IGT

At IGT Solutions, our commitment to inspiring change is foundational. Through inclusive and equitable practices and welcoming individuals from all demographics, we drive meaningful change in the world. Our dedication to Diversity, Equity, and Inclusion shapes our mission to cultivate a workplace where everyone feels valued and empowered, creating an environment for our global workforce to excel. By embracing diverse perspectives and backgrounds, we foster creativity and innovation, striving to build a community where every voice is heard and respected. As an equal opportunity employer, we are proud to be recognized as a Great Place To Work®, continually working to create a workplace that inspires change and empowers individuals.

OneIGT- Driving Culture and Values

At IGT Solutions, our people are the heart of our success, and we are committed to fostering a workplace that is inclusive, growth-focused, and rooted in trust. As part of our social commitment, we emphasize creating a positive employee experience across all geographies by nurturing a values-driven culture and promoting a supportive and enriching environment throughout every stage of an employee's journey with us.

Our cultural ethos is based on the conviction that a thriving organization lives its values daily. Our core values—Client Focus, Curiosity, Respect, Accountability, and Integrity—emerged from a collaborative process involving leaders and colleagues worldwide. These values are intricately woven into our talent processes, policies throughout the employee life cycle, and communication platforms. Here's what each value represents:

Client Focus	**Curiosity**	**Respect**	**Accountability**	**Integrity**
Clients Are Our North Star	We Think About Next, Now	We Are A Collective	We Walk The Talk	We Do The Right Thing, Always

Our cultural transformation evolved from Interactive workshops, surveys, and leadership dialogues, leading to a shared language and belief system that aligns personal actions with organizational objectives. These values underpin our Code of Conduct, guide decision-making, and shape leadership development, ensuring they resonate throughout our company's fabric.

Culture through the Employee lifecycle:

Our core values guide every stage of an employee's journey. From onboarding to long-term engagement, we strive to create a culture where people feel valued, supported, and inspired. Here's how our values are embedded at each critical touchpoint:

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Onboarding

We ensure every new joiner feels welcomed and valued from day one through a **warm onboarding experience** that includes structured orientation sessions introducing our values, culture, and key policies. To support smooth integration, each new hire is paired with a **buddy** who helps them navigate their first few weeks. Additionally, early interactions with leaders reinforce our commitment to transparency, open communication, and a people-first culture.

Matured Employee

To ensure cultural alignment and sustained engagement, we conduct structured check-ins at key milestones like 6 months or 1 year. These conversations, supported by pulse surveys and manager feedback help us understand employee experiences, address any concerns proactively, and reinforce a culture of continuous feedback and development.

Rewards & Recognition

We believe in celebrating both effort and excellence. Our recognition programs are designed to acknowledge individual achievements, team successes, and value-driven behaviors. Our **ACE (Achievement, Commitment, and Excellence)** framework links employee contributions to our values. Recognizing our colleagues throughout the year - monthly, quarterly, and annually, helps us celebrate their achievements and express our appreciation for their contributions

Learning & Development

We empower our people with continuous learning opportunities tailored to their roles and aspirations. Through structured training programs, digital learning platforms, and leadership development initiatives, we nurture a growth mindset and help employees build skills for today and the future. From a DEI stand, inclusive communication, unconscious bias, and respectful leadership are embedded in learning journeys. Our bespoke 'Inclusive Communication' module received an overwhelming response within the first few weeks of the launch. + The 11.2 Learning Academy is the engine behind our learning culture. We offer a wide range of programs and resources to help you build capabilities, enhance your career, and become a strong professional.
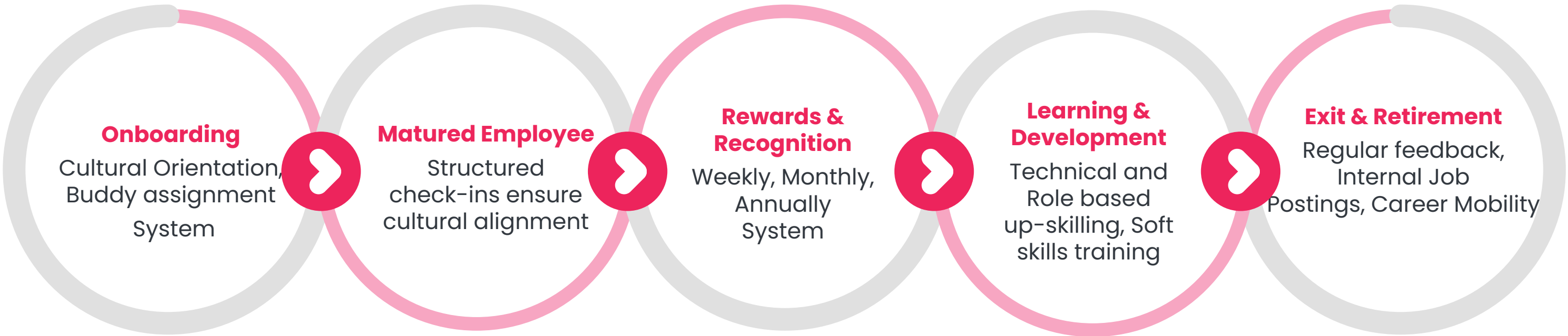
The 11.2 Learning Philosophy

> **Curiosity sparks learning.
> Learning ignites growth.**

Our signature learning framework, 11.2, is more than just a program—it's a mindset. Inspired by the concept of escape velocity, 11.2 symbolizes our belief in breaking free from limitations and continuously evolving toward excellence.

Exit & Retirement

At every stage of the employee journey, we focus on meaningful engagement, career progression, and wellbeing. Our retention strategies include career mobility options, internal job postings, and regular feedback loops. As employees approach retirement, we honor their contributions and support them with transition guidance, celebrating their journey with us.

Onboarding
Cultural Orientation, Buddy assignment System

Matured Employee
Structured check-ins ensure cultural alignment

Rewards & Recognition
Weekly, Monthly, Annually System

Learning & Development
Technical and Role based up-skilling, Soft skills training

Exit & Retirement
Regular feedback, Internal Job Postings, Career Mobility

> Being a Culture Ambassador helped me see how small efforts like recognizing a peer or explaining a value in the local language can make a big difference. It's changed how I lead my team.
>
> Team Leader, Malaysia

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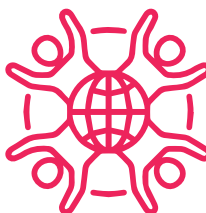Innovating For Impact. Inspiring Change

Workforce Metrics

45% Women in Workforce

At IGT we have our diverse workforce, with a high representation of women at 45% women in the workforce. We firmly believe that Diversity, Equity and Inclusion is the path to unravel innovation, where every voice and opinion matters. Recognizing the differences of our experience and background is what creates better decision making and gives us a higher competitive advantage. With Katie Stein as CEO, we recognize the importance and contributions of women in leadership positions.

At IGT, our dynamic and youthful workforce, drives our innovative spirit and forward-thinking approach–with 66% of employees under the age of 30 years. We are committed to fostering an inclusive environment where young talent can thrive and shape the future

54+ Nationalities in Workforce

We celebrate the unique perspectives and backgrounds that each of our employees brings to the table, fostering a culture of inclusion and innovation. At IGT, our strength lies in our diversity, with a vibrant workforce representing over 54 nationalities working together across 13+ Countries where IGT has a presence.

Breakup of our Workforce

Age Group	< 30 Years			30-50 Years			> 50 Years			Grand Total
Employee Band	Male	Female	Total	Male	Female	Total	Male	Female	Total	
Associate Level	9,048	7,764	16,812	3,888	3,377	7,265	135	151	286	24,363
Middle Management	47	28	75	338	134	472	7	7	14	561
Executive Management	12	10	22	415	175	590	24	11	35	647
Senior Management	0	0	0	37	7	44	22	2	24	68
Leadership Team	0	0	0	2	1	3	1	0	1	4
Total Employees	9,107	7,802	16,909	4,680	3,694	8,374	189	171	360	25,643

#Women in Tech

This vibrant community is dedicated to women in technology, providing a platform to share their remarkable journeys—stories of perseverance, triumph, and overcoming obstacles. It is a space where achievements are celebrated, challenges are understood, and inspiration is drawn from the drive to succeed. Amplifying these voices empowers more women to dream big, push boundaries, and pave the way for the next generation of innovators in the tech industry.

The Fireside chats and interviews are hosted by Shreya Srivastava, VP Human Resources. The discussions address Gender stereotypes and bias, shifting perspectives, community building and resilience from personal experiences.

Watch this inspiring podcast from our CEO, Katie Stein, as she shares her journey, challenges, and vision for a more inclusive tech world.

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Equal Opportunity Employment
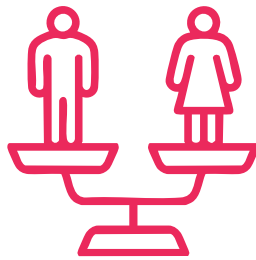
Better Together

At IGT we have our diverse workforce, with a high representation of women at 45% women in the workforce. We firmly believe that Diversity, Equity and Inclusion is the path to unravel innovation, where every voice and opinion matters. Recognizing the differences of our experience and background is what creates better decision making and gives us a higher competitive advantage. With Katie Stein as CEO, we recognize the importance and contributions of women in leadership positions.

At IGT, our dynamic and youthful workforce, drives our innovative spirit and forward-thinking approach–with 66% of employees under the age of 30 years. We are committed to fostering an inclusive environment where young talent can thrive and shape the future

Details of New hires for the reporting period

Age Group	< 30 Years			30-50 Years			> 50 Years			Grand Total
Employee Band	**Male**	**Female**	**Total**	**Male**	**Female**	**Total**	**Male**	**Female**	**Total**	
Associate Level	4,521	3,596	8,117	1,305	1,043	2,348	43	31	74	10,539
Middle Management	14	3	17	60	19	79	–	–	–	96
Executive Management	1	1	2	89	43	132	2	3	5	139
Leadership Team	–	–	–	2	1	3	1	–	1	4
Senior Management	–	–	–	7	2	9	10	1	11	20
Total New Hires	4,536	3,600	8,136	1,463	1,108	2,571	56	35	91	10,798

Diversity and Inclusion initiatives

- **Day of 1000 opportunities:** IGT Solutions in partnership with CapeBPO, is driving Diversity, Equity, and Inclusion through the "Day of 1000 Opportunities" initiative. This program focuses on providing skills training and job opportunities to unemployed youth

aged 18-34 in South Africa. Our organization played a pivotal role in this effort by showcasing career opportunities, conducting screenings, and facilitating networking for over 200 young graduates. The initiative not only empowers the youth but also strengthens the BPO sector, which significantly contributes to economic growth, evidenced by its $160,000 contribution in 2023 and the creation of over 70,000 jobs.

> **We are thrilled to share that IGT Solutions recently participated in a fantastic community event, Day of a 1000 Possibilities (an impact sourcing initiative)... Together, we conducted over 270 interviews in just one day and collected a whopping 330 CVs!**
>
> *Senior HR Manager - IGT Solutions*

- **Promoting Racial diversity:** IGT Solutions proudly upholds its commitment to Diversity, Equity, and Inclusion by fostering a culture of equity and empowerment and creating a diverse and inclusive workplace.

- **Celebrations and Days of Observation:** IGT Solutions celebrates all major festivals and birthdays as per location calendars. Aligning with the spirit of Diversity, Equity, and Inclusion, we joined Southeast Asia's largest Pride March, celebrating self-acceptance, freedom and love with 77,000 attendees.

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Pride Month Celebrations

We marked Pride Month with inclusivity and celebration. Our teams coordinated engaging in-house events and participated in the Pride March, honoring the diverse voices within our community. These initiatives reflect our commitment to fostering a culture of acceptance and solidarity.

Women's Day

IGT Solutions India commemorated the day with a complimentary health check for women employees by an experienced gynecologist.

IGT Solutions Malaysia- Exciting events from Mini Bazaar showcasing female entrepreneurship to a thrilling Treasure Hunt and fun challenges to test agility and creativity were a part of the week-long celebration.

Men's Day

IGT Solutions India invited guest speaker- Amit Pandey, CEO of Orient Cables and Founder and CEO at Super 77, to charge up the next generation of IGT's workforce through his passionate and dedicated speeches

- **Global DEI Impact Highlights:**

India: Hiring young talent through NATS/NAPS and partnering with NGOs to recruit People With Disabilities and underrepresented groups

Philippines: Focused on PWDs, senior citizens, solo parents, and promoting religious diversity; offering internships via academic partnerships

Indonesia: 1% of our workforce includes PWDs, with plans to grow inclusive hiring

South Africa: In early stages, partnering with Harambee and Cape BPO to train and hire local youth

Colombia: 6.5% of workforce are Venezuelan migrants (as of April 2025), supported through NGO Cuso's "Jobs to Build the Future"
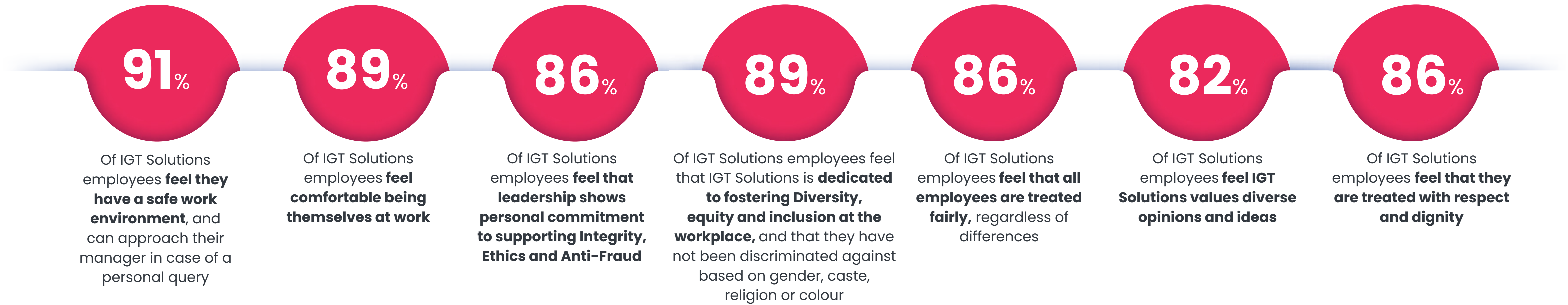
IGTians # BreakingTheBias

Hear more from our team members about their DEI impact stories.

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Human Rights

The recent Human Rights assessment results affirm IGT Solutions' dedication to social and professional inclusion in the workplace. The findings reveal significant progress in promoting Diversity, Equity, and Inclusion, and highlight improved employee perceptions and experiences. This reflects our steadfast commitment to creating a workplace that is inclusive and equitable for all. Through the assessment survey, we identified potential human rights risks within our organization.

The survey questionnaire was filled out by employees and Senior management respondents from across 13+ locations. Some insights from our Human Rights survey:

91%
Of IGT Solutions employees **feel they have a safe work environment**, and can approach their manager in case of a personal query

89%
Of IGT Solutions employees **feel comfortable being themselves at work**

86%
Of IGT Solutions employees **feel that leadership shows personal commitment to supporting Integrity, Ethics and Anti-Fraud**

89%
Of IGT Solutions employees feel that IGT Solutions is **dedicated to fostering Diversity, equity and inclusion at the workplace,** and that they have not been discriminated against based on gender, caste, religion or colour

86%
Of IGT Solutions employees **feel that all employees are treated fairly,** regardless of differences

82%
Of IGT Solutions employees **feel IGT Solutions values diverse opinions and ideas**

86%
Of IGT Solutions employees **feel that they are treated with respect and dignity**

As IGT Solutions is an Information Technology-enabled Services company, child labor, forced and bonded labor, slavery, and human trafficking are not significant risk factors in our direct operations. However, we are aware of these threats and have policies and procedures to ensure that our business and supply chain are not complicit in such human rights abuses.

We closely monitor regulatory requirements for the minimum age of employment, Child Labour, and minimum wage requirements through our monthly and quarterly compliance reviews across all global locations with IGT Solutions operations.

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Workforce Engagement and Development

Healthcare Benefits

At IGT Solutions, we are committed to safeguarding the health and well-being of our employees. Our comprehensive healthcare benefits include quality medical assistance to meet diverse health needs. We also provide disability and invalidity coverage, ensuring support for employees facing unforeseen circumstances that impact their ability to work. Additionally, our life insurance policy offers financial security and peace of mind for employees and their families.

We prioritize our content moderators' physical and mental wellness, acknowledging the impact of graphic and distressing content on their well-being. Our culture centers on providing research-backed support to mitigate risks like stress, depression, and Post-Traumatic Stress Disorder (PTSD).

As we prioritize the health and safety of our people, we ensure that we protect them under the comprehensive Trust and Safety Policy.

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> "
> **Returning to work after maternity leave felt seamless. The support received from my manager and HR helped me balance work and parenting in those initial months.**
>
> *Senior Executive, India*

Wellness at IGT Solutions

At IGT Solutions, we annually communicate our wellness policies and services to our people. Our global wellness team manages the wellness operations for all our trust and safety practice locations.

- Qualified clinicians provide 30-45 minutes of individual and group counseling per shift, with the option of additional therapy outside of work.

- Wellness activities in specially designated areas

- The employee assistance program offers 24/7 critical incident reports, virtual counseling, and support.

- Peer support groups for mental health are readily available, with materials provided for monthly meetings.

- Weekly volunteer wellness training and activities, along with wellness breaks

- WFM/RTA team can pre-schedule the breaks over and above the time spent on training, process-based coaching, or feedback sessions (option to avail them without prior planning when immediate intervention is required, such as due to a mental breakdown or distress).

- As per industry Trust & Safety norms, we have mechanisms to limit sensitive content moderation to five to six hours a day.

- **International Yoga Day:** In observance of the International Day of Yoga, IGT Solutions, India, collaborated with Policybazaar for Business to host a "Chair Yoga Session" at our corporate office. Led by an expert yoga instructor, the session introduced participants to quick and accessible yoga movements while highlighting each posture's benefits and long-term advantages.

- **Visit App:** IGT Solutions India employees can access healthcare at their fingertips with the Visit App- a Wellness and OPD benefits platform. Employees can access health records, consult a doctor, order medication, and file insurance claims on the same platform, helping streamline the OPD healthcare processes. The Policy Bazaar team has also launched a WhatsApp bot in collaboration with Visit App, to simplify queries including- accessing e-card, checking insurance claim status, booking a doctor's consultation, and ordering medication.

- **Health Camp:** Our corporate office hosted a Health Camp offering comprehensive health check-ups, including BMI, BP, and sugar screenings, dental and eye care services, and doctor's consultations. This initiative was designed to promote employee well-being by facilitating early detection and management of minor health concerns, ensuring our workforce remains healthy and supported.

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Recreational Activities

We have built designated wellness zones or centers within our production floors to provide content moderators and support employees with proper infrastructure for their well-being. Our employees have a multitude of recreational activities to engage in, recharge, and unwind:

Fitness Center
Fully equipped gymnasium to stretch, shed some weight or get the heart and lungs racing.

Break-out Zone
It is a cozy and comfortable corner to relax, socialize, and take a much-needed pause when things seem monotonous.

Yoga Center
A calm and quiet place to de-stress, reflect, and recalibrate the mental focus

Creative Coves
A haven for all to explore their creative side and indulge in their hobbies and interests

Relaxation Pods
Peaceful and cozy spaces to rest or rejuvenate with that power nap

Cafes
On-campus eateries offering healthy and delectable food options

Mini Theatre
On-campus, friendly space for employees to enjoy their favorite movies or shows together

Gaming Stations
A fun zone for employees to enjoy their free time and bond with their peers

Leaves and Flexibility

We understand the importance of balancing work and personal life. Our parental leave policy supports new parents, offering maternity and parental leave to help them manage their family responsibilities. We also provide flexible work arrangements, including work-from-home options, to accommodate individual needs and promote a healthy work-life balance.

At IGT Solutions, we also offer paid time off for employees to rest and relax.

Retirement Benefits

We help our employees prepare for the future with various supports. Our retirement provision plans and provident funds are designed to provide financial stability in later years. Furthermore, long serving employees are rewarded through our Gratuity program, acknowledging their commitment and service.

Rewards and Recognition

Our Reward and Recognition system is integral to cultivating a high-performance and growth-oriented culture. We prioritize celebrating both effort and excellence, ensuring employees feel valued and motivated to achieve their best. Our programs recognize individual achievements, team successes, and behaviors that embody our core values.

As part of a more robust and inclusive approach, the name "ACE" was chosen through a company-wide survey involving all 31 global IGT locations. Over 200 suggestions were received, and the final selection, proposed by Mridul Sareen from our Digital Training team, reflects the spirit of our global workforce.

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ACE aims to:

ACE AWARDS
ACHIEVEMENT | COMMITMENT | EXCELLENCE

- **Celebrate Exceptional Performance:** Recognize individual and team successes.

- **Foster a Culture of Appreciation:** Boost morale by aligning recognition with our values.

- **Drive High Performance:** Encourage behaviors that support our goals.

The ACE Awards celebrate our team members through four key areas:

Quarterly Impact Awards:
Spotlighting short-term victories and contributions.

Annual Pinnacle Awards:
Honoring standout annual performance.

Celebrating Cultural Values
Recognizing actions that embody our core values.

Long Service Awards
Applauding loyalty and dedication through the years.

Program Highlights

- **Global Recognition:** A unified approach to celebrating excellence, connecting all teams and locations worldwide.

- **Meaningful Rewards:** Carefully curated rewards designed to inspire, motivate, and empower continued excellence.

- **Oneness and Community:** A global program that reinforces our collective identity and strengthens community bonds.

We're all about building a workplace that supports growth and high performance. The ACE framework ties our recognitions to the values we live by, creating genuine moments of appreciation and morale boosts. We are enthusiastic about how ACE inspires amazing achievements and connections across our global team and leaders. It's a testament to our dedication to fostering an engaging, supportive workplace where everyone thrives.

Occupational Health and Safety

At IGT Solutions, we are committed to ensuring the health and safety of our associates, business partners, and all stakeholders influenced by our operations. Our Health and Safety Policy embodies our dedication to fostering a safe workplace through rigorous standards, guidelines, and continuous improvement. We prioritize a proactive safety culture, rooted in prevention, to mitigate occupational hazards, injuries, and illnesses.

Our Aim

Our core objectives include reducing work-related injuries and enhancing safety standards through relevant resources and leadership. Continuous improvement is supported by rigorous safety committee evaluations and fostering partnerships to ensure associate safety at client sites.

Health and Safety Training

IGT Solutions embeds health and safety training within induction programs available through the Employee Self-Service system, ensuring associates are well-versed in safety protocols. We conduct regular fire drills and maintain accessibility to emergency resources and training on fire extinguisher use.

Hazard and Risk Assessment

Fire safety is approached with thorough risk assessments, ensuring comprehensive and up-to-date fire protection measures. We prioritize effective communication of escape routes and emergency procedures and ensure that equipment is regularly inspected.

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Learning and Development

At IGT Solutions, the development of our workforce is a cornerstone of our business strategy. We are committed to empowering our people through continuous learning. Our L&D framework is driven by the 11.2 Learning Academy, which offers structured, democratized, and role-specific training programs accessible via a monthly learning calendar on the employee portal. 11.2 is built on the principles of Talent Transformation, Continuous Learning, and a Democratized Approach— where you are in charge of your own development journey.

Learning That's Accessible and Empowering: Our Monthly Learning and Development Calendar is published on the employee self-service portal, where employees can self-nominate for instructor-led sessions—virtual or in-person. This democratized model ensures that learning is always within your reach. In addition to our instructor-led sessions, we also offer a growing library of self-paced courses—giving you the flexibility to learn anytime, at your own pace.

> "
> At IGT, learning is not a one-time event—it's a continuous journey.
>
> *Head - Learning and Development*

We focus on five key areas:

- Role-based Competency,
- Process Excellence (including Six Sigma and quality training),
- Leadership Development (in partnership with IIMs, Harvard, MentorManage, and others),
- Technology (with platforms like Udemy and OEM certifications), and
- Domain Competence (notably in travel, through our in-house IATA-authorized training)

Our extensive Learning and Development programs cater to varied employee segments through multifaceted training modules designed to enhance Technical and Role-Based skills, Soft skills, and Professional Certifications across our employee base.

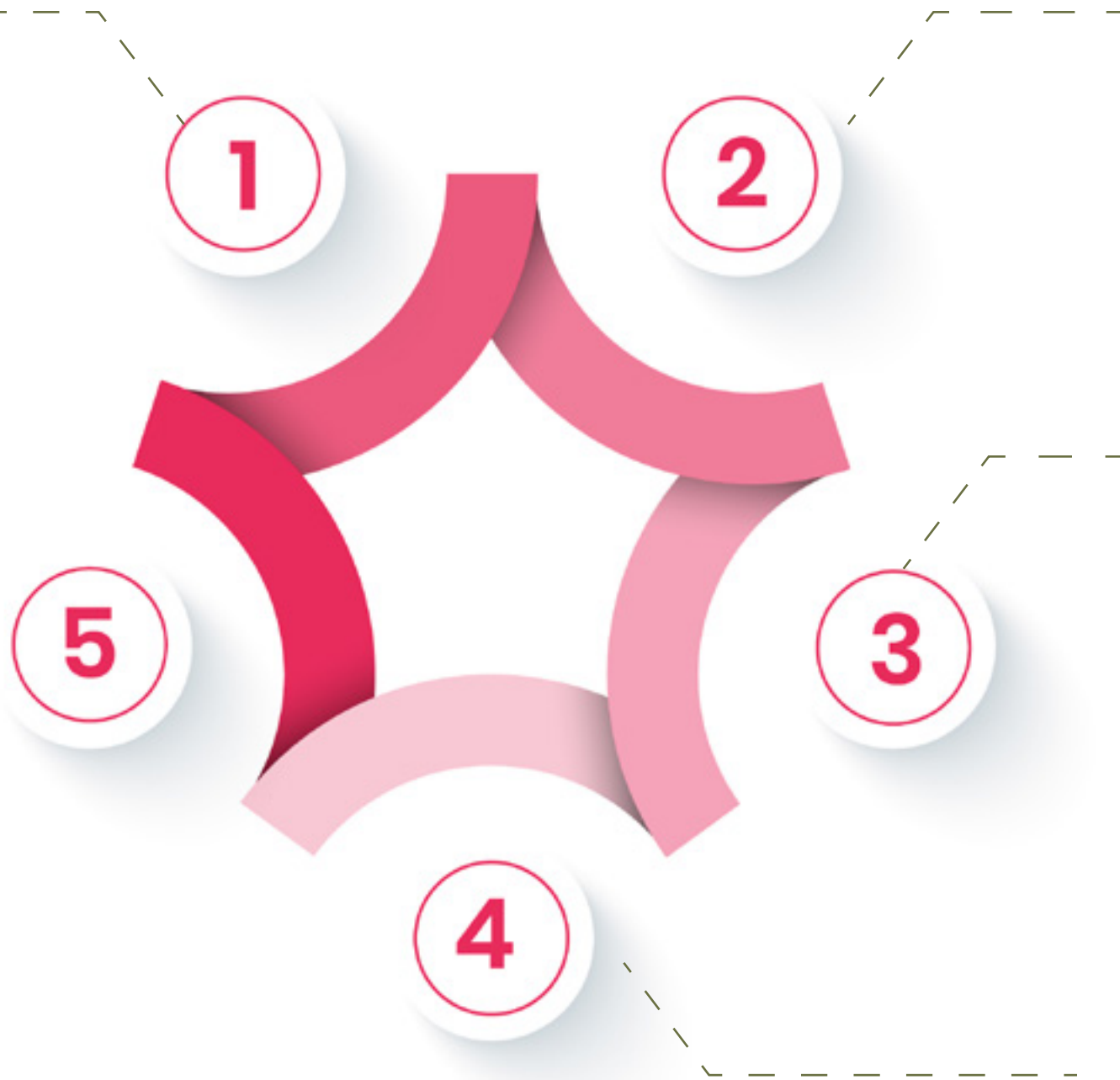| ~8 Million	100+	370hrs	5 platforms
Learning hours achieved in FY 2024	Types of trainings offered to our employees including • Online sessions • In person sessions • VR based trainings	Hours per employee of mandatory trainings imparted in classroom and 'On The Job' to all new hires.	Platforms are available for up skilling and training. Professional certifications can be earned through Microsoft, Data Bricks and AWS certifications. Udemy and ESS is accessible to all employees for soft skills and role based learnings.

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Policy based Training

- IGT's Mission, Vision, and Values
- Code of Conduct
- Prevention of Sexual Harassment (POSH)
- Anti-Bribery and Anti-Corruption Policies

Soft Skills Training

- Navigating Impactful Communication
- Emotional Intelligence Development
- Stress Management
- Interpersonal Skills Enhancement

Professional Development

- Certifications from Microsoft, Data Bricks, AWS
- Udemy upskilling courses

Technical Training

- Air Traffic Control
- Function Point Estimation
- Travel Domain
- Advanced Technologies (Docker, Kubernetes, SQL vs NoSQL)
- Information Security Practices
- Tools Expertise (Atlassian, PowerBI)

Client Centred Training

- Role-Specific Knowledge Enhancement
- Lean and Six Sigma Methodologies
- Team Leader Essentials

Our employee satisfaction process is rooted in a culture of transparency and continuous feedback. We regularly conduct surveys and hold open forums to gather insights from our team members, ensuring their voices are heard and their feedback is integrated into our decision-making processes. This helps us identify areas for improvement and implement strategies that enhance the employee experience.

At IGT Solutions, we prioritize professional growth and personal well-being by offering ample learning opportunities, career development programs, and a comprehensive suite of benefits. We encourage collaboration and recognize individual and team achievements to foster a sense of pride and camaraderie among employees.

The Great Place to Work Certification validates our efforts in maintaining a workplace characterized by trust, fairness, and respect. We remain committed to enhancing our workplace culture, ensuring that IGT Solutions continues to be an organization where employees are inspired to reach their full potential and drive our collective success.

In 2024, we invested over 25,000 person-hours in role-based up-skilling across levels, from Process Associates to Managers and Tech teams. Our professional certification assistance policy enables employees to earn credentials from Microsoft, AWS, Snowflake, and others. We also trained fresh graduates through our proprietary Travel School, building industry-ready talent for quick client deployment.

Our leadership programs are personalized through feedback-led surveys, creating custom development plans for top leaders. We also introduced "Team Leader Essentials" to frontline managers over a 10-week self-paced journey, to equip over 70% frontline leaders with practical management skills. This robust and inclusive approach ensures our workforce remains future-ready, engaged, and aligned with organizational goals.

In alignment with IGT Solutions' commitment to delivering superior customer experiences, we prioritize investing in our people to foster growth and balance. We provide ample upskilling opportunities, personalized mentoring, engaging brainstorming sessions, and regular training, ensuring robust career advancement for our employees.

Employee Satisfaction

IGT Solutions is proud to have received the prestigious Great Place to Work Certification, highlighting our commitment to fostering a supportive and dynamic workplace for our employees. This achievement reflects our dedication to creating an environment where employees feel valued, respected, and motivated to excel.

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Client Focus

Commitment to ethical practices in client interactions

IGT Solutions is steadfast in its commitment to delivering exceptional client experience and operational excellence through its globally integrated engagement model. By harnessing the capabilities of 31 delivery centers located across five continents, IGT ensures comprehensive, round-the-clock support in over 30 languages, providing clients flexibility in choosing a delivery model tailored to their business needs.

Client Commitment and Delivery Excellence

Operational Framework: IGT's operational framework is built on a robust corporate structure that implements state-of-the-art delivery methodologies, supported by rigorous HR policies, quality standards, and governance processes. This framework enables seamless integration of our success DNA across onsite teams and offshore development units, fostering a consistent standard of excellence in service delivery.

Strategic Alliances and Partnerships: Our strategic alliances and partnerships are pivotal in advancing digital transformation and technology solutions for meaningful client outcomes. Collaborating with esteemed partners such as Microsoft, Salesforce, and Amazon Web Services (AWS), IGT leverages cutting-edge technology to enhance enterprise productivity, enrich customer experiences, and drive business value.

Innovative Solutions: Through partnerships with leading technology innovators like LivePerson, UiPath, and Automation Anywhere, IGT provides transformative solutions in Conversational AI, intelligent automation, and cloud-native operational platforms. These collaborations empower clients to transcend conventional boundaries, streamline processes, and achieve their human potential through barrier-free automation.

Comprehensive Service Offerings: IGT's service offerings span across diverse industries, strengthened by partnerships with specialized firms such as OpsRamp for IT operations management and Leapwork for automation scalability. By integrating advanced AI capabilities and machine learning insights, IGT delivers tailor-made solutions that accelerate product releases, reduce testing costs, and maximize resource utilization.

IGT Solutions aspires to solidify its leadership in the customer experience domain through continued partnership-enabled digital solutions. We are committed to conducting thorough needs assessments and market research to fine-tune our service offerings, ensuring alignment with evolving business goals and technological advancements. By fostering strategic collaboration and embracing cutting-edge technologies, IGT remains dedicated to delivering unrivaled client satisfaction and achieving operational excellence globally.

Client Satisfaction

Zero Tolerance Policy

At IGT Solutions, we ensure the highest output quality for our clients through our Zero Tolerance Procedure, which promotes high ethical standards and legal compliance. This is achieved by implementing consistent requirements, robust violation detection systems, and quick response mechanisms to maintain process integrity. The policy emphasizes thorough transaction monitoring, risk evaluation, and fraud prevention, supported by clear agent guidance and a focus on providing delightful customer experiences. By fostering ethical conduct across all centers, IGT delivers reliable, high-quality services that meet or exceed client expectations.

Corporate Social Responsibility

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CSR Metrics

4000+
Students Up-skilled
trainings to bridge the skill gap provided

50k+
Trees Planted
alongside 106K saplings already through community-driven projects

270+
Interviews Conducted
On-site interviews and screenings were conducted for potential positions with 330 CVs collected

100KVA
Solar Power Plant Installed
Promoting sustainability and independence from fossil fuels

UNSDG Alignment

1 NO POVERTY
2 ZERO HUNGER
3 GOOD HEALTH AND WELL-BEING
4 QUALITY EDUCATION
5 GENDER EQUALITY
6 CLEAN WATER AND SANITATION
7 AFFORDABLE AND CLEAN ENERGY
8 DECENT WORK AND ECONOMIC GROWTH
11 SUSTAINABLE CITIES AND COMMUNITIES
13 CLIMATE ACTION
15 LIFE ON LAND
16 PEACE, JUSTICE AND STRONG INSTITUTIONS

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Community Engagement and Philanthropy

IGT Solutions is dedicated to driving meaningful change through strategic corporate social responsibility (CSR) initiatives. We focus on empowering underserved communities, promoting sustainability, and enhancing skill development. By engaging in impactful projects, we seek to uplift society and contribute to a sustainable future.

Education and Skill Development

IGT Solutions is dedicated to driving meaningful change through strategic corporate social responsibility (CSR) initiatives. Our focus is on empowering underserved communities, promoting sustainability, and enhancing skill development. By engaging in impactful projects, we seek to uplift society and contribute to a sustainable future.

Education and Skill Development

Addressing the Gap: Access to quality education and skill development opportunities remains limited for underprivileged children and marginalized youth.

IGT's Contribution: We responded by providing structured IT training programs across emerging technology domains such as Data Analytics, AI, Cloud Computing, Blockchain, IoT, and Cyber Security. Our collaboration with educational institutions ensured these opportunities reached the underserved, finalizing partnerships with over 20 institutions and engaging approximately 8,500 students.

Impact Achieved: We collaborated with Nasscom Foundation, a not-for-profit organization representing the tech industry, for the Foundation Skilling for Youth project aimed at bridging the employability gap among India's youth, particularly those from underserved communities in Delhi NCR. This joint initiative provided foundational skilling in both technical and employability domains including training in emerging technologies such as Artificial Intelligence, Machine Learning, Cloud Computing and Cybersecurity to college students from diverse academic backgrounds, with a strong focus on empowering women, who accounted for 60% of the certified participants.

Through this partnership, over 4,000 students were enrolled, trained, and certified, significantly enhancing their access to employment opportunities in the formal tech workforce. By combining IGT Solutions and Nasscom Foundation's shared commitment to TechForGood, the program bridged a key skill gap, contributing to economic growth and improving livelihoods.

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Environmental initiatives

Need for Action: Climate change poses a critical threat to biodiversity and community well-being, necessitating proactive ecological measures.

IGT's Contribution: We partnered with GiveMeTrees Trust and Green Yatra to initiate a large-scale tree plantation project within the Jaunapur City Forest in Delhi, planting 50,000 trees and 6,000 Saplings in a Miyawaki afforestation project at APS School in Dhaula Kuan, New Delhi.

- IGT Solutions' generous support has enabled the complete solarization of the 'Donate an Hour' campus, through the installation of a 100KVA Solar plant

- Our initiatives in promoting environmental sustainability also included conducting workshops on clean energy, waste management, and environmental protection.

Impact Achieved: The afforestation efforts helped transform a 20-acre area into a green haven, now designated as a green zone for ecological restoration and conservation, leading to improved biodiversity and increased forest cover. Additionally, a small pond constructed at the site serves as a rainwater harvesting structure, supporting irrigation and providing wildlife habitat.

- The Solar Plant has been pivotal in transitioning to 100% solar power, promoting sustainability and independence from fossil fuels. Over 30 years, the solar installation is expected to generate around 15,77,601 units of clean energy and reduce carbon emissions by 1293 tons.

  We remain committed to driving lasting social progress and sustainable development by strengthening community engagement and supporting environmental sustainability

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Other Areas of Outreach and Impact

- IGT Solutions Colombia team visited the FANA Foundation, where 20 of our dedicated employees spent a joyful day painting with the children. A heartwarming initiative that brightened their day and ours, creating lasting memories through art and compassion.

- IGT Solutions Malaysia team for their heartfelt initiative at Kebajikan Lindungan Ikhlas (KL) orphanage- They set up a collection station, gathering generous donations of food, household items, and medications. They also purchased household products to fulfill the orphanage's wish list. This visit included a meet-and-greet, lunch, Zumba dance, and engaging games, bringing smiles and joy to the kids and making it a memorable experience for all.

- On July 18th, to honor Nelson Mandela's legacy, IGT Solutions South Africa engaged in a meaningful CSR initiative as part of the Mandela Day Campaign, which encourages 67 minutes of community service. Our team organized a sandwich drive to create 850 sandwiches to match our South Africa headcount and distribute them to those in need around our City Centre office. Throughout the day, employees from all departments, along with donations and collaboration from staff, leaders, and our engagement committee, took turns preparing, making, and packing sandwiches. This effort positively impacted during the coldest time of the year, embodying our commitment to community service.

- **Lelieblom Children's home, IGT Solutions South Africa visit 2024**

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Community Engagement and Social Welfare

Bridging the quality education gap

We provided free primary education to 150 children and aim to ensure equal access to affordable vocational training, eliminating gender and wealth disparities in Jharsa village and nearby areas.

Zero Hunger: Mid-day meals: IGT provides free mid-day meals to about 800 underprivileged children daily, along with transportation support.

Good health and well being: With the IGT's support, Sanshil holds regular vaccination, family i-card, dental and eye camps for children. Six students from Bagiya, Jharsa, have been selected to receive bi-weekly free golf training and equipment at Golden Greens Golf

Training against poverty: True to the motto: "help for self-help and income through education", Women and young girls receive training in basic and advanced fashion tailoring, henna, embroidery, and knitting/crochet- to enable people to lead independent lives using their skills and targeted education.

Addressing Social Needs: Marginalized communities continue to face challenges related to poverty, gender equality, and health.

IGT's Contribution: Through collaboration with the Sanshil Foundation, we spearheaded activities such as distributing reusable sanitary napkins and conducting awareness campaigns on cyber safety, menstrual hygiene, and waste segregation.

Impact Achieved: These initiatives bolstered community empowerment and education, encouraging active participation in social welfare programs and promoting equitable, sustainable development.

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GRI Content Index

Statement of use	IGT Solutions has reported with reference to the GRI Standards for the period starting 1st January 2024 to 31st December 2024.		
GRI Standards	**Disclosure Requirement**	**Location**	**Page No.**
GRI 2: General Disclosures 2021	2-1 Organizational details	Corporate Overview	4-10
	2-2 Entities included in the organization's sustainability reporting	Corporate Overview	11
	2-3 Reporting period, frequency and contact point		11
	2-4 Restatements of information	Not Applicable	-
	2-5 External assurance	Not Applicable	-
	2-6 Activities, value chain and other business relationships	Corporate Overview	4-10
	2-7 Employees	Diversity, Equity and Inclusion (DE&I) at IGT	44-45
	2-8 Workers who are not employees		
	2-9 Governance structure and composition	IGT's Solutions Leadership and Governance structure	15-16
	2-10 Nomination and selection of the highest governance body		
	2-11 Chair of the highest governance body		
	2-12 Role of the highest governance body in overseeing the management of impacts		
	2-13 Delegation of responsibility for managing impacts		
	2-14 Role of the highest governance body in sustainability reporting		

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	2-15 Conflicts of interest	Business Ethics, Compliance and Transparency	17
	2-16 Communication of critical concerns		18
	2-17 Collective knowledge of the highest governance body	IGT's Leadership and Governance structure; Risk Governance	15,16,19
	2-18 Evaluation of the performance of the highest governance body	Information not disclosed due to confidentiality constraints	–
	2-19 Remuneration policies		
	2-20 Process to determine remuneration		
	2-21 Annual total compensation ratio		
	2-22 Statement on sustainable development strategy	Messages from IGT Solutions Leadership	2, 6, 12, 39
	2-23 Policy commitments	Policy Charter	29–30
	2-24 Embedding policy commitments		
	2-25 Processes to remediate negative impacts	Business Ethics, Compliance and Transparency	18
	2-26 Mechanisms for seeking advice and raising concerns		
	2-27 Compliance with laws and regulations	Key Components of Risk Governance	20
	2-28 Membership associations	Not Applicable	–
	2-29 Approach to stakeholder engagement	Stakeholder Engagement	22
	2-30 Collective bargaining agreements	Not Applicable	–
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Materiality Assessment	22–26
	3-2 List of material topics		
	3-3 Management of material topics		

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	201-1 Direct economic value generated and distributed	Information not disclosed due to confidentiality constraints	–
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	Economic Performance	28
	201-3 Defined benefit plan obligations and other retirement plans	Information not disclosed due to confidentiality constraints	–
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Assessment	22-26
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Human Rights	47
	202-2 Proportion of senior management hired from the local community	IGT's Leadership and Governance structure	15
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Business Ethics, Compliance and Transparency; Risk Governance	17-19
	205-2 Communication and training about anti-corruption policies and procedures		
	205-3 Confirmed incidents of corruption and actions taken		
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Not Applicable	–
GRI 207: Tax 2019	207-1 Approach to Tax	Key Components of Risk Governance	20
	207-2 Tax governance, control, and risk management		
	207-3 Stakeholder engagement and management of concerns related to tax		
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Energy Management	38
	302-3 Energy intensity		
	302-4 Reduction of Energy Consumption		

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GRI 304: Biodiversity 2016	304-3 Habitats protected or restored	Environmental Initiatives	57
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Our Emissions Profile	34-35
	305-2 Energy indirect (Scope 2) GHG emissions		
	305-3 Other indirect (Scope 3) GHG emissions		
	305-4 GHG emissions intensity	Emissions Growth, Reduction and Strategies	36
	305-5 Reduction of GHG emissions		
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Waste Management	38
	306-2 Management of significant waste-related impacts		
	306-3 Waste generated		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Diversity, Equity and Inclusion (DE&I) at IGT- Equal Opportunity employment	44-45
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Workforce Engagement and Development	48-52
	401-3 Parental leave	Leaves and Flexibility	49
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Occupational Health and Safety	50
	403-2 Hazard identification, risk assessment, and incident investigation		
	403-9 Work-related injuries		

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GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Learning and Development	51-52
	404-2 Programs for upgrading employee skills and transition assistance programs		
	404-3 Percentage of employees receiving regular performance and career development reviews		
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	IGT's Leadership and Governance Structure;	15
	405-2 Ratio of basic salary and remuneration of women to men	Diversity, Equity and Inclusion (DE&I) at IGT	44-45
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Business Ethics, Compliance and Transparency Supplier Code of Conduct	17-18
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Business Ethics, Compliance and Transparency; Human Rights	17-18, 47
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor		
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Community Engagement and Social Welfare	59
	413-2 Operations with significant actual and potential negative impacts on local communities		
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Business Ethics, Compliance and Transparency- Supplier Code of Conduct	17-18
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Cybersecurity and Data Privacy	27

About IGT Solutions

IGT Solutions is a next-gen customer experience (CX) company that defines and delivers transformative experiences for global brands. It does this by using innovative digital technologies and by combining digital and human intelligence. IGT Solutions is the preferred partner for managing end-to-end CX journeys across industries. Established in 1998, IGT has more than 90 global marquee customers and 25,000+ CX experts servicing client processes from 31 global delivery centers across 13 countries.

IGT Solutions' service offerings includes digital transformation, systems integration, platform solutions, AI/ML and Gen AI-led industry and enterprise solutions, intelligent automation and analytics, and a full spectrum of BPM services and solutions.

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