

Synechron

**Annual
Sustainability
Report
2024-25**

Letter from the **CEO & President**

Dear Stakeholders,

We are delighted to share our first Annual Sustainability Report with you. This milestone is a proud moment for our company, as it reflects not just the progress we have made, but also the values we hold close. What started as a vision has now grown into a journey where we can show, in a clear and concrete way, how sustainability is becoming part of who we are and how we do business.

Sustainability is not a separate effort— we are weaving it into the fabric of our company. With strong governance structures in place, including board-level oversight of ESG topics, we are making sure these commitments guide both our long-term strategy and our everyday choices.

On the environmental side, we are focused on doing our part to protect the planet— managing and reducing our carbon footprint, moving steadily towards renewable energy and implementing carbon reduction initiatives across operations. We have committed to setting science-based targets and reached a 100% renewable energy status for the fiscal year 2024 - 25. These steps are essential for a more sustainable future, and we know they also make our business stronger.

On the social side, our people remain at the heart of everything we do. Through training, supportive policies, and employee-focused initiatives, we are working to create a safe, inclusive, and thriving workplace where everyone can grow and contribute.

And on the governance side, we are building on a foundation of integrity and accountability. Clear systems, transparent practices, and responsible decision-making ensure that we remain worthy of the trust our stakeholders place in us.

This report marks only the beginning. While it is our first formal sustainability report, it represents years of effort and the commitment of many across the organization. We look forward to continuing this journey together—with our employees, our partners, our communities, and all of you—as we strive to create a lasting, positive impact.



Sincerely,
Faisal Husain
Chief Executive Officer



Sincerely,
Mihir Shah
President

Message from **Chief Legal Officer**

Dear all,

At Synechron, world class customer service and sustainability are deeply interconnected, and our commitment to both is reflected in our financial results as well as our decision to publish our company's first sustainability report. In 2024-25, we advanced our sustainability program in key areas such as governance, training, and our continuing focus on a culture of sustainability. These efforts are being recognized in platforms and disclosures such as Great Places to Work, CDP and Ecovadis. Our Board sets a clear tone at the top by supporting purpose-driven initiatives such as the CEO-founded Lifeline Foundation, which has provided job training to more than 16,000 young women across developing countries to date. Lifeline gives these women and their families the opportunity to escape poverty and live a life with dignity. We're proud to share our 2025 Sustainability Report as a testament to the impact Synechron is making for our customers, communities, and other stakeholders.



Sincerely,

Zafar Hasan

Chief Legal Officer and Board Secretary



Foreword: Progress with Purpose

This year represents a defining moment for Synechron. It was a reminder that real progress doesn't happen because we say the right things—it happens when we choose to do the harder work, even when no one's watching. Our first Sustainability Report captures exactly that: progress with purpose. Below is a look at what we moved forward together this year—not as a checklist, but as proof that intention can turn into impact when people choose responsibility.

Our Progress (2024–2025) –

Completed our first global IFRS-aligned climate risk assessment: We took our first full, science-aligned look at climate risks—using SSP pathways for physical risks and NGFS Net Zero 2050/Current Policies scenarios for transition risks across 2030 and 2050. It's a foundation we'll keep building on. Please see the full report here – [Climate Risk Report](#).

Committed to setting science-based targets this year: This year, we committed to setting science-based targets—and we'll seek SBTi validation in the first half of next year, year to hold ourselves accountable to the science, not just our intentions.

Reached 100% renewable energy status globally: A milestone for Synechron: this was achieved through a blended approach comprising direct green power procurement and I-REC purchase. Direct procurement expanded from 3.85% in the previous year to 33% , strengthening the robustness and quality of our renewable energy portfolio.

Reduced emissions by 28% year-on-year: We reduced our Scope 1, 2, and 3 emissions by 28% compared to our base year—a sign that when every team leans in, change moves faster.

Energy Efficient workspaces: Over 95% of our offices are housed in energy-efficient, certified buildings—from LEED to BREEAM—because where we work should reflect what we stand for.

Strengthened responsible sourcing: We completed 100% ESG onboarding, due diligence, and annual risk assessments for our Tier 1 suppliers and implemented the Supplier Cascade Framework for our supplier, to raise the bar across our value chain.

Maintained zero e-waste to landfill: All e-waste was responsibly recycled through certified vendors—turning circularity into a practice, not a pledge.

Achieved ISO 14001 and ISO 45001 certifications: Our India offices reached new benchmarks in environmental management and occupational health and safety.

Earned a spot on the CDP SEA A-list: We made it to CDP's Supplier Engagement Assessment (SEA) A-list for the 2024 disclosure cycle, getting recognized for our strong performance in climate governance, targets, Scope 3 emissions, and value chain engagement.

Expanded social impact : We scaled employee well-being and community initiatives, reinforcing that sustainability is ultimately about people.

This report is not a finish line. It's a first step. Reaching this point feels a bit like arriving at the top of one mountain—only to look out and see an entire range of peaks still ahead. The work is far from over. But the view from here reminds us why the climb is worth it. And we're here for the climb — every step of it.



Parul Vyas

Head of Corporate Sustainability

Agenda

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Our Integrity and Accountability

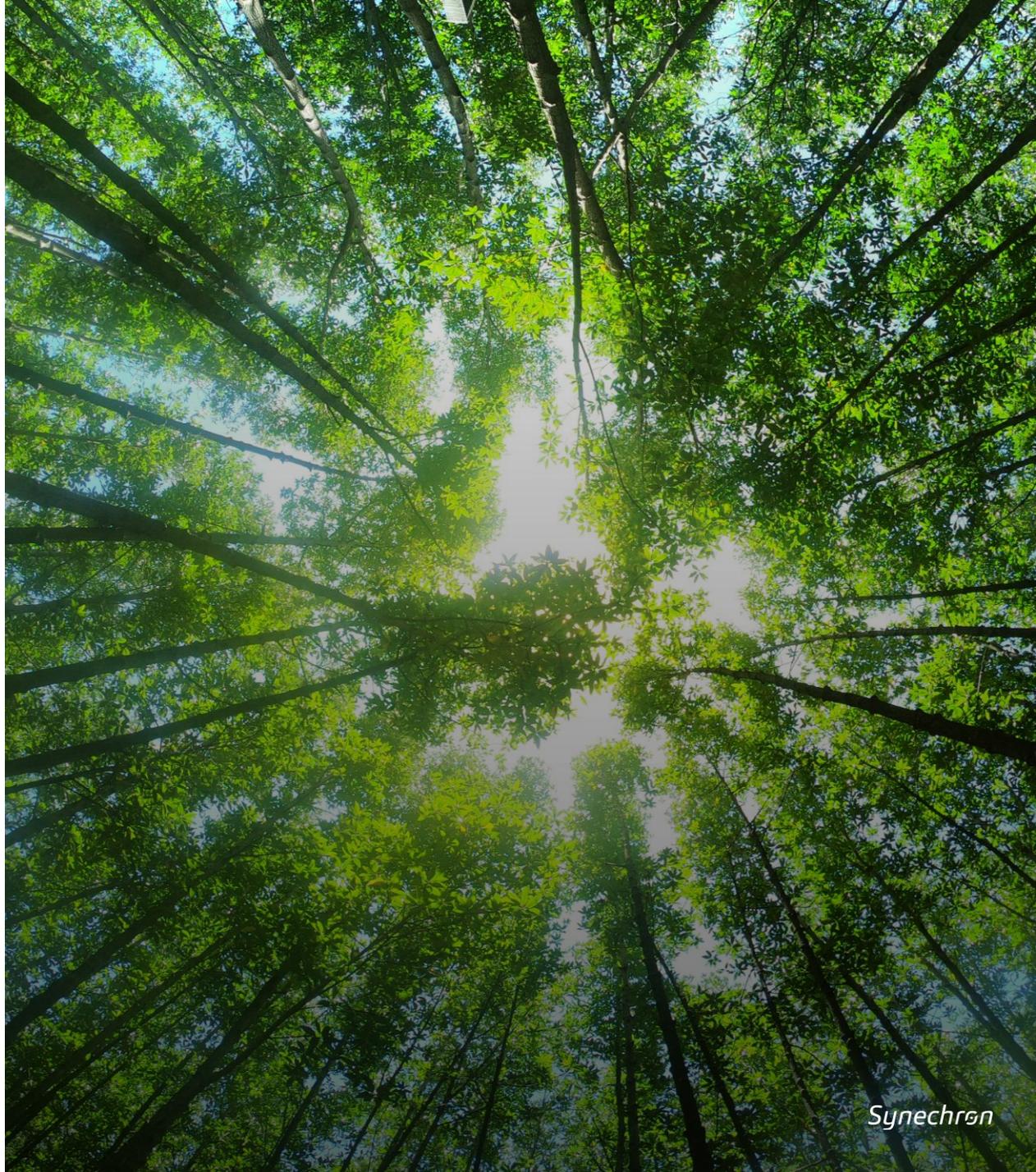
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Organizational Profile

Organizational Details

Synechron is a privately held, global digital transformation consulting firm with a specialized focus on the financial services industry. Headquartered in New York City, United States, the company leverages its deep domain expertise, cutting-edge technology, and innovation-led approach to deliver tailored solutions for banking, capital markets, and insurance clients worldwide.

At Synechron, we believe in the power of digital to transform businesses for the better. Our global consulting firm combines creativity and innovative technology to deliver industry-leading digital solutions. Synechron's progressive technologies and optimization strategies span end-to-end Artificial Intelligence, Consulting, Digital, Cloud & DevOps, Data, and Software Engineering, servicing an array of noteworthy financial services and technology firms. Through research and development initiatives in our FinLabs we develop solutions for modernization, from Artificial Intelligence and Blockchain to Data Science models, Digital, cloud-native, mobile-first applications and more. Over the last 20+ years, our company has been honored with multiple employer awards, recognizing our commitment to our talented teams. With top clients to boast about, Synechron has a global workforce of 14,500+, and has 58 offices in 21 countries within key global markets.



We use innovation to **power your business**

15,000+
Team Members Globally

200+
Marquee Financial Clients

58 Offices
Across 21 Countries



Born in 2001

Proudly Private

**Self-Built
No Investors**

**Founder &
Employee Owned**

\$1bn+ Revenue

Organizational Profile

Entities Included in the Organization’s Sustainability Reporting

This sustainability report covers the activities of Synechron, including all its subsidiaries, affiliated entities, and its global operations, consistent with the organizational boundaries used for financial reporting. The report reflects the company’s global operations across North America, Europe, and APAC regions.

Reporting Period, Frequency, and Contact Point

Reporting period: 1st April 2024 – 31st March 2025

Reporting cycle: Annual

Point of contact: Synechron Sustainability Team

Email: sustainability@synechron.com

Restatements of Information

This is our first annual sustainability report hence no material restatements from previous sustainability reports were made during this reporting cycle. Any future restatements, if applicable, will be disclosed with clear rationale and impact.

External Assurance

This sustainability report has not undergone external assurance for the current reporting period. However, Synechron is evaluating third-party assurance for select disclosures in future cycles to enhance transparency and data reliability.

Activities, Value Chain, and Other Business Relationships

Synechron’s core business involves delivering digital transformation services to the global financial sector. Key service lines include:

- AI & Data Science
- Cloud & DevOps
- Cybersecurity
- ESG Enablement
- Blockchain & Distributed Ledger Technology
- Application Development and Digital Experience Design

Our **value chain** spans from sourcing and training digital talent and utilizing global technology platforms, to partnering with fintech and cloud service providers for delivering end-to-end digital solutions. ESG considerations are increasingly embedded across our operations—from responsible sourcing to sustainable client delivery and innovation in ESG technologies.



We offer a comprehensive set of **capabilities** and leading-edge **expertise**



Artificial Intelligence

Innovative and transformative AI solutions to grow your business.



Digital

Creating simple, intuitive user experiences that people love.



Data

Helping enterprises move to modern data solutions and deliver analytics at scale.



Software Engineering

Augmenting technology by creating scalable solutions for complex problems.



Cloud & DevOps

Accelerating Cloud & DevOps adoption.



Payments

Innovative services and solutions for next-gen payments, cards and core banking.



Consulting

Providing strategy, planning and leadership to accelerate end-to-end digital transformation.



Salesforce

Using Salesforce to deliver leading customer relationship management technology.



Cybersecurity

Safeguarding your data with superior cybersecurity services.

Policy Commitments

At Synechron, our commitment to responsible business conduct is embedded across our global operations and is guided by a robust set of policies and values that reflect our dedication to ethical, social, and environmental stewardship.

Activities, Value Chain, and Other Business Relationships

We maintain and enforce a comprehensive set of policies that demonstrate our commitment to sustainable and ethical business practices. These include:

- Code of Business Ethics and Conduct
- Global Sustainability Policy
- Anti-Bribery and Anti-Corruption Policy
- Diversity, Equity, and Inclusion (DEI) Charter
- Information Security and Data Privacy Policy
- Human Rights Policy
- Modern Slavery Policy
- Corporate Social Responsibility (CSR) Policy
- Procurement Policy (with Sustainability considerations)
- Supplier Code of Conduct with ESG Considerations

These policies are applicable to all Synechron employees and extend to relevant third-party partners and suppliers where appropriate.

Application Scope

Our policy commitments are global in scope and apply across all regions where we operate. We also expect our suppliers and business partners to uphold similar standards through our supplier code of conduct and third-party assessments.

Alignment with International Standards

Synechron's policies seek to be aligned with key international frameworks, including:

- The UN Global Compact and its Ten Principles,
- The Universal Declaration of Human Rights,
- The International Labour Organization (ILO) Standards
- The UN Sustainable Development Goals (SDGs), which guide our broader sustainability efforts.

Governance and Approval

Our policy commitments are approved and periodically reviewed by Synechron's senior leadership team, including our CEO and Executive Committee. Our Global Sustainability Team oversees the implementation and progress of the Global Sustainability policy across the organization. These policy frameworks form the foundation of Synechron's Sustainability strategy and reflect our ongoing effort to build a responsible, inclusive, and future-ready organization.

Embedding Policy Commitments

At Synechron, we embed our policy commitments through a structured and organization-wide approach that ensures responsible business conduct is integrated into our daily operations and long-term strategy. Responsibility for implementing these commitments is shared across leadership, functional teams, and regional offices. Our supplier Code of Conduct, sustainable procurement policy is integrated into procurement processes, onboarding, and annual vendor risk assessment. We reinforce these commitments through regular employee training, internal communications, and performance monitoring systems, ensuring that our employees not only understand but actively uphold our ethical, social, and environmental standards

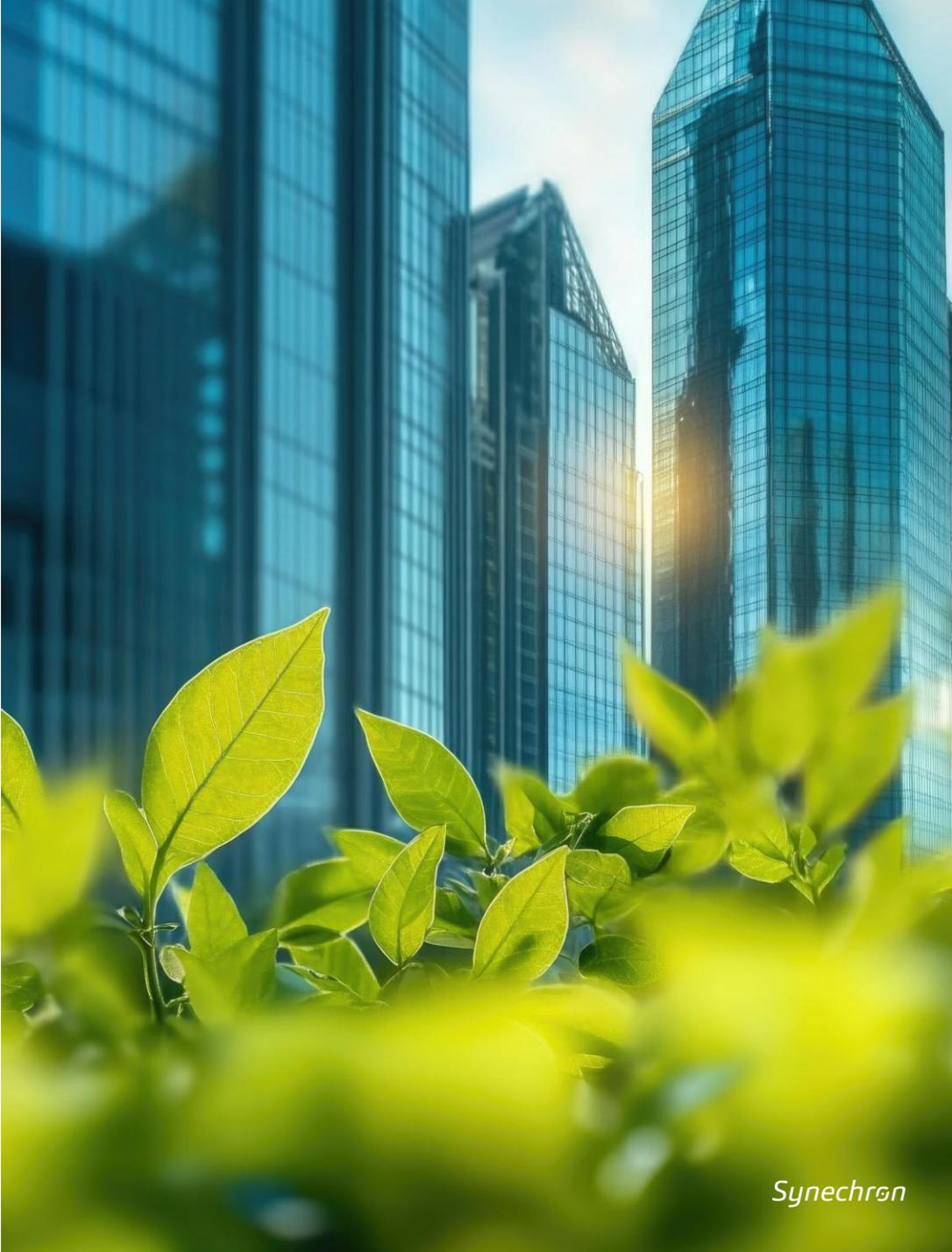
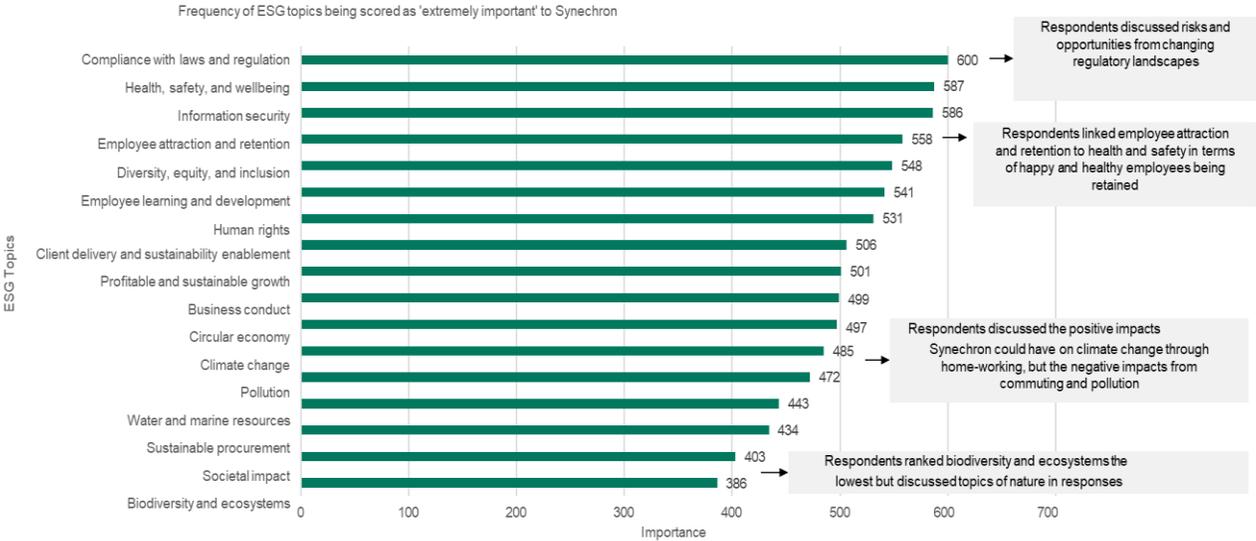
Stakeholder Engagement

At Synechron, stakeholder engagement is a cornerstone of our sustainability strategy. We believe that meaningful dialogue with our key stakeholders enables us to better understand their expectations, align our ESG priorities, and create long-term value for all.

Double Materiality Assessment & Stakeholder Engagement

As part of our double materiality assessment, we conducted a comprehensive stakeholder engagement process that included surveys to all employees, the leadership team, and external stakeholders—primarily our clients and suppliers. This inclusive approach ensured diverse perspectives were captured. The insights gathered laid the foundation for shaping our sustainability strategy and continue to guide our ongoing engagement efforts.

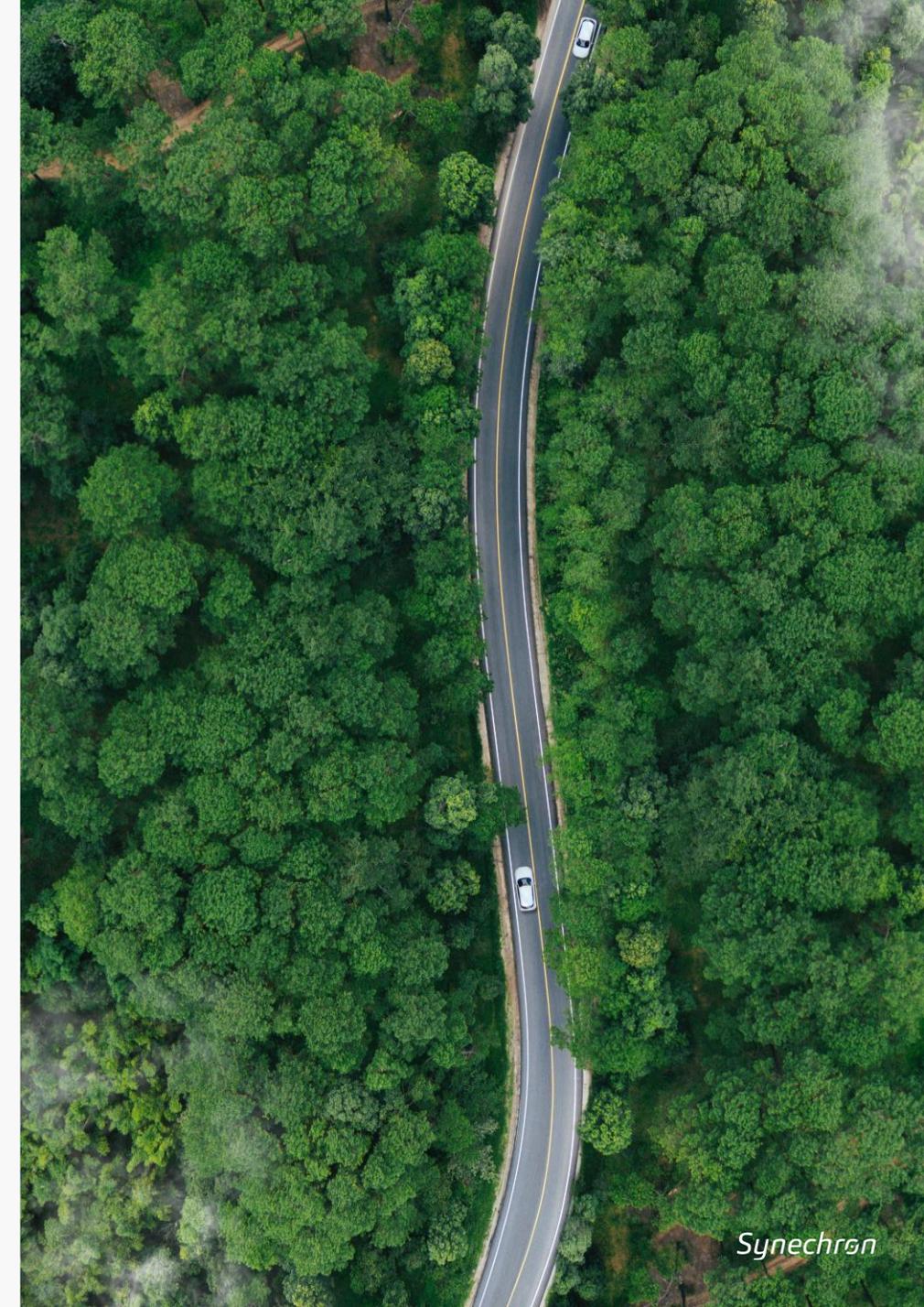
Stakeholder Engagement results from our most recent Double Materiality Assessment



Stakeholder Engagement

General stakeholder engagement

| Stakeholder Group | Engagement Methods | Frequency | Topics Raised |
|--|---|---------------|--|
| Employees | Surveys, town halls, performance check-ins, ERG focus groups | Ongoing | Well-being, career development, hybrid work, diversity |
| Clients | Feedback surveys, joint innovation sessions | Project-based | AI and ML, Digital tools, data privacy, low-carbon solutions |
| Suppliers | Onboarding due diligence, supplier sustainability workshops, annual vendor risk assessments | Ongoing | Code of conduct, fair labor, data privacy, infosec, environmental compliance |
| Communities | CSR initiatives, volunteering, NGO partnerships | Ongoing | Upskilling |
| Leadership & Board meetings | Overall company updates | Quarterly | Business Strategy & Risk Management |



Sustainability Strategy

Synechron's sustainability strategy is grounded in the outcomes of the Double Materiality Assessment completed in 2023, which provided a clear understanding of our material ESG priorities and established a strong foundation for our roadmap and disclosure practices. The strategy is structured around three core pillars: Our People, Clients & Communities, Our Planet & Future, and Our Integrity & Accountability. Each of these pillars reflects our commitment to creating long-term value, advancing sustainable practices, and strengthening trust with all stakeholders.

Within this framework, we are advancing initiatives to attract and retain talent, support client delivery through sustainability enablement, promote employee health, safety and wellbeing, and contribute positively to society. At the same time, we are addressing critical environmental issues such as climate change, circular economy adoption, biodiversity protection, pollution prevention, and responsible water and marine resource management. Governance remains central to our approach, with a strong focus on business conduct, compliance with laws and regulations, information security, and sustainable procurement. Together, these priorities form a comprehensive strategy that enables Synechron to integrate sustainability across its operations while driving responsible growth.

Through this strategy, Synechron continues to align its sustainability agenda with its broader vision of pioneering digital experiences and technology for a better tomorrow, ensuring that innovation and responsibility move forward hand in hand.



Sustainability Strategy Overview

Leaders in change, pioneering digital experiences and technology for a better tomorrow

Sustainability Governance & Disclosures

Our people, clients & communities

Applying our **entrepreneurial spirit** to drive **change** across our value chain

- Employee attraction & retention
- Client delivery & sustainability enablement
- Health, safety & wellbeing
- Societal impact

▲

- Diversity, Equity & Inclusion
- Employee Learning & Development
- Human Rights

Our planet & future

Using resources wisely now to build a better **tomorrow**

Climate change

▲

- Circular Economy
- Biodiversity & Ecosystems
- Pollution
- Water & Marine Resources

Our integrity & accountability

Ensuring our **values-driven approach** enables a **best-in-class** business

- Business conduct
- Compliance with laws & regulations
- Information security
- Profitable & sustainable growth

▲

- Sustainable Procurement

A wide-angle photograph of a savanna landscape. In the foreground, there is a field of green and yellow grass. In the middle ground, a single acacia tree stands on the left. In the background, a large, snow-capped mountain rises against a hazy sky. A white graphic overlay, consisting of a thick white line that curves from the top right towards the bottom right, partially obscures the right side of the image.

Our Planet & Future

Climate Change

Approach

Synechron is committed to a meaningful climate transition, aligning with global efforts such as the Paris Agreement and working toward a low-carbon future. Our climate strategy encompasses setting science-based targets, increasing renewable energy adoption, managing all scopes of greenhouse gas (GHG) emissions, and embedding climate risk management across business operations and value chains.

We have established a comprehensive climate transition plan with the goal of achieving net zero greenhouse gas (GHG) emissions by 2050. Our baseline year is 2023, and we have defined near-term targets for 2034 to ensure a credible trajectory in line with limiting global warming to 1.5°C. The transition plan covers operational emissions (Scopes 1 and 2) and key upstream/downstream Scope 3 categories, supported by science-based targets and rigorous governance.

Strategy & Governance

Our climate strategy is administered through a structured governance framework. The Board retains ultimate oversight of climate and sustainability issues. A Sustainability Executive Committee reviews and approves the transition plan, supported by a Steering Committee and specialized functional teams (Finance, Procurement, Admin, Legal, HR, etc.). Climate risks—both physical and transition—are assessed through a Risk Management Operating Committee, ensuring integration into business planning.





Climate Change

Measurement of GHG Emissions

Synechron uses the GHG Protocol (Corporate Accounting & Reporting Standard) and ISO 14064-1 to measure emissions, with independent third-party verification (ISO 14064-3). We apply the operational control boundary for consolidation. Data is collected from all leased offices globally, covering Scope 1 (stationary combustion, mobile sources, refrigerants), Scope 2 (purchased electricity, heat, cooling), and material Scope 3 categories (purchased goods & services, capital goods, business travel, commuting, waste). Emission factors are drawn from DEFRA, EPA, and local authorities (e.g., India's CEA). Uncertainties are minimized to <5%.

Verification of GHG Inventory

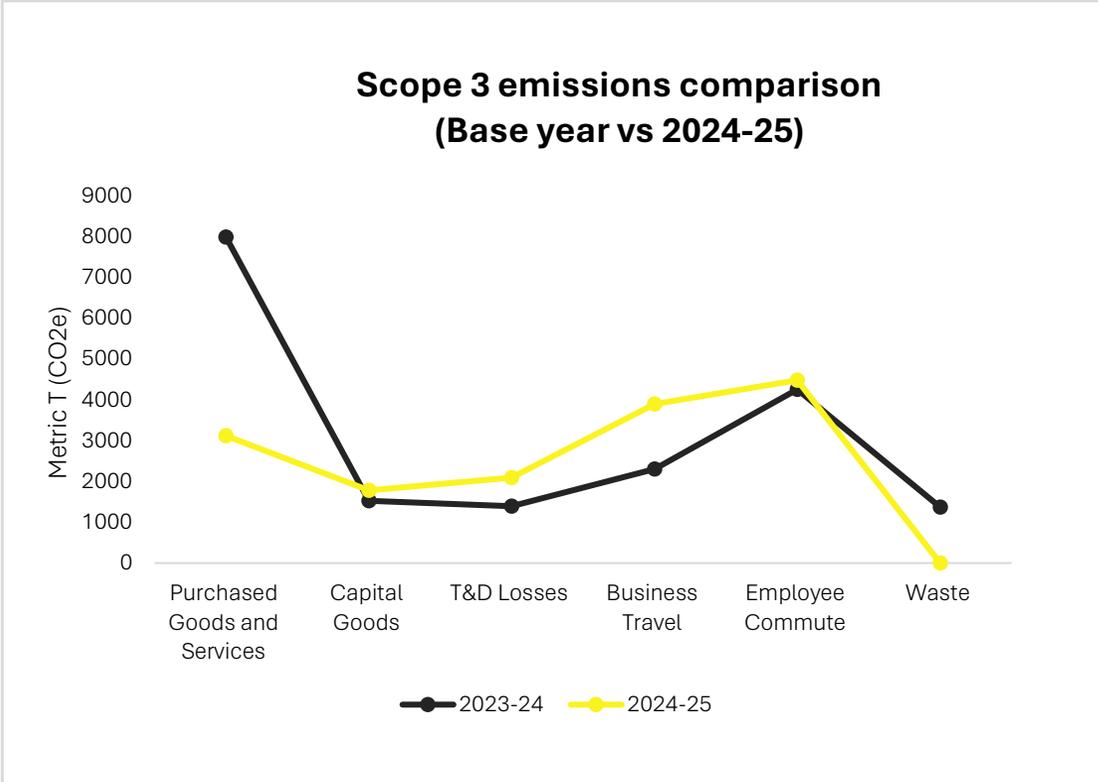
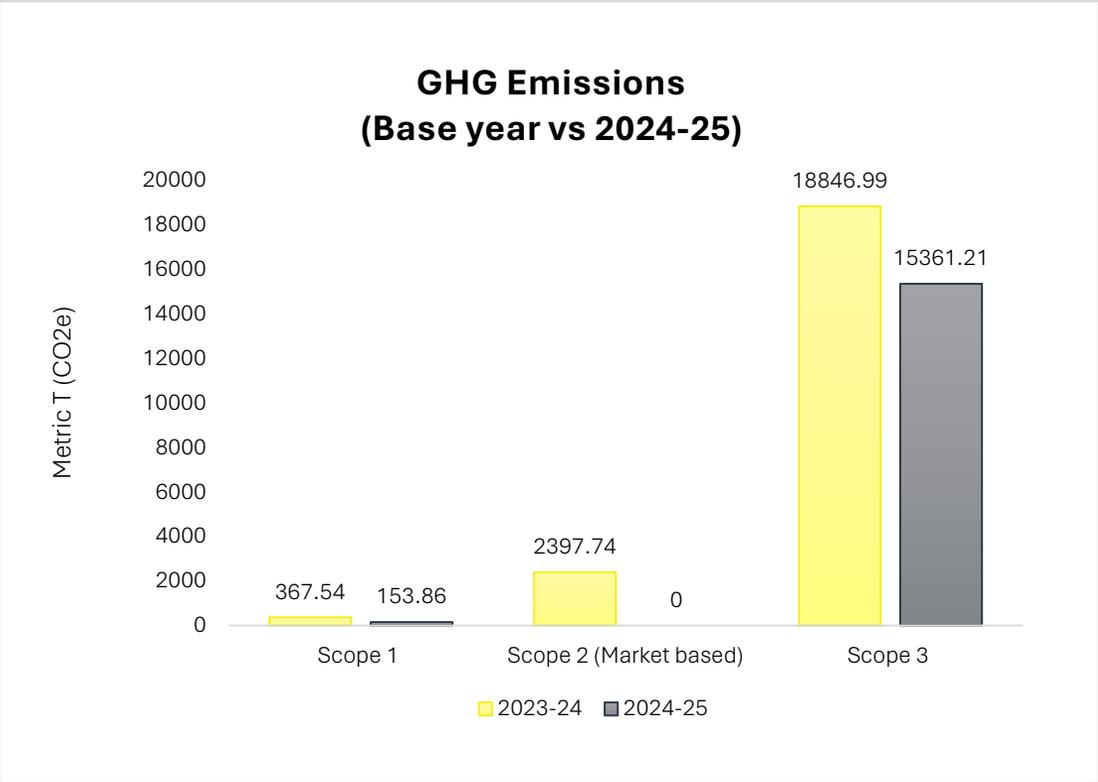
Our Annual GHG Inventory is externally assured under the following criteria :

- World Resources Institute/World Business Council for Sustainable Development's "The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)" dated March 2004
- ISO 14064-3: 2019 Greenhouse gases, Part 3: Specification with guidance for the validation and verification of greenhouse gas assertions.

Please find our latest verification statement here : [GHG Verification Statement](#)

Our Carbon Footprint

The following charts show our Scope 1, 2 and 3 emissions, comparing the baseline with the reporting year.



Climate Change

Our KPIs

1.162

t CO₂e /FTE

16.28

t CO₂e / \$ 1M Revenue

100%

Renewable energy status
(direct procurement + iRECs)

15515.08
t CO₂e

Total Scope 1 + 2 + 3
Emissions
(Market Based)
(2024-25)

Climate Change

Emissions Reduction Targets

We have committed to setting Science Based Targets and our commitment is publicly available on the SBTi website. Here are our interim targets and they might change when we go for SBTi validation.

Near-term target (2034): Reduce Scope 1 & 2 emissions by ~96.1% from the 2023 baseline.

Near-term target (2034): Reduce Scope 3 emissions intensity by ~63.8% per unit of revenue (USD) from the 2023 baseline.

Long-term target (2050): Reduce combined Scope 1, 2, and 3 emissions by ~90% from the 2023 baseline.

Key Emission Reduction Strategies

Scope 1: Transition to low-GWP refrigerants and shift to electric/hybrid/CNG vehicles.

Scope 2: Energy efficiency upgrades (LED lighting, HVAC optimization), LEED/IGBC certified buildings, renewable energy procurement through green tariffs and I-RECs.

Scope 3: Supplier engagement via a Supplier Cascade Framework, business travel reduction, employee commuting programs, waste reduction and diversion, and internal carbon pricing.



Reduction Initiatives: Highlights

Initiative Highlight: Supplier Engagement

One of the highlights of the past year was the way we worked more closely with our suppliers, especially those with the biggest role in our Scope 3 emissions. We held hands-on workshops where we introduced the Supplier Cascade Framework, which encourages suppliers not only to act within their own operations but also to pass sustainability practices further along their supply chains. These sessions created space for collaboration, learning, and shared responsibility, helping us and our partners move forward together on our journey to lower emissions and strengthen sustainable practices.

At the same time, we've taken important steps to make our procurement approach more sustainable overall. We started with a maturity assessment to understand where we stood, and from there we built new layers of accountability and action. ESG considerations are now part of our supplier Code of Conduct and procurement policy, and we've introduced ESG vendor assessments during onboarding. We've also expanded training and engagement opportunities for suppliers and begun collecting more detailed data on supplier-specific emissions. Taken together, these changes show real progress in how we integrate sustainability into procurement, moving from a focus on policies to creating lasting impact with our partners.



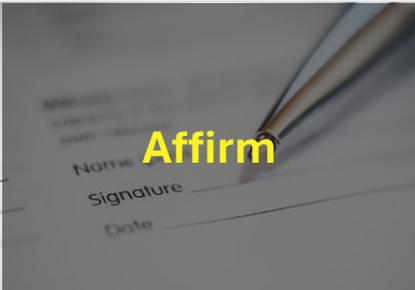
Reduction Initiatives: Highlights

Initiative Highlight: Supplier Engagement

We also developed a Supplier Accountability Framework that outlines how suppliers can actively engage with Synchrotron through alignment, disclosure, and cascading of the EAADC framework. This ensures transparency and shared responsibility in driving sustainable practices across the value chain.



Attend Training and Engagement events conducted by Synchrotron- Suppliers must attend at least one/ year



Sign Synchrotron's updated Code of Conduct for Suppliers and Vendors



Fill ESG Due Diligence Assessment by Synchrotron & improve the Scores



Submit Supplier Specific Emissions data to Synchrotron & commit to take Emissions reduction targets



Adopt Supplier Cascade framework - Ask own Tier 1 suppliers to Report and Take Emissions Reductions target & report on progress

All Critical Suppliers must fulfill above 5 key actions (EAADC)

Reduction Initiatives: Highlights

Initiative Highlight : Sustainable Transportation

At our organization, sustainable transportation is one of the cornerstone of our sustainability strategy. With nearly 70% of our workforce based in India, commuting and company-provided vehicles represent a significant share of our environmental footprint. By focusing on decarbonizing transportation, we are directly addressing two of our emission sources: Scope 1 (company-owned vehicles) and Scope 3 (employee commuting).

Scope 1: Company-Owned Vehicles

Our company-owned fleet is a driver of our Scope 1 emissions. To reduce this footprint, we are:
Transitioning vehicles toward more fuel-efficient and lower-emission alternatives, with electrification as a long-term goal.
Implementing route optimization to reduce unnecessary mileage and fuel consumption.
Tracking fuel usage and maintenance data to identify and eliminate inefficiencies.

Scope 3: Employee Commute

Employee commuting is a critical part of our Scope 3 emissions profile. We are reimagining employee mobility through:

- Expanding company-provided shuttles and shared transportation to reduce single-occupancy travel.
- Promoting carpooling, ride-sharing, and public transit as greener commuting choices.
- Introducing hybrid and flexible work models to minimize daily travel requirements

Case Study: Smart Mobility Management Platform

To strengthen our transportation strategy, we introduced a third-party smart mobility management platform. The app integrates employee commute planning, route optimization, and real-time monitoring to deliver significant sustainability and efficiency benefits. Key Benefits of the platform:

- Smart Route Optimization
- Ride Pooling Capabilities
- Visible Commute Patterns (aids in emission reduction)
- Safe & Reliable
- Enhanced customer experience

Impact Example:

Since adopting this platform, our pilot implementation showed a reduction in daily fuel consumption for company shuttles, alongside a measurable decrease in Scope 3 commute-related emissions. In addition, employees reported higher satisfaction with the predictability and comfort of their daily travel.

Reduction Initiatives: Highlights

Initiative Highlight : Energy Efficiency and Renewable Energy

As part of our commitment to building a sustainable future, Synechron continues to implement strategic initiatives that enhance energy efficiency, reduce consumption, and eliminate waste. These measures not only minimize our environmental footprint but also support long-term operational resilience.

Heating, Ventilation, and Air Conditioning (HVAC)

- Programmable thermostats are installed to align temperature control with working hours and seasonal changes.
- Smart building systems such as BMS, VFDs, and occupancy-based sensors are integrated to optimize airflow and enhance overall energy performance.

Lighting

- Transition to energy-efficient LED lighting has achieved savings of up to 75–80% compared to conventional lighting.
- Motion sensors and timers help eliminate unnecessary usage by controlling lighting in real time.
- Architectural design strategies prioritize natural daylight utilization, reducing dependence on artificial lighting.

Star-Rated Appliances

- Deployment of star-rated, energy-efficient devices has resulted in up to 30% energy savings.
- Devices are programmed to operate in power-saving modes through automated sleep settings, minimizing standby energy consumption.

Other Energy-Saving Measures

- UPS Optimization: Average load on UPS systems in offices is between 17–18%. By optimizing load distribution, one UPS unit can be switched off, reducing energy consumption without affecting reliability.
- Transition to Solid-State Drives (SSDs): Replacing traditional HDDs with SSDs has lowered power usage while improving system performance.

Waste Management and Circular Economy

Synechron is committed to responsible waste management through the application of the **3Rs—Reduce, Reuse, and Recycle**. Our approach begins with minimizing waste generation at the source by digitizing processes, eliminating single-use items, and introducing biodegradable and reusable alternatives. Waste generated across our offices is segregated into hazardous, e-waste, dry, and wet categories to ensure safe and compliant handling. Hazardous and electronic waste is managed through Pollution Control Board–certified vendors, who provide disposal certificates to verify that treatment and disposal meet regulatory standards. Wet and dry waste streams are directed to authorized facilities by property management teams or local authorities for further processing.

We are embedding circular economy principles into our operations by extending product lifecycles, regenerating resources, and reducing dependency on virgin raw materials. We actively pursue resource efficiency through digitization of workflows, which reduces paper use, and by replacing disposable products with reusable alternatives. Items such as laptops, monitors and keyboards are donated to NGOs and schools, ensuring continued utility and minimizing disposal. We also promote recycling by sorting materials such as paper, plastics, metals, and glass, while consciously eliminating single-use plastics by introducing biodegradable bags and reusable cartons for packaging.



Waste Management and Circular Economy

Our KPIs

100%

E-Waste recycled

2,222 kgs

E-Waste recycled

1332

Desktops and
Laptops donated

1400

Laptops recycled



Water Use

At Synechron, we continue to evolve our approach to water by focusing on efficiency, responsible use, and opportunities for recycling across our operations. We use water primarily for essential needs across our offices. In India, we have implemented initiatives focused on water efficiency and recycling, particularly in offices where we have direct operational control.



Rainwater Harvesting: We have initiated with collection and storage of rainwater from rooftops, open grounds and paved areas to facilitate reuse of water for washrooms, flushing and other non-potable uses.



Water Efficiency: Minimized the waste by installing low flow fixtures and sensor taps resulted in improved resilience in water stressed areas .



Recycling: We have initiated recycling of used water by installing STPs at Synechron controlled facilities. It has reduced the demand for fresh water supplies and has minimized the untreated discharge into ecosystem.



Fixing Leakages: Regular checks have been carried out to detect and fix the water leakages.

Water Use

Initiative Highlight: Water Recycling

Our Electronics City 2 Office in Bangalore has implemented a structured water recycling program to enhance resource efficiency and reduce dependence on external water sources.

In FY 2024–25, the facility recorded a total water withdrawal of 4,944 kiloliters (KL), sourced entirely from third-party suppliers (tankers). Of this, 4,702 KL was discharged to the on-site Sewage Treatment Plant (STP).

Key performance highlights

- 100% of discharged water (4,702 KL) was treated and recycled.
- Reuse distribution: Approximately 60% of recycled water was utilized for landscaping and gardening activities, while 40% was directed toward flushing systems.
- Zero wastage: The closed-loop process ensures that no treated water is released externally, achieving full recycling efficiency.

Through this initiative, the office has demonstrated measurable impact by ensuring complete recycling of wastewater and achieving optimal reuse across non-potable applications. This approach not only conserves freshwater resources but also aligns with broader sustainability objectives, particularly in a high water-stress region such as Bangalore.

The initiative serves as a replicable model for other facilities, reinforcing the organization's commitment to responsible water stewardship and sustainable infrastructure management.



Our People, Clients and Communities





Employee Attraction and Retention

Approach

Employee attraction and retention is a critical component of Synecron's organizational strategy, reflecting our commitment to fostering a supportive and inclusive workplace. Our approach to employee retention is rooted in our core values of integrity, agility, excellence, and innovation, which guide our efforts to create an environment where employees feel valued and empowered to thrive.

Enhancing Employee Engagement

We aim to cultivate a workplace culture that inspires employees to connect with their work and colleagues.

Career Development Opportunities

By providing continuous learning and development programs, we empower employees to pursue their career aspirations within the organization.

Work-Life Balance

Our policies are designed to support employees in achieving a healthy balance between their professional and personal lives.

Employee Attraction and Retention

Policies & Commitments

Synechron has established several internal policies and frameworks to support employee retention:

- I. **Employee Value Proposition:** Our commitment to “Empowering People. Powering Technology” highlights our dedication to valuing our employees as much as our clients.
- II. **Diversity and Inclusion Policy:** This policy ensures that all employees, regardless of background, have equal opportunities to thrive. Initiatives such as unconscious bias training and support platforms for marginalized groups are integral to this commitment.
- III. **Professional Development Policy:** We encourage employees to pursue external certifications and participate in training programs, demonstrating our investment in their growth.



Recognition

In 2025, Synechron has once again earned the prestigious ‘Great Place to Work’ certification in fourteen countries.

This remarkable achievement is a testament to the culture that Synechron has built together—a culture shaped by the voices, commitment, and collaboration of all the employees.

Stakeholder Engagement

At Synechron, stakeholder engagement is vital in shaping our employee retention strategies. We actively involve employees through:



Annual Engagement Surveys

Conducted in partnership with Great Place to Work, these surveys provide valuable insights into employee satisfaction and areas for improvement.



Feedback Mechanisms

Regular town hall meetings and direct communication channels allow employees to voice their concerns and suggestions, ensuring their perspectives are considered in decision-making.



Leadership Accessibility

Our leadership team fosters a culture of transparency and approachability, encouraging open dialogue and collaboration across all levels of the organization.

Employee Attraction and Retention

Initiative Highlight: Synechron Graduate Program

As part of our commitment to social sustainability and inclusive growth, Synechron continues to invest in developing diverse, future-ready talent through our global Graduate Program. The Synechron Graduate Program offers top performing graduates the opportunity to advance from the “campus to corporate” world of technology, helping them to begin and build their careers while working on projects for top-tier Synechron clients.

The Graduate Program has been built with the following objectives in mind:

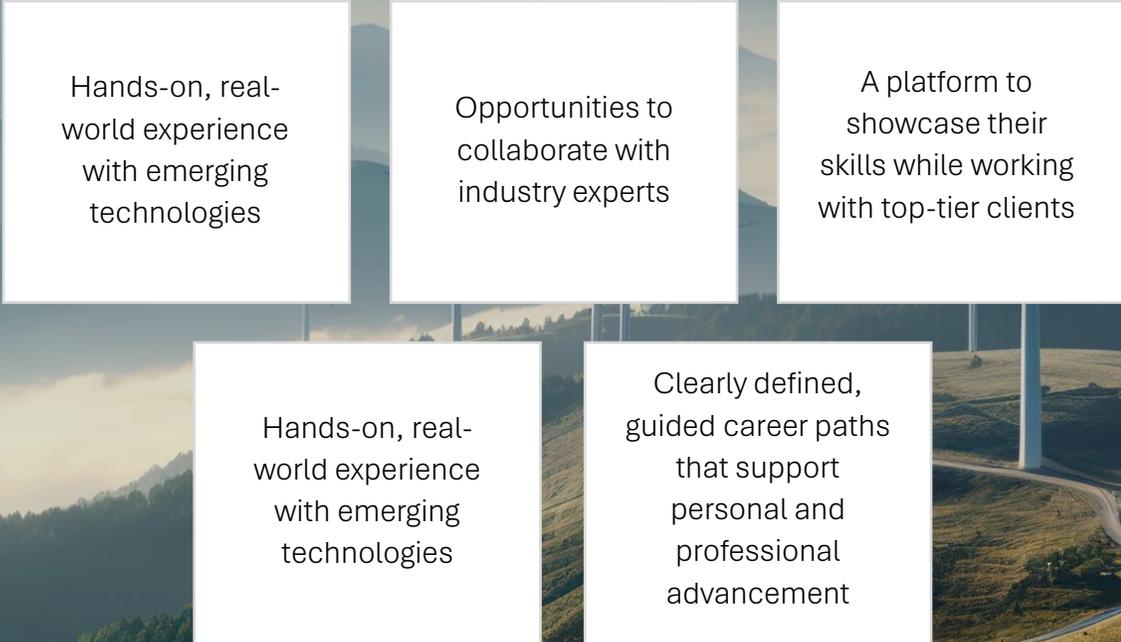


Employee Attraction and Retention

Initiative Highlight: Synechron Graduate Program

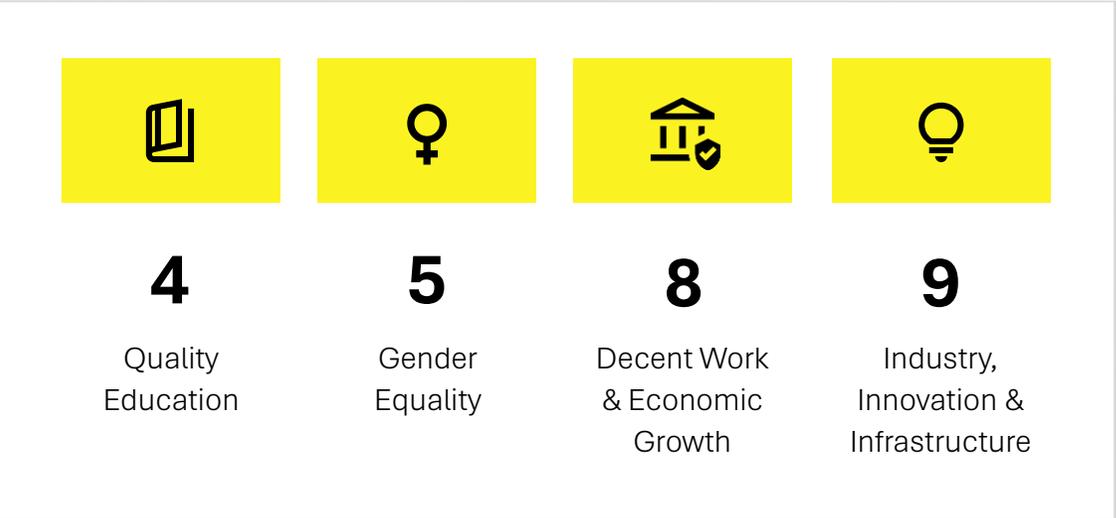
Outcomes and Impact

Through our Graduate Program, participants gain:



Contribution to SDGs

The Graduate Program directly contributes to our sustainability goals by advancing SDG 4,5,8 and 9. By fostering inclusive talent development and ensuring equitable opportunities across our global footprint, the Graduate Program exemplifies Synechron’s commitment to responsible business and sustainable growth.



Initiative Highlight: Synechron Graduate Program



My name is Shiraz Siwadjian, a dedicated Java / Full-stack developer at Synechron. With a constant eye on honing my technical expertise, I'm actively pursuing certifications that enhance my skill set in the ever-evolving tech landscape. One of my key projects has been developing an innovative web application aimed at calculating users' carbon footprints through their spending habits. This tool not only promotes environmental awareness but also encourages a sustainable lifestyle by linking financial activity with ecological impact.

Currently, I'm immersed in creating a versatile tool designed for developers to seamlessly translate SQL queries into various database languages. This utility aims to simplify and streamline the cross-database communication process, thereby boosting productivity and reducing development time. Collaborating with fellow talented professionals at Synechron, I am thrilled to contribute to cutting-edge solutions that drive the fintech sector forward.



My name is Jasmeen Kaur; I became part of the Synechron family through the Graduate Program. It has been a journey of continuous learning and growth, where I got to interact with some truly outstanding individuals. I've had the chance to gain deep knowledge in diverse areas like Risk Assessment, Sustainability, Synthetic data creation. I've also gained practical experience with various data analysis and visualization technologies, including Power BI and Microsoft Fabric.

Synechron fosters an environment where you direct your career path, yet you always have the support and guidance of amazing colleagues. The company provides numerous opportunities for skill development and career advancement. It also nurtures a culture that strongly promotes respect, collaboration, and personal enhancement.

”

The Graduate Program is a unique program, whereby Synechron is strategically investing in our employees and its own future. It's been an amazing and rewarding experience leading this initiative in North America, bridging the gap between academic excellence and real-world industry.

Through our program, we are providing our graduates fresh out of top universities, all the tools they need to become skilled and diverse professionals who are both technically proficient and adept in essential interpersonal skills. Thanks to the Graduate Program, we are able, as a team, to push our innovation and creative minds further and faster than ever.

Camille Labat

Head of Montreal Delivery Centre, Canada

Initiative Highlight: Synechron Graduate Program



I am delighted to share my Graduate Program journey with Synechron, an inspiring initiative designed to empower fresh graduates. The comprehensive training, particularly in full-stack development, equipped me with a strong foundation in technologies such as Core Java, Microservices, Spring Boot, and Angular.

What truly stands out about Synechron is its people-centric culture — the genuine focus on growth through continuous learning, progress tracking, and supportive mentorship. We are treated equally alongside senior professionals, fostering a sense of belonging and motivation. I particularly appreciate Synechron's emphasis on upskilling, offering structured training programs and future-ready courses on emerging technologies like AI and Cloud. To date, I have successfully completed four certifications (2 Beginner, 1 Intermediate, and 1 Expert level) — an achievement I take great pride in.

Currently, I am working with a Global Banking client as a Java Developer, where I have had the opportunity to contribute to enterprise-level applications built on a modern technology stack. This experience has provided me with valuable technical and domain insights that continue to shape my professional growth. Having dedicated mentors and a collaborative team has been instrumental in ensuring smooth deliveries and a truly supportive learning environment.



My name is Vaishnavi M, and I am currently working as a Java Full Stack Developer at Synechron. I joined the organization through the Graduate Program, a well-structured initiative designed to bridge the gap between academic learning and industry expectations. Being part of this program has been a truly transformative experience, offering the right mix of technical training, professional mentorship, and early exposure to real-world projects.

As part of my role, I contribute to all layers of application development—including backend, frontend, and database. On the backend, I am responsible for developing and maintaining APIs, implementing core business logic, and ensuring secure, efficient server-side operations. On the frontend, I work on building responsive and intuitive user interfaces that enhance overall user experience. Additionally, I handle database-related tasks such as query writing and ensuring smooth data flow across the application. This end-to-end ownership has allowed me to gain a comprehensive understanding of full stack development and deliver impactful solutions aligned with client and business needs. My journey with Synechron has been marked by continuous learning, personal growth, and impactful contributions. It has significantly enhanced my skills and confidence as a full stack developer, while also giving me a strong sense of belonging in a workplace that truly values talent, teamwork, and a culture of continuous improvement.

Client Delivery and Sustainability Enablement

Approach

At Synechron, client delivery and sustainability enablement mean creating digital experiences, technology solutions, and services that accelerate sustainable development and innovation in the financial services industry. We are committed to increasing the value we deliver to our clients across all services and engagements, embedding sustainability as a driver of innovation. This year, our focus has been on leveraging our FinLabs, and strategic partnerships to enable successful client delivery.

Client delivery and sustainability enablement are central to how we help clients meet emerging challenges and capture new opportunities. By aligning technology innovation with sustainable practices, we ensure that our solutions not only drive business performance but also create lasting positive impacts for stakeholders and society at large. This approach strengthens resilience, builds trust, and positions our clients to succeed in a rapidly evolving global economy where sustainability and innovation go hand in hand.



Client Delivery and Sustainability Enablement

Our Partnership Strategy

”

A strong partnership is the foundation of innovative solutions and sustainable growth.

Through effective collaboration, we transform ideas into scalable, impactful technology implementations that drive our clients' success.

Mathangi Keshavan
Head of Partnerships

Prioritize strategic alignment and value co-creation

- Joint Roadmaps by aligning solution and GTM with key partners
- Marketplace Deployment
- Partner enablement session

Co-Marketing Efforts

- Joint Marketing Campaigns
- Executive Thought Leadership
- Strategic Alliances in Industry Forums

Building Internal Partner ecosystem

- Salesforce data management
- Partner x Account map
- Partner dashboards with real time metrics and performance insights

Driving Account & Practice Engagement

- Joint Account Planning
- Practice specific co-sell Offerings
- Strategic Partnership Playbook

Client Delivery and Sustainability Enablement

Our Partnership Achievements

Launch Partner

AWS

DORA
Compliance
Recommendation
Tool

(D-CAT)

aws
x
Synechron

Cyber AI
AI Hackathon
MCP Server

now
available in
aws marketplace

Launch Partner

AWS

AI Agent
and Tools in
AWS Marketplace

Released at AWS Summit NYC



Hello from Synechron,

Achieved



We have now achieved 5 out of 6 **Microsoft Solutions Partner** designation!

As a Solutions Partner for Security, we demonstrate our broad capability to help customers safeguard their entire organization with integrated security, compliance, and identity solutions.

Achieved



As a Silver Partner, we access new opportunities, showcase solutions, utilize IBM software, co-create assets, run marketing campaigns, and receive technical support to grow our business.

Client Delivery and Sustainability Enablement

FinLabs Approach

Fin Labs works as a collaborative innovation hubs where we proactively explore “what if,” not just “what now.” Through an Innovation-as-a-Service framework, we equip clients with the tools, strategic guidance, and dedicated experts to ideate, prototype, and develop minimum viable products—supported by secure, cloud-hosted sandboxes and open-source partnerships—to transform bold concepts into impactful, market-ready solutions.

Innovation-as-a-Service

” Synechron’s FinLabs enhance client delivery by rapidly transforming innovative ideas into practical, market-ready solutions. In FinLabs, we have focused on sustainability since 2020. We co-created ESG tools for use by our clients, which helped make ESG initiatives easier to implement. We have also undertaken complex topics such as climate risk modeling. Within our FinLabs and our Innovation work with clients, we focus on LLM caching, LLM routing and related optimization techniques to make GenAI more sustainable.

Sandeep Kumar
Head of Fin Labs



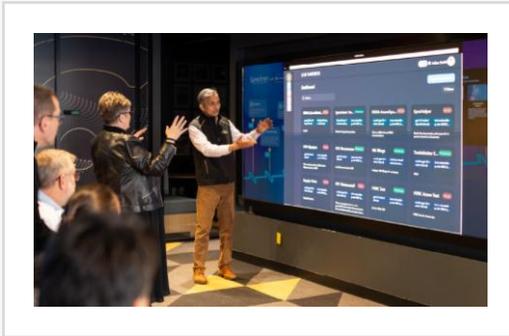
Prototyping

Zero to One on use cases



Sandbox

Secured experimentation on use cases



Hackathon

Collective ideation and execution



Innovation Management

Orchestrating innovation

FinLabs

Accelerate your Innovation Strategy

13 FinLabs Globally

95+ Accelerator Solutions

13 Innovation Programs

300+ FinLabs Experts Globally

33 Global Awards Won

CyberAI

Synechron Nexus Plus

Synechron Nexus

Artificial Intelligence Automation

Artificial Intelligence Data Science

RiskTech.AI

WealthTech

Data Monetization

InsurTech

InvestTech

PayTech

RegTech

Digital Ecosystems

Blockchain

Some of the notable awards we've received



Learning and Development

Approach

At Synechron, continuous learning and professional development are central to our talent strategy. We empower our global workforce through structured learning pathways, upskilling programs, leadership development initiatives, and access to cutting-edge technology certifications. Our approach ensures that employees are equipped to grow and succeed while contributing meaningfully to our business and sustainability goals. Synechron's L&D team drives a structured strategy to enhance employee skills, support business goals, and ensure long-term success.

Synechron's Training and Professional Development Policy focuses on attracting and retaining talent, enhancing employee capabilities, and fostering a continuous, value-driven learning culture. We are committed to motivating employees by providing meaningful learning opportunities that support both personal growth and organizational success.

We actively engage stakeholders through regular employee feedback surveys to assess training effectiveness and identify improvement areas. Continuous collaboration with management ensures L&D programs remain aligned with business goals. We also partner with external experts and organizations to enhance content quality and keep pace with evolving industry trends.

”

Synechron's L&D department aims to cultivate a culture of continuous learning and innovation within our organization.

We are committed to empowering employees with the effective knowledge and skills necessary to excel in their roles and adapt to the rapidly evolving technology landscape and contribute towards organization goal.

Ujwal Nikam

Associate Director, Learning & Development

Learning and Development

Approach

Some of our key initiatives from the last year are:

Graduate Trainee Certification Support

Graduate trainees received structured support—including training sessions, practice tests, and prep materials—to pursue official certifications in cloud, development, machine learning, and AI.

AWS Financial Services Competency

Through close collaboration between the L&D and cloud teams, Synecron achieved the AWS Financial Services Competency, reinforcing our expertise in designing and managing cloud-based financial services solutions.

Project Delivery Expo - Pune

The delivery team showcased Gen AI project implementations, including Agentic AI, Regulatory Reporting, AI Ops, and SmartScan. The sessions saw participation from 500+ employees.

GEN AI Bootcamp

A 10-session bootcamp series was launched across India, the Middle East, and AU/NZ, featuring accelerators like Codifai and Veridfi. The program attracted 400+ participants.

Learning Channels



Workday

- Compliance trainings
- Webinars
- University concept accounts
- Goal settings



Instructor Led Learnings

- Focused and in-person learning
- Project Specific/Need Based Learning
- Virtual Classrooms – Global Employees
- Outcome/evaluation-based learning



Udemy

- Unlimited usage with Corporate license
- 5000+ highly rated technical courses
- Learn on-go with mobile app
- Curated Learning Paths

Learning and Development

Our KPIs

6,39,366

Learning Hours

2,222

Industry Certifications Completed

1585

Cloud Certifications

637

Other Certifications

Average Learning days / Employee: **6.4 days**

Societal Impact

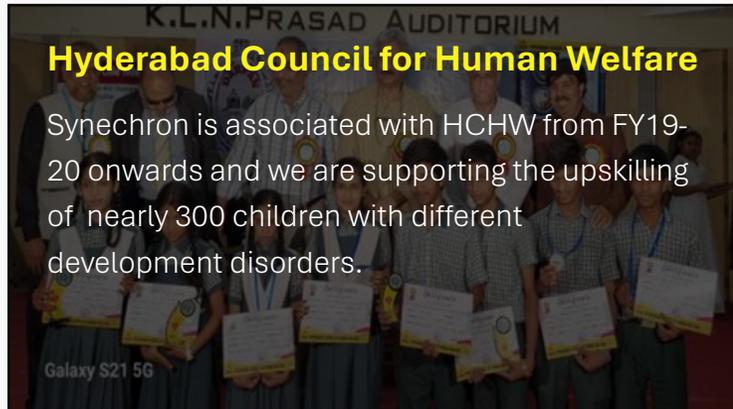
Approach

At Synechron, we aim to foster a culture of ethical and societal good by supporting various programs that aim to improve our communities. Our goal is to make a positive and lasting impact by actively participating in initiatives that promote giving back to society and fostering long-term environmental sustainability. Societal Impact, as we define it, refers to our commitment to creating inclusive growth opportunities, improving quality of life for underserved communities, and addressing systemic barriers through education, health, and skill development. This forms the foundation of our broader sustainability strategy, ensuring that our business growth goes together with meaningful, measurable contributions to society.

Theory of Change serves as a foundational tool to articulate how our programs lead to long-term impact. By mapping the journey from inputs to outcomes, it ensures strategic alignment, helps identify measurable results, and supports transparent communication with stakeholders.



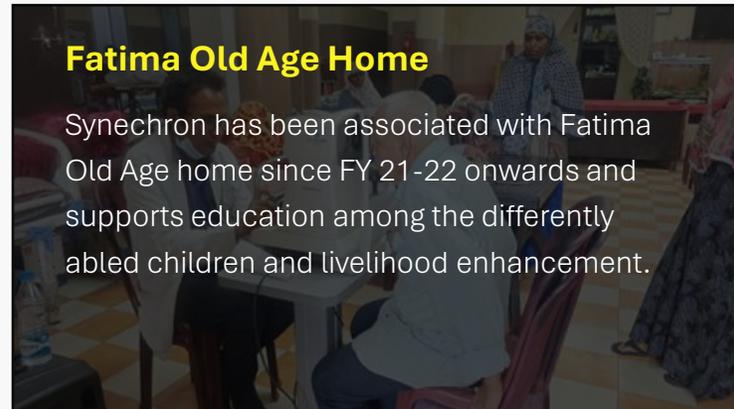
Societal Impact



Hyderabad Council for Human Welfare

Synechron is associated with HCHW from FY19-20 onwards and we are supporting the upskilling of nearly 300 children with different development disorders.

Galaxy S21 5G



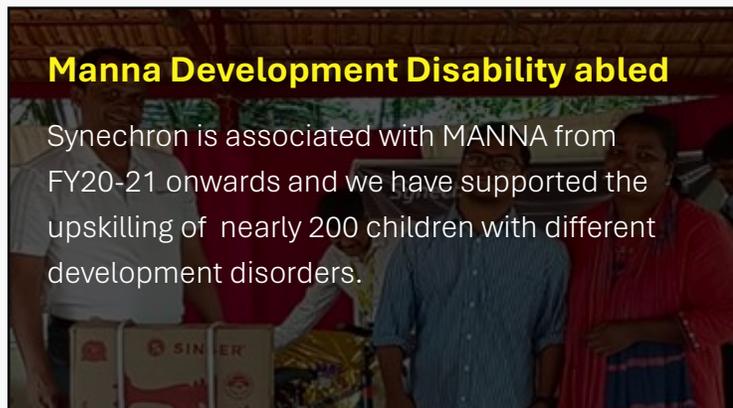
Fatima Old Age Home

Synechron has been associated with Fatima Old Age home since FY 21-22 onwards and supports education among the differently abled children and livelihood enhancement.



Deepa Academy for the Differently abled

Synechron has been associated with Fatima Old Age home since FY 21-22 onwards and supports education among the differently abled children and livelihood enhancement.



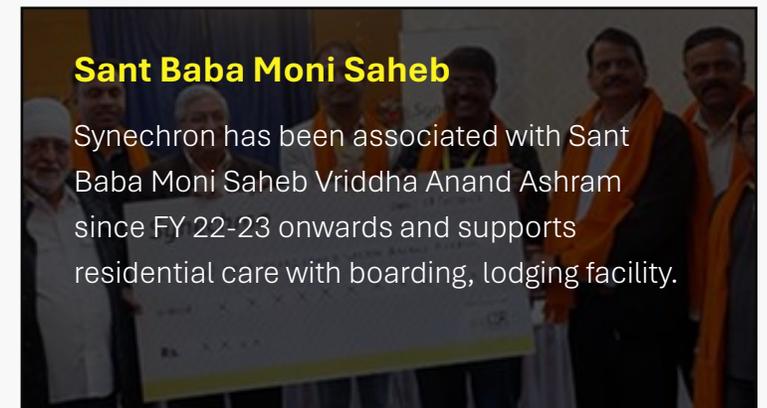
Manna Development Disability abled

Synechron is associated with MANNA from FY20-21 onwards and we have supported the upskilling of nearly 200 children with different development disorders.



Sri Sharada Foundation

Synechron has been associated with Shri Sharada Foundation since FY 21-22 onwards and supports for the women empowerment and education development for the economically weak students.



Sant Baba Moni Saheb

Synechron has been associated with Sant Baba Moni Saheb Vriddha Anand Ashram since FY 22-23 onwards and supports residential care with boarding, lodging facility.

Lifeline Foundation:

A Synechron CSR Initiative

Lifeline Foundation: Empowering Women through Skill Development

At the Lifeline Foundation, our mission is to empower women by providing comprehensive skill development programs that facilitate economic independence and enhance personal growth.

Background

Since our inception in 2019, we have recognized the critical need for accessible and high-quality training programs tailored to the unique challenges faced by women. Our approach is centered on fostering an environment where women can learn, grow, and thrive.

Current Operations

Established Centers: We currently operate training centers in four key locations:

- Bhopal
- Pune
- Bangalore
- Mumbai



Lifeline Foundation: Courses



Henna Art

Students are trained to make their own henna designs, from preparing the paste to drawing and practicing



Beautician

The course teaches students beauty skills like hairdressing, hair-curling, hair cutting, manicure, and makeup



Fashion Designing

The course provides skills training in garment tailoring and fashion designing



Computer

The program aims to provide basic computer operation skills and digital literacy



Tuitions / Personality Dev.

Teachers provide coaching sessions to students in subjects like Mathematics and Science



Medical Clinics

Objective of organizing medical camps is to provide access to medical care for those in need



Bhopal

BLR

Pune

Mumbai

Henna Art



Beautician



Fashion Designing



Computer



Medical Clinics



Tuitions



Personality Development



● Existing Courses

● Upcoming Courses

Beneficiaries Snapshot

Total Beneficiaries:
(2019 to Jun-25)

Current On-Going Batch:
(Jul'25 to Sep'25)

| Bhopal | |
|---------------|---------------|
| Core Skills | Add-on Skills |
| 10,373 | 612 |
| 1,255 | 60 |

| Pune | |
|--------------|---------------|
| Core Skills | Add-on Skills |
| 2,434 | 161 |
| 594 | 70 |

| Bengaluru | |
|--------------|---------------|
| Core Skills | Add-on Skills |
| 2,285 | 96 |
| 539 | 60 |

| Mumbai | |
|-------------|---------------|
| Core Skills | Add-on Skills |
| 1183 | 79 |
| 611 | 65 |

Medical Beneficiaries:
(2019 to Aug'25)

| |
|--------------|
| 8,705 |
|--------------|

| |
|-------------|
| 7118 |
|-------------|

| |
|-----------|
| -- |
|-----------|

| |
|-----------|
| -- |
|-----------|

Core Skills Beneficiaries YoY

| FY | Bhopal | Pune | Bengaluru | Mumbai |
|--------------|--------------|--------------|--------------|------------|
| 2024-25 | 4,259 | 1,710 | 1,710 | 713 |
| 2023-24 | 2,792 | 199 | 124 | - |
| 2022-23 | 1,333 | - | - | - |
| 2021-22 | 396 | - | - | - |
| 2020-21 | 254 | - | - | - |
| 2019-20 | 157 | - | - | - |
| Total | 9,191 | 1,909 | 1,864 | 713 |

Core Skills Beneficiaries YoY

| FY | Bhopal | Pune | Bengaluru | Mumbai |
|--------------|------------|------------|-----------|-----------|
| 2024-25 | 388 | 123 | 65 | 54 |
| 2023-24 | 65 | - | - | - |
| 2022-23 | 65 | - | - | - |
| 2021-22 | 45 | - | - | - |
| 2020-21 | 28 | - | - | - |
| 2019-20 | 0 | - | - | - |
| Total | 591 | 123 | 65 | 54 |

Total Beneficiaries – 2019 to Jul'25: **16,275**

A close-up photograph of a person's hand gently holding a small, vibrant green seedling with several leaves, growing out of a mound of dark, rich soil. The background is a soft, out-of-focus green, suggesting an outdoor setting. The overall image conveys a sense of nurturing, growth, and responsibility.

Our Integrity and Accountability

Laws and Regulations

Strategy

Our operations are governed by strong internal controls and compliance systems. These include regular internal and external audits, legal reviews, and monitoring of evolving regulatory requirements across the regions where we operate. The Legal & Compliance function works closely with business units to provide guidance and training, ensuring our practices align with applicable laws and international standards. Corrective actions are implemented promptly in cases of identified gaps, further strengthening our risk management approach.

Synechron has implemented a compliance tool covering 18 countries and 14 regulatory domains across key business functions. The tool supports self-assessment against a defined compliance framework, incorporating a maker-checker process and a centralized repository for compliance evidence. The organization ensures timely updates to reflect new or amended laws, which are mapped to respective compliance owners. The tool tracks applicable compliance requirements and due dates across geographies, with compliance owners uploading evidence that is subsequently reviewed by designated personnel.

Our KPIs

0

Zero

Number of fines and non - monetary sanctions for non - compliance with ESG regulations

”

Synechron has adopted a decentralized compliance governance model, wherein each department or team is accountable for the specific compliance responsibilities delegated to them. To support this structure, we have implemented a global compliance management tool that enables teams across regions to efficiently track their compliance obligations and receive timely notifications of any regulatory changes.

We have also established and enforced a suite of critical policies—including the Code of Conduct, Anti-Money Laundering (AML), Anti-Bribery and Corruption, and Trade Control policies—which collectively ensure adherence to key legal and ethical standards across our operations.

Swapnil Talegaonkar

Sr. Director – Secretarial and Legal

Governance: Company wide

Strategy

Synechron operates under a private ownership model with an executive leadership team responsible for driving business strategy and operational oversight. The leadership team includes President, Chief Human Resource Officer, Chief Technology Officer, Chief Marketing Officer, Chief Financial Officer, Chief Information Security Officer and Chief Legal Officer. Our board, made up of esteemed industry experts, guides us through a rapidly changing business landscape and help us embrace new opportunities for innovation.

Synechron's leadership team brings deep expertise in digital transformation, financial services consulting, innovation, and global operations. Continuous leadership development and cross-functional knowledge sharing ensure the highest governance body is well-equipped to guide the company in an evolving ESG and Sustainability landscape.

All employees are expected to act in accordance with the company's Code of Business Conduct and Ethics. Critical concerns can be escalated through defined internal channels, including the company's whistleblower mechanism. Synechron promotes a speak-up culture, and employees are encouraged to report concerns anonymously or directly to HR, legal, or compliance teams without fear of retaliation.



Governance: Company wide

Corporate Sustainability Framework

Our corporate sustainability governance framework, ensures accountability, drives long-term value, and aligns business practices with environmental and social responsibilities. At the highest level, we have a **board level oversight** of our sustainability strategy. Underpinning the board, is the **Nominating and Governance (NOM) Committee** which is responsible for overseeing the company’s ESG program.

Below the NOM committee, the **Sustainability Executive Committee** comprising of the leadership team is responsible for establishing sustainability strategy, reviewing and approving the climate transition plan.

We then have the **Sustainability Steering Committee** which brings together the leaders of key organizational functions to ensure implementation of the sustainability strategy. The **Global Sustainability Team** implements the company's sustainability strategy across all regions and business units, ensuring alignment with both global objectives and local requirements. We then have **the functional teams and regional POCs** (HR, Admin, Finance, Legal, Procurement, Marketing, Learning and Development etc.) who provide function specific support to ensure effective implementation of sustainability strategy.

Additionally, we have an **Audit Committee** that oversees the risk management policies, enterprise risk etc. **The Risk Management Operating Committee (RMOC)** establishes, implements, and maintain risk management activities as per the framework. The RMOC collaborates with the sustainability team to manage climate-related risks.

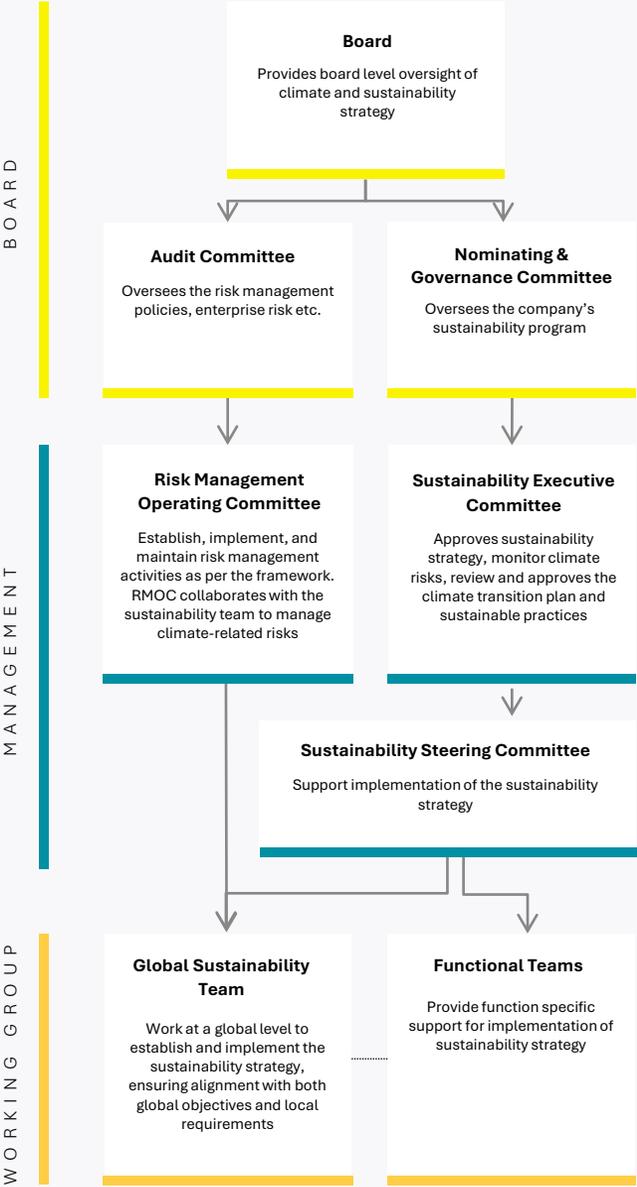


Figure 1: Synechron's climate related Governance Structure

Enterprise Risk Management

Approach & Strategy

ERM is an organization-wide approach to **managing risks** which could impact Synecron's **capital, earnings** and **strategic objectives**.

Strategic Decision Making

Regulatory Compliance

Operational Efficiency

Stakeholder Confidence

Establish **good corporate governance** and **independent reporting** of our internal control environment.

What is Enterprise Risk Management?

Why Do We Care?

What are Key Outcomes?

Key Enterprise Risks

Strategic Risks

Environmental, Social and Governance (ESG)
Succession Planning
Branding (Social Media Management – Reputation)
Economic Uncertainty / Geopolitical Risk
Competition Risk
Changes in Technology Innovation
Revenue Concentration

People Risks

Talent Availability & Retention

Technology Risks

Data Protection & Privacy
Cybersecurity

Operational Risks

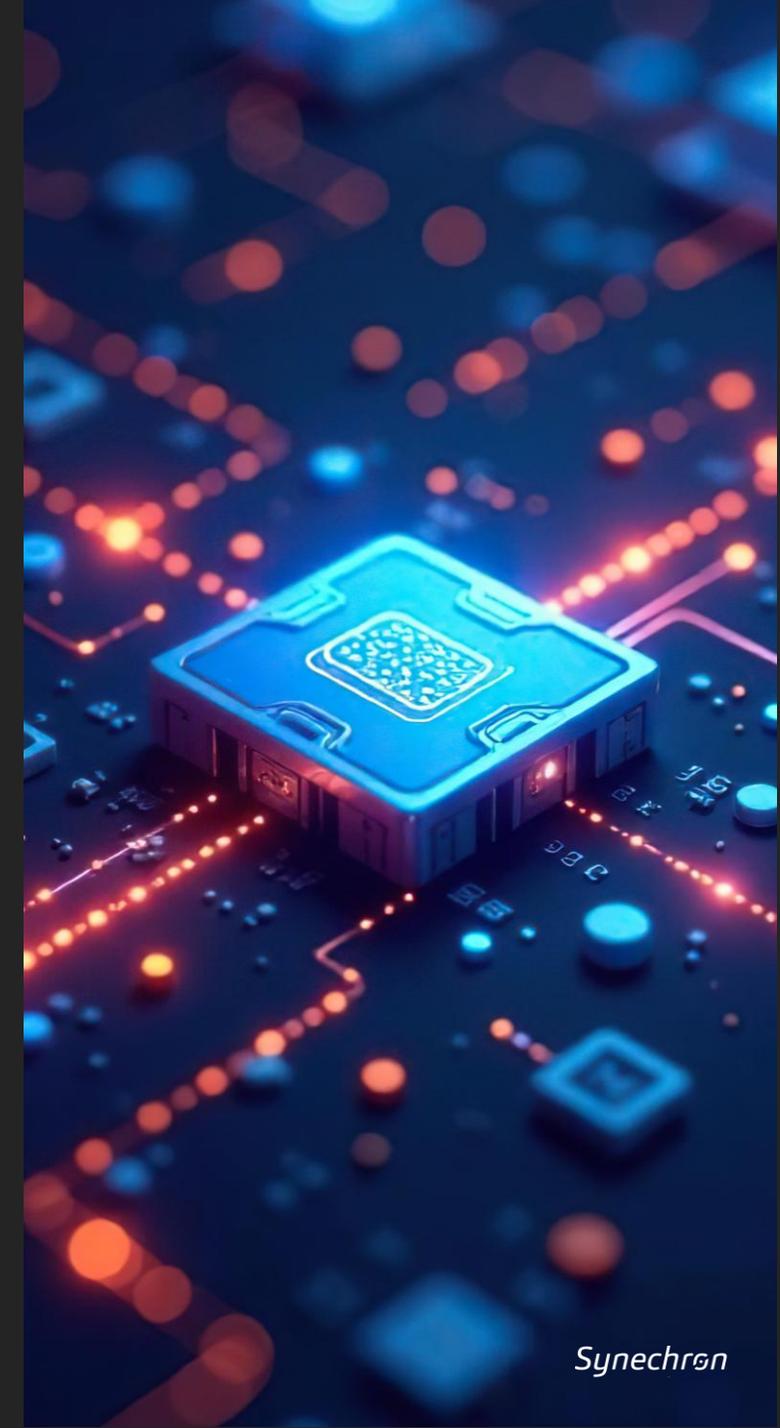
In-ability to achieve, maintain profitability
Disaster Recovery / Business Continuity
Contractual Risk
Service delivery

Compliance Risks

Legal, Regulatory & Compliance

Financial Risks

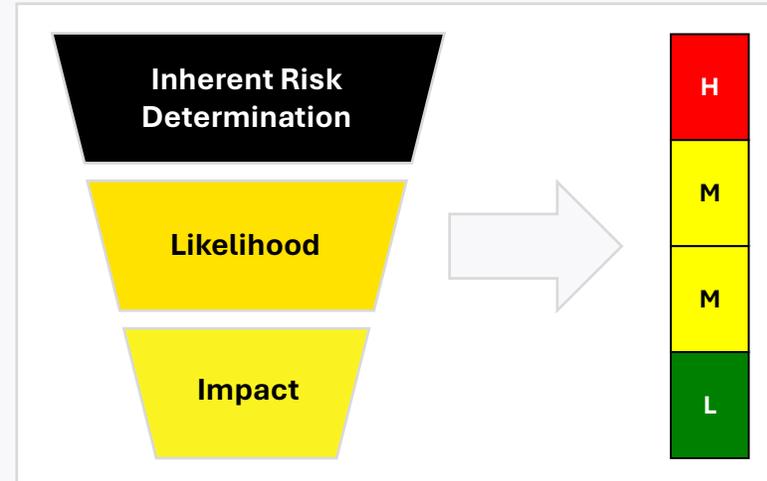
Treasury



Enterprise Risk Management

Governance Operating Model

Synechron has adopted the three lines of defense approach which is not only aligned to our client's operating models, but also establishes appropriate corporate and risk management governance, independent monitoring and reporting of the efficacy of our operating environment.



Embedding Risks

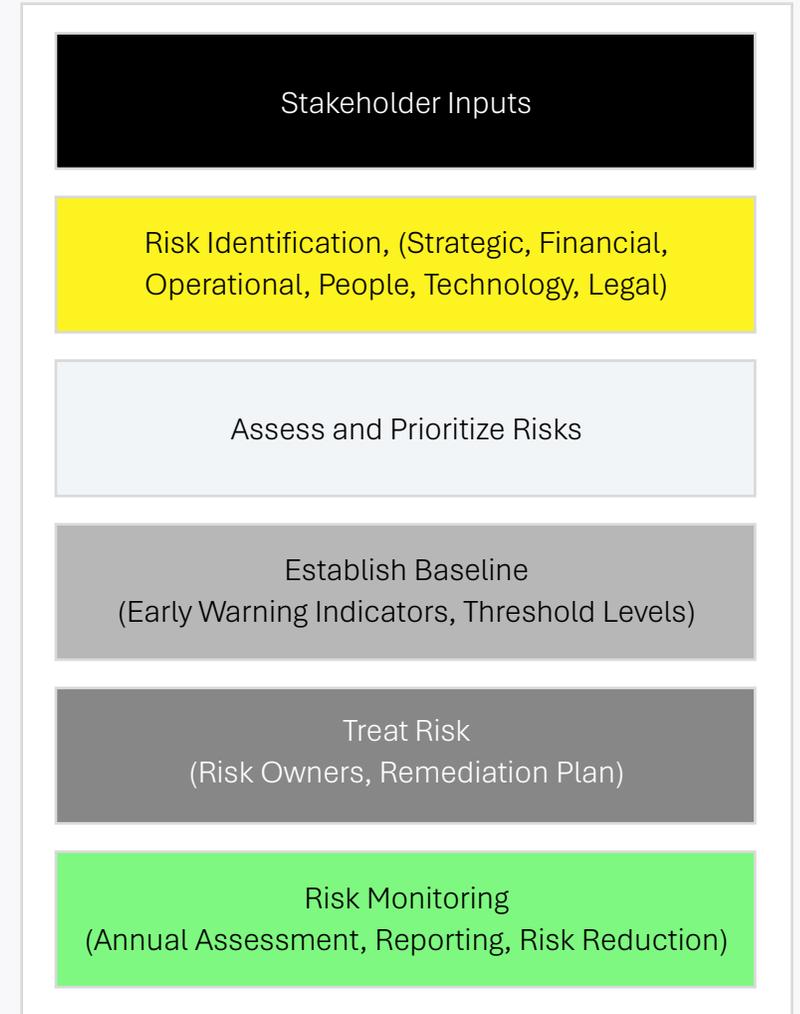
We embed risk management into daily operations by actively supporting the execution of the risk management plan. Risk owners are responsible for initiating mitigation actions and conducting self-assessments, while we provide input and guidance where needed. New or emerging risks are documented, discussed, and integrated into ongoing processes to ensure continuous resilience.

”

Establishing robust corporate governance and embedding sound risk management practices are fundamental to any organization's success. At Synechron, they provide the framework to identify, assess, and mitigate risks effectively, while ensuring that decision-making processes align with ethical standards, regulatory requirements, and support the achievement of long-term strategic objectives.

Aaron Momin

Chief Information Security Officer





Sustainable Procurement

Policy and Strategy

Sustainable Procurement at Synechron has evolved significantly in the past year, with the integration of sustainability and ESG-related considerations. We have four main pillars that help drive a sustainable procurement at Synechron.

Procurement Policy with ESG considerations

Synechron’s Procurement Policy provides a clear framework for sourcing goods and services responsibly, while ensuring accountability in decision-making, transparency, and the prevention of conflicts of interest. The policy integrates environmental, social, and governance (ESG) factors into supplier selection and management. Synechron has also adopted a Supplier Diversity Policy, reinforcing its commitment to building mutually beneficial relationships with diverse suppliers.

Supplier Code of Conduct

The Supplier Code of Conduct sets clear expectations for ethical business practices, labor and human rights (including prohibition of forced or child labor, fair treatment, non-discrimination, working conditions, and health and safety), environmental sustainability, supplier diversity, and whistleblower protections.

Onboarding due diligence and annual risk assessments

Every Tier 1 and 2 supplier undergoes ESG and information security due diligence at onboarding, and annual assessments are conducted to monitor Tier 1 suppliers for potential ESG and information security risks.

Supporting suppliers in Sustainability transition

We conduct supplier workshops focused on Scope 3 purchased goods, services, and capital goods, sharing best practices and resources to support their sustainability transition. This year, we also introduced the Supplier Cascade Framework to strengthen engagement and build capacity.

Sustainable Procurement

Vendor Management Program

Synechron has a **well-established vendor management program** designed to ensure security, compliance, and operational integrity. Vendors are **categorized into tiers** based on the level of data access and criticality of services provided.

Key elements of the framework include:

Pre-Onboarding Assessment: All vendors undergo a comprehensive risk and compliance evaluation prior to onboarding.

Tier-Based Classification: Vendors are classified into different tiers depending on their data access and business impact, enabling tailored oversight and controls.

Annual Risk Assessments: Post-onboarding, vendors are subject to annual risk assessments, conducted either onsite or virtually, to ensure continued compliance.

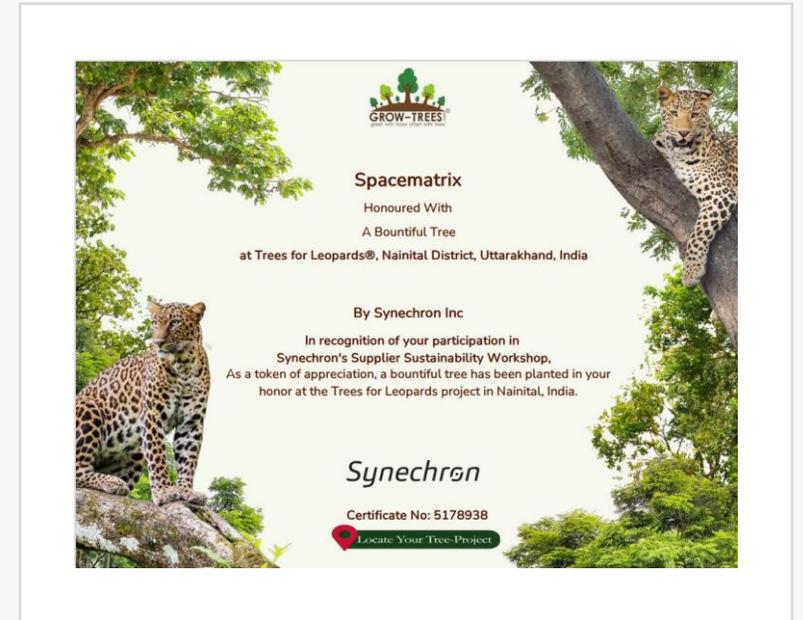
ISMS-Based Evaluation: All assessments are aligned with the Information Security Management System (ISMS) framework, ensuring adherence to industry standards such as ISO 27001.

Supplier Engagement

Supplier engagement is central to advancing sustainable procurement at Synechron. In the past year, the company launched its Sustainability Supplier Capacity-Building Program, hosting workshops with top suppliers linked to the company's most significant purchased goods and services (particularly those driving Scope 3 emissions). These sessions provided training on sustainability in procurement, best practice sharing, and access to resources and data to support supplier performance improvements.

To recognize suppliers' contributions, Synechron planted trees on behalf of participating suppliers and issued certificates allowing them to track the growth of their dedicated trees—demonstrating appreciation while reinforcing collective environmental impact.

Beyond external engagement, Synechron also ensures its internal procurement team undergoes annual ESG and information security training, equipping staff to apply the latest sustainability standards and best practices in supplier management.



Sustainable Procurement

Governance and Monitoring

Procurement at Synechron is guided by a robust governance structure. Every new supplier is screened through established due diligence processes, covering ESG and information security compliance. Suppliers are continuously monitored and audited to ensure adherence to company standards.

A structured reporting matrix and escalation framework ensure risks are identified, addressed, and transparently communicated. This governance model strengthens accountability and consistency across all procurement activities.

Our KPIs

100%

Tier 1 and Tier 2 suppliers screened on ESG, comprehensive risk and compliance during onboarding

100%

Internal procurement team completing annual sustainability training

100%

Tier 1 suppliers go through the Annual Vendor Risk Assessment

25

Number of Scope 3 related suppliers participated in Annual Sustainability Workshop (FY 24-25)

”

At Synechron, through sustainable procurement we have adopted ethical sourcing choices that strike a balance between social impact, environmental responsibilities, cost effectiveness and ethical behavior in compliance with our Vendor Code of Conduct. We are dedicated to collaborating with suppliers who uphold our ESG principles to create lasting benefits for society and business.

Manish Kandge
Head of Procurement

Information Security

Strategy and Approach

At Synecron, we are dedicated to safeguarding the confidentiality, integrity, and availability of our information assets. We recognize the critical importance of protecting sensitive data, maintaining the trust of our stakeholders, and mitigating risks in an ever-evolving digital landscape. Our commitment to information security extends to every employee, partner, and system that interacts with our valuable data.

Our KPIs

| | | |
|--|--|--|
| <p>Internal Information Security</p> <p>Running company-wide security programs to embed top-tier practices in daily operations.</p> | <p>Consulting Workforce Security</p> <p>Providing secure solutions that support flexibility, productivity, and top security standards for the consulting workforce.</p> | <p>Business continuity, planning</p> <p>Preparing for unforeseen disruptions to keep critical business functions and systems resilient.</p> |
| <p>Cyber & IT Risk Management</p> <p>Managing risks and planning for disasters to safeguard critical business processes and applications.</p> | <p>Nexus Product Security</p> <p>Building security into products from the start, making it part of the development DNA.</p> | <p>FinLabs Security</p> <p>Using advanced security and technology to protect customer data IP, and expertise in our labs.</p> |



Information Security

Monitoring and Evaluation

Synechron tracks progress and evaluates success through defined KPIs and performance goals. It emphasizes collaboration and transparency with stakeholders, including employees, clients, and partners.

Engagement strategies include:

- Annual Information Security Awareness Training for the employees.
- Providing regular updates to clients on system enhancements and data protection measures.
- Encouraging feedback through stakeholder surveys to identify areas for improvement.

This approach ensures that stakeholders remain informed and confident in Synechron's IT and Information Security practices.

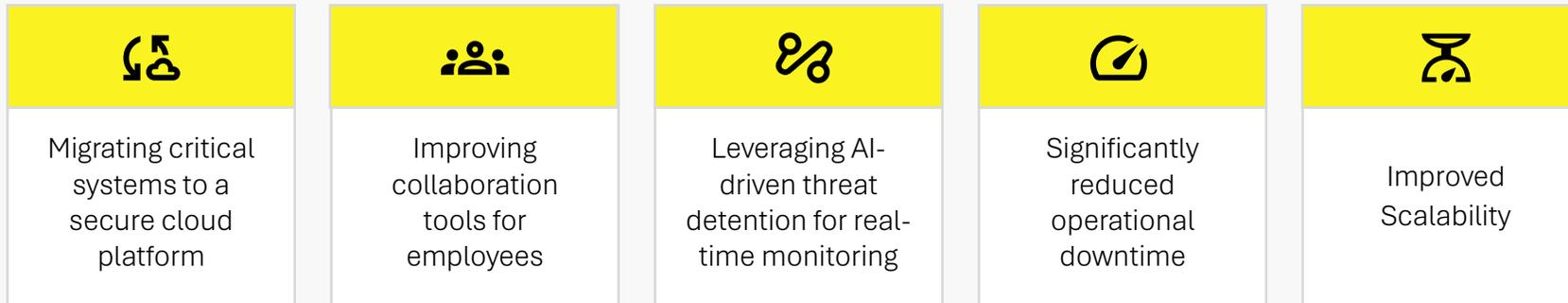
| Current Certification | Purpose | Audit Firm |
|-----------------------|--|--------------------------|
| ISO 27001 | For managing Information Security in line with global InfoSec standard | Det Norske Veritas (DNV) |
| SOC1 & SOC2 | Attestation on operating effectiveness of IT controls (Environmental and Financial) in line with AICPA standard | Ernst & Young LLP (EY) |
| PCI DSS 4.0.1 | To handle credit cards and related data in line with Payment Card Industry Data Security Standard | SISA InfoSec |
| ISO 27017 | To manage cloud security in line with Information security framework for cloud services. | Det Norske Veritas (DNV) |
| GLBA | To comply with US federal law that requires financial institutions to protect their customers' private information | ISO QAR |

Information Security

Initiative highlight: Synechron Secure Cloud

Synechron launched the Synechron Secure Cloud initiative to enhance data accessibility and security for its global operations.

This initiative involved:



The Synechron Secure Cloud initiative exemplifies the company's dedication to innovation.

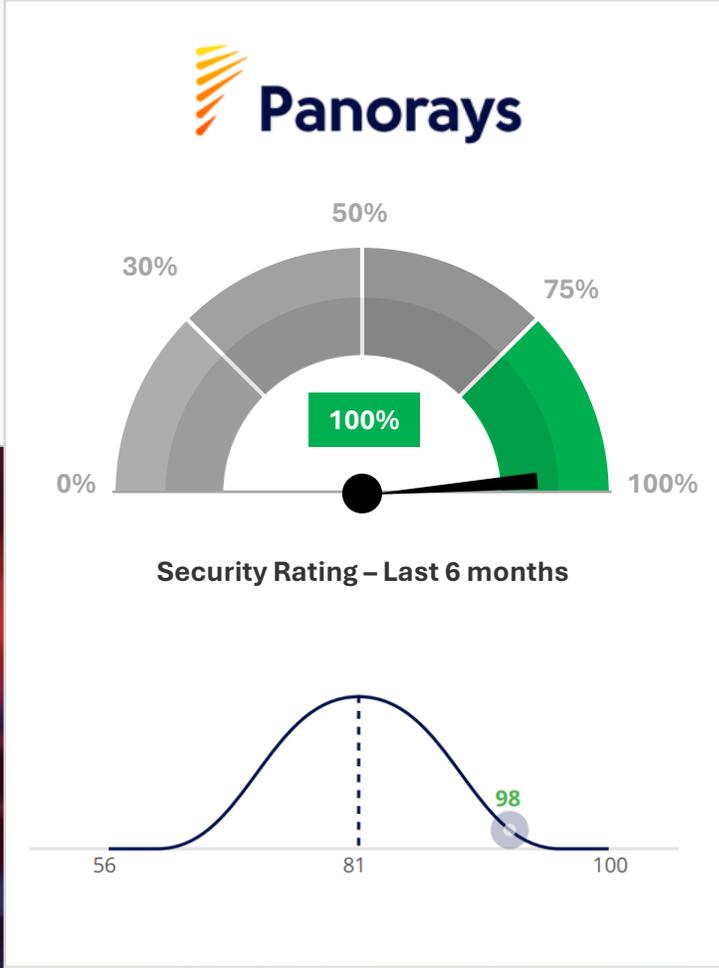
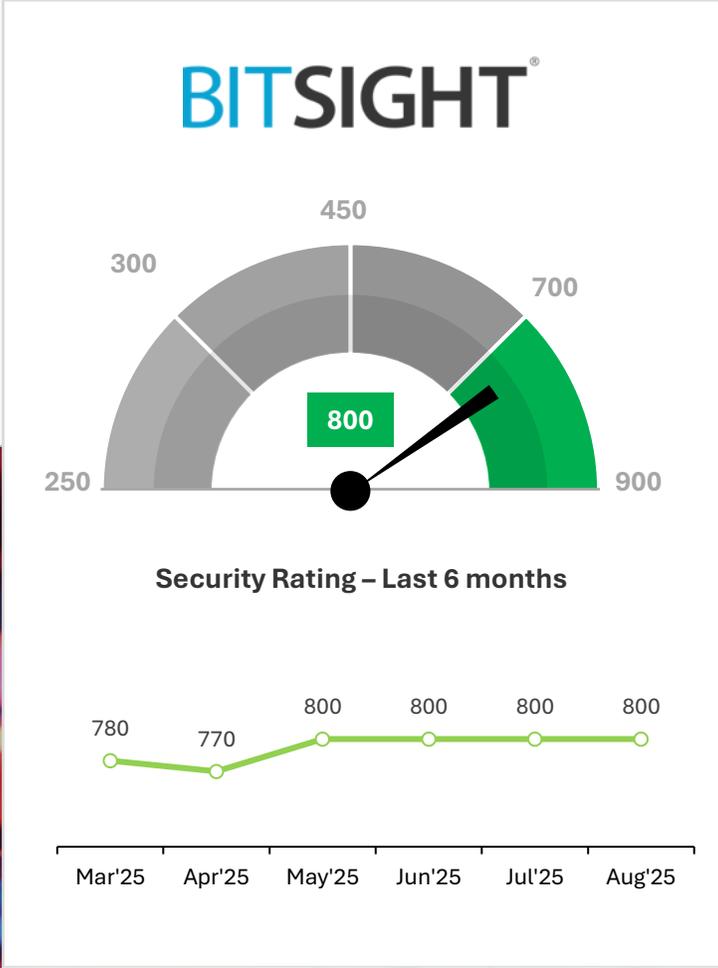
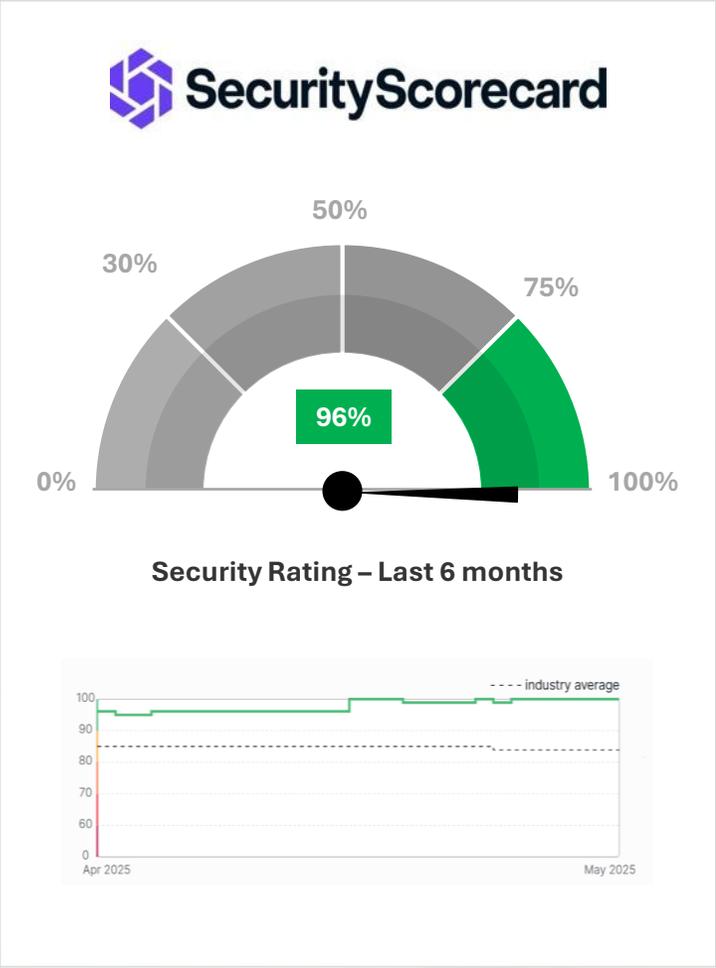
This project involved migrating critical systems to a secure cloud platform, reflecting the need for connectivity and adaptability.

Synechron embraced AI-driven threat detection for real-time monitoring, enhancing risk management.

The initiative also improved collaboration tools, enabling employees to work together globally while safeguarding sensitive data. These efforts have reduced downtime, increased scalability, and strengthened cybersecurity.

Looking forward, Synechron remains focused on its values while advancing technological possibilities. The company's emphasis on security and sustainability ensures that projects aim to improve IT resilience, reduce environmental impact, and enhance daily operations. Synechron's current IT setup reflects its vision of technology that protects and drives positive change.

Information Security – Our Scorecards



Synechron

This is our first sustainability report, marking an important step in our journey toward greater transparency and accountability. As we move forward, we recognize that our sustainability framework, key performance indicators, and reporting practices will continue to evolve and mature, becoming more comprehensive and robust in the coming years. This report has been prepared with reference to the GRI Standards (2021).

The Standards have been used as a guide in identifying material topics, structuring disclosures, and aligning with stakeholder expectations. We do not claim full “in accordance” compliance at this stage, applying the with reference approach ensures that our reporting is informed by internationally recognized best practices while maintaining the flexibility to focus on the issues most relevant to our company and stakeholders.



Synechron

Thank you

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