



2025 Sustainability Report

Tredence – Responsible by Design

We help clients navigate the last mile from analytical insights to business value, we also, endeavour to traverse the distance that converts corporate responsibility into tangible community impact. We responsibly prioritize what matters and act with purpose to progress towards change. Our C.A.R.E program provides the pathways to deliver measurable outcomes aligned with our ESG commitments: from having energy-efficient workspaces, empowering the underserved in our communities to women's representation in the workforce. At Tredence, the philosophy of innovation to convert insights into action is applied to everything we do, including the lasting impact we aspire to create in society and the environment.

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About The Report

The objective of this sustainability report ("**Report**") is to present Tredence Group ("**Tredence**" or "**Our**" or "**Company**") growth journey. This Report represents the Company's intention to balance innovation with accountability and scale with conscience via different initiatives, outcomes, and commitments.

Feedback

With the release of this Report, we welcome feedback, suggestions, and reflections from all our stakeholders. These inputs will help us enhance the quality, relevance, and transparency of our disclosures. Stakeholder perspectives help guide our approach and ensure our reporting remains aligned with evolving expectations.

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Scope & Reporting Boundary

This Report covers the calendar year 2024 and the period from January to October 2025 of the Company. It includes our operations across key locations in Chicago, Foster City, San Jose, Bentonville - USA, Toronto - Canada, and Bengaluru, Chennai, Gurugram, Kolkata, Pune - India ("**Main Entities**"), where 99% of our workforce is based. India represents the largest share of the workforce, accounting for more than 84% of total employees, reflecting the Company's primary operational footprint. While the Company also have other entities in London - UK, Dubai and Saudi Arabia - UAE, Guadalajara - Mexico, Frankfurt - Germany, Barcelona - Spain, Warsaw - Poland, and Sydney - Australia and a new Pittsburgh entity acquired in early 2025 ("**Additional Entities**"). Together Main Entities and Additional Entities shall be referred to as **Group Entities**. Most of the Additional Entities have been formed in second half of 2025 to expand our business prospects and the workforce presence in these regions is limited, and therefore, they are not part of ESG assessment for this Report.

The structure of the business has remained consistent during the reporting period, with no material changes in operations or in the ESG themes. Where the report uses the term "global," it refers to the Company's Main Entities only unless mentioned otherwise.

Report Alignment

The Report follows the Global Reporting Initiative (GRI) Standards (2021) for structure and guidance. The GRI Index in the annexure provides a detailed disclosure map. In addition, the report is also aligned with the UN Sustainable Development Goals (SDGs) and the EcoVadis framework.

Forward-looking Statement

This Report contains forward-looking statements that reflect the Company's present expectations, assumptions, and projections about future strategies, growth, performance, sustainability efforts, and market conditions. These statements involve risks and uncertainties—many of which are beyond the Company's control—such as economic shifts, regulatory changes, supply chain issues, technological developments, and climate-related factors. Actual results may differ materially. The Company does not undertake any obligation to update or revise these statements except as required under applicable law. Readers should consider these statements with appropriate caution and refer to the Company's statutory disclosures, regulatory filings, and audited financial reports for reliable and authoritative information.

Leadership Message



Shub Bhowmick

Co-Founder & CEO
Tredence Global and all its
subsidiaries

Dear Stakeholders,

In 2013 Tredence was formed with the conviction that insights matter most when we provide actionable intelligence. This conviction is ingrained in everything we do at Tredence, be it in serving our clients, how we run our business, engage with our communities and/or contribute to the world at large.

At Tredence ESG principles act as guidelines in the path of continuous improvement in being a sustainable, fair and responsible organization of the future. We have been proactive in identifying and tackling the ever-changing technological environment, scrupulously embedding ethical & responsible AI principles & practices across our relationships. To progress our sustainability efforts, in May 2025, we procured 8.95 GWh of Green-e® certified Renewable Energy Certificates (RECs) to match 100% of Tredence – Bengaluru office's electricity consumption through 2035, also, included IAQ sensors, water-efficient fixtures, treated water systems and successfully obtained LEED Platinum certification.

We believe a diverse workforce enhances our collective capability, hence, we have intensified our commitment to fostering diversity and inclusion. We have amplified LEADHer, a women in the workforce initiative, nurturing more women across the organization into leadership roles and greater professional visibility. Our community engagement has become more structured, focusing on improving nutrition and education for the underprivileged children in the communities that help us thrive, which is a key component of our social responsibility efforts. We sponsored 1,90,000 mid-day meals for children across India and helped improve the learning outcomes of 543 students through our partnered NGOs. We have also strengthened our supply chain sustainability, trained our procurement team on environmental and social standards and built required capabilities among our suppliers to embed responsible practices throughout our value chain. This year, we, also became signatories to the UN Global Compact, solidifying our commitment to universal principles on human rights, labor standards, environmental responsibility, and anti-corruption. This important step will significantly impact our strategic priorities moving forward.

Our Progress in data governance framework with several security controls across geographies has strengthened our commitment. The ISO 27001 certification across our India, US and UK locations, reflects our commitment to information security and quality. Bengaluru, India being our biggest operational premises, in June 2025, we achieved a significant milestone of obtaining ISO 9001 certification reflecting our commitment to robust quality management protocols.

Our path ahead is clear: greener facilities, expanded adoption of renewable energy, governance in everything we do and more transparent and inclusive pathways for talent advancement. We are working steadily to reduce emissions throughout our operations and supply chain.

We empower our employees in serving our clients with passion, leadership, and commitment, as we forge ahead into the age of Artificial Intelligence, a technology that reshapes business practices, we have introduced a robust new cultural framework, BEACON – Fire in the Belly, Build Exceptional Talent, Act With Ownership, Obsess Over Customer, Collaborate To Work As One, and Be Nice, in October 2025. As an organization, we will bring the same zeal to our ESG goals.

At Tredence we are shaping a digital future grounded in inclusion, sustainability, and a deep commitment to the evolving needs of individuals and communities. We are determined to demonstrate that growth and responsibility are not isolated and must go hand in hand. When done right, they are mutually reinforcing in every relationship and initiative. We are committed to and prepared for the work required for our goal of becoming one of the most sustainable, fair and well-governed organizations among our peers.

Tredence at a glance

Company Overview

Tredence is a global data science, artificial intelligence, and data analytics solutions company headquartered in San Jose, California, with a presence across the United States, India, Canada, the United Kingdom, the United Arab Emirates, Spain, Germany, Mexico, Australia and Poland. Founded in 2013 by Shub Bhowmick, Shashank Dubey, and Sumit Mehra, the Company bridges the “last-mile” gap between analytical insights and business value realization through advanced AI, machine learning, and data management solutions.

Company operates across industries such as retail, consumer packaged goods (CPG), telecommunications, media & technology, industrials, healthcare, life science, banking, financial service & insurance, and travel & hospitality, leveraging strong domain expertise, data platforms and accelerators, and strategic partnerships to provide tailored, cutting-edge solutions to its clients. Backed by internationally leading private equity investors, Advent International and Chicago Pacific Founders, the Company has emerged as one of the most trusted AI and analytics partner for global enterprises, fulfilling the AI and analytics needs of some of the largest companies in the world.

Recognitions

Our achievements during the year reflect Company's growing leadership in data analytics and AI. Recognized as the **Google Cloud Industry Solutions Partner of the Year 2025, Leader and Star Performer in the Everest Group's 2025 Data and AI Services PEAK Matrix®, Leader in Gartner's Emerging Market Quadrant for GenAI Consulting & Services, Microsoft Data & Analytics Platform Partner of the Year, Snowflake RCG Data Cloud Services Partner of the Year** and **Leader in ISG's 2025 Provider Lens™ for Retail & CPG Analytics**. We continue to redefine excellence in responsible and high-impact AI innovation.

Journey

More than a decade ago, we set out to solve enterprises' most critical challenges with data and AI. What began with six visionaries in a modest apartment has become a 4000-strong team across 12 global offices.

Tredence recently announced its acquisition of Further Advisory, a Pittsburgh-based management consulting firm specializing in banking, financial services and insurance. This strategic combination brings together Tredence's advanced analytics and AI-driven capabilities with Further Advisory's deep industry expertise, creating an unparalleled offering for clients in financial services and beyond.

We partner with over 60 Fortune 500 companies, delivering industry-shaping decision intelligence. Today, Company embed GenAI and Agentic AI at the last mile to drive autonomous decisions and real business impact. This is where enterprises turn insight into autonomous action, automating complex decisions while keeping human judgment at the core.



4000+ Tredencians

Data Scientists, AI/ML Experts, Data Engineers, Data Analysts & Product Engineers



10 Functional Practices

Generative AI, Data Science, Data Engineering, SCM, CX Analytics, MLOps, Digital Engineering, Data Modernization, LLM Ops, Agentic AI



07 Industries

Retail, CPG, Travel & Hospitality, Telecom, Media & Tech, Manufacturing, Healthcare & Lifesciences, BFSI



#1 Industry Leading NPS

Achieved across 1,000+ client engagements globally



150+ Industry AI accelerators

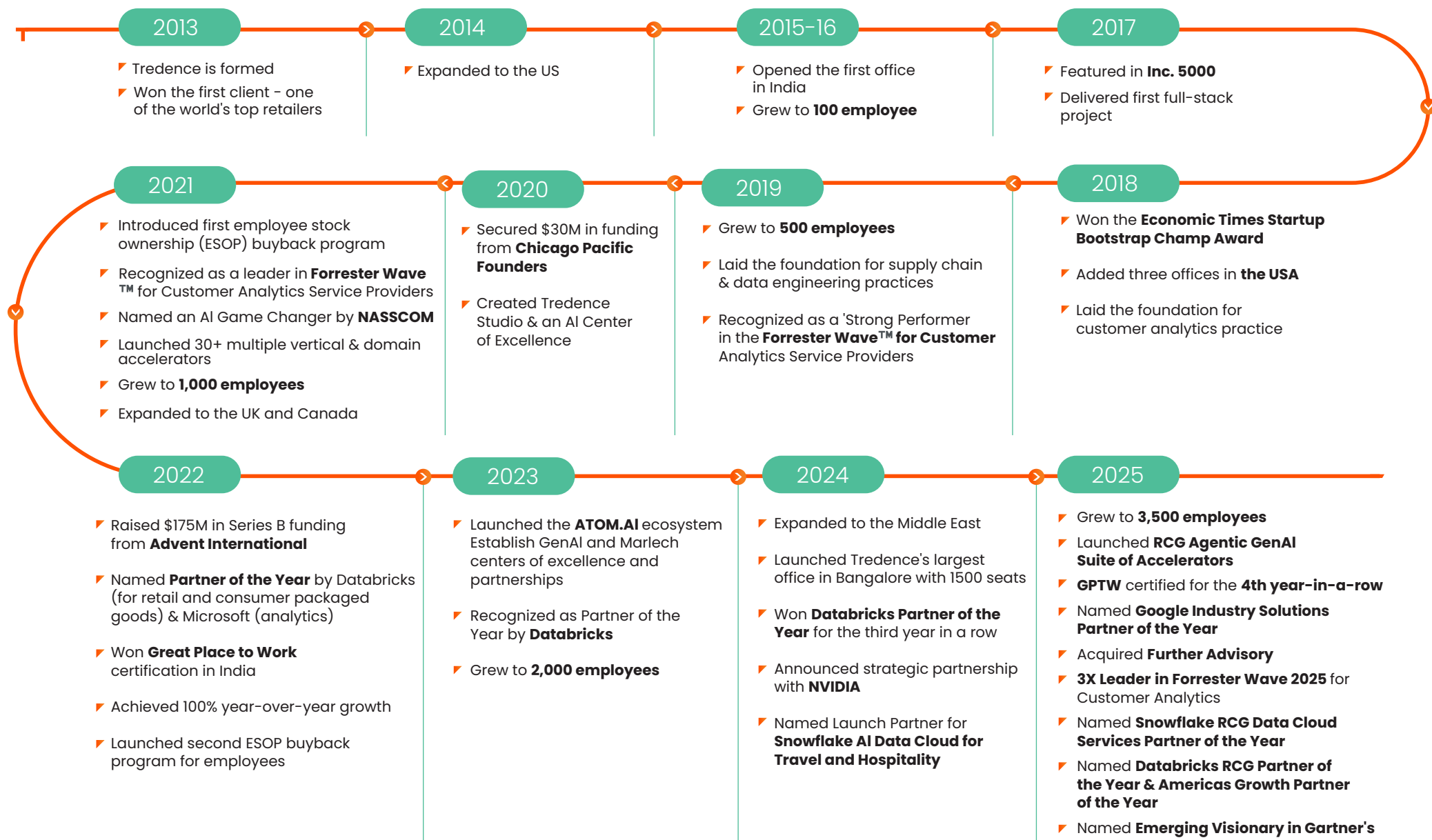
Powering Last Mile AI excellence



18+ Global Delivery Centres

Chicago, Foster City, San Jose, and Bentonville (USA); Toronto (Canada); Bengaluru, Chennai, Gurugram, Kolkata, and Pune (India); London (UK); Dubai and Saudi Arabia (UAE); Guadalajara (Mexico); Frankfurt (Germany); Barcelona (Spain); Warsaw (Poland); and Sydney (Australia)

12+ Years Journey of Exponential Growth



► Our Purpose, Vision, Values, & Culture

Our purpose and vision define who we are and what drives us. They serve as the foundation for how we innovate, collaborate, and create lasting impact for our clients, people, and communities.



Purpose

To empower decisions that help our clients win.



Vision

To become the world's most indispensable analytics partner.



Our Values

► Learn Endlessly

At Tredence, we explore the latest technologies and upgrade our skills to leverage the newest advancements in data and AI for our clients. We encourage employees to deepen their expertise in data engineering, data science, prescriptive and generative AI by accessing our cutting-edge learning tools.

► Experiment Fearlessly

At Tredence, we seek to become an indispensable partner for data analytics and AI. We put meaningful analytics into the hands of every decision-maker, enabling data-driven decisions that accelerate and amplify business outcomes.

► Build with Purpose

At Tredence, innovation is at the heart of everything we do, and we provide ample platforms to nurture it. Enterprises use our advanced AI capabilities to transform their businesses, creating and amplifying value.



Our Culture

Tredence recognized the importance of a strong and lasting organization culture and recently launched **BEACON**, the Company's new cultural identity.

Transitioning from the **ACE framework (Advisor, Coach-Captain, Entrepreneur)**, BEACON is the Company's guiding light for tomorrow, in its next phase of evolution.



What is

BEACON?

BEACON will be the cultural pulse, the force of direction for Tredence, with six distinct tenets to guide us in different scenarios and situations.

B

Fire in the Belly

It's about staying hungry to solve tough problems, finding innovative ways forward, bouncing back from setbacks, and sparking the energy that inspires others. As we sprint toward \$1B and beyond, that fire matters more than ever. Each of us carries a spark. When we bring determination, grit, and creativity to our work, sparks connect and grow into a powerful flame, unstoppable in shaping the future of AI and Data.

E

Build Exceptional Talent

Means seeing potential where others see limits, investing in learning as if it were oxygen, and holding ourselves to a standard where "good enough" is never enough.

A

Act With Ownership

At Tredence, ownership is being the 'Control Tower'. It means you don't just fly your piece of work, you see the bigger picture, anticipate risks, and keep things moving so everyone lands safely. Ownership is choosing to steer, not sit back. It's refusing to pass the buck, staying accountable when things get tough, and finishing what we start. It turns obstacles into breakthroughs, teammates into leaders, and customers into lifelong partners.

C

Obsess Over Customer

As AI becomes commoditized, our last-mile Sherpa approach is our human moat. Algorithms may get faster, but trust cannot be automated. Every obstacle removed and every step taken in our clients' shoes is what transforms us from a vendor into a true partner, building the momentum that powers tomorrow's greatness.

O

Collaborate To Work As One

At Tredence, progress is never achieved alone. The toughest challenges modernizing platforms, scaling businesses, solving the last mile of analytics, demand that we move as one. When we pull in different directions, effort is wasted. When we align to a shared purpose, momentum is unstoppable.

N

Be Nice

When we are nice, we turn teams into communities, clients into partners, and challenges into journeys worth remembering. It is how we win trust, build belonging, and remind the world that humanity is our greatest technology.

Going forward, the six tenets will orient us in complying with our values every day, as we pursue the organization's vision and mission.

Our Services

Tredence delivers a comprehensive suite of advanced analytics and AI-powered solutions designed to optimize business operations and drive sustainable growth across diverse industries. The key services offered include:

Agentic AI

Tredence builds Agentic AI, powering autonomous decisions for the leading data-driven enterprises. We do this by embedding multi-agent systems that operate across processes and within ethical guardrails. These agents unlock efficiency, smarter decisions, and higher levels of operating scale.

Generative AI

Enterprise leaders want to use generative artificial intelligence (GenAI) to transform their businesses. By integrating cross-disciplinary expertise with ethical and scalable AI solutions, Tredence provides vertical and horizontal GenAI consulting and technology services to help enterprises create a GenAI foundation, and build the GenAI capabilities they need for faster business value.

LLMOps

Enterprises today face challenges moving from AI experimentation to industrializing models that automate processes and provide analytics for decision-making. Tredence LLMOps capabilities provide enterprises with the end-to-end process they need to build strategic AI capabilities: redesigning business processes at scale and putting data and AI tools in the hands of every worker.

Supply Chain Management

Supply chain disruptions cost trillions of dollars annually. Tredence works with enterprises to create a unified data foundation, implement new AI/ML solutions, and deploy accelerators that transform critical processes, creating more clarity and control. As a result, they can increase sales and profitability while also improving sustainability.

Data Engineering

Enterprises want to build a solid data foundation to accelerate business innovation with data and AI, but struggle with siloed data processes. To solve this, they partner with Tredence to build unified, reliable data platforms, enabling advanced analytics. This unlocks new revenue opportunities and the greater efficiency also reduces costs.

Data Modernization & Migration

Enterprises grapple with fragmented data silos, scalability limitations, escalating costs of legacy infrastructure, and continual security and compliance risks. As a trusted data and AI partner to large enterprises, Tredence helps address these complexities with the power of AI, enabling seamless, secure, compliant and cost-efficient transitions.

Customer Experience Management (CXM)

Tredence helps enterprises enhance their customer experience (CX) with new frameworks, control towers, and voice of customer capabilities. It builds a unified data strategy, empowers marketing with analytics, enables AI-driven commerce, and drives CLTV growth. This helps reduce OpEx, improve efficiency, and maximize customer value.

MLOps

Enterprises are building MLOps capabilities to move AI/ML models rapidly from proof of concept to production. Tredence provides MLOps expertise, offering advisory, implementation, and managed services to help enterprises scale AI. Our standardized, repeatable processes enhance model observability, efficiency, and quality while reducing costs.

Data Science

Our data science practice works in different areas of data science, like computer vision, GenAI, LLMs, and more. Our approach combines intuitive understanding and solid, evidence-based methods using the latest algorithms to deliver solutions and develop data science strategies that make a real difference to key business outcomes.

Digital Engineering

As data and AI ecosystems grow more complex, organizations need a digital engineering approach focused on two pillars: a human-centric, AI-augmented layer that simplifies how users interact with insights, and a secure, cost-aware infrastructure that powers high-performing decision systems at scale. **Data to Intelligent Decision Experience (D2DX)** by Tredence transforms enterprise data into intuitive, guided decision journeys to deliver faster, smarter outcomes.

Last-Mile Impact in Practice

The impact of Tredence's work is ultimately measured by impact it creates for its clients. The following case studies illustrate Our collaboration with clients to understand and solve their specific challenges, applying AI and analytics in practical ways to drive value-adding improvements.



Accelerating AI-native forecasting for a USA grocery chain

Faced with a legacy system, a leading USA grocer needed a scalable forecasting solution that could meet modern demands across demand, labor and production planning. Tredence architected an AI-native forecasting engine on Azure Databricks. The system integrated Delta Lake and Unity Catalog for traceability, scaled data models across millions of items, and automated planning workflows. A campaign and pricing model POC was also initiated, and the transformation was anchored by a highly engaging executive "Data Day" to align stakeholders and accelerate adoption.

Impact

\$220M

EBITA value unlocked

10%

Forecast improvement

\$13M

In labor savings

90%+

Replenishment match rate

Creating a supply chain control tower for a Fortune 10 retailer

Due to a recent acquisition and complex operations, this global retailer had petabytes of data but struggled with daily data-related challenges. The retailer developed a comprehensive data strategy to ensure architecture and data quality, enable real-time analytics, leverage AI/ML tools, and improve delivery capabilities. The retailer built a unified data foundation and created connected visibility and intelligence with control tower capabilities, spanning reporting, inventory, fulfillment, and transportation processes.

Impact

- 45+ dashboards and 60+ KPIs, driven by a retail data model
- Real-time data streaming
- 100% automated report production

Improving asset and batch throughput for a large pharmaceutical company

A multinational pharmaceutical company's data and tech silos hindered trend detection, repair prioritization, and shutdown planning, leading to long issue resolution times and extended asset downtime, which impacted throughput and quality. Tredence built an Azure-Databricks solution using a domain-specific asset and batch model to drive optimization and predictive maintenance. A traceability graph and predictive model help identify deviations, integrate with machines, and boost asset and batch throughput.

Impact

12%

Reduced assets mean time to failure (MTTF)

12%

Improved asset throughput

7%

Decreased asset maintenance costs

15%

Higher production uptime

Our Business Presence

The Company’s global offices and centres are strategically located to ensure proximity to clients. Presence of multiple global offices has also enabled employees with more work location choices.

ESG Highlights & Performance Metrics

As a responsible corporate, Tredence has identified, and made progress on several ESG areas, a few of which are highlighted below:



Environment

- Procured **8.95 GWh** of Green-e® certified Renewable Energy Certificates (RECs) in May 2025 to match 100% of the Bengaluru office’s electricity consumption through 2035
- Bengaluru, the largest operational office has obtained the **LEED Platinum** certification, reinforcing the Company’s commitment to create sustainable workspaces
- **4,647 gigajoules** of total energy consumed in 2025*.
- Energy intensity of **1.23 gigajoules per full-time employee** in 2025*
- **87.85 metric tons of CO₂e** in Scope 1 emissions for 2025*
- **947.93 metric tons of CO₂e** in Scope 2 emissions for 2025*
- Implemented **UniFlow**, a cloud-based print management system that reduces paper usage and printing-related waste



Social

- **49%** of employees trained in anti-discrimination and harassment in 2025*
- **72,629+** training hours for all employees in Main entities in 2025*
- **12%** of women employees in senior management in 2025*
- **Zero** discrimination cases
- **24%** of women employees
- **98%** of employees received a performance and career development review in 2024
- **85%** Employee Trust Index Score
- **2500+** volunteer hours for CSR activity
















Governance

- Signatory to the **UN Global Compact in 2025**, and commitment to its 10 Principles on human rights, labor, environment, and anti-corruption
- **Zero** material security or privacy incidents reported in 2025*
- Achieved **ISO 27001:2022 and ISO 9001** certifications
- **49%** of employees trained on Code of Conduct and Business Ethics in 2025*
- **Zero** whistleblower reports in 2025*
- Corruption risk assessment conducted for **all India offices**

*January 2025 – October 2025

Awards & Certifications

In 2024–25, we continued to be recognized globally for its leadership in artificial intelligence, data science, innovation, and people practices. These awards reflect the Company's ongoing commitment to responsible growth, learning excellence, and a culture that empowers people and ideas to thrive.

 <p>Minsky Awards for Excellence in AI 2025 in the Breakthrough AI Technology category at Cypher25</p>	 <p>Ranked #7 in AIM's 50 Best Firms for Data Scientists to Work For in 2025</p>	 <p>Won its 3rd consecutive 2025 Brandon Hall Group Excellence Awards, winning 3 Golds for the Data Cloud Elite Certification Program, the Alchemy Campus to Corporate L&D Program, and the LLM Engineer Learning Program</p>
 <p>Gold at the 4th Edition of The Economic Times Future Skills Awards in 2025 for L&D</p>	 <p>Silver at the 8th Annual BW CFO World Best CFO & Finance Strategy Excellence Award in Excellence in Treasury and Cash Management in 2025</p>	 <p>Won the BW Tech Excellence Award for Digital Innovation in AI & ML Implementation in 2025.</p>
 <p>Ranked 4th among the 20 Best Firms for Women in Tech to Work for 2025</p>	 <p>Named 2025 Google Cloud Industry Solutions Partner of the Year</p>	 <p>Certified a Great Place to Work™ 2025 for the 4th year in a row.</p>
 <p>Won the TalentLMS Training Excellence Great Results Award in 2024 for its "Byte-Sized" Program, offering flexible, self-paced learning.</p>	 <p>Named a Leader in 2024 ISG's Provider Lens™ Assessment for Supply Chain Analytics Services</p>	 <p>Won the Silver and Bronze Award for learning at ET HR Future Skills Awards 2024</p>
 <p>Tredence's UnityGo was hailed as the Data Governance Solution of the Year 2024 at the prestigious 5th Annual Data Breakthrough Awards.</p>		

ESG at Tredence

Tredence recognizes that as the business world reinvents itself with AI, it places higher responsibility on us as a partner or service provider. The Company examines the impact of its business activities on the environment, workforce and the community, and identifying opportunities to mitigate the negative impact, and enhance the positive.

The Company's material sustainability themes and Key Performance Indicators (KPIs) are aligned with the **UN SDGs**, **GRI** and **EcoVadis** frameworks. Initiatives linked to KPIs are outlined with clear objectives, quantifiable outcomes, and accountability mechanisms.



CARE Framework

(Community Impact, Active Wellbeing, Respectful Equity, and Environmental Stewardship) is the Company's blueprint for embedding responsibility across every dimension of operations, people, communities, and environment. It is Tredence's ESG framework, which guides our environmental and social commitments. Together with our governance practices, C.A.R.E. sets the direction for our sustainability journey.



CARE

Community Impact

We believe sustainable business growth is inseparable from community development, and advances community impact through Education, Empowerment and Healthcare.

Education

Support digital literacy for socially disadvantaged sections, with meaningful systemic work. Target Group – Schools for underprivileged children and children with special needs.

Empowerment

Support the socio-economic empowerment of underprivileged communities and people with disabilities, by making them job ready. Target Group – Underprivileged section of the society and differently abled people

Healthcare

Contribute towards enhancing health by promoting preventive care, supporting health education and awareness initiatives. Target Group – Underserved communities in need of healthcare support and resources

CARE

Active Wellbeing

Employee wellbeing is central to sustainable performance. This pillar at Tredence promotes physical, emotional, and financial wellness.

Physical Wellbeing

Fitness and Wellness Programs: Support employee health through gym memberships, fitness challenges, and wellness workshops focusing on nutrition and sleep hygiene.

Health Screenings and Check-ups: Prioritize our team's health with regular health check-ups, vaccinations, and mental health screenings to ensure holistic wellness.

Active Lifestyle Promotion: Initiatives to encourage an active lifestyle through walking or cycling challenges, sports teams, and various outdoor activities.

Emotional Wellbeing

Counselling and Support Services: Comprehensive Employee Assistance Programs (EAPs), mental health counselling, and stress management workshops to support emotional health.

Mindfulness & Meditation: Foster mindfulness through dedicated sessions, meditation rooms, and accessible meditation apps for our employees.

Health Education: Conduct workshops on diverse health topics, including diabetes prevention and heart health, empowering our employees with essential knowledge.

Financial Wellbeing

Financial Education: Workshops focusing on essential skills such as budgeting, saving, investing, and managing debt, helping employees achieve financial stability.

Financial counselling services: Provide access to financial counselling services, guiding employees in making informed financial decisions.

CARE

Respectful Equity

Respectful Equity represents the Company's commitment to Diversity, Equity, and Inclusion (DEI), ensuring every individual feels valued, heard, and empowered, and is fostered through:

Unconscious Bias Training

Workshops and online modules designed to help employees recognize and address unconscious biases.

Policy Introduction

Develop and implement Diversity, Equity, and Inclusion (DEI) policies, alongside an Employee Grievance Redressal mechanism, to ensure fair treatment and equal opportunities for all group Entities team members.

Diverse Hiring Practices

Inclusive recruitment strategies and collaborations with diversity-focused organizations aim to enhance workforce representation.

Mentorship & Leadership Development Programs

Career guidance opportunities and integrate DEI principles into our leadership training, fostering an inclusive leadership culture.

Employee Resource Groups (ERGs)

Establish safe spaces for employees from diverse backgrounds to connect, share experiences, and support one another.

Inclusive Workplace Initiatives

Strive to create a physically and psychologically safe environment for Group Entities employees, promoting a sense of belonging.

Employee Feedback Mechanisms

Regularly solicit feedback from employees to identify improvement areas and enhance equity initiatives.

CARE

Environmental Stewardship

The Company integrates environmental stewardship into daily operations to minimize footprint and support a low carbon, circular economy. Environmental commitments are actioned through:

Reduce, Reuse, Recycle

Implement programs to minimize waste and encourage resource conservation, along with awareness and initiative.

Sustainable Procurement

Focus on collaborating with vendors that uphold eco-friendly practices. Establish relevant policies that encompass the supplier code of conduct and ethical sourcing practices.

Carbon Footprint Reduction

Actively monitor and strive to reduce Tredence's carbon footprint through various initiatives, including procuring renewable energy & LEED certification and investment in energy efficient technologies.

Tredence will continue deepening impact across all four **C.A.R.E** pillars, embedding measurable KPIs, expanding reporting coverage, and aligning outcomes with leading global frameworks such as **GRI and EcoVadis**.

C.A.R.E & ESG Framework Alignment

Tredence's ESG approach, while derived from C.A.R.E is aligned with the **United Nations Sustainable Development Goals (UN SDGs)** and other recognized frameworks such as EcoVadis and GRI. The following Table illustrates alignment of the **C.A.R.E** framework with the **United Nations Sustainable Development Goals (UN SDGs)**.

C.A.R.E Pillar	Strategic Focus	Aligned UN SDGs	Tredence's Contribution
C – Community Impact	Uplifting communities through education, digital inclusion, and livelihood enhancement.	SDG 2: Zero Hunger SDG 3: Good Health & Well-being SDG 4: Quality Education	Partnered with Akshaya Patra to sponsor 1.9 lakh mid-day meals and organize volunteering drives, ensuring improved nutrition and school attendance for children. Conducted cancer awareness programs, free medical camps , and preventive health initiatives. Expanded access to learning through initiatives like the Tinkering Lab, STEAM Career Curriculum, and InspireEd sessions, fostering curiosity, creativity, and equal opportunity.
A – Active Wellbeing	Promoting holistic employee health – physical, emotional, and financial.	SDG 3: Good Health & Well-being SDG 8: Decent Work & Economic Growth	Implemented Active Wellbeing pillar , offering fitness, mental health, and wellness initiatives. Ensured safe workplaces with structured Health & Safety programs , and Hazard Identification and Risk Assessments (HIRA). Strengthened career development through Career Compass, ULVP , learning pathways, and performance management frameworks.
R – Respectful Equity	Fostering diversity, equity, and inclusion across all levels of the organization.	SDG 5: Gender Equality SDG 10: Reduced Inequalities	Advanced gender inclusion through Her at Tredence , and equal opportunity policies. Promoted fair, respectful, and accessible workplaces for all across Group Entities.
E – Environmental Stewardship	Minimizing environmental footprint and driving ethical operations.	SDG 12: Responsible Consumption & Production SDG 13: Climate Action	Adopted energy-efficient IT systems, repair-and-reuse practices, and responsible e-waste disposal through certified vendors. Advanced climate action through Green-e® certified RECs (8.95 GWh), LEED Platinum certified Bengaluru office , and resource-efficiency initiatives. Strengthened environmental monitoring through IAQ sensors, waste segregation improvements, and operational conservation efforts.

In addition to the SDGs mapped through the CARE framework, Tredence contributes to several other goals through its governance practices and technology-led innovation. **SDG 9 – Industry, Innovation, and Infrastructure** is supported through the Company's investments in digital innovation, including agentic AI platforms and enterprise-scale MLOps frameworks that help clients operationalize AI responsibly. **SDG 16 – Peace, Justice, and Strong Institutions** is advanced through strong governance mechanisms including anti-bribery and whistleblower policies, SOC 2 Type II and ISO 27001:2022 certifications, and robust data privacy practices. **SDG 17 – Partnerships for the Goals** is reflected in Tredence's collaborations with NGOs, industry partners, and clients to drive joint impact across education, sustainability analytics, and community development. These contributions extend the Company's sustainability impact beyond the CARE pillars and reinforce its commitment to ethical, responsible, and partnership-driven growth.

■ Stakeholders & Materiality

In addition to alignment with key ESG frameworks such as GRI and EcoVadis, Stakeholder engagement forms a key aspect of formulation of Tredence's ESG approach. By active engagement with Board Members, investors, employees, clients, suppliers and communities, the Company has fine-tuned its ESG approach and identified specific material ESG themes to focus on. The Table represents various stakeholder groups, objectives, mode and frequency of the Company's engagement.

Stakeholders	Objectives of Engagement	Mode of Engagement	Frequency of Engagement
Board Members	AGM, Financial updates, ESG Updates, Other key updates	Virtual, In-person, Emails	Quarterly and as and when required
Investors/Shareholders	Financial updates, strategic direction, ESG performance	Virtual, In-person, Emails	Quarterly and annual meetings
Regulatory Bodies	External and Internal Audits	Virtual, In-person, Emails	Quarterly, Yearly
Employees	Talent engagements, Talent retention, Key organizational announcements, ESG Updates, Performance feedback, Learning and development, etc.	Virtual, In-person, Emails, Townhall	As and when required
Clients	Service delivery, innovation, partnership development, feedback	Virtual, In-person, Emails	As and when required
Suppliers	Compliance	Virtual, In-person, Emails	As and when required
Community	CSR	Virtual, In-person, Emails	As and when required
Media	Regulatory press releases, News, etc.	Virtual, In-person, Emails	As and when required



Materiality Assessment

Tredence followed a three-step materiality assessment process to identify and prioritize the material ESG themes to embed in business strategy and operations:

01 GRI-based scoping

Mapped potential ESG themes against the GRI Standards framework to identify the ones relevant to the sector (examples: data privacy, employee well-being).

02 Peer benchmarking

Analyzed sustainability disclosures of comparable organizations to understand the universe of sectoral priorities and disclosure best practices.

03 Stakeholder input

Conducted focused discussions with internal stakeholders to validate and refine material themes, to ensure that they reflect stakeholder concerns and business imperatives.

Inputs from the above exercise were integrated to identify 14 material themes across the ESG spectrum. These themes were further developed into thematic ESG goals and 100+ actionable KPIs to measure current status and plan for future progress.

Material ESG Themes

The prioritized themes that emerged from the materiality assessment process are grouped as follows:

Environment	Social	Governance
Emissions & climate change	Human & labor rights	Business ethics
Energy efficiency	Occupational health & safety	Board structure
Waste & circularity	Human capital	Executive compensation
	Diversity, Equity & Inclusion	Transparency & disclosure
	Community relations & engagement	Risk & control systems
		Information security



■ Our ESG Goals

The material themes identified in the assessment were further developed into goals comprising qualitative objective and quantitative targets in line with the Company's policy commitments, stakeholder needs, expectations, and business objectives. The goals are also aligned with EcoVadis framework, and the Company endeavors to make them measurable, transparent, and consistent across the organization.



Environment	Criteria	Qualitative objectives	Quantitative Targets
	01 Materials, Chemicals and Waste	1. Commit to minimizing environmental impact by integrating waste management into the sustainability strategy. 2. Ensure responsible disposal of e-waste, paper waste, sanitary waste and food waste.	Ensure 100% of e-waste is channelized through authorized vendors.
	02 Air Pollution	Commit to maintaining healthy indoor air quality across leased office spaces* under Tredence's operational control through proper ventilation and regular monitoring of key air quality parameters.	Install Indoor Air Quality (IAQ) sensors in 100% of all new office spaces managed by Tredence in India, and ensure monitored parameters consistently meet or remain below American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) standard thresholds.
	03 Water	Commit to promote a culture of water conservation through awareness campaigns and encouraging employees to adopt responsible usage behavior.	-
	04 Energy consumption & GHGs	Commit to track, analyze, and disclose energy consumption and GHG emissions across major operational areas.	-

Social	Criteria	Qualitative objectives	Quantitative Targets
	01 Diversity, Equity and Inclusion	<ol style="list-style-type: none"> 1. Commit to creating a workplace where all Group Entity employees and partners are treated equitably, regardless of age, race, gender, sexual orientation, or any protected characteristic. 2. Commit to creating equal opportunities for all Group Entities team members and fostering a culture of inclusivity. 3. Commit to creating an inclusive environment for all Group Entities employees, ensuring that our office spaces are accessible and welcoming. 4. Promote diversity and inclusion in the workplace through recruitment practices and policies that support equal opportunities. 5. Provide equal and fair treatment to all Group Entities employees in terms of remuneration, recruitment and progression irrespective of differences in race, ethnicity, gender, gender identity, sexual orientation, age and socioeconomic background. 6. Encourage employees to contribute ideas and provide feedback to management. 7. Ensure a workplace free from sexual harassment. 8. Commit to involve employees in environmental and social initiatives, offering training and assistance to encourage adoption of eco-friendly and socially responsible practices at work. 	Target a 1% increase in the representation of women in the workforce by 2026, compared to 2024.
	02 Employee Health & Safety	<ol style="list-style-type: none"> 1. Prevent workplace-related illnesses and injuries by implementing proactive health management strategies. 2. Promote work-life balance to enhance mental health and reduce stress-related conditions. 3. Encourage employees to adopt healthy lifestyle choices, including physical activity, proper nutrition, and mental wellness programs. 4. Maintain a workplace free from recognized hazards by conducting regular risk assessments and implementing appropriate controls. 5. Foster a safety-first culture where Personnel are encouraged to report unsafe conditions and near misses. 6. Ensure that all Main Entities employees receive comprehensive training on workplace safety procedures and emergency response protocols. 	Conduct annual health & safety policies training for 80% of employees by 2027, compared to the 2025 baseline.
	03 Working Conditions	<ol style="list-style-type: none"> 1. Commit to support the health and well-being of our employees and their families. 2. Commit to provide a supportive and flexible work environment that enables our colleagues to take time-off for personal and family needs, including vacation, personal exigencies, recuperation from illness or for any other needs. 3. Commit to providing decent work conditions for all Group Entities employees, ensuring fair wages, promoting work-life balance, and fostering a culture of respect and safety. 	Maintain the employee satisfaction score in GPTW at or above the 2025 baseline (≥80%).
	04 Career Management & Training	<ol style="list-style-type: none"> 1. Aim to provide a structured, transparent and accessible framework for career development, enabling employees to navigate their career journey. 2. Commit to foster a culture of continuous learning and professional growth. 	-

Governance	Criteria	Qualitative objectives	Quantitative Targets
	01 Corruption	Commit to act fairly, ethically and with integrity and transparency in all Group Entities business operations.	-
	02 Responsible Information Management	<ol style="list-style-type: none"> 1. Commit to safeguarding the confidentiality and privacy of the information entrusted to us. 2. Ensure and maintain the security of the organization's information from unauthorized access, processing or communication when the information is shared with external parties for fulfilling Tredence activities. 3. Ensure the protection of information on the networks and the supporting infrastructure. 4. Commit to prevent unauthorized user access, theft or compromise of information and information processing facilities through proper exercise of user activity and system use. 	Conduct annual information security training for 95% of employees by 2026, compared to 2025.
	03 Sustainable Procurement	<ol style="list-style-type: none"> 1. Ensure all Group Entities suppliers comply with Tredence's Supplier Code of Conduct, covering legal, environmental, labor, health and safety, data protection, and ethical business practices. 2. Aim to train both internal and external stakeholders to facilitate the smooth adoption of the Sustainable Supplier Procurement Process. 3. Commit to ensuring full implementation of the sustainable procurement process, including comprehensive training, positioning Tredence as a leader in sustainable procurement practices. 4. Commit to reducing the environmental footprint of procurement activities by selecting suppliers and products that prioritize sustainable practices. 	Train 50% of suppliers on environmental and social issues by 2030 from a 2025 baseline.

*Tredence's leased office spaces are located in Bengaluru, and Chennai in India; Toronto in Canada; and Foster City and Chicago in the USA.

Environment Responsibility

This chapter illustrates the Company's approach, metrics, goals and targets towards environmental responsibility. The Company's biggest environmental impacts come from office use, which links directly to energy and greenhouse gas emissions, water use, and waste generation.

Although all of Group Entities offices are located in leased or shared workspaces, which limits our control over elements such as energy supply, Heating, Ventilation and Air Conditioning (HVAC) systems, and waste management, the Company's continues to make deliberate sustainability choices. We prioritizes operating in green-certified buildings, improving energy and resource efficiency wherever feasible, and sourcing renewable energy whenever possible.

Tredence obtained the **LEED Platinum** certification for the Bengaluru facility, upgrading to LED lighting and motion sensors, and installing Indoor Air Quality (IAQ) sensors that measure CO₂, particulates, VOCs, humidity, and temperature in real time. These are the first few and impactful steps of a broader shift towards greener operations.



Energy & Emissions

Energy Management: Energy consumption represents the largest share of the Company's operational footprint. To lower energy demand, the Company has implemented several measures such as choosing LEED and green-certified spaces, using LED lighting and motion sensors, deploying Variable Air Volume (VAV) systems. IAQ sensors have been installed measure CO₂, particulates, VOCs, humidity, and temperature, helping to strike the right balance between energy efficiency and maintaining a healthy, productive workspace.

Energy Consumption: The Company systematically tracks energy use and intensity across operations in Main Entities.

Metric	2024	2025*
Total Energy Consumption (GJ)	3703	4647
Energy Intensity (GJ/FTE)	1.25	1.23

*January 2025–October 2025



GHG Emissions

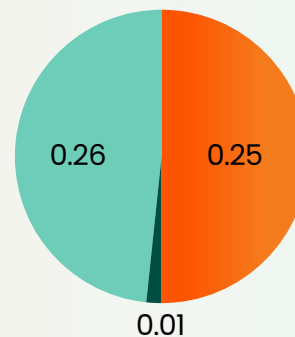
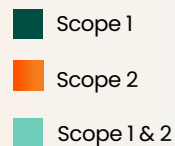
Scope 1 and Scope 2 Greenhouse gas emissions were assessed as per the **GHG Protocol Corporate Standard**, using region-specific emission factors: **CEA (India)**, **USEPA eGRID (USA)**, and **ECDC (Canada)**.

A structured GHG monitoring system aligned with the GHG Protocol has been developed to ensure data is collected, validated, and reviewed on a regular basis. The increase in emissions across Tredence India in 2025 compared to 2024 is primarily driven by the relocation of the Bengaluru office to a larger facility, along with higher electricity consumption, increased diesel usage for backup power, and an expanded workforce in India. Together, these factors contributed to the overall rise in emissions.



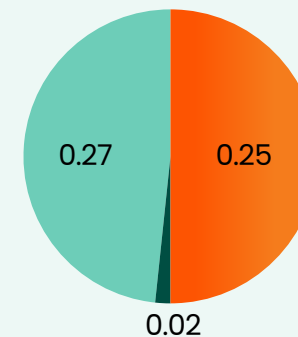
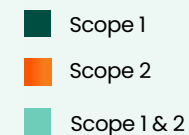
Emission Intensity (MTCO₂e/employee)

CY 2024



Emission Intensity (MTCO₂e/employee)

CY 2025





Metric	2024	2025*
Scope 1 Emissions (MTCO ₂ e)	26.81	87.85
Scope 2 Emissions – (MTCO ₂ e)	750.37	947.93
Total GHG Emissions (MTCO ₂ e)	777.18	1035.78
Scope 1 Emissions Intensity (MTCO ₂ e/FTE)	0.01	0.02
Scope 2 Emissions Intensity (MTCO ₂ e/FTE)	0.25	0.25
Scope 1+2 Emissions Intensity (MTCO ₂ e/FTE)	0.26	0.27
*January 2025–October 2025		

GHG Emissions breakdown by Country

Metric	Country	2024	2025*
Scope 1 Emissions (MTCO ₂ e)	India	26.81	87.8
Scope 2 Emissions (MTCO ₂ e)	India	647.34	857.01
	USA	101.52	89.6
	Canada	1.52	1.30
*January 2025–October 2025			

Decarbonization and GHG Reduction Initiatives

In May 2025, Tredence purchased **8.95 GWh of Green-e® certified Renewable Energy Certificates (RECs)** to match the electricity consumption of its Bengaluru office through 2035. This purchase is estimated to avoid **3,522 tonnes of CO₂e**, based on Green-e® verified environmental benefits.

The 3,522 tonnes of CO₂e prevented is equivalent to:



8969170 miles/year
driven by an average
passenger vehicle



Growing 16546
tree seedlings for
10 years



Recycling 1,245 tons
of waste instead of
landfilling

Tredence has also obtained the **Leadership in Energy and Environmental Design (LEED) Platinum certification** for its Bengaluru, India facility and is pursuing it for other facilities, underlining our dedication to sustainable design and energy efficiency.



Water Stewardship

Water Quality and Wastewater Reduction Management

Water stewardship is a key priority, especially in Bengaluru, where local water stress is significant. The Bengaluru office building includes an on-site Wastewater Treatment Plant (WWTP), which allows treated water to be reused for flushing and landscaping. Inside the office premises, low-flow fixtures help further reduce the use of fresh water.

Tredence's water management approach focuses on responsible use, accurate reporting, and continuous improvement across all Main Entities office locations. As most Tredence offices operate within leased or multi-tenant facilities, water data availability varies across regions. During the reporting period, no water consumption data was available for Canada, while the USA reported data only for the Chicago office, where water consumption was monitored through facility-level metering. In India, Tredence began systematic water tracking in 2024, with the Bengaluru office serving as the baseline location. Water use data from this facility, covering domestic water consumption and treated water supplied for restrooms, was extrapolated across other India offices using a per-employee consumption factor. Based on this methodology, total estimated water consumption for India has been calculated for 2024 and 2025.

Water Consumption

Metric	Country	2024	2025*
Water consumption: Domestic (kl)	India	857.47	1913.36
Water Consumption: Drinking water (kl)	India	95.27	226.82
Total Water consumption (kl)	India	952.74	2140.18
	USA	279.29	154.44

*January 2025–October 2025

*The reported data of USA includes only water consumption at Chicago

Waste & Circular Economy

Responsible waste management is central to our environmental approach. Across offices, we segregate waste into dry and wet categories, with clearly marked bins placed throughout. Employees are regularly educated on correct waste segregation practices.

Single-use plastics have been largely phased out in favour of refillable glass bottles and water stations. In cafeterias, food waste monitoring helps us minimize overproduction. Tredence also prioritizes using recycled office materials, such as notepads and stationery, to support a circular economy.

Non-Hazardous Waste

Tredence manages its non-hazardous waste through structured segregation and responsible disposal practices across Main Entities offices. Given that most offices are located in multi-tenanted commercial facilities, obtaining precise waste data from property managers remains a challenge.

However, for the USA, waste data for the Chicago office was available, where 1.92 metric tons of total non-hazardous waste was generated and categorized into landfill, recycled, and organic streams to promote responsible disposal and material recovery (2025). In 2025 In India, data from the Bengaluru facility, covering both plastic and general solid waste, was used as a baseline to estimate total waste generation across other India offices based on per-employee consumption. Using this methodology, total non-hazardous waste for India in 2025 is estimated at 14.82 metric tons. The total weight of non-hazardous waste generated was 7.33 metric tons in CY 2024 and 16.74 metric tons in CY 2025, covering operations in India and Chicago.

Tredence continues to engage with building management partners to strengthen data collection, improve segregation at source, and enhance waste diversion in line with circular economy principles.

E-Waste

Electronic waste at Tredence primarily includes end-of-life laptops. These are securely stored and periodically transferred to authorized dismantlers or refurbishers to ensure environmentally responsible recycling. In India, no e-waste was dispatched in 2024 as accumulation was underway; however, 3.5 metric tons of e-waste was transferred to certified recyclers in 2025.

For North American operations, E-waste from Canada is consolidated and processed in the U.S.A. In 2024, 0.291 metric tons of e-waste was responsibly recycled across U.S. and Canadian facilities, while for 2025, materials have recently been sent for processing and verified data will be available in the next reporting cycle.

Tredence remains committed to achieving 100% certified e-waste disposal and enhancing traceability through digital inventory management and vendor certifications.



Type of Waste (in metric tons)	Country	2024	2025*
Solid waste	India	4.19	14.65
Plastic Waste	India	0.08	0.17
E-waste	India	-	3.5
	USA	0.29	-
Total non-hazardous waste	India	4.27	14.82
	USA	3.06	1.92

*January 2025–October 2025

Energy & Waste Initiatives for IT assets

Digital Document Management

Tredence is implementing Uniflow, a cloud-based print management system designed to reduce paper consumption and printing-related waste. The solution requires employees to authenticate themselves using access cards before documents are printed, preventing unnecessary or accidental prints. This initiative promotes responsible paper use, strengthens document security, and supports digitalization goals that align with waste reduction and operational efficiency.

Cloud Storage Optimization

To improve digital resource efficiency, Tredence performs quarterly reviews to identify and delete redundant or unused files from its IT-managed cloud systems. This proactive data housekeeping practice helps optimize cloud storage utilization, reduces digital clutter, and indirectly contributes to lower energy consumption from data servers.



Environmental Awareness

In 2024 and 2025, Tredence continued to conduct Company-wide awareness sessions for all Main Entities employees, focusing on energy and water conservation, waste reduction, and GHG management. Employees also received guidance on practical daily actions, such as turning off monitors and lights when not in use, cutting down single-use plastics, conserving water, following waste segregation practices, and limiting printing. These awareness programs help build environmental literacy, promote accountability, and align employee behavior with ESG goals and commitments.

In 2024, Environmental awareness training on waste recycling, repurposing, and climate actions was provided to 6.86% of employees at the Main Entities' level. Environmental awareness training on waste recycling, repurposing, and climate actions was provided to **18.93%** of employees in USA, **4.45%** in India, and **31.09%** of employees in Canada. In 2025, Environmental awareness training was conducted on energy conservation, emission control, internal waste reduction and water conservation to **4.37%** of employees in India.

Metric	2024	2025*
% of employees covered by environmental awareness training	6.86% (Main Entities)	4.37% (India)
Total hours dedicated to environmental awareness training.	02	02
*January 2025–October 2025		

Environmental Targets

To guide the Company's long-term environmental performance, the following goals have been set across key environmental sustainability areas.

Criteria	Qualitative objectives	Quantitative Targets
Energy consumption & GHGs	Commit to track, analyze, and disclose energy consumption and GHG emissions across major operational areas.	-
Air Pollution	Commit to maintaining healthy indoor air quality across leased office spaces* under Tredence's operational control through proper ventilation and regular monitoring of key air quality parameters.	Install Indoor Air Quality (IAQ) sensors in 100% of all new office spaces managed by Tredence in India, and ensure monitored parameters consistently meet or remain below American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) standard thresholds.
Water	Commit to promote a culture of water conservation through awareness campaigns and encouraging employees to adopt responsible usage behavior.	-
Materials, Chemicals and Waste	<ol style="list-style-type: none"> 1. Commit to minimize environmental impact by integrating waste management into the sustainability strategy. 2. Commit to promote circular economy by use of recycled materials. 3. Ensure responsible disposal of e-waste, paper waste, sanitary waste and food waste and promote resource recovery. 	Ensure 100% of e-waste is channelized through authorized vendors.

*Tredence's leased office spaces are located in Bengaluru, and Chennai in India; Toronto in Canada; and Foster City and Chicago in the USA.



Social Responsibility

This Chapter outlines how Tredence operationalizes social responsibility across human rights, diversity and inclusion, health and safety, career development, and employee engagement. It demonstrates the frameworks, policies, and accountability mechanisms that translate commitment into measurable impact.

In 2025, the Company achieved an **85% Employee Trust Index Score™** through the Great Place to Work™ Survey, placing the Company above the certification threshold and reflecting strong confidence in leadership, fairness, and workplace culture. These results are supported by structured interventions and proactive governance.

The Company's flagship Employee Resource Group, pairs every member with a mentor, influences HR policy, and accelerates women into leadership roles through targeted professional development. During the reporting period, the Company maintained **zero work-related fatalities, zero recordable injuries, and zero discrimination** cases across 4,000+ employees in Main Entities.

The Company's benefits architecture provides **100% health coverage**, comprehensive parental leave support across all Group Entities, and wellness programs designed to address the physical, emotional, and financial dimensions of employee well-being.

Human Rights

Social responsibility begins with protecting fundamental human rights. Tredence upholds these rights across all operations and throughout the supply chain.

The Company's policy explicitly prohibits child labor, forced labor, and any form of exploitation or coercion. All work performed within Tredence Group Entities and by its partners adheres to legal minimum age requirements, fair compensation, and safe working conditions. These commitments are not limited to policy documentation but are embedded into supplier and partner relationships and are monitored through periodic assessments and ongoing due diligence.

Within the workplace, equity, dignity, and accessibility are prioritized. Employees, interns, and contractors are protected against harassment, intimidation, or any form of coercion. Tredence offices are designed to be inclusive and accessible, featuring infrastructure such as ramps and accessible restrooms to ensure that every individual, regardless of ability, can navigate and work comfortably.

Regular training programs and awareness sessions equip employees to recognize, prevent, and report any actions that may compromise human rights or ethical standards. Protecting human rights is understood as both a moral imperative and a strategic enabler for organizational resilience and performance. Tredence recognizes that human rights protection is an ongoing commitment requiring continuous monitoring, training, and enforcement.

Anti-Discrimination & Fair Treatment

Tredence enforces a zero-tolerance approach toward discrimination, harassment, and offensive behavior. The anti-discrimination policy covers all aspects of employment, including recruitment, promotions, compensation, and daily workplace interactions. Discrimination based on age, gender, race, ethnicity, sexual orientation, disability, religion, or any other protected characteristic is strictly prohibited.

Employees have structured channels to raise concerns anonymously. Reports are handled promptly, with investigations conducted with integrity and resolution timelines clearly defined. Violations result in disciplinary actions, from mandatory training to termination. No employee is subject to retaliation for reporting issues in good faith. During the reporting period, zero discrimination cases were reported **across Main Entities**.

Training programs on anti-discrimination and workplace conduct complement these efforts, with over 49% of employees across all Main Entities having completed mandatory modules in 2025 compared to 7% in 2024. These sessions reinforce awareness, build accountability, and strengthen a culture of respect and inclusion.

Social Dialogue

Tredence upholds employees' right to form unions in accordance with freedom of association policy. No unions have been formed to date. However, employees are encouraged to approach the grievance committee to raise and resolve grievances, if any.



Diversity, Equity, & Inclusion

As a global data and AI company, Tredence operates across industries and regions. High performance in this environment requires teams that are diverse in background, perspective, and experience.

The Company's DEI policy sets clear standards to build and nurture diverse teams. It requires fairness in recruitment, compensation, career development, and workplace culture, and prohibits discrimination on the basis of age, gender, race, ethnicity, disability, sexual orientation, or any other protected characteristic. By embedding these principles into policy, the Company ensures that merit is the only basis for hiring and career decisions.

These principles are operationalized through transparent practices. Job postings are written to emphasize neutrality on gender and ethnicity. Internal candidates are systematically considered for advancement wherever eligibility criteria are met. These mechanisms create accountability and build confidence in the fairness of progression pathways at Tredence.

Tredence actively engages with academic institutions to identify emerging talent early. Through campus partnerships, Tredence introduces students to the mission of turning data into last-mile impact and invites them to join the Company as they begin their professional journeys. This approach creates pipelines for youth employment while establishing relationships that could span entire careers. By investing in recent graduates, the Company builds institutional knowledge, nurtures technical expertise from the ground up, and creates loyalty rooted in genuine development.

	Main Entities		India		USA		Canada**	
Employee diversity (Vulnerable groups)	2024	2025*	2024	2025*	2024	2025*	2024	2025*
Youth Employees (<25 years): All employees	539	663	528	646	11	2	0	0
Elderly Employees (60+ years): All Employees	3	2	0	0	3	2	0	0
Elderly Employees (60+ years): Senior Management	1	2	0	0	1	2	0	0

Within the Main Entities, vulnerable employees, defined as youth employees below 25 years of age and elderly employees aged 60 years and above, accounted for 18.25% of the total workforce in CY 2024 and 17.15% in CY 2025. Among senior management, elderly employees aged 60 years and above represented 0.03% in CY 2024 and 0.05% in CY 2025.

*January 2025 – October 2025

** The total number of employees in Canada was 94 in CY 2024 and 97 in CY 2025.

Advancing DEI in Practice

Tredence endeavours to move beyond intent by translating DEI policy into concrete actions, from equitable hiring and mentoring programs to leadership development for underrepresented groups.

The Company continues to create safe spaces for dialogue across all levels and tries to ensure that every employee can bring their authentic self to work, contributing to a more inclusive, equitable, and high-performing workplace.

Focused Initiatives for Women

With a strong focus on empowering women, Tredence fosters growth through initiatives such as leadership coaching, skill-building sessions, and networking forums that promote visibility and career advancement.

The approach includes structured interventions such as exclusive networking and recognition events for women, webinars on financial literacy and career planning, and awareness sessions that address barriers to gender equity. These programs ensure women at Tredence have the resources and support to thrive at every stage of their careers.

Employee Resource Groups

Employee Resource Groups (ERGs) are central to embedding inclusivity into daily practice. Alongside thematic ERGs focused on ESG and community engagement, Tredence has established women-led groups that design and drive gender-specific initiatives. These networks provide a platform for peer support, mentorship, and leadership visibility.

Inclusive Talent Acquisition

Recruitment campaigns are designed to expand access for underrepresented talent, with specific drives aligned to global milestones. Every hiring decision emphasizes meritocracy, while actively seeking to diversify candidate pipelines and reduce structural barriers.

Accessible and Inclusive Workspaces

All Tredence offices are equipped with accessibility features, including ramps and accessible restrooms, ensuring that every employee can navigate the workplace with dignity and ease.

Celebrating Diversity

Cultural observances serve as a lever for recognition and dialogue. From International Women’s Day across Tredence Group Entities to Black History Month in the USA, and from Eid al-Fitr to Chinese New Year , our celebrations highlight both global and local identities. In India, we celebrate festivals such as Diwali, Holi and Pongal, bringing employees together through culturally rooted traditions and activities. These moments reinforce a culture of belonging and respect across geographies.

Embedding Accountability

The DEI framework is supported by clear accountability channels. Policies explicitly safeguard fairness in hiring, promotions, and workplace conduct, while ensuring that employees have structured avenues to raise and resolve concerns. This reinforces a culture of transparency and trust, without duplicating broader grievance mechanisms covered elsewhere in this Report.


Her at Tredence


As our flagship Employee Resource Group (ERG), Her at Tredence formalizes it’s commitment to advancing gender equity through structured mentorship, leadership development, and direct influence on HR practices. Since its launch, the initiative has increased women’s participation in leadership programs, improved retention rates following parental leave, and shaped policies on flexible work and inclusive hiring.


Vision and Design at Her at Tredence


Her at Tredence was established to confront the specific challenges faced by women in the workplace and to offer targeted solutions. It is designed as a support network and a change agent that influences policies, development programs, and leadership pipelines.


What Her at Tredence Delivers

 **Networking and Support:** Her at Tredence facilitates connections among women across teams and regions, promoting cross-functional collaboration and peer mentoring. This network increases visibility of women in client-facing roles and enhances knowledge-sharing between emerging and established leaders.

 **Mentorship:** Every member of Her at Tredence is paired with an experienced mentor who provides individualized guidance, career insights, and strategic development planning. This structured mentorship is designed to accelerate progression into leadership roles, address mid-career attrition, and support critical career transitions.

 **Professional Development:** Her at Tredence curates targeted learning interventions, including leadership workshops such as monthly sessions of LEADHer, technical training in analytics and AI, and soft skills programs. These offerings are designed to anticipate industry trends and equip women with competencies needed to lead high-growth initiatives.

 **Social Cohesion and Recognition:** Her at Tredence organizes events that strengthen inclusion and a sense of belonging, from informal networking gatherings to formal celebrations recognizing women’s achievements across the company. These touch points reinforce engagement and community while spotlighting role models within Tredence.

 **Advocacy and Policy Influence:** Her at Tredence functions as an internal voice for gender equity, directly influencing HR policies, shaping recruitment campaigns, and raising awareness on barriers to women’s advancement. Its recommendations have informed initiatives in flexible work arrangements, leadership programs, and inclusive hiring practices.

Impact through Her at Tredence

Her at Tredence's structured interventions have delivered tangible outcomes:



Increased participation of women in leadership development programs



Greater visibility of female leaders in client-facing and decision-making roles



Stronger retention rates following parental leave and mid-career transitions



Enhanced alignment between organizational policies and women's career needs, creating improvements in representation and engagement

Gender Distribution

	Main Entities		India		USA		Canada	
Parameter	2024	2025*	2024	2025*	2024	2025*	2024	2025*
Percentage of women employees	24%	24%	24%	25%	21%	21%	18%	19%
Percentage of women employees as new hires during the reporting period	20%	22%	24%	25%	16%	20%	21%	22%
Percentage of men employees	76%	76%	76%	75%	79%	79%	82%	81%

*January 2025–October 2025

Gender Split in Senior Management

	Main Entities	
Parameter	2024	2025*
Percentage of women in senior management	12%	12%
Percentage of men in senior management	88%	88%

*January 2025–October 2025

Pay Equity

Tredence actively monitors and addresses compensation disparities to ensure equitable pay across gender, geography, and role levels. Gaps are addressed through a combination of transparent promotion processes, regular salary reviews, and targeted leadership development programs aimed at underrepresented groups. By proactively identifying disparities, monitoring trends, and taking targeted corrective action, Tredence ensures that pay practices are fair, evidence-based, and aligned with the Company's broader commitment to workplace equity.

Category		2024	2025*
Average unadjusted gender pay gap (%)	India – All Employees	13.46%	13.32%
	USA – All Employees	19.44%	20.22%
	Canada – All employees	0.66 %	1.08%

*January 2025– October 2025

Health & Well-being

Cultivating a workplace that prioritizes the health, safety, and well-being of our employees, contractors, visitors, and stakeholders is a core commitment at Tredence. A safe, supportive, and healthy environment is fundamental to both individual and organizational success. The Company's health and safety policy establishes a robust framework that guides practices across all offices and operations worldwide.

Key objectives focus on preventing workplace injuries and illnesses, promoting work-life balance to enhance mental well-being, and encouraging healthy lifestyle choices among our workforce. To achieve this, a hazard-free environment is maintained through regular risk assessments, safety training, and by fostering a culture where employees feel empowered to report unsafe conditions. Continuous feedback and improvement are central to the approach, ensuring safety protocols evolve alongside organizational needs.

Health & Safety Initiatives

Tredence conducts comprehensive Health & Safety (H&S) training to ensure employees understand company policies and procedures. The training equips staff to prevent workplace injuries, handle emergencies, and maintain a safe working environment. Employee health and safety training coverage across the Main Entities increased from 7% in CY 2024 to 49% in CY 2025.

In addition, a detailed Hazard Identification and Risk Assessment (HIRA) was conducted across all Tredence Main Entities during 2024 and 2025. The assessment identified potential workplace hazards and ensured that appropriate safety controls and preventive measures were in place.

Tredence maintained a zero-incident safety record during the reporting period. There were no work-related fatalities, recordable injuries, or cases of work-related ill health reported across any of our operations.



Health and Safety incidents	India		USA		Canada	
	2024	2025*	2024	2025*	2024	2025*
Number of fatalities as a result of work-related injury for employees	0	0	0	0	0	0
Number of recordable work-related injuries for employees	0	0	0	0	0	0
Number of fatalities as a result of work-related ill health for employees	0	0	0	0	0	0
Number of cases of recordable work-related ill health for employees	0	0	0	0	0	0
Number of hours worked by employees	4341816	4951098	511144	599076	152180	148928
*January 2025–October 2025						

The total number of hours worked by all employees across the Main Entities was 5005140 hours in CY 2024 and 5699102 hours in CY 2025.

Trainings	India		USA		Canada	
	2024	2025*	2024	2025*	2024	2025*
Percentage of employees trained in Employee Health and Safety	6%	52%	12%	21%	13%	58%
Percentage of employees trained on discrimination and harassment	6%	52%	12%	21%	13%	58%
Proportion of employees trained for skills and development	79%	13%	78%	5%	45%	6%
Percentage of employees who have completed training on preventing and responding to information security breaches	42%	13%	33%	18%	10%	2%
*January 2025–October 2025						

Employee Benefits: Supporting Well-Being and Growth

Tredence offers tailored benefits across regions to support employees financial, physical, and mental well-being.

United States of America

Financial Support

- ✓ **Employee Salary Advance Program:**
Allows employees to access salary advances at zero interest.
- ✓ **Tax Optimization:**
Additional opportunities to maximize financial benefits.

Health and Wellness

- ✓ **Comprehensive Health Coverage:**
Includes medical, dental, and vision benefits for employees and dependents.
- ✓ **Mental & Emotional Well-being:**
Employee Assistance Program (EAP) resources to support mental health.
- ✓ **Wellness Initiatives:**
Reimbursement of race registration fees up to \$200 per employee annually.

Lunch and Snacks

- ✓ **Nutritious Offerings:**
Complimentary lunches every Friday and healthy snacks across offices.
- ✓ **Tax Optimization:**
Additional opportunities to maximize financial benefits.

India

Financial Support

- ✓ **Salary Advance Program:** Provides advances at nominal interest rates.
- ✓ **Tax-Saving Opportunities:** Exploring additional avenues to maximize financial benefits.

Health and Wellness

- ✓ **Enhanced Health Benefits:** Supplementary top-up coverage in ₹3 lakh, ₹5 lakh, and ₹7 lakh tiers.
- ✓ **Coverage:** 100% of employees
- ✓ **Portability for Exiting Employees:**
Ensures continuity of health coverage.
- ✓ **Telemedicine Services:** Free online doctor consultations through Pazcare

Wellness and Safety

- ✓ **Gym Membership Discounts:**
Encouraging a healthy lifestyle.
- ✓ **Enhanced Workplace Safety:**
Relocation to offices with improved safety measures.
- ✓ **Complimentary Parking:**
Provided for convenience.

Work-Life Employee Assistance Program (Life Care)

The Work-Life EAP, branded as 'Life Care', provides extensive and thoughtful support across all dimensions of an employee's life.

Emotional Health:

Support for marital or relationship difficulties, grief, domestic violence, substance abuse, anxiety and depression, parenting, child care and education, senior caregiving, adoption and prenatal care, hospice, transportation, home meal delivery, Medicare Medicaid/Social Security

Wellness and Daily Living:

Support for moving, utilities, diet and fitness, safety, automotive services, travel, pet care, legal and financial needs, insurance, real estate and loans, retirement planning, discounts, articles, tools, LifeMart (groceries, restaurants, travel, gifts, electronics, home & auto).

Impact program - 30 Days to Supercharged Mental Health

The Company's Impact Program in September 2025 delivered an empowering 30-day journey focused on boosting mental wellbeing. Using Cogniart, participants engaged in transformative activities that fostered self-awareness, stress management, and emotional resilience.

Recreational activities

Tredence recognizes that employee well-being and motivation are closely linked to an active, inclusive, and balanced work environment. To promote physical and mental wellness, a variety of recreational and engagement activities are organized across all Group entities. These initiatives encourage collaboration, reduce stress, and foster a sense of community among employees.

In India, around 30+ types of recreational activities were conducted during the reporting period. In 2024, programs such as Impact Program, Pilates, and the Clay Ganapathi Event engaged 357 participants. In 2025, activities expanded to include Desk Yoga, Healing Yoga Sessions, Self-defense Sessions, Step-a-thon, Zumba Sessions, and Detox Yoga Sessions, with participation rising to 1,229 participants.

In the USA, approximately five types of activities were organized in 2024, including team dinners, offsites, and team-building activities (e.g., bowling, whirly ball), as well as step challenges, engaging around 90 participants. In 2025, the Step Challenge continued as the key activity, involving about 70 participants.

In Canada, activities such as the Yoga Month Challenge, baseball games, cricket tournaments, and step challenges engaged 120 participants in 2024. In 2025, participation continued through the Yoga Month Challenge, Cricket Tournament, and Step Challenge, with around 110 participants.

Each participant may have engaged in one or more of these activities, reflecting Tredence's commitment to nurturing a supportive and health-conscious workplace culture.





Parental Leave Support

Tredence recognizes that supporting employees through major life events is critical to nurturing a healthy work-life balance and retaining talent. Parental leave policies are designed to be inclusive, equitable, and flexible, ensuring that both mothers and fathers can take the time they need to care for a new-born or newly adopted child without compromising their career progression. The following table provides a snapshot of entitlement, uptake, return-to-work rates, and retention for employees across key geographies, demonstrating our commitment to supporting parents throughout the parental leave lifecycle.

Parameters	India		USA		Canada	
	2024	2025*	2024	2025*	2024	2025*
Percentage of men employees that were entitled to parental leave	76%	75%	79%	79%	83%	81%
Percentage of women employees that were entitled to parental leave	24%	25%	21%	21%	17%	19%
Percentage of men employees that took parental leave	69%	68%	71%	50%	0%	90%
Percentage of women employees that took parental leave	31%	32%	29%	50%	0%	10%
Percentage of men employees that returned to work in the reporting period after parental leave ended	100%	100%	100%	100%	NA*	100%
Percentage of women employees that returned to work in the reporting period after parental leave ended	100%	100%	100%	100%	NA*	100%
Retention rate of men employees that returned to work after parental leave ended (confirmed)	42%	— ¹	50%	— ¹	NA*	— ¹
Retention rate of men employees that returned to work after parental leave ended (May be retained)	38%	— ¹	50%	— ¹	NA*	— ¹
Retention rate of women employees that returned to work after parental leave ended (confirmed)	43%	— ¹	25%	— ¹	NA*	— ¹
Retention rate of women employees that returned to work after parental leave ended (confirmed)	51%	— ¹	50%	— ¹	NA*	— ¹

*January 2025–October 2025

*NA – In Canada, no employees took parental leave in CY 2024.

—¹ Retention will occur and be reported in CY 2026

Learning & Career Development

At Tredence, a culture of continuous learning and professional growth empowers employees to reach their full potential. Programs combine hands-on, on-the-job experience with targeted business education and advanced technology training, equipping teams to excel in their roles while staying ahead in the fast-evolving data and AI landscape. By investing in workforce development, we drive innovation and adaptability and also reinforce Tredence's commitment to sustainability and excellence, ensuring we remain at the forefront of industry trends and best practices.

U Learn, V Pay (ULVP) Policy

To encourage continuous professional development, Tredence offers the **ULVP** policy, which reimburses employees for external paid learning programs. This program empowers employees to broaden their knowledge and grow professionally, ensuring continuous learning with full support. Ensuring each Tredence employee is a part of community committed to each other's success.



Training Programs

Training programs are categorized into four main types:

01 Organization-Wide Training	02 Competency-Based Training	03 Role-Based/Functional Training	04 Top Talent Development
<ul style="list-style-type: none"> ✓ EmbrACE: Culture assimilation sessions introducing our core company values: Advisor, Coach, and Entrepreneur ✓ Annual Compliance Training: Mandatory sessions covering important areas such as POSH, Infosec, and IT security, helping build a common knowledge base across the company ✓ Driving Innovation: Platforms like Hackathons and Ideathons that encourage creative problem-solving and innovation. 	<ul style="list-style-type: none"> ✓ Byte-Sized Program: Customized, self-paced learning modules designed to enhance specific skills ✓ Leadership Development: Focuses on building strategic thinking and decision-making capabilities ✓ Women in Leadership: A dedicated program, including initiatives like LEADHer, empowering female employees to take on leadership roles ✓ Founders Learning Academy for CEOs: Specialized training aimed at developing top executives ✓ First-Time Manager Program: Designed to help newly promoted managers transition smoothly into leadership roles ✓ V.O.I.C.E: Virtual training focused on confidence building and personal branding 	<ul style="list-style-type: none"> ✓ Domain Trainings: In-depth training on industry-specific knowledge, such as Retail, CPG, and BFSI ✓ Certification Programs: Specialized certifications to empower employees in key technology areas ✓ Upskilling Programs: Training focused on acquiring in-demand skills like programming and project management ✓ Cross-Skilling Programs: Provides opportunities to develop niche skills, such as Data Science ✓ New Technology Capability Building: Includes the GenAI Academy and GenAI Immersion Program, which focus on emerging technologies 	<ul style="list-style-type: none"> ✓ ASCEND: A program designed to enhance leadership skills for top talent ✓ Continuous Learning: Supported by our Learning Management System (LMS) and Learning Experience Platform (LXP), ensuring easy access to learning resources and courses

The percentage of employees who received skills and development training across the Main Entities was 77.81% in CY 2024 and 11.97% in CY 2025.

Training Employees

	India		USA		Canada	
Training to Employees	2024	2025*	2024	2025*	2024	2025*
Total hours of training for all employees	93000	70429	1116	1150	790	690
Average hours of training	36	15	4	2	10	6
Average training hours per female employee	35	18	3	1	5	5
Average training hours per male employee	37	14	4	2	12	7

*January 2025–October 2025

The average training hours per employee across the Main Entities were 32 hours in CY 2024 and 14 hours in CY 2025.

Performance and Career Development in Tredence

Tredence emphasizes structured performance management to track growth, recognize strengths, and identify opportunities for improvement. Individual Development Planning (IDP) forms were implemented across all locations, complemented by self-appraisal and manager review reports. Building on this, 2024 saw the introduction of a comprehensive Performance Review process, where managers evaluate all employees to ensure accountability, growth, and excellence.

The framework follows three key steps: Plan for Success, Partner for Achievement, and Progress for Excellence, ensuring employees receive structured support and resources throughout their careers.

For CY 2025, goal setting (including IDPs for current and aspirational roles) and Check-in 1 and Check-in 2 have been completed. Since the performance stages automatically progress after closure dates, percentage completion cannot be accurately calculated at this time. The final data on performance review completion will be available after the year-end review in February 2026

Performance Management Process

PLAN for success	PARTNER for Achievement	PROGRESS for Excellence
Goal Setting	Check-in Conversations	Annual Review and Calibration
<ul style="list-style-type: none"> Annual goals defined at start of the year Balanced score card framework 4 perspectives – Financials, clients, internal processes, and Learning, innovation & Growth Weightages based on role /level Goals can be updated if there is a change or shift in priorities. 	<ul style="list-style-type: none"> Regular Check-in conversations Simple, fast and structured process To track progress and provide regular feedback Employee Development discussions No rating; Mark each goal as “On Track /off Track / Needs Support/ Yet to start” 	<ul style="list-style-type: none"> Detailed Year end performance review Performance rating by self and manager on achievement against the goals. Calibration ensures fair and consistent evaluation by aligning ratings relative performance of the peer group Final calibrated rating published
Assignment feedback forms to seek feedback at end of project and from other stakeholders		

Performance & Career Development Review Participation

	Main Entities		India		USA		Canada	
Performance & Career development	2024	2025*	2024	2025*	2024	2025*	2024	2025*
Percentage of employees who received a performance and career development review	98%	—	98%	—	95%	—	99%	—
Percentage of women employees who received a performance and career development review	98%	—	99%	—	93%	—	100%	—
Percentage of men employees who received a performance and career development review	98%	—	98%	—	95%	—	99%	—
*January 2025–October 2025		— This data will be reported in CY 2026 as the process is still ongoing						

Employee Engagement and Satisfaction

In 2025, 1,467 employees (representing 63% of our total workforce of 2,327 in India) participated in the third-party Great Place to Work™ (GPTW) survey (annual employee engagement survey). The survey included over 60 questions across key themes, including trust, leadership, growth, inclusion, and workplace culture. Over 80% of participating employees expressed positive sentiment, reflecting strong engagement levels and alignment with our organizational values.

The results revealed an 85% Employee Trust Index Score™.

Onboarding Experience

In 2025, Tredence conducted an onboarding survey, via a quick feedback platform for newly recruited employees in India. This confidential system allowed employees to submit feedback or grievances in less than a minute while protecting anonymity and safeguarding personal information. The survey yielded an overall satisfaction rating of 4.3/5, indicating strong employee confidence in the onboarding experience.

Employee Turnover

Monitoring employee turnover is a critical part of Tredence's workforce strategy, providing insights into retention trends and helping identify opportunities for improving employee satisfaction and career growth.

	India		USA		Canada	
Turnover Rate	2024	2025*	2024	2025*	2024	2025*
Employee Turnover Rate	21%	18%	21%	25%	8%	13%
Turnover rate of male employees	22%	20%	21%	26%	10%	14%
Turnover rate of female employees	21%	15%	20%	21%	0%	6%

*January 2025 – October 2025

Employee Engagement Activities

Tredence maintains regular engagement initiatives to foster community, recognition, and alignment across all Group Entities. Townhall meetings are conducted periodically to celebrate achievements, share company updates, and communicate upcoming initiatives. These engagement efforts help employees remain connected to Tredence's mission, values, and strategic priorities, while promoting a collaborative and inclusive workplace culture.



Grievance Redressal Mechanism (GRM)

The Grievance Redressal Mechanism (GRM) constitutes a fundamental component of Tredence’s organizational commitment to fairness, transparency, and accountability. It provides employees and external stakeholders with a secure, structured, and confidential way to raise concerns about workplace misconduct, discrimination, or any breach of company policies.

Internal GRM:		External GRM:	
✔ Employees can report grievances via appropriate channels	✔ No employee faces retaliation for raising concerns in good faith	✔ Tredence extends grievance mechanisms to external stakeholders, including investors, suppliers, customers, and community members	✔ A designated Grievance Officer of the Company oversees the process of investigation conducted by independent committee appointed for each case exclusively, guaranteeing impartiality and transparency
✔ Investigations are conducted with integrity, confidentiality, and within defined resolution timelines	✔ In 2024 and 2025, zero cases of workplace discrimination were reported across India, Canada, and the US	✔ Submissions can be anonymous, ensuring open communication and safeguarding stakeholder interests	✔ This mechanism not only resolves individual concerns but also drives continuous organizational improvement, strengthening trust and alignment with the highest ethical standards
✔ Training: 49% of employees completed anti-discrimination and harassment training, reinforcing awareness and accountability			

By combining regular engagement initiatives, structured feedback systems, and a robust GRM, Tredence creates a workplace where employees feel heard, valued, and empowered, fostering long-term engagement, retention, and organizational excellence.

Customer Engagement and Satisfaction

Beyond a business priority, customer obsession is a fundamental cultural tenet that guides the Company’s decisions and shapes our approach to delivery. Given this passion for customer –centricity, in May 2025, Tredence introduced a survey for customers where they could regularly provide feedback on the Company’s services. The Project Satisfaction Survey (PSAT) gathers structured feedback at the project level from customers. It is a continuous, year-round program with the objective of eventually encompassing every active project at Tredence.

Through two complete survey cycles, the Company has received nominations from 59 projects spanning all seven verticals. This feedback has proven valuable in pinpointing areas of excellence as well as improvement, reinforcing our commitment to transparency and closer collaboration with clients.

Current Performance

Our average PSAT score stands at 3.6 out of 5, based on 34 completed responses from the 59 nominated projects. While this indicates reasonably strong client satisfaction, it also signals meaningful opportunities to elevate our performance.



Social Responsibility Targets

The following table outlines Tredence's qualitative objectives and quantitative targets across key social responsibility areas, reflecting the company's commitment to creating a workplace that prioritizes equity, safety, well-being, and continuous improvement.

Criteria	Qualitative objectives	Quantitative Targets
Diversity, Equity and Inclusion	<ol style="list-style-type: none"> 1. Commit to create a workplace where all Group Entities employees and partners are treated equitably, regardless of age, race, gender, sexual orientation, or any protected characteristic. 2. Commit to create equal opportunities for all Group Entities team members and fostering a culture of inclusivity. 3. Commit to create an inclusive environment for all Group Entities employees, ensuring that our office spaces are accessible and welcoming. 4. Promote diversity and inclusion in the workplace through recruitment practices and policies that support equal opportunities.. 5. Provide equal and fair treatment to all Group Entities employees in terms of remuneration, recruitment and progression irrespective of differences in race, ethnicity, gender, gender identity, sexual orientation, age and socioeconomic background. 6. Encourage each Group Entity employees to contribute ideas and provide feedback to management. 7. Ensure a workplace free from sexual harassment. 8. Commit to involve employees in environmental and social initiatives, offering training and assistance to encourage adoption of eco-friendly and socially responsible practices at work. 	<p>Target a 1% increase in the representation of women in the workforce by 2026, compared to 2024.</p>
Employee Health & Safety	<ol style="list-style-type: none"> 1. Prevent workplace-related illnesses and injuries by implementing proactive health management strategies. 2. Promote work-life balance to enhance mental health and reduce stress-related conditions. 3. Encourage employees to adopt healthy lifestyle choices, including physical activity, proper nutrition, and mental wellness programs. 4. Maintain a workplace free from recognized hazards by conducting regular risk assessments and implementing appropriate controls. 5. Foster a safety-first culture where Personnel are encouraged to report unsafe conditions and near misses. 6. Ensure that all employees receive comprehensive training on workplace safety procedures and emergency response protocols. 	<p>Conduct annual health & safety policies training for 80% of employees by 2027, compared to the 2025 baseline.</p>
Working Conditions	<ol style="list-style-type: none"> 1. Commit to support the health and well-being of our employees and their families. 2. Commit to provide a supportive and flexible work environment that enables our colleagues to take time-off for personal and family needs, including vacation, personal exigencies, recuperation from illness or for any other needs. 3. Commit to provide decent work conditions for all employees, ensuring fair wages, promoting work-life balance, and fostering a culture of respect and safety. 	<p>Maintain the employee satisfaction score in GPTW at or above the 2025 baseline (≥80%).</p>

During the reporting period, Tredence maintained a workplace free from safety incidents, discrimination cases, and human rights violations across Group Entities. Performance review coverage of 98% across the Company and a **Great Place to Work™** Trust Index Score of 85% reflect both structured accountability mechanisms and positive employee sentiment.

While these outcomes indicate progress, they also establish the baseline against which future performance will be assessed. Further, the targets outlined above set clear expectations for continued advancement in representation, training coverage, and workplace satisfaction, ensuring that social responsibility remains central to how Tredence operates and grows.



Leadership & Governance

■ Organization Structure & Corporate Governance

Tredence's Board of Directors challenges, inspires, and holds the company accountable to its mission: create measurable last-mile impact for business and society. The Board brings together the company's founders with experienced investor representatives, to ensure balanced oversight that combines entrepreneurial vision, operational insight and strategic perspective. The Board convenes quarterly, during which the founders and CFO provide updates on financial performance, strategic initiatives, margins, M&A activities, ESOP grants, and other critical matters requiring approval.

Tredence operates under a well-defined Business Code of Conduct that promote professionalism and integrity. Any potential conflicts of interests are recognized and addressed prior to Board appointments. All significant corporate actions receive the necessary Board and investor approvals, and newly appointed executive leaders are formally introduced to the Board in subsequent meetings.

Board of Directors



Shub Bhowmick

Co-Founder & CEO

Shub Bhowmick is the CEO and Co-founder of Tredence. In 2013. For more than 25 years, Bhowmick has been a problem solver, entrepreneur, and technology leader. Prior to the founding of Tredence, he held senior executive positions at Diamond Consultants (now PwC), Mu Sigma, Liberty Advisor Group, and Infosys. Bhowmick holds an MBA from Northwestern University's Kellogg School of Management and a Bachelor of Technology with Honors in Chemical Engineering from IIT-BHU, India. Under his leadership, Tredence empowers organizations to harness data responsibly to create measurable social and business impact.



Shashank Dubey

Chief Revenue Officer & Co-Founder

Shashank Dubey, as Chief Revenue Officer and Co-founder of Tredence, focuses on driving sustainable growth by aligning revenue strategies with environmentally conscious sectors. With over 15 years of experience in analytics and applied mathematics, he helps clients implement sustainable practices in energy efficiency and resource management, establishing Tredence as a trusted partner for Fortune 500 companies across various industries.



Sumit Mehra

Chief Technology Officer & Co-Founder

Sumit Mehra, as CTO and Co-founder of Tredence, drives product development and innovation, focusing on integrating AI solutions that enhance operational efficiency while minimizing environmental impact. His leadership emphasizes digital sustainability by embedding eco-friendly practices into product design, helping clients optimize energy use and reduce their ecological footprint through AI-driven solutions.



Mary Tolan

Investor Representative

Mary Tolan joined Tredence's board in 2024, contributing her extensive governance and operational expertise. As the founder of Accretive Health and former Group Chief Executive at Accenture, she ensures that Tredence's sustainability practices meet global standards. Her experience in managing large-scale transformations enhances accountability and transparency in the Company's sustainability initiatives while aligning with the UN Sustainable Development Goals (SDGs).



Atin Jain

Investor Representative

Atin Jain joined Tredence's board in 2022, bringing significant expertise in IT, BPO, and healthcare investments. His strategic leadership aids in guiding Tredence's sustainability journey and maintaining an innovative business model, leveraging insights from his prior roles at Bain Capital and Bain & Company. Jain's diverse sector experience plays a vital role in Tredence's governance and growth initiatives.



Nilanjan Roy

Investor Representative

Nilanjan Roy joined Tredence's board in 2025, bringing more than 33 years of global finance and governance experience from various roles including Chief Financial Officer at Infosys, Global Chief Financial Officer at Bharti Airtel and senior positions at Unilever. He has worked across geographies in Europe, UK, United States and India. Nilanjan's experience covers corporate governance, ESG (Environment, Social and Governance) and risk management. He has industry experience in the field of information technology, telecommunications and consumer products.

Business Ethics

The organization upholds the view that trust is earned through ethical and principled conduct. Tredence’s commitment to honesty, accountability, and fairness remains constant, whether in its partnering with Fortune 500 companies or in the scaling of AI solutions across the globe. Every decision reflects integrity and responsibility, this approach fosters a culture that inspires confidence among employees, clients, partners, and communities, while driving sustainable, long-term success.

Key Elements of Our Business Ethics Framework:

 <p>Code of Conduct</p> <p>All employees, contractors, and partners are required to adhere to the Company’s Code of Conduct, that defines the standards of professional and ethical behavior. It emphasizes honesty, accountability, and transparency in all business interactions, ensuring consistent integrity across the organization.</p>	 <p>Anti-Corruption, Anti-Bribery, Anti-Money Laundering, & Counter-Fraud Policy</p> <p>This policy reflects Tredence’s unwavering commitment to ethical, transparent, and lawful business practices. It strictly prohibits bribery, facilitation payments, kickbacks, and fraudulent activities, while ensuring full compliance with applicable regulations, including the Prevention of Corruption Act and the Companies Act.</p>	 <p>Whistleblower Policy</p> <p>This policy enables directors, employees, and external stakeholders to report violations or concerns confidentially and without fear of retaliation, ensuring a transparent and ethical workplace . The Whistleblower Committee investigates complaints and recommends appropriate actions, while the CEO retains the authority to establish additional committees if necessary. By upholding these principles, Tredence ensures its business operations are conducted with integrity, fairness, and respect for ethical standards, contributing to long-term sustainability stakeholder trust.</p> <p>By adopting these principles, Tredence conducts its business with integrity, fairness, and respect for ethical standards, fostering trust among stakeholders and supporting long-term sustainable growth.</p>
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Our Policies

Tredence’s policies establish the framework for the Company operation outlining clear expectations for ethical business conduct, workplace practices, environmental stewardship, and community engagement, with compliance to applicable laws, international standards, and client requirements is continuously monitored . While most of these policies apply to Global Entities., certain policies are region-specific, tailored to align t with local legal and regulatory requirements in India, the United States, and Canada.

Together, they establish a unified and comprehensive framework for ethical business conduct, employee well-being, and sustainable operations. All policies are reviewed periodically to ensure continued relevance and effectiveness in supporting Tredence’s ESG objectives.

Name of the Policy & Description



ESG Policy

Demonstrates continued commitment to sustainable environmental practices, social responsibility, and ethical governance, creating long-term value for stakeholders while driving responsible growth.



Whistleblower Policy

Provides a secure, confidential, and retaliation-free channel for employees to report unethical or illegal practices, reinforcing transparency and integrity.



Privacy Policy

Outlines how personal and sensitive data is collected, processed, shared, and safeguarded, ensuring confidentiality, transparency, and compliance with global data protection regulations.



Diversity, Equity & Inclusion (DEI) Policy

Reinforces Tredence's commitment to fostering a culture where everyone feels valued, respected, and supported, regardless of background, identity, experience, or personal choices.



Information Security Policy

Safeguard Tredence's confidential information and digital assets from misuse, unauthorized access, and theft, ensuring data integrity and compliance with global standards.



Health, Safety & Environment (HSE) Policy

Commit to preventing workplace injuries and illnesses, promoting physical and mental health, maintaining a safe, and sustainable working environment.



Anti-Discrimination & Equal Opportunity Policy

Anti-Discrimination Policy and Equal Opportunity Policy provide a framework for equitable conduct, prohibiting discriminatory practices and ensuring fairness, dignity, and respect for all individuals.



Corporate Social Responsibility (CSR) Policy

Reflects Tredence's dedication to sustainable and ethical practices that positively impact the environment and the communities we serve.



Career Compass Policy

Provides a structured and transparent framework for employee career development, ensuring clarity on roles, skills, and growth paths within the organization.



Grievance Redressal Mechanism (Internal & External)

Maintain a fair, transparent, and efficient process for employees and external stakeholders to raise concerns, fostering trust, accountability, and continuous improvement.



Anti-Bribery, Anti-Corruption, Anti-Money Laundering & Fraud (ABAC, AML, Fraud)

Committed to conducting all business operations with fairness, integrity, and transparency, in full compliance with anti-bribery and anti-corruption laws.



Promotion Policy

Promote a culture of meritocracy by rewarding performance, potential, and contribution, ensuring equal opportunities and fair progression for all employees.

<div data-bbox="116 225 192 300">13</div> Sustainable Procurement Policy Committed to sourcing goods and services in a manner that promotes sustainability, minimizes environmental impact, and upholds social responsibility across our value chain.	<div data-bbox="786 225 862 300">14</div> India Employee Handbook Serves as a key reference document outlining Tredence's commitment to upholding human rights, prohibiting child labor, ensuring freedom of association, and promoting fair recruitment and workplace practices in accordance with Indian labor laws. It applies exclusively to employees based in India.	<div data-bbox="1480 225 1556 300">15</div> US Leave Policy Promotes well-being and work-life balance through a flexible leave system, supporting full-time employees in managing personal and professional responsibilities. This is applicable only to USA employees.
<div data-bbox="116 528 192 603">16</div> Procurement SOP / Supplier Global Diversity Program Encourages supplier diversity and inclusion, supporting local and global suppliers while advancing sustainability objectives.	<div data-bbox="786 587 862 662">17</div> Equal Employment Opportunity Policy Applies only to Indian employees. This policy ensures a fair, inclusive workplace where all individuals are treated with respect and have access to opportunities without discrimination.	<div data-bbox="1480 587 1556 662">18</div> Variable Pay Policy Applicable only to USA employees. It outlines clear administration, guidelines and payout, for eligibility, incentivizing performance and ensuring fair distribution based on individual and Company achievements.
<div data-bbox="116 834 192 909">19</div> Supplier Code of Conduct (CoC) Defines the minimum standards of ethical, environmental, and social performance expected from all suppliers and business partners.	<div data-bbox="786 914 862 989">20</div> North America Employee Handbook Establishes HR practices, Code of Conduct, Sexual Harassment prevention, Privacy safeguards, Anti-Bribery measures, Intellectual Property protection, and Performance Appraisal processes, ensuring a respectful, ethical, and equitable workplace at Tredence. It applies exclusively to employees based in North America.	<div data-bbox="1480 914 1556 989">21</div> U Learn V Pay (ULVP) Policy Encourages continuous learning by reimbursing employees for completed online or instructor-led courses and certifications aligned with Tredence's business strategy.
<div data-bbox="116 1173 192 1248">22</div> POSH Policy Applies only to Indian employees. This policy ensures commitment to creating a safe and respectful workplace by preventing, addressing, and resolving complaints of sexual harassment.	Tredence ensures that all policies are effectively implemented through robust governance frameworks and operational controls, safeguarding the organization's information, digital assets, and data integrity.	

■ Data Privacy & Responsible Information Management

Zero material security incidents and zero substantiated complaints related to customer data breaches or privacy violations were seen across India, the U.S.A, and Canada during the reporting period. This outcome stems from our attention to cybersecurity aided by our **ISO 27001:2022 - Information Security Management System (ISMS) Certification**, which provides systematic governance of information security risks across all operations and **ISO 27701:2019 - Privacy Information Management System (PIMS) Certification**, demonstrating our commitment to globally recognized standards for Privacy Information Management and validates that our privacy controls and data protection practices meet international compliance requirements. Tredence is also **SOC2 Type-2** attested year on year across all 5 trust principles, confirming that our security, confidentiality, availability, processing integrity and privacy controls operate effectively and consistently over time and across regions.

At Tredence, our philosophy is to stay ahead of risks by proactively identifying, assessing, and addressing potential threats before they can impact our operations or clients. Every year, we conduct a company-wide **Annual Information Security Risk Assessment** at an account / customer level. This assessment systematically evaluates critical parameters including exposure to Personally Identifiable Information (PII), Protected Health Information (PHI) and other regulatory compliance requirements, including data residency obligations as applicable. Enhanced controls are implemented based on assessment findings to strengthen security and privacy safeguards and address emerging risks in alignment with global security and data protection standards.

We have also ensured that our governance framework puts security principles into action. Comprehensive safeguards we have set up include the Information Security Policy, Privacy Policy, User Data Protection Agreement, Data Retention and Archival Policy, Incident Management Procedure, and Third-Party Supplier Assessment Framework. All high risk vendors and partners undergo mandatory risk-based categorization and periodic compliance assessments to ensure they meet Tredence's information security standards. Through continuous monitoring, vendor due diligence, and regular audits, we maintain data governance that's transparent, accountable, and aligned with international best practices.

Employee vigilance and accountability are what make our entire approach work. Tredence conducts mandatory Annual Information Security and Privacy Awareness Workshops for 100% of employees. These sessions ensure every team member understands their role in protecting client confidentiality and maintaining compliance.

Responsible AI & Technology Ethics

Tredence recognizes that, as AI and machine learning models increasingly drive enterprise predictions and decision-making, a greater share of key responsibility is shifting from humans to machines than before. This transition can only succeed if there is trust and confidence in these systems.

Understanding the 'why' and 'how' behind AI decisions is essential for responsible AI deployment. Black box models that lack of transparency can delay value realization, and introduce ethical risks. To mitigate this challenge, Company embed responsible AI principles, including fairness, explainability, accountability, and compliance, into every client engagement, ensuring AI systems operate ethically, transparently, and in conformance with regulatory requirements.



Case Study: LLMOps Center of Excellence for Global Nutrition & Pet Care Leader

Client Context

A Fortune 500 nutrition and pet care company sought to scale AI capabilities across the enterprise while ensuring responsible deployment. With multiple teams independently considering AI solutions, the organization faced risks of inconsistent ethical standards, compliance gaps, and potential reputational damage from unmonitored AI outputs.

The Challenge

Through 32 interviews with business leaders and subject matter experts, Tredence identified critical gaps to tackle to strengthen the organization's AI governance

- Lack of standardized frameworks for responsible AI deployment across business units
- No centralized governance for fairness, explainability, or accountability
- Limited monitoring capabilities with basic cloud platforms offering only 5 content safety metrics
- Compliance risks from AI deployment without comprehensive oversight.

Without a cohesive approach, the client risked deploying AI systems that could produce biased and inconsistent outcomes, violate privacy regulations, or generate harmful content, exposing the organization to legal, reputational, and operational risks.

Tredence's Responsible AI Solution

We established a comprehensive LLMOps Centre of Excellence with responsible AI governance embedded at every layer:

> Governance Foundation

- Implemented 8-pillar Responsible AI framework addressing Fairness, Explainability, Accountability, Security, Privacy, Safety, Data Integrity, and Reliability
- Deployed extensible guard rails preventing biased or inappropriate outputs and ensuring regulatory compliance
- Created RAI metrics dashboard providing complete transparency and accountability to stakeholders.

> Advanced Monitoring & Safety

- Built 22-metric monitoring framework—4x more comprehensive than standard cloud platforms
- Developed unified monitoring console enabling cross-functional teams to track model quality, content safety, and end-to-end traceability
- Implemented plug-and-play observability microservice for consistent oversight across all use cases.

> Sustainable Practices & Knowledge Transfer

- Established SME teams and upskilling programs ensuring clients can independently sustain responsible AI practices
- Created standardized playbooks and reusable components eliminating duplication while ensuring ethical consistency
- Built centralized platform architecture breaking down silos and embedding responsible AI throughout the lifecycle.

> Business Impact

- 50% reduction in LLM operationalization effort through ethical, standardized frameworks
- 4x more comprehensive monitoring compared to industry-standard cloud platforms
- Regulatory readiness with audit trails, explainability, and accountability built into every deployment
- Enterprise-wide governance with consistent responsible AI practices across all business units
- Risk mitigation through proactive identification of bias, safety issues, and compliance gaps
- Stakeholder confidence through transparent AI operations and demonstrated ethical commitment.

Governance Performance

The metrics below illustrate certain relevant governance metrics, that inform our current status as well as future monitoring plans.

Governance Metrics Overview	India		USA		Canada	
Parameters	2024	2025*	2024	2025*	2024	2025*
Number of confirmed corruption incidents	0	0	0	0	0	0
Number of confirmed information security material incidents	0	0	0	0	0	0
Total monetary value of financial and in-kind political contributions made directly and indirectly by the organization by country and recipient/beneficiary	0	0	0	0	0	0
Total Number of material incidents of non-compliance with regulations and/or voluntary codes, relating to health & safety impacts of products and services	0	0	0	0	0	0
Total Number of material incidents of non-compliance with regulations and/or voluntary codes, relating to marketing communications	0	0	0	0	0	0
Ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual)	15:1	21.6:1	4.2:1	3.9:1	2.05:1	1.6:1

*January 2025–October 2025

- Corruption Risk Assessment was conducted for India offices in CY 2025, which account for more than 84% of Tredence's total workforce.
- ISO 27001:2022 certification maintained across 97% of operational sites ensures robust information security governance.
- The ratio of the annual total compensation of the highest-paid individual to the median annual total compensation of all employees in India was 1500% during CY 2024 and 2160% during CY 2025. The increase in the compensation ratio in India from 15:1 (2024) to 21.6:1 (2025) was driven by significant senior AI leadership hiring and changes in workforce composition through campus hiring, which began in late 2024. These changes reflect business and market requirements and do not indicate any deviation from Tredence's pay equity principles, which continue to be maintained through structured pay bands, job grading, external benchmarking, and performance-based compensation.

Governance Trainings	Main Entities		India		USA		Canada	
Metric	2024	2025*	2024	2025*	2024	2025*	2024	2025*
Proportion of employees trained on Code of Conduct	7%	49%	6%	52%	12%	21%	13%	58%
Percentage of employees trained in Business ethics policies (Anti-Bribery, Anti-corruption, Anti money laundering and fraud)	7%	49%	6%	52%	12%	21%	13%	58%
*January 2025–October 2025								

Gender split in Board of Directors	Group Entities	
Parameter	2024	2025*
Percentage of women on Board of Directors	16.7%	16.7%
Percentage of men on Board of Directors	83.3%	83.3%
Percentage of directors classified as non-executive	50%	50%
*January 2025–October 2025		

Whistleblower Reports: 1 case reported in CY 2024 and 0 cases in CY 2025.



Quality & Delivery Excellence

Tredence has institutionalized a **Delivery Excellence (DX) framework** that embeds governance, quality, and continuous improvement across all engagements. This framework is supported by structured checklists, standardized templates, and digital tools that ensure predictability, transparency, and accountability in project execution.

In 2025, Tredence achieved **ISO 9001:2015 certification** for its Bengaluru office, reinforcing its commitment to global standards of quality, compliance, and governance. Regular internal audits and a cycle of corrective actions ensure that delivery processes align with the ISO framework and client expectations. The DX function now focuses not only on **oversight** but on **empowering delivery teams** through codified playbooks, early warning systems, and governance dashboards that proactively identify and mitigate risks.

Digital delivery tools such as **PEAQ** further enhance operational governance by providing project health insights, automated reporting, and integrated quality checks. Complementary initiatives like the **Project Satisfaction (PSAT) survey** and **root cause analysis (Good to Great program)** ensure a culture of reflection, accountability, and continuous improvement.

Together, these systems form the backbone of Tredence’s **Quality Management System**, strengthening its ability to deliver with integrity, precision, and client trust.

Governance Targets

While the Governance Performance metrics reflect the Company’s current achievements and ongoing vigilance, Governance Goals outlined in the Table below illustrate the Company’s near-term priorities.

Criteria	Qualitative objectives	Quantitative Targets
Corruption	Commit to act fairly, ethically and with integrity and transparency in all its business operations.	-
Responsible Information Management	<div>1. Commit to safeguarding the confidentiality and privacy of the information entrusted to us</div> <div>2. Ensure and maintain the security of the organization’s information from unauthorized access, processing or communication when the information is shared with external parties for fulfilling Tredence activities.</div> <div>3. Ensure the protection of information on the networks and the supporting infrastructure.</div> <div>4. Commit to prevent unauthorized user access, theft or compromise of information and information processing facilities through proper exercise of user activity and system use.</div>	Conduct annual information security training for 95% of employees by 2026, compared to 2025.

Responsible Supply Chain

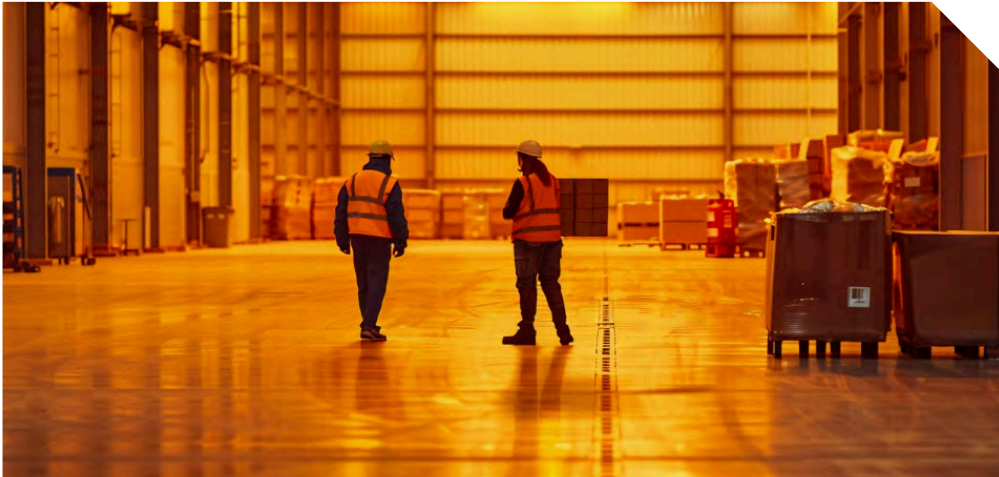
Responsible Procurement

Sustainable Procurement Policy

The Sustainable Procurement Policy at Tredence guides procurement decisions to balance economic performance, environmental stewardship, social equity, and ethical integrity. The policy applies to all employees, contractors, and stakeholders involved in procurement. It covers all goods and services, including hardware, software, and office supplies. The policy is anchored in the following principles:

Environmental Responsibility

- ✓ **E-Waste Reduction:** The Company is committed to prioritizing products that incorporate durability, modularity, and upgradeability, thereby enabling effective repair, reuse, and recycling.
- ✓ **Recyclable and Sustainable Materials:** Select products made from recycled, recyclable, or biodegradable materials, avoiding those harmful to the environment
- ✓ **Energy Efficiency:** Procure IT equipment such as computers, monitors, and printers that are Energy Star certified or meet other recognized energy efficiency standards.



Economic Considerations:

- ✓ **Total Cost of Ownership (TCO):** Evaluate the total cost of ownership, including purchase price, operating costs (e.g., energy consumption), maintenance, and end-of-life disposal.
- ✓ **Long-Term Value:** Prioritize products and services offering optimal value over their entire lifecycle, even if the initial cost is higher.

Social Equity:

- ✓ **Good Working Conditions:** Partner with suppliers who uphold ethical labor practices, including fair wages, safe working environments, and respect for workers' rights.
- ✓ **Local Procurement:** Where feasible, source from local suppliers to reduce transportation-related carbon emissions and support local economies. (Applicable primarily to IT infrastructure procurement.)

Business Ethics and Integrity:

- ✓ **Anti-Corruption:** Maintain zero tolerance for bribery or corruption within procurement processes.
- ✓ **Fair and Ethical Supplier Relationships:** Engage suppliers with respect, dignity, and transparency, fostering equity and trust throughout the supply chain.

Through these principles, Tredence ensures that procurement activities deliver long-term economic value, minimize environmental impact, support social responsibility, and uphold the highest ethical standards.

Tredence has established a Supplier Code of Conduct that sets clear expectations for all suppliers. The code is aligned with the Company's Sustainable Procurement Policy and addresses key areas including legal compliance, environmental responsibility, fair labor standards, occupational health and safety, data protection, and business ethics. All suppliers partnering with Tredence are expected to adhere to this code.

Workforce Training and Process Implementation

The Company has introduced a Sustainable Procurement Process, as a step-by-step guide to help both employees (buyers) and vendors (sellers) follow the Sustainable Procurement Policy. The Sustainable Supplier Procurement Process has been developed along with its associated policy and standard operating procedures (SOPs). The process aligns with the Procure-to-Pay (P2P) framework and includes defined approval thresholds, supplier onboarding and qualification checks, and periodic vendor evaluations to ensure transparency and accountability. A structured training program was rolled out for employees suppliers to build awareness of sustainability criteria and compliance expectations.

A dedicated **Supplier Risk Tracker** monitors both operational and ESG-related risks, with corrective and preventive actions agreed upon and implemented by suppliers.

Metric	2024	2025*
Percentage of targeted suppliers with contracts that include clauses on environmental, labor, and human rights requirements	90%	95%
Percentage of procurement team trained on social and environmental issues within the supply chain	0%	100%
Percentage of suppliers that have received capacity building support related to environmental and social issues	0%	28%
*January 2025–October 2025		



Third-Party Supplier Assessment and Information Security Due Diligence

Tredence aims to build deep and trusting relationships with its suppliers. The first step toward this is transparency where the Tredence's Third-Party Supplier Assessment and Due Diligence Program plays a pivotal role. It is designed to evaluate suppliers for business suitability and to ensure compliance with the Company's rigorous information security standards. This structured annual due diligence process includes:

Identification of Tools and Technologies: Assessment and implementation of new tools or technologies to address system gaps and enhance security measures.	Vendor Evaluation: Comparison of multiple vendor options to ensure alignment with business requirements and operational objectives.	Procurement Engagement: Collaboration with the procurement team for vendor negotiations post-selection to secure optimal agreements.
High-Risk Vendor Review: Assignment of Category 1 (high-risk) vendors to the Information Security (Infosec) team for detailed evaluation and mitigation planning.	Third-Party Risk Management (TPRM) Security Assessment: Comprehensive assessments for verification of all vendor responses to meet the Company's stringent information security standards.	Ongoing Monitoring: Re-evaluation of vendors annually or at the conclusion of contract periods. This ensures continuous compliance with information security requirements.

Tredence welcomes initiatives from partners and suppliers to measure its practices rigorously against established frameworks prior to before collaboration .

Supply Chain Targets

As with other areas of the Company's ESG effort, sustainable supply chain goals have also been defined following Qualitative objectives:

Criteria	Qualitative objectives	Quantitative Targets
Sustainable Procurement	1. Ensure all suppliers comply with Tredence's Supplier Code of Conduct, covering legal, environmental, labor, health and safety, data protection, and ethical business practices.	Train 50% of suppliers on environmental and social issues by 2030 from a 2025 baseline.
	2. Aim to train both internal and external stakeholders to facilitate the smooth adoption of the Sustainable Supplier Procurement Process.	
	3. Commit to ensuring full implementation of sustainable procurement process, including comprehensive training, positioning Tredence as a leader in sustainable procurement practices.	
	4. Commit to reducing the environmental footprint of procurement activities by selecting suppliers and products that prioritize sustainable practices.	



Our Communities

The Company brings focus on last-mile impact to making a difference in the communities around.

To achieve this, Corporate Social Responsibility (CSR) initiatives are defined with an emphasis on measurability and close synchronicity with the needs of the communities. Using the C.A.R.E framework, the Company partners with NGOs, schools, and social enterprises to deliver programs that promote education, empowerment, healthcare, and inclusion, in alignment with UN SDGs 2, 3, 4, 5, and 10.

Between CY 2024 and CY 2025 (January–October), driven by the passion of our volunteers and the strength of our partnerships, Tredence's CSR initiatives touched as many as 2490 lives.

Impact at a Glance (CY 2024 – CY 2025 Jan–Oct)

Metric	Impact
Students supported (STEAM, InspireEd, Belakoo, Anganwadi)	543+
Meals sponsored	190000
Meals packed and served by volunteers	15,400+
Volunteers engaged	133
Volunteer hours contributed	~2,500
Individuals reached through medical camps	162
Women entrepreneurs supported	6
Senior citizens engaged	20+
Total community initiatives	33 (Across India & North America)

Creating Community Impact

Tredence's CSR philosophy is centred on creating meaningful, measurable, and lasting change. Guided by the C.A.R.E framework, CSR initiatives are designed to strengthen access to quality education, enable livelihoods with dignity, and improve community health and well-being.

Education: Enabling Futures

Education continues to be the foundation of the Company's community engagement efforts. Tredence believes that sparking curiosity in children and providing environments where this curiosity can transform into knowledge and direction is the key to building a better future for the world. Programs are designed to make quality education inclusive, bridging the opportunity gap for children from under-resourced schools. Through sustained partnerships with NGOs, educators, and volunteers, Tredence is reimagining classrooms in these schools as spaces where young minds can explore, question, and create.

During the reporting period, the Company continued to expand the reach and depth of education initiatives that work toward this objective. The STEAM Career Planning Curriculum inspired students to see science, technology, engineering, arts, and mathematics not as abstract subjects but as pathways to future-ready careers. The launch of a Tinkering Lab at the VIDYA Centre provided students with hands-on exposure to problem-solving and experimentation, sparking innovation and teamwork at an early age.

The Company further strengthened efforts to instill values of inclusivity and togetherness among children. In collaboration with the Belakoo Trust, more than 500 students from 12 schools including differently abled participants took part in a cultural festival titled Celebrating Our Differences. The event highlighted diversity and self-expression and reinforced the belief that every child deserves equal opportunities and a platform to be seen, heard and valued.

"I had an amazing time volunteering at the "Celebrating Our Differences" event, organized by Belakoo Trust and Tredence Care. It was so heartwarming to see school kids from all over Karnataka showcase their talents and celebrate what makes them unique. Working with such passionate people and connecting with the community made it a really special experience. Can't wait to be part of more events like this in the future."

Satyam Sahu, Analytics, C.A.R.E Volunteer

This year, we introduced InspireEd, an initiative that helped students articulate their ideas, communicate with confidence, and explore purpose through workshops such as Communication Mastery and Discovering Your Why. These sessions strengthened essential soft skills and built self-belief that will support students as they navigate both academic and professional environments.

Early learning was further supported through the **Anganwadi Kit Distribution Drive** in Pune, where volunteers provided children with essential learning materials that enhance school readiness. Complementing these efforts, the **Clean Slate Campaign** in government schools revitalized classrooms as volunteers repainted blackboards and learning spaces, creating a brighter and more engaging environment for students returning to school.

Across these initiatives, the focus was not on one-time interventions but on creating environments that nurture curiosity, confidence, and continuity in learning.

Empowerment: Building Dignity and Opportunity

Empowerment at Tredence is about creating pathways for dignity, inclusion, and self-reliance. CSR programs focus on supporting women entrepreneurs, differently abled individuals, and the elderly, groups that form the backbone of resilient communities but often remain underrepresented.

In partnership with Vidya NGO, the Company hosted a Women's Day Craft Fair, providing a platform for six women entrepreneurs from underserved communities to showcase and sell handmade products.

Through inclusive learning programs and awareness events for differently abled children, the Company reinforced our belief that equality thrives when everyone can participate fully. In Chennai and Gurugram Locations, old-age home visits provided companionship, recreational engagement, and moments of warmth for senior citizens.

Healthcare: Nurturing Well-being and Nutrition

Health and nutrition are fundamental to building strong and resilient communities. At Tredence, healthcare initiatives focus on bridging essential access gaps for vulnerable communities, while promoting awareness around preventive care and nutrition. The Company believes that true well-being is achieved when communities have both the resources and the knowledge to lead healthy, fulfilling lives.

Tredence's long-standing partnership with Akshaya Patra continued to make a tangible difference during the reporting period. By sponsoring 190,000 mid-day meals for children across India, the Company supported better nutrition, improved school attendance, and reduced classroom hunger. What makes this initiative truly special is the hands-on involvement of Tredence employees, volunteers from Bengaluru, Pune, and Chennai regularly visited kitchens and meal-serving locations, witnessing firsthand the scale and care involved in community feeding.

In 2024, Akshaya Patra recognized Tredence with a Gratitude Certificate for pivotal sponsorship of the mid-day meal program.

Beyond India, our North American teams across Dallas, Chicago, and San Jose carried the same spirit of service forward through the 9/11 Day of Service Meal Packing Drive, packing more than 15,400 meals for Feeding America food banks.

In partnership with the Live4Help Foundation, Tredence also expanded focus to preventive healthcare. A Free Medical Camp in Kolkata provided consultations, checkups, and essential medicines to over 160 underserved individuals, helping address basic healthcare needs for families with limited access. Complementing this, Cancer Awareness Programs reached 230 community members, emphasizing the importance of early detection and proactive health practices.

Together, these programs embody a holistic approach to community well-being, combining nutrition, preventive healthcare, and education to create lasting impact.



A Culture of Care

Behind every initiative is the commitment of Tredence's people. During the reporting period, 133 volunteers contributed over 2,500 hours of service, reaching communities across India and North America. These individual acts of compassion, when brought together, embody our collective promise to endeavour to create last-mile impact, whether it is for our clients, or to build a more conscious and caring world.

Over the past few months, I've had the chance to join various Tredence CARE events, each with a strong sense of purpose. From serving meals to revamping classrooms, every activity was impactful and well-planned. I'm grateful to have been part of them and look forward to more.

- Aastha Kumari
MLOPS

Looking Ahead

As we continue to expand impact, Tredence will focus on creating measurable, outcome-driven community programs that strengthen access to education, nutrition, and healthcare. The next phase of the CSR strategy aims to:

- Scale digital learning and mentorship for underprivileged students
- Deepen partnerships for community nutrition and preventive health
- Build livelihood opportunities for women and local entrepreneurs

Through these actions, Tredence remains committed to transforming empathy into sustained impact, creating communities that are more educated, empowered, and well-nourished.

Annexure – GRI Content Index

■ GRI 2021 Standards Mapping & References

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