



Communication on Progress

Year: 2011



Vote of Thanks

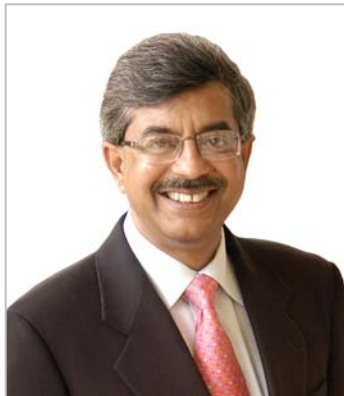
Genpact would like to thank to each and every individual who has helped formulate the report and the effort which has gone behind this report. Special Thanks to **Sona Saptarshi**- Global EHS Program leader who has worked boundary-less to make this report come to shape, Thanks to **Deepa Kapoor**, Head of Corporate Social Responsibility, who with her special expertise and guidance helped formulate this report, **Vidya Srinivasan**, head of Global Infrastructure and logistics team and also a lawyer under whose guidance this report was structured. **Shyamashis Brahma** , head of Projects and Environment Health and Safety Team, the **Communication Team** without which this report would not have formulated, **Nandini Kochar** for her expertise field in media reporting, as well as the entire **Engineering team, Logistics team, travel, IT, Audit team and our employee volunteers** without which we could not have received accurate data. Last but not least, Thanks to every employee and vendor employee who directly or indirectly contributed to make our sustainability vision and report a success.



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CEO Statement



Genpact is committed to the mission and values of the United Nations Global Compact and its agenda on human rights, the environment and the fight against bribery and corruption. As an organization, we are constantly striving to build stronger communities in places we live and work through our corporate citizenship programs, environmental health and safety standards and Green Initiatives. And, binding all these initiatives together is a set of values built on unyielding integrity.

At the workplace Genpact adheres to the ISO 14001-2004 and OHSAS 18001-2007 -Environmental, Health and Safety norms ensuring Environmental Management and health and safety of our nearly 50,000 employees in 14 countries around the world. Through our corporate citizenship program “Caring@genpact” we have developed programs aimed at employability, healthcare, environment and inclusion, applying our distinctive strengths to maximize social and environmental value.

Genpact is also a pioneer signatory of the World Economic Forum's Partnering against Corruption Initiative (PACI), which supports a zero-tolerance policy towards bribery and the development of a practical and effective implementation program which aims to raise business standards and contribute to the goals of good governance and economic development.

We at Genpact are proud of adhering to the UNGC principles and continuously working towards it's adherence.

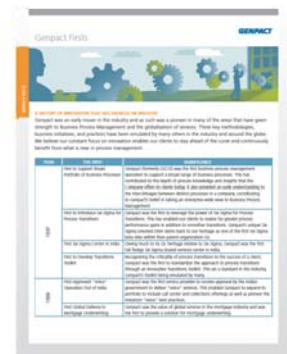
Sincerely

Pramod Bhasin
President & CEO, Genpact

Our History

Genpact has a unique heritage, which has contributed to our deep understanding of business processes. We began in 1997 as a business unit within GE, building the Company from the ground up. Our charter was to provide business process services to GE's businesses, with the goal of enabling outstanding efficiencies. During the eight years that followed, we earned the opportunity to manage a wide range of processes from the simple to complex, operating across GE's financial-services and manufacturing businesses. In January 2005, we became an independent company bringing our process expertise and unique DNA in Lean Six Sigma to clients outside the GE family. Our new name, Genpact, conveys the business impact we generate for our clients. In August 2007, Genpact was listed on the NYSE under the symbol 'G'. Since then we have grown rapidly, expanding our range of services and diversifying our client base.

[Click here to go through Genpact Firsts](#)



Our Company

Genpact is a leader in the globalization of services and technology and a pioneer in managing business processes for companies around the world. The Company combines process expertise, information technology and analytical capabilities with operational insight and experience in diverse industries to provide a wide range of services using its global delivery platform.



Financial performance (\$ million, except per share amounts)

	2006	2007	2008	2009	2010	CAGR %
Total Revenues	613	823	1,041	1,120	1,259	19.7
GE	453	481	490	451	479	1.4
Global Clients	160	342	551	669	780	48.7
Gross Profit	244	340	422	447	470	17.9
<i>Margin %</i>	39.8	41.3	40.5	39.9	37.4	
Income from Operations	45	89	134	162	178	41.9
Adjusted Income from Operations	97	134	178	199	204	20.4
<i>Margin %</i>	15.8	16.3	17.1	17.8	16.2	
Diluted earnings per share	(0.15)	0.12	0.57	0.58	0.63	
Diluted adjusted earnings per share	0.44	0.50	0.76	0.73	0.74	13.9
Net cash provided by operating activities	37	150	211	158	163	45.3
Capital expenditure	79	66	69	64	49	(11.3)
<i>As % of revenues</i>	12.9	8.0	6.6	5.7	3.9	

Genpact provides a wide range of services, including Finance & Accounting, Collections and Customer Service, Insurance, Supply Chain & Procurement, Analytics, Enterprise Application, IT Infrastructure and Management.

Our goal is to help our clients improve the ways in which they do business by continuously improving their business processes through Six Sigma and Lean principles and by the innovative use of technology. As a service provider, we strive to be a seamless extension of our clients' operations.

Genpact manages complex processes in multiple geographic regions, delivering its services from a global network of more than 42 operations centres in 14 countries. Our global delivery centres are located in India, China, the Philippines, Romania, Hungary, Poland, the Netherlands, Spain, Morocco, Mexico, Guatemala, UK and the United States.

We have a unique heritage. We built our business by meeting the demands of the leaders of the General Electric Company (GE) to increase the productivity of their businesses. We began in 1997 as the India-based business process services operation of GE Capital.

Our leadership team, processes and culture have been deeply influenced by our eight years as a captive operation of GE. Many elements of GE's success-the rigorous use of metrics and analytics, the relentless focus on improvement, a strong emphasis on the client and innovative human resources practices-are the foundations of our business.

We became an independent company in 2005 and, since then, we have grown rapidly, continued to expand our range of services and diversified our client base.

Our Locations

Genpact has over 49,000 employees, has operations in 14 countries, and supports over 25+ languages. Our objective is to service clients from the locations that best meet their needs, taking into consideration business objectives, cultural considerations, language requirements and cost reduction goals. We pride ourselves in driving seamless delivery and a singular service culture across our operating locations, accomplished through strong people practices and highly involved local leadership. We manage every client relationship and operation at the global level, regardless of the number of delivery centres involved.



Genpact was an early pioneer in what we call the Smart Location Strategy. We strive to be the first mover in a location to corner talent and set industry standards. We eagerly adopt Tier-2 cities to expand the talent pool, while maintaining price advantage for our clients. A common methodology is used to set up and run our operations worldwide, leveraging key learning and allowing for local nuances when important. Our approach allows us to quickly solve for a global client's needs.

Corporate Governance

We believe that good corporate governance is critical to our success. We adhere to the highest levels of ethical business practices, as embodied by our code of Conduct, which provides guidelines for ethical conduct by our directors, officers and employees Commitment Statement by President & CEO.

“At Genpact, we believe that integrity, compliance and controllership are non-negotiable. This culture is driven relentlessly across the organization, and is reinforced repeatedly with our employees. We adhere to the highest levels of ethical business practices as articulated by our Code of Conduct.”

The Genpact Board

Our corporate governance practices begin with our independent Board of Directors. All our directors possess rich multi-industry experience and are recognized for their contribution in their chosen professions. They bring to our Board varied perspectives and insights. Our Board has established an Audit Committee, a Compensation Committee and a Nominating and Governance Committee to assist in fulfilling its duties and responsibilities.

Robert G. Scott

Non-executive Chairman of the Board, Genpact
Former President & COO, Morgan Stanley
Board of Director NYSE Euronext

Pramod Bhasin

President & CEO, Genpact

Denis J. Nayden

Managing Partner, Oak Hill Capital Management
Former CEO GE Capital

James C. Madden

Former CEO and Founder, Exult, Inc.

John W. Barter

Former President & CEO
Allied Signal's Automotive Sector

Jagdish Khattar

CMD, Carnation Auto, Former Managing Director
& CEO, Maruti Udyog Limited

Steven A. Denning

Chairman, General Atlantic

Mark F. Dzialga

Managing Director, General Atlantic

Douglas M. Kaden

Partner, Oak Hill Capital Management

A. Michael Spence

Professor Emeritus of Management, The
Graduate School of Business at Stanford
University 2001 Nobel Prize winner in Economics

Risk Assessment Framework

Rigorous Internal Controls

We have an internal audit function that reports directly to our Audit Committee. The internal audit team reviews and reports on internal controls within the organization. Process, financial, and compliance risks identified through risk assessments are reviewed by the management followed by adopting an adequate audit plan, with the approval of the Audit Committee, to address potential risks. Members of the internal audit team are rotated every 18 months to ensure independence. External auditors are invited to conduct audits involving complex areas.

Code of Conduct

We have an internal audit function that reports directly to our Audit Committee. The internal audit team reviews and reports on internal controls within the organization. Process, financial, and compliance risks identified through risk assessments are reviewed by the management followed by adopting an adequate audit plan, with the approval of the Audit Committee, to address potential risks. Members of the internal audit team are rotated every 18 months to ensure independence. External auditors are invited to conduct audits involving complex areas.

Human Rights

As a part of Genpact core integrity policy, Company has a policy on fair employment which ensures equal employment opportunity to all employees. Genpact works hard to provide its employees with a workplace free of harassment, and requires that all decisions relating to employment be made on the basis of merit, which protects the rights of minorities and all protected classes of people. In the event that an employee believes that any of these policies have been violated, the employee has recourse to Genpact's Human Resources Group as well as an independent ombudsperson.

Genpact's Fair Employment Policy & Right of Collective Bargaining

Genpact is committed to Fair Employment Practices, including the prohibition against all forms of discrimination – whether based on age, race, community, color, region, religion or gender. Genpact is committed to observing all applicable labor and employment laws wherever it operates. That includes observing those laws that pertain to privacy, the prohibition of forced, compulsory and child labor, and those laws that pertain to the elimination of any improper employment discrimination.

- Genpact does not tolerate Nepotism or adverse bias
- Merit, qualifications (for example, education, experience, or competencies) and other job-related criteria are the sole basis for all employment related decisions affecting employees and applicants
- No allowances are given to any discriminatory practices regardless of what cultural practices may persist in the wider society
- Genpact's goal is to maintain a congenial working environment conducive for all

Discrimination

Genpact prohibits taking any action against a person because of his or her race, color, religion, sex, caste, sexual orientation, the region which he or she belongs to, or any other characteristic protected by law. For example, it would violate Genpact Policy to deny someone a promotion because of his race or age, or to avoid sharing important work-related information with a co-worker because of his or her religion. Genpact's Policy is to use merit, qualifications and other job-related and HR sanctioned criteria as the sole basis for all employment-related decisions

Gender diversity

Having an environment in which Fair Employment Practices are implemented and executed helps Genpact compete for, attract and retain a high quality, increasingly diverse workforce, and thereby be the employer of choice. Genpact will continue to make efforts in good faith to recruit and retain diversified pools of applicants and employees.

Harassment by third parties

Where harassment occurs as a result of an act or omission by any third party or outsider, Genpact and its legal counsel will take all steps that are reasonable and appropriate to assist the affected person in terms of support and preventive action.

Employee personal information

Genpact respects employee's privacy as regards any personal information or communication stored on official systems. Genpact informs its employees that it may however access any files/information (personal or otherwise) stored in a computer system of Genpact and may monitor, investigate, copy and inspect files/information (personal or otherwise) for legitimate business interests, such as to protect business property, for avoidance of business risk, safeguarding trade secrets, security issues, investigation or prevention of crime and ensuring integrity of information systems and compliance with Genpact Policies. Any private information will be disclosed to third parties if required by law.

Genpact's Ethic's policy recognizes the freedom of association and the effective recognition of the right to collective bargaining. This right is protected under the policy.

Forced Labour

As a part of Fair Employment Policy, Genpact strictly prohibits employment of all forms of forced, compulsory and child labour either directly or through contractors. Genpact endeavours to ensure that age criteria as per law are met by company and contractors of company

Actions Taken

- Every employee as a mandatory company policy has to undergo **background check** to ensure date of birth proof is verified.

- For vendor employees, date of birth proof taken and audited in areas of high risk,
- During our construction stage of new buildings where potential risk of child labour can exist, we have a special team of project and safety committee who continually audits and ensures no form of forced, compulsory or child labour practices occur.
- Vendors are regularly audited and vendor employees are spoken to get assurance that conditions of policy to mitigate all forms of compulsory and forced labour including child labour are banned in the organization.
- Genpact allows no tolerance against violating its basic integrity policy which outlines all forms of compliance towards human rights, corruption compulsory and forced labour including child labour.
- Genpact is united on a foundation of unyielding integrity. Our customers rely on our integrity when they entrust their business to us. **Each and every one of us needs to exemplify this essential value every day in everything we do** in order to maintain this trust.
- Business results are never more important than ethical conduct, compliance with law and compliance with Genpact policies. In order to illustrate the importance Genpact places on compliance, going forward Genpact plans to share with employees instances where Group of employees or vendors have fallen short of these values, as well as the actions Genpact is taking to ensure that Genpact's foundation of integrity remains strong.
- Genpact will continue to communicate to its employees all the inappropriate actions and its outcome to make sure employees and vendor staff is aware of zero tolerance towards breaching these policies.

Bribery and Corruption

Improper Payments

Genpact policy prohibits its employees from offering anything of value to customers, governmental authorities or any person or party in order to obtain any advantage in selling goods and services, conducting financial transactions, or representing Genpact's interests. Genpact does not authorize, involve itself in, or tolerate any business practice that does not follow this Policy. Any violation of this Policy would result in disciplinary action, up to and including termination, and may also result in severe civil and criminal penalties.

Genpact instructs its employees to never give, offer, or authorize the offer of, directly or indirectly, anything of value (such as money, goods or a service) to a customer or government official to obtain any improper advantage. Genpact also prohibits its employees from receiving improper payments

Permissible payments

Genpact does permit its employees to provide customers with ordinary and reasonable entertainment and gifts for the purpose of furthering business relationships, but only if such entertainment or gifts are permitted by:

- Applicable law of the country concerned
- The customer's own policies and procedures
- The particular Genpact business component's procedures

This Policy does not prohibit lawful reimbursement for reasonable and bona fide expenditures for travel and living expenses incurred by customers and directly related to the promotion of products or services, or to the execution of a contract. However, Genpact employees are instructed to consult their business legal counsel before making these kind of payments as the applicable laws in some jurisdictions may prohibit them. Genpact instructs its employees never to provide gifts or entertainment to government officials and employees without prior consultation with counsel, as these are highly regulated by law.

Political contributions

Genpact instructs its employees to obey the laws and regulations of all applicable jurisdictions with respect to political contributions and to never give or offer, directly or indirectly, a payment or anything of value (such as money, goods or services) to any political party, party official, or any candidate for political office of any country to influence or reward any governmental act or decision, or to obtain any improper advantage.



Actions Taken

- Genpact is among the first few to become a member of Partnering against Corruption Initiative.
- Genpact conducts focused training on our policies relating to corruption to key risk groups, such as our business development terms and those handling government contracts. The company entertainment and travel policies have a clear approval matrix to ensure adherence and are audited on a sample basis to ensure compliance against all forms of corruption, including extortion and bribery.

How to Raise a Concern

Genpact believes that all its employees have a duty to act ethically, and to conduct business in accordance with applicable law and Genpact’s Values, which are based on a foundation of unyielding integrity. Genpact asks its employees to be vigilant for circumstances that may indicate illegal or unethical behavior, and to act appropriately and timely to prevent improper conduct. If an employee observes conduct that may violate Genpact’s policies, including improper payments, they have an obligation to report it. Genpact offers multiple avenues for such reporting – it can be to an employee’s immediate supervisor, a higher level of management, a local compliance person, a member of the Legal Department or a local or global ombudsperson. In addition, there is an ‘Ombuds box’ at most of Genpact’s larger locations where employees can place a concern, either signed or anonymously. Concerns can also be raised via email to ombudsperson@genpact.com anonymously or signed.

Employee Responsibility - Raising a Concern

- Avoid grey areas
- Raise the concern with your manager, compliance person assigned to your business, the legal counsel, Ombudsperson or the next level of management
- Complaints should address Policy breaches
- Know the Genpact “No Retaliation Policy”

Raising a concern is the duty of every Genpact employee

What happens when a concern is raised



Note:-

Each Genpact operating unit has a nominated Ombudsperson. For reporting any integrity concern or for answers to related queries contact your site Ombudsperson.

You may also log on concerns at global.ombudsperson@genpact.com

To the extent possible, anonymity and privacy of anyone raising a concern will be protected.

Communication

Genpact sends out communications on its anti-corruption policies at least twice a year. In the spring, Genpact sends out communications describing its anti-corruption policies in general, with examples targeting those areas that we deem of the greatest risk. This year, we are also sending a holiday reminder on Genpact's policy requiring that entertainment and business courtesies be used only to enhance relationships, and prohibiting improper payments. The holiday reminder is sent at different times at different locations, to coincide with local holiday periods.

In addition, Genpact sends out multiple reminders during the year of its Ombudsman process which enables employees to raise concerns outside their normal reporting channels, including the option to raise such concerns anonymously. Genpact also sends out multiple reminders of its anti-relation policy.

Monitoring and Review

Genpact conducts a Compliance Risk Assessment periodically. The CRA is a self-assessment aimed at identifying our business risks, assessing how we are responding to those risks and identifying key areas for improvement. The goal of this periodic assessment is to establish a baseline level of compliance risks, including risks of non-compliance with Genpact policies on corruption and related laws. The assessment includes verification of how well our controls are implemented and are working, whether training has been given as scheduled and whether issues have been reported, *inter alia*. Where shortfalls are found, the business unit is required to formulate an action plan to eliminate the shortfall, and reports on progress towards completion of all such plans.

Reports detailing violations of Genpact integrity policies are prepared quarterly, and submitted to the Audit Committee of the Genpact Board of Directors.

Any employee who has a question relating to a Genpact policy, is concerned that a policy is being violated or feels that he or she might be a victim of a policy violation such as harassment or unfair employment practices is encouraged to raise that concern, with assurance of privacy / anonymity, if desired. If such instances are to be reported or cited at any forum, then care is taken to protect the privacy of the individuals concerned - especially of the victim, so that employees are not discouraged from bringing up these issues. Genpact believes that employees who come forward and raise policy concerns play an important role in maintaining our ethical workplace and protect the entire Genpact community: our company, our colleagues and our stakeholders. Genpact absolutely prohibits retaliation against anyone for raising a concern in good faith or assisting in an investigation of a policy question. Retaliation is grounds for discipline, up to and including dismissal

Corporate Citizenship

Genpact cares for the community. Caring@Genpact, our Corporate Social Responsibility (CSR) initiative, aims to mesh our social and environmental principles into our operational fabric. We have institutionalized a culture of giving among our employees through a number of global platforms and programs, like payroll giving and volunteerism. We provide our employees with a single community engagement interface to volunteer for community service events, including those related to the elderly, the differently-abled and children.

Being a Responsible Corporate Citizen

At Genpact, giving is a way of life. Genpact empowers its employees to give back to the communities where they live and work. Key themes are Environmental Conservation, Diversity in Workforce, community impact programs such as Genpact Volunteers, Employee Payroll Donations, Disaster Relief, Social Investments, and Recycling Used IT Equipment.

Corporate Social Responsibility

Corporate Social Responsibility (CSR) is the continuing commitment by companies to behave ethically and contribute to the economic development while improving the quality of life of

their workforce and their families as well as of the local community and society at large. As we expand our footprint into more cities around the world, we also take on the responsibility to care for the communities from which we draw our talent. Corporate Citizenship has a critical role to play in shaping our company's success.

The logo for Caring@Genpact Corporate Social Responsibility is displayed within a blue rectangular box. The text "Caring@Genpact" is in a large, white, sans-serif font, with the "@" symbol in orange. Below it, "Corporate Social Responsibility" is written in a smaller, white, sans-serif font.

Caring@Genpact is our global Corporate Social Responsibilities (CSR) initiative. It involves us as an individual as well as a company and has a cross-functional stakeholder involvement to institutionalize Caring@Genpact.

Our guiding principles are:

- Embedded social and environmental code of conduct into our core operations and functions
- Leverage our differentiating skills and competencies
- Design and implement sustainable and scalable solutions

Caring@Genpact: To Make Giving a Way of Life At Genpact

- Genpact Volunteers
- Diversity in Workforce: Gender
- Diversity in Workforce: Hiring the Differently-abled
- Employee Payroll Giving Donations
- Environmental Conservation
- Disaster Relief & Social Investments
- Recycle of Used IT Equipment

We focus on **socially-relevant areas** that complement our business model and skills/competencies and systematically apply our distinctive strengths to maximize social and environmental value.

Towards this goal, we have designed a number of global platforms and programs to make giving a way of life at Genpact and empower us to build stronger communities, where we live and work. While giving has always been a way of life at Genpact, we formally appointed a **Global CSR Leader** in 2007.

We have been successfully able to deliver **Global Business Impact and Local Community Impact**, with 49,000 employees **applying their unique skills to serve others**.

Genpact Volunteers

'Employee volunteering' was designed to mobilize community service and unleash the potential of our employees. Our mission is to encourage skill-based volunteering i.e. **'Teach a man to fish versus simply giving a man a fish'** and strive for long-term partnerships that deliver sustainable impact. We believe our Volunteer base is the single most important asset we have which far outshines any amount of financial resources we can spend on society.

We have partnered with credible non-profit organizations to support causes which are determined by the employees' preferences and skills. While Europe runs a number of Environment-related voluntary programs, US volunteers for a number of United Way-related causes like Breast Cancer and AIDS. Most of the sites on the east of the globe work primarily on Education-related causes. One such program is the Junior Achievement program which opens up the possibilities of career options for underprivileged students and engages volunteers throughout India.

We have an Executive Champion and team of Community Champions at each of our sites to catalyze this initiative and design effective community outreach programs, supporting a wide range of causes and non-profit organizations.

In 2010 we saw 16% of our global population volunteering 7 hours a year. This represents a hundred percent growth from 2009.

In 2010 we also instituted a guideline which allows for an employee to take a minimum of 3 hours from work to devote to a social cause he or she is passionate about.

Diversity in Workforce: Gender

Currently, approximately 40% of Genpact's global headcount and 35% of Indian headcount constitute women. Our SVP, Anju Talwar has been honoured with the **WILL Recognition Award**, under the WILL Women's' Choice segment.

To promote gender diversity, we have a global women affinity group called GenWIN (Genpact Women's International Network). The **mission** of GenWIN is to **foster the professional development of our women force**.

Some of the key highlights of this program are:

- **Empowering women** with an informal base, support system, and training ground to gain professional and personal skills to build successful careers and strike a fine work-life balance
- **Providing women a platform to connect** with other women colleagues and learn from each other's experience
- **Actively promoting 'Work from Home' initiative** to ensure women have the flexibility to strike a better work – life balance
- **Permitting extended maternity leave and sabbatical**, when required
- **Actively working towards opening creche/day-care centers** in all our upcoming sites
- **Providing need-based mentoring programs** for women in leadership roles
- **Organizing specialized gender sensitivity trainings**
- **Enforcing policies against sexual harassment**
- **Promoting specialized hiring agreements** with our manpower consultants, wherein consultants hiring women employees in leadership positions get a higher sourcing fee

Diversity in Workforce: Hiring the Differently-Abled

Today, Genpact has a **family of 60 employees who are people with disabilities** – orthopedically challenged, hearing, and visually impaired. These employees are all engaged with different operations and functions, ranging from accounting, insurance, and customer care to hiring and HR shared services. Some of our visually-impaired employees have been with us for more than 3 years and have grown from an associate level to middle management positions, handling different roles and responsibilities and even leading teams. We have also hired candidates with severe to extreme orthopaedic and hearing impairment to work in our Insurance vertical.

To promote this initiative, Genpact is working on the following measures:

- **Promoting targeted hiring drives and participating in job fairs for differently-abled**
- **Launching special Employee Referral Programs** for employees to refer their differently-abled friends and relatives
- **Engaging with consultants** to carry out a job mapping exercise to identify suitable opportunities for candidates who are differently-abled
- **Organizing a sensitization session** for representatives from departments like hiring, training, operations, and other teams that comprise differently-abled talent
- **Conducting facilities access audits** to ensure that our differently-abled employees do not face difficulties in the work environment; we earmark accessibility of our facilities and work towards implementing recommendations
- **Exploring and leveraging local Government incentives** for differently-abled
- **Ensuring that our disabled workforce is not segregated** or treated/tracked separately

Employee Payroll Giving Donations

Genpact has partnered with leading non-profit organizations to provide flexible and transparent platforms that enable employees to donate a small part of their salary to credible local charities with convenience and confidence.

While these programs are voluntary, the employees have the option to change or discontinue their contribution. Today more than **5,000 employees** across India, Mexico, Romania, Hungary



and Philippines are cumulatively donating more than **USD \$275,000 a year!**

Country	% of employees donating	Partner	Annual Donations
India	20%	Give India	INR >75,00,000
Romania	20%	United Way	EURO 52,000
Hungary	30%	United Way	EURO 25,000
Mexico	33%	United Way	USD\$ 26,500

Disaster Relief and Social Investments

Disaster Relief

The victims of natural disaster struggle to rebuild their lives and get back to their normal routine. Their immediate priority is food, shelter, clothing, medical assistance, and security.

Genpact has always **contributed significantly in the recovery process** and has extended all the necessary support and resources to the victims.

The most recent relief efforts include contributing to the Leh and Japan Disaster Relief.

Social Investments

We present solutions that leverage our unique competencies and our donations are targeted at sustainable and scalable socio-economic developments. In 2010, we have spent **more than USD\$ 300,000** to support the cause of employability, healthcare, environment and inclusion of rural folks and differently-abled folks.

In addition, Genpact is currently involved in various other **ongoing social investments programs**. Two programs which merit mention are Primary Healthcare Dispensary and Industry-Academia Partnership.

Public Health – Genpact has adopted and restored a non-functional government-run primary health centre in Gurgaon, Haryana. As part of this effort, Genpact has provided the healthcare centre with a team of doctors and nurses to help the many underprivileged citizens who otherwise do not have access to primary medical care. Services at the health centre focus on the preventive aspects of diseases such as

basic health check-ups, pathological tests, immunizations, eye examinations and diagnostic tests. Free medicine is also provided at the facility.

As an extension of these services we have also sponsored an emergency response ambulance service in Haryana, India where the services were non-existent. This has enabled us to save lives of people caught in road accidents or otherwise in a critical condition.

Industry-Academia Partnership – Genpact is working with colleges to enable more employable graduates.

Genpact time-tested curriculum is imparted to the teachers who in turn teach the students. These include lessons to help students improve their pronunciation, grammar and fluency in English, business etiquette classes to help them handle interviews, customer service orientation required for all service areas today, as well as technical skills like accounting and customer service orientation. To date Genpact has conducted training in 40 colleges and trained 100 teachers. The teachers are expected to pass on the teaching so we can employ the best students from the graduating class.

Genpact also trains students through Knowledge Centres established in Rajasthan to impart training directly to students who otherwise would not be able to get employment with us due to lack of certain domain skills, communication skills or other soft skills.

We also provide scholarships to students in a college in Rajasthan and sponsor events to encourage the underprivileged kids get a well-rounded education.

Recycle of Used IT Equipment

Genpact has been in the process of streamlining IT asset donation programs, including End-to-End process from testing to assessing longevity, reloading OS, suggesting affordable Annual Maintenance Costs (AMC), and prescribing vendors for e-Waste disposal.

So far, we have disposed over 7200 systems and laptops through authorized 'e-Waste' vendors.

In addition, we have donated over 1,500 systems to educational outfits and non-profit organizations in India.

Environmental Conservation and Green Initiatives

Environmental Conservation

Genpact is committed to achieving excellence in safe and environment-friendly work practices by keeping in mind employees' interest as well as those of the planet at large. Genpact has a global consolidated Environment, Health, and Safety (EHS) policy signed by our CEO, Pramod Bhasin and displayed across every location. To remain in alignment with our legal policy, we have renamed it as Genpact SWE (Safe Work Environment) policy.



Some of the key highlights of this program are:

- Genpact has received **ISO-14001 certification by BSI for all its Global operating sites** for achieving environmental excellence at par with world-class standards this includes primarily India, China, Mexico, EMEA, Philippines
- We ensure **100% compliance** to all established regulatory standards for air pollution, noise pollution, effluent quality, etc.

Mission Statement:

GENPACT is committed to achieving Safe Work environment excellence by keeping in mind the employees' interest as well as those of the community at large. This would be achieved by:

- Creating best in class environment using latest technology and sustaining it through continual Improvements to suit changing needs
- Driving active participation of all employees, management, stake holders & contractors to promote safe work environment awareness with special focus on behavioral compliance.
- Making proactive Safe & Healthy work considerations a priority while setting up new facilities and acquiring new business.
- Ensuring 100% Environmental, Health and Safety compliance to the law of the land.

identify opportunity areas for reduction

- We have decided to adopt the **Green Buildings design strategies** for all our newly constructed owned sites

- We have **set our own internal objectives and targets on specific environmental standards** as per the requirement of ISO-14001
- We **control our infrastructure exposures** through internal EHS standards relevant to our operation
- We have engaged a consulting organization to work with us on **mapping our Carbon footprint** and

- We have **invested in latest technologies** to improve our power efficiency and minimize environmental releases
- We carry out **ongoing campaigns to recycle, reduce waste, and conserve energy**

Water Conservation: Actions Implemented

- Mapping water footprint pan India
- Monitoring consumption against regional benchmarks
- Harvesting rainwater in all our owned facilities
- Establishing sewage treatment plants in all our own facilities
- Ensuring zero leakage in our hydrant system and plumbing lines
- Working on bio-block products in our urinals

Energy Conservation: Actions Implemented

- Reducing the maximum demand value
- Working with a power factor > 0.98 in all our facilities consistently
- Improving the efficiency factors in transformers, generators, UPS, PACU, and chillers
- Implementing variable frequency drives in Air conditioning system
- Implementing power saver and pull chords in all sites

Climate Conservation: Actions Implemented

- Testing emission limits regularly every quarter for compliance
- Monitoring and complying to Indoor Air Quality as per ASHRAE standards every quarter
- Following the Kyoto Protocol in all our new facilities
- Using no ozone-depleting agents for the HVAC system
- Providing a 20% green cover on our total plot area across India

Paper Conservation: Actions Implemented

- Sending communication splashes to all employees to minimize paper usage
- Maximizing the use of soft copies for office transactions
- Printing on both the sides of a paper
- Restricting the distribution of stationary
- Reducing the usage of paper towels in all facilities

In addition, we have undertaken specific efforts towards **energy conservation and protection of the environment**:

- **Water:** For conservation of water as a resource, we are focusing on principles of 3Rs – reduce, recycle, and reuse
- **Energy Conservation:** We have done our equivalent carbon footprint mapping pan India to compare our standards against regional and international benchmarks
- **Climate Conservation:** We ensure that we are consistently much below the statutory emission limits under air pollution through generators, and water pollution through effluent – no instances of exceeding limits so far in all our facilities
- **Paper:** We aim to reduce paper consumption by at least 10% in our facilities; this has been one of the key focus areas in the ISO-14001 objectives and targets

Recycling of Waste: Actions Implemented

- All hazardous wastes, including bio- medical wastes, chemical wastes, and electronic wastes are disposed to CPCB approved recyclers
- For some of these waste items , we also do have buy-back arrangements with dealers / manufacturers
- For bio-degradable wastes , we have ITC as direct recyclers for paper wastes, cartoons, wood products , etc.
- For food wastes, we have local Municipality approved disposal agencies
- We also do have a continuous effort on reducing usage of non-biodegradable wastes

- **Reuse of Products/Recycling of Waste:** The key focus area on waste handling management is the segregation of waste under two broad categories: hazardous and non-hazardous wastes

Environment initiatives also provide scalable events for volunteers to get engaged. Our European operations do bi-weekly activities to plant more trees or cleaning up parks. Let's do it Delhi, an organization also provided clean-up opportunities for the north-India based volunteers

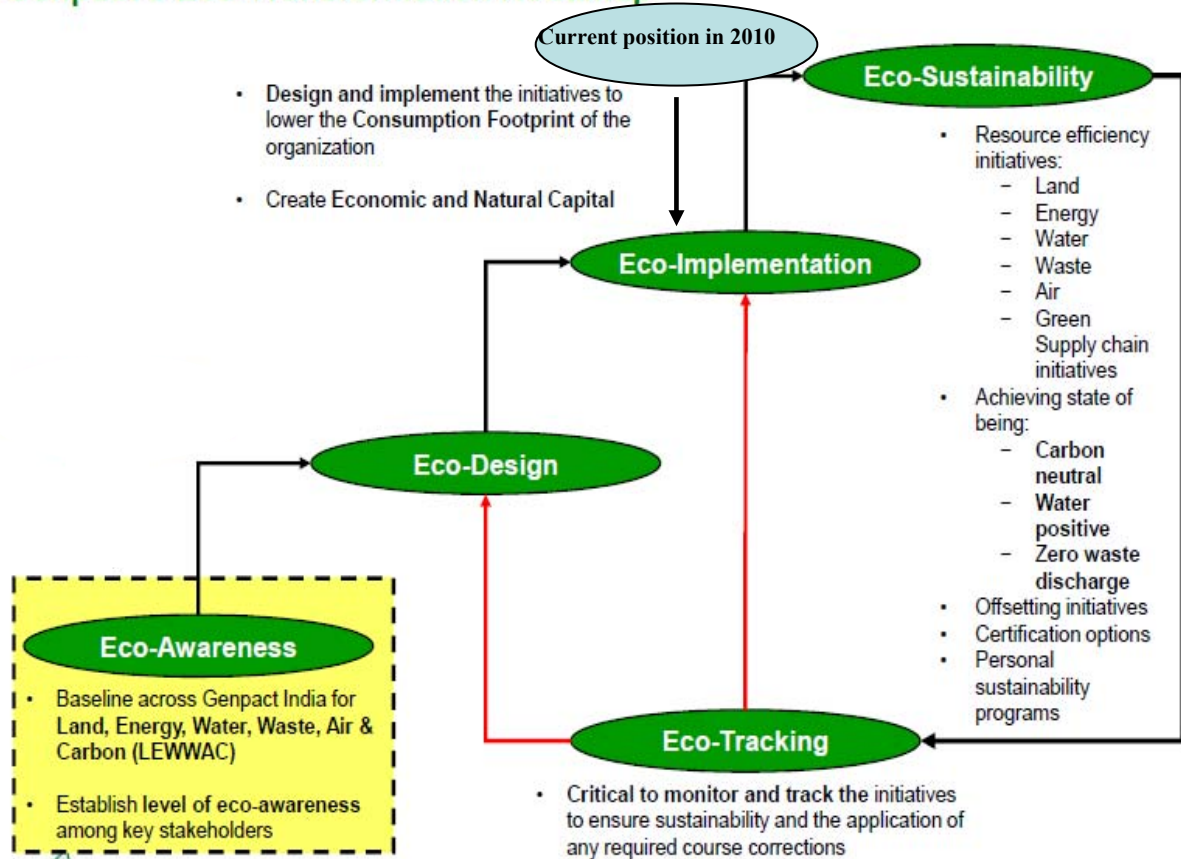
Eco Transformation Roadmap

Environmental concerns are real and to mitigate its impact from Genpact's operations has become its prime motto

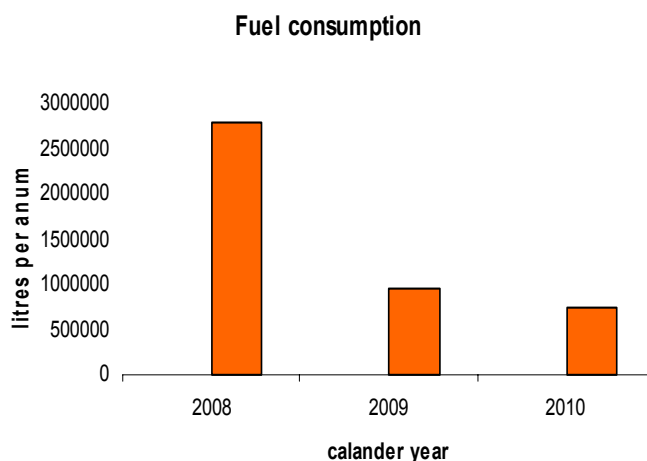
Genpact hired a third party to analyze its own carbon footprint arising out of its operations. This was poised to be 92,021 tons of Co2.

Genpact carried out its footprint analysis across its 14 operational centres in India.

Genpact's Eco-Transformation Roadmap



Source 1: Direct GHG emission



Direct GHG emission which contributes to almost 8.5 % of our total GHG emission has been drastically brought down to levels of 49 and 56 % from what we started measuring in 2008.

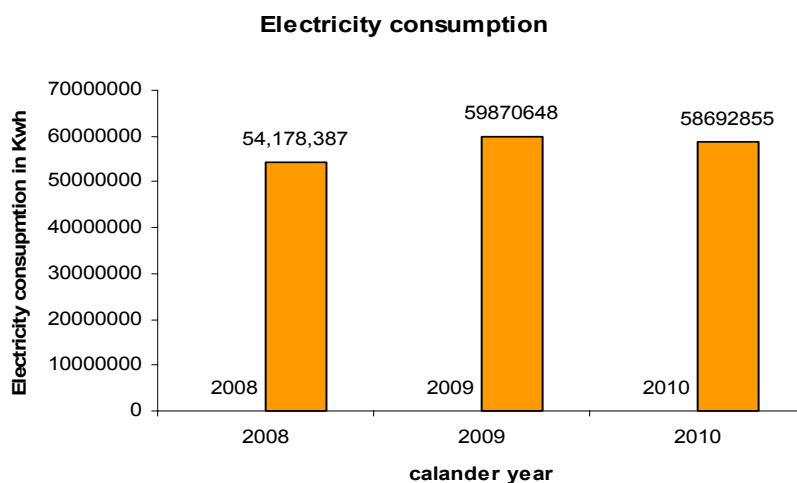
Actions primarily were focused on:

- Change of supply of power from diesel generator as primary source to grid based electricity, working with landlord and government smooth supply with less

outages helped to bring down our consumption drastically.

- Genpact also focused on consolidating its small and old, more footprint generating sites to bigger and more efficient sites. Between 2009 and 2010 at least 4 of our sites in India were released transferring its employee based to new and more energy efficient sites.
- Genpact has also been able to reduce the other fuel consumption like LPG to 79 % and charcoal to 60 % primarily from one of Genpact owned kitchen for its learning centre by optimizing the occupancy and season

Source 1: In-Direct GHG emission



Electricity contributes to almost 48 % of our total GHG emission. While the: square-foot across sites have increased in capacity by 25 % from 2008 and employee strength to 15 %. Electricity consumption has increased just by 7.9 % from 2008. In-fact it has reduced by 2 % from 2009 considering the fact that decreased in diesel consumption has directly impacted electricity consumption.

- Some of the energy conservation initiatives taken are
- Lighting retrofits to conserve energy like changing from T5 to T8 and LED lights.
- Smart cool technologies, servomax, Installation of occupancy sensors at passages and restrooms
- AHU (Air handling Unit) load optimization and improvement in indoor air by installation of ERV (**Energy recovering ventilators**)
- Optimization of the package units in battery rooms and Hub room retrofits.
- Installation of 'pull chords' at workstation level so that employee can directly switch off their workstation light
- Computer hibernation
- Restructuring of data centre to optimize ventilation
- Server and computer virtualization to reduce the requirement of systems
- Genpact also focused on consolidating its small and old, more footprint generating sites to bigger and more efficient sites. Between 2009 and 2010 at

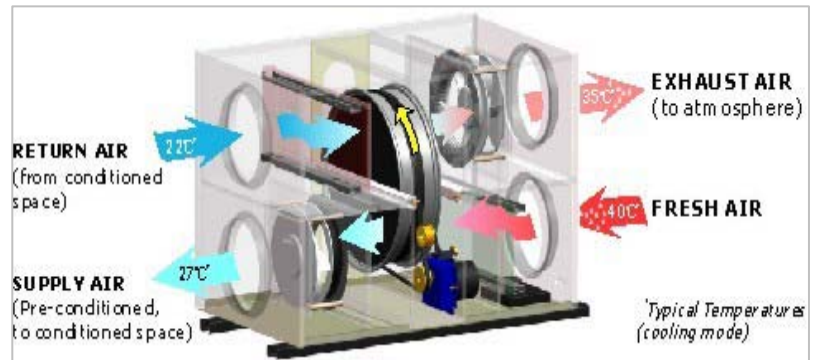
least 4 of our sites in India were released transferring its employee based to new and more energy efficient sites.

- Renewable energy source like solar power for heating water requirement is installed at one of the residential building.
- Key energy initiatives at Genpact biggest and owned buildings like Uppal, Hyderabad and Phase V Gurgaon has alone reached to 16.5 and 14 % savings in consumptions already.

Energy Recovery Ventilators treats fresh air unit with EcoFresh inside, exhausts stale, contaminated, conditioned room air and exchanges it with fresh outdoor air, recovering 75% energy from exhaust air through a next generation EcoFresh enthalpy rotor.

Energy Recovery wheel slowly rotates between its two sections as explain in figure given below.

In one section, the stale, conditioned air is passed through the wheel, and exhausted in the atmosphere. During this process, the wheel absorbs sensible and latent energy from the conditioned air, which is used to condition (cool/heat) the incoming fresh air in the other section, during the second half of its rotation cycle.



Benefits of ERVs

- Reduces the load on AHU's by 65% latent & sensible heat recovery from conditioned air
- Maintain Indoor Air Quality thus reduce IAQ related health risks
- Avoid risk of infections from spreading
- No need to increase the existing air – conditioning facility capacity
- Huge savings on air – conditioning / energy bills
- Decrease indoor exposure to mold
- Decrease in absenteeism and health – related complaints from staff
- Avoid negative publicity and loss of trust

Carbon footprint for Travel

Since the time we started monitoring our air carbon footprint in year 2008, Genpact has put forward stringent measures to reduce the air travel. Measures like audio bridges, web chats, Video conferencing were primarily driven to educate employees to reduce travel, employee communications and campaigns were run across sites to educate and empower employees to switch off to VCs then to travel.

- All these initiatives have helped to bring down our travel footprint by 75 % for domestic and 30 % for international travel.
- Ground travel used to commute employees from home to office is primarily driven with the fact considering safety of employees and night time travels, measures like optimum vehicle utilization, optimum travel time and route, frequency.
- 4 Greenbelt projects were identified and implemented under this initiative with over all impact of reducing 26 % reduction of our carbon foot-print since 2008.
- As a part of our work life balance initiative, we also encourage employee to avoid travelling and allow them to work from home, this aspect has also helped to reduce our employee commute footprint

Air Travel		2008	2009	2010
	Domestic	6754	1284	1323
	International	15,785	7993	11603
Ground Travel				
	Cabs	11420	9423	8649
	Bus	897	697	522
Total Travel carbon emission	Tons of CO ₂ e	34856	19397	22097






Air travel between New Delhi and LA, California for a training session - Carbon Footprint*
- a whopping 3.12 tons of CO₂!

Air travel between Mumbai to Melbourne to have a performance update with a client - Carbon footprint - 2.2 tons of CO₂!

A two hour Video Conference between any two locations - Carbon Footprint - 0.002 tons of CO₂.

Switch to VC. It's better!

The Environment is ours to save. Think!

For feedback/tips on conservation send mail to sona.saptarshi@genpact.com

* Carbon footprint is a measure of the amount of carbon dioxide or CO₂ emitted through the combustion of fossil fuels

Maintaining a safe and healthy work environment is everyone's responsibility

Water Footprint

Genpact had an increasing trend in its water footprint since 2005 to 2008 with direct increase in employee strength, once Genpact realised the fact, Genpact took several measures since 2008 to reduce its water footprint.

Genpact developed several measures like

- Replacing spring loaded taps with normal taps
- Capping leaking hydrant and plumbing lines
- Developing STP(sewage treatment plant) in each and every of its owned site and making sure all leased site has the STP to recycle nearly 70-80 % of its get recycled and reused mostly for landscaping.
- 2 of its three Genpact owned sites already have water harvesting, including most of its leased site.
- Uppal Site, at Hyderabad has developed self sustaining irrigation system.

	2008	2009	2010
water consumption in KL	348228	264899	274647
employee strength	24,513	28282	29859
per capita water footprint	14.2	9.3	9.1
sqm	155,357	194171	194255.91
per sqm water footprint	2.24	1.36	1.41

Employee Awareness and Engagement

Journey towards sustainable future cannot be attained without employee participation and engagement. Employees form the core strength for Genpact. Genpact firmly believes that conservation starts from each one of us and each employee is ecologically empowered and responsible to contribute towards sustainable future. Genpact Safe work Environment team developed an initiative as 'YES' – You Environment and Sustainability'. Under this initiative, various programs and campaigns like 'Personal carbon footprint calculator' (web based calculator), launch of ; **IThink**' link for employees to share their eco-friendly ideas, **Blogs** like 'I am doing My bit' where every leader posted their story of what they do in their daily life in office and at home towards sustainable future, This has been a great inspirational blog where even some of the leaders learned from employees on how simple steps in our day to day life can help Environment. **'one minute video'** showcase for employees to share their bit towards sustainability, **carpool programs**, **clean up drives for premises and society at large**, **sapling plantation** by employees and leaders who visits Genpact, **sapling plantation at community at large** **'polyman'** walk across floors to make employees aware of the ill effects of plastics what would it lead to if we do not stop the wastage of it, **Eco-friendly product kiosks** for employees to explore and buy what's latest green in the market, a source for them to explore renewable energy sources as well has hand made products. Participation in WWF Initiated **'Earth hour'**, Fashion show **'junk to Funk'**, **showcasing documentaries and movies related to global warming**, **Green gift to a friend**, **Eco-friendly day** are also fun ways to make employees aware to contribute towards Environment

Dear All,

92,021 tonnes - Carbon footprint for Genpact India (Apr 07- Mar 08)

Yes, As a socially and environmentally responsible corporate, last year GENPACT had hired second party (Nature first) to conduct a carbon footprint analysis for its operations impacting environment (Land, Energy, Water, Waste, Air, Carbon-LEWWAC) across India locations. This figure has also been verified by third party (DNV).

Genpact globally is also certified for ISO 14001 for its environmentally sound management system.

Genpact has taken various measures to conserve natural resources and reduce waste and many projects are in pipeline.

As we firmly believe that conservation starts from each one of us and each employee is ecologically empowered and responsible to contribute to Green!

Green is not about cutting cost-its about thinking lean!, thinking Smart! And its for us and our future generations to reap the fruits of our deeds.

5th June being world environment Day. This June month we bring you many events, tips, awareness, personal carbon footprint calculator, resources and activities to participate and contribute for Green not only at office but at personal level as well.

We urge each one of you to be a part of this initiative as we want each employee to be Ecologically Empowered and help drive lower consumption of Key natural resource and Promote 4R's (Reduce, Re-use, Recycle, Recover) for the betterment of our mother earth.

What is a Carbon Footprint?

Footprints generally offer clues about from where we came from and where we're headed. Their impressions tell us something about the animals that leave them. But while actual footprints offer details on size, weight and speed, carbon footprints measure how much carbon dioxide (CO₂) we produce just by going about our daily lives. A drive to work, a flip of a light switch and a flight out of town all rely on the combustion of fossil fuels like oil, coal and gas which in turn emit greenhouse gases like CO₂, that contribute to global warming.

Environmental concerns are Real- Either it can be treated as Threat or an Opportunity

YES! – You Environment. Sustainability

Launch of personal carbon calculator

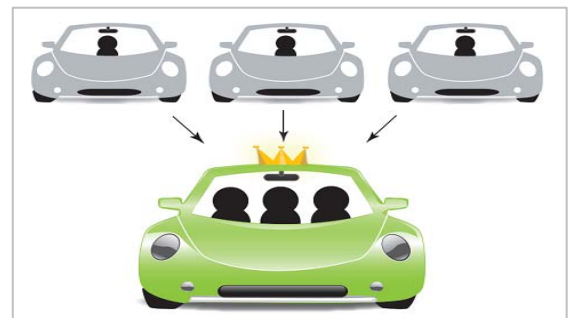
Personal carbon calculator initiative was launched with an objective to make employees personally accountable and aware on how our everyday activities like watching TV, using car to commute, using water for everyday use, lights/fans AC, travelling through flights, In-fact many aspects of most of our activities impacts environment and when start calculating, we would realize the real effect of it and thereby create a sense of responsibility that even small things like switching off lights

when you enter other room, changing all incandescent bulbs to CFL, carpooling and many simple tasks can help make a positive impact to the environment. We all talk about caring of environment but how much, how often is always a gray area so if we have measurement around it, that makes a real sense that at least if each person takes accountability of reducing their footprint, it eventually leads to environmental benefits.

This has been perceived very positively among employees and each day we receive many employees who calculate and pledges to reduce their own footprint not only for office but even at home.

Carpool initiative

Many of our employees use their own cars to travel to work and back. We realized early on that getting groups of people to travel together living in one area not only helps employees save on the travel cost but also helps in reducing pollution and conserve natural resources. On top of all of this, employees also get a chance to connect with their peers outside work and at a more personal level – it's; therefore, a win-win situation at all levels.



Till date more than 1000 employees have registered across sites, we also have made special provisions for car-poolers to park in the prime first spots of parking.. We also have launched a website where car-poolers can register them self with the routes and employees can register themselves for the route and time.

We continue to drive this among employees to reduce our over all impact on environment.

YES!

With the ' YES' Program Genpact also launched a link 'IThink' where employees can submit ideas on environmental conservation which are evaluated and implemented where practically feasible

Safe work Environment
Care, Protection & Compliance

YES!
You. Environment. Sustainability

GENPACT

LOST PLANET

Pramod Has Pledged His Support, Have You?
On the occasion of Earth Day on April 22, an Expo Walk titled 'Lost planet' was organized at our Uppal Campus. Pramod Bhasin, president and CEO, was there to pledge his support for the cause of reducing carbon footprint. What Pramod wrote on the graffiti wall, explained the very essence of this initiative. This thought was also echoed by KNK Venkataraman, SVP and Business Leader ITO, who was also present with Pramod on the occasion.

Pramod wrote – "Save Our Planet for our children – this is the best gift we can give them"
KNK wrote – "Green is Clean....Go Green"

Customer Centricity Process Excellence Employer of Choice Best-in-Class

So far more than 60 ideas have been successfully implemented across sites, some of them are using sippers or reusable glasses instead of disposable for drinking water, reduction of paper towels, double sided printing, reduction in the prints of our transport related log sheets, computer hibernation projects, spring loaded taps to reduce the water wastage.

Employee blogs is another medium through which we continually engage and involve employee for best practice sharing and Eco-friendly ideas.

Sapling plantation and offsetting the footprint

Genpact decided to offset its carbon footprint generated out of its annual customer facing event ' Focus 2009. In order to do this Genpact has to plant 350 saplings in order to offset 117 tons of CO2 generated out of the event in next 30 years. Genpact volunteers planted remarkable 600 saplings at a government owned RTA (Road Transport Authority) which trains and issues driving licence to public to serve the community and reduce its carbon footprint.



Earth Hour participation

Since 2007 Genpact has been participating to support WWF initiative of Earth Hour globally,

Watch Genpact in CNN-IBN Earth Hour Special! - 2009

On the occasion Earth Day, Genpact participated in a TV show tonight on CNN-IBN channel's Earth Hour special, which was telecast live from Genpact, Building 4 in Gurgaon.





Dear Colleagues,

On Saturday, March 26, 2011, at 8:30 pm(local time), Genpact will take part in Earth Hour, sponsored by the World Wildlife Fund. With this, we will join tens of millions of concerned citizens and corporations throughout the world in calling for action to save our planet for the future generation. **And we are starting by switching off non-essential lighting in our offices world-wide on March 26th at 8:30 pm, local time for 1 Hour.**

To help us make sure the lights actually do go out on March 26, we ask you to switch off office lights and unplug non-essential equipment before leaving the building on Friday, March 25, 2011 or whatever time you log off before the March 25th date. In addition, we'd like to encourage everyone to participate in Earth Hour by turning off their lights at home on March 26, 2011 between 8:30- 9:30 pm (your local time) during the event.

Going beyond the hour, This year, we will kick-off a series of events focused towards creating awareness on how simple alterations in our daily life can contribute to making the earth a greener place . You can look forward to tips on conserving natural resources, earth-smart idea contests and quizzes skits, cleanup drive, special movie screenings, tree plantation drive and more We are also working with local civic agencies to bring you energy saving and green products. So stay tuned for details.

Why get involved? Because our future depends on it! We look forward to working with each of you to help create a sustainable low-carbon future for our planet.

Thanks and regards,

Vidya Srinivasan
Global infrastructure and Logistics Leader

Green IT

Green IT is the latest buzz word in the industry. Genpact is committed to Green IT initiative and champions it aggressively. Towards this initiative, Genpact Corporate IT team explored various ideas, which could be implemented at low cost with high returns.

Under the Leadership of Genpact CTO, SV Ramana, multiple areas of opportunity were identified and teams were assigned, with clear target time lines to achieve results. The Green IT initiative resulted in aggregated benefits of Rs206Mn

Productivity in all form has been a key driver of all IT initiatives taken at Genpact. Industry drive towards Greener IT, clubbed with the organizational culture encouraged, the IT team to conceptualize and identify areas of opportunity in this area.

Also while studying the benefits, behind this Green IT initiative, reduction in power consumption, paper usage, optimization of resource utilization, contribution to reduction in carbon emission, made it a very compelling proposition to undertake this as a project. Pressure to reduce IT cost during the present crisis was another key driver in identifying new areas of improvement. By enabling the systems to

go into sleep mode, during idle time, availability of systems for longer period was enhanced Achievements made in the areas of concession for work from home, would help companies realize the benefits through lower attrition, employment opportunity for women employees, etc



Demand & Supply Match

“Suppliers must invest in R&D as there is demand for green IT products.”

On global go green trends The concept of Go Green has been established in everybody's mind. Companies have not just directed their efforts to enlightening people in top positions but have also involved every employee in their bid to become environment friendly. Environment conservation has immediate relevance for most of us because of the uncompromising media attention the issue has received over the last couple of years. The second thing is an increasing recognition of the long-term benefits that accrue if one opts for greener technologies. The TCO of IT equipment includes environmental expenses. So, it is also the CTO's responsibility to focus on this, even if it is an indirect expense. That is one important change in the mood of the industry, specifically in Genpact. A CTO is responsible for looking at a product and analyzing it for its environment friendliness and associated costs that go into running the leased equipment. Decision making factors for a CTO include the total addition to TCO from power consumption, air conditioning, and carbon emissions.

On environment friendly specifications looked for The first and the most critical question that a CTO will ask is—how much power does the product consume? The next thing is the heat it generates and the sustenance temperature at which the equipment can provide stable performance. These are the basic aspects considered before final selection. Also, certifica-

tions that give a basic confidence level with regard to the vendors following the established standards and having benchmarked their products. Vendors must also publish related information with clearly articulated parameters.

Problems faced while deploying green solutions

One problem is that since these are new technologies, we need to make sure that they come from reliable sources and what is promise is delivered. These solutions do not just integrate greater functionalities but also promise benefits in terms of reduced power consumption. However, over the next couple of years they have to surpass this and deliver much more than what is being offered now. If ten percent is saved on power now, then they have to be able to increase it. Companies have to invest in R&D for both software and hardware that is energy-efficient. Customers like Genpact are sensitive to the issue and forcefully demand green products only. There is demand and there is supply. So, suppliers must invest in R&D as there is demand for green IT products.

On green initiatives taken by Genpact

There are many green initiatives that we have taken. We encourage economy mode printing as well as duplex printing i.e., printing on both sides of the paper. We also have a system in place called secure printing wherein a user has to key in an authorization code to get prints. We have resorted to virtualization in all



SV Ramana,
CTO, Genpact

four areas - servers, storage, desktops, and networking.

We use technologies like VMware, HyperV, where you do not require standalone servers for hosting the applications. We have optimized our storage systems and gone ahead with desktop virtualization where we avoid thick clients. Thick clients are normal PCs that consume a lot of power whereas thin clients consume at least 60-70 percent less power. This also enhances security because all the security controls are on the server site. We have reduced the number of equipment required to serve the same space.

We are going in a big way for data-center consolidation thereby saving on space, power, and maintenance cost of assets We have already done carbon certification of all our facilities by engaging consultants where we benchmarked our current emission levels. We have a paperless office. Shared folders and collaboration tools like messaging, corporate level online chat, tools where people can have live discussion, are used extensively. We have high quality video-conferencing facilities, which help us cut down on travel costs. We use TFT monitors that consume much less power compared to earlier technology called CRT monitors. ■

Green IT initiatives have contributed to the increased working capital and more cash flow for Genpact. In the area of Travel and Living, spend reduction resulted in a saving of Rs 90Mn. Using the data de-duplication 10TB of storage space was freed up. Server virtualization and consolidations have contributed to the tune of Rs 130Mn.

Genpact Over all carbon footprints

Genpact India's carbon footprint for 2008 is 92,021 tons			2009		2010	
Source	Carbon Emission (Tons)	% of total	Carbon Emission (Tons)	% of total	Carbon Emission (Tons)	% of total
Fuel (Diesel, LPG & Coal)	7,711	8.38%	3928	4.86	3326	3.96
Purchased Electricity	44,385	48.26%	48902	60.55	47898	56.97
Air travel - Domestic	6,794	7.39%	1284	1.59	1654	1.97
Air travel - International	15,785	17.16%	10181	12.61	11603	13.80
Ground Transport - Cabs+Buses	12,317	12.36%	9423	11.67	9171	10.91
Employee Commute - diesel cabs	4,889	5.32%	6890	8.53	10,255	12.20
Waste generation	140	0.15%	154	0.19	170	0.20
Total GHG Emission (tons)	92,021		80,762		84,077	
employee population	24,513		28282		29859	
per capita footprint	3.75		2.86		2.82	
Genpact India sft area	1,726,187		2157452		2158399	
sqm	155,357		194,171		194,256	
foot print per sft	0.05		0.04		0.04	
per sqm foot print	0.59		0.42		0.43	
	validated report by DNV		not validated report		not validated report	

**Note: 2007-2008 carbon footprint report was conducted by third party 'Naturefirst' and validated by DNV (Det Norske Veritas) in 2009. similar pattern has been followed since 2008 for reporting structure.

Initiatives plan for 2011 and Future Genpact's Sustainable strategy

- Genpact firmly believes that Productivity runs through optimization, optimizing the utilization not only helps us conserve natural resources, it also helps improving the cost.
- Conservation of key resources like paper, water, reduction of pollution , reduction of air travel
- Become Carbon neutral and water neutral by 2021
- Construct all new buildings as LEED certified Green buildings
- Start calculating carbon footprint for all our global operating locations by 2011.
- Focus on close-loop of entire waste management stream by 2011.
- Green sourcing, in next 5 years we would want to focus on green sourcing where possible, buy recycled products or buy products which can be recycled. Example would be furniture's, papers and other areas.
- Genpact is also pioneer BPO into the initiative of cloud computing, virtualization, thin client and would further deep-route its utilization to increase productivity apart from computer hibernation, printing optimization and other initiatives.

Awards & Accolades

- Best Performing BPO Provider & Best Performing FAO Firm – Global Services Survey, 2009
- No 1 ITeS-BPO Company, India – NASSCOM, 2005-10
- Top 20 in IAOP's Global Outsourcing 100, 2008-10
- Top 10 Outsourcing Provider – Black Book of Outsourcing, 2008-09
- Fastest Growing BPO of the Year – International ICT Awards, Philippines, 2009
- Best BPO Provider in Europe – IQPC, 2008
- Best ITO Service Provider and Best ITMS Provider
- Chinese Enterprise Information Top 500 Conference, 2009
- No 1 BPO Company – Dataquest Top 20, 2006-2010
- Ranked No 1- Frost & Sullivan Asia Pacific ICT Awards
- Business Process Outsourcing Service Provider of the Year, 2010
- Technology Company of the Year – International by Economictimes.com BPO Awards, 2010
- Excellence in Education Award by LOMA, 2010
- Gold Award Best Integration of Learning and Talent Management, Brandon Hall Awards, 2010
- Best Use of Performance Support – Performance Support Tool for IT Support-iSolve, Brandon Hall Awards, 2010
- Best Use of Blended Learning – Disha – Advanced Analytical Learning, Brandon Hall Awards, 2010
- NASSCOM Innovation Award for Process Innovation
- SEPSM, 2010
- “Most Consistent Business Impact”, Service Provider Excellence Award by the Outsourcing Center, 2011