

DETAILS OF FAMILIARIZATION PROGRAMMES IMPARTED TO INDEPENDENT DIRECTORS:

In compliance to the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Company has in place a familiarization programme for its Independent Directors (copy available on the Company's website). The objective of the familiarization programme is to provide training to Independent Directors so as to enable them to understand the Company - its operations, business, industry and environment in which it functions and the regulatory environment applicable to it.

The Company through its Executive Director, Key Managerial Personnel, Vertical Head(s) and/or Senior Management personnel conducts programmes / presentations on a half yearly/periodic basis to familiarize the Independent Directors with the strategy, operations and functions of the Company. Such programmes /presentations provide an opportunity to the Independent Directors to interact with the Senior Management of the Company and help them to understand the Company's strategy, business model, operations, service and product offerings, markets, organization structure, finance, human resources, technology, quality, facilities and risk management, challenges, prospects and such other areas as may arise from time to time.

The Company also informs the Independent Directors about the various disclosures and declarations to be submitted by them to the Company as per the regulatory requirements and policies of the Company. The Independent Directors are given complete access to any information relating to the Company. The Company has created requisite infrastructure for Directors, inter-alia, at all key delivery centers to do any adhoc meetings with management for better understanding of business operations and other related matters. In addition to the familiarisation programmes, the Independent directors are informed about the management updates and regulatory changes at board / committee meeting(s).

Details of Familiarisation Programmes imparted to Independent Directors in the Financial Year 2018-19:

Name of the Independent Director	Date of Programme	Topic of the Programme/ Session	Number of Programmes Attended by Independent Director		Number of hours spent by Independent Director in such Programmes	
			FY 18-19	Cumulative Basis	FY 18-19	Cumulative Basis
Rajesh Ulhas Deshpande	13/07/2018	Internal Controls on Financial Reporting	1	1	1 hr	1 hr
	09/01/2019	Customer Centricity and Quality Review	1	2	30 mins	1 hr 30 mins
Payal Raju Savla	13/07/2018	Internal Controls on Financial Reporting	1	1	1 hr	1 hr
	09/01/2019	Customer Centricity and Quality Review	1	2	30 mins	1 hr 30 mins
Harishchandra Bharama Naukudkar	13/07/2018	Internal Controls on Financial Reporting	1	1	1 hr	1 hr
	09/01/2019	Customer Centricity and Quality Review	1	2	30 mins	1 hr 30 mins

Details of Familiarisation Programmes imparted to Independent Directors in the Financial Year 2019-20:

Name of the Independent Director	Date of Programme	Topic of the Programme/ Session	Number of Programmes Attended by Independent Director		Number of hours spent by Independent Director in such Programmes	
			FY 19-20	Cumulative Basis	FY 19-20	Cumulative Basis
Rajesh Ulhas Deshpande*	18/04/2019	SEBI (Listing Obligations and Disclosure Requirements) Regulation 2015, Secretarial Standards and other regulatory updates	1	1	1 hr	1 hr
Payal Raju Savla**	18/04/2019	SEBI (Listing Obligations and Disclosure Requirements) Regulation 2015, Secretarial Standards and other regulatory updates	1	1	1 hr	1 hr
Harishchandra Bharama Naukudkar**	18/04/2019	SEBI (Listing Obligations and Disclosure Requirements) Regulation 2015, Secretarial Standards and other regulatory updates	1	1	1 hr	1 hr
	19/02/2020	Business Assurance roles, rights, responsibilities in the Company	1	2	30 mins	1 hr 30 mins
Ramesh Chandra Sharma***	19/02/2020	Business Assurance roles, rights, responsibilities in the Company	1	1	30 mins	30 mins

* Resigned w.e.f. 14th June, 2019

**Resigned w.e.f. 14th June, 2019 and re-appointed on 18th November, 2019.

***Appointed on 18th November, 2019.

Details of Familiarisation Programmes imparted to Independent Directors in the Financial Year 2020-21:

Name of the Independent Director	Date of Programme	Topic of the Programme/ Session	Number of Programmes Attended by Independent Director		Number of hours spent by Independent Director in such Programmes	
			FY 20-21	Cumulative Basis	FY 20-21	Cumulative Basis
Harishchandra Bharama Naukudkar	22.05.2020	1. Impact & Measurement of COVID-19 on Company 2. Company's long term Vision and Strategy 3. Risk Management, Company policies, changes in the regulatory framework applicable to the Industry in which the Company operates	1	1	1 hr	1 hr
	03.08.2020	1. Information on business performance, operations, market share, financial parameters, working capital management, fund flows etc.. 2. Session on Amendments in Companies Act, 2013	1	2	1 hr	2 hrs
Ramesh Chandra Sharma	22.05.2020	1. Impact & Measurement of COVID-19 on Company 2. Company's long term Vision and Strategy 3. Risk Management, Company policies, changes in the regulatory framework applicable to the Industry in which the Company operates	1	1	1 hr	1 hr
	03.08.2020	1. Information on business performance, operations, market share, financial parameters, working capital management, fund flows etc.. 2. Session on Amendments in Companies Act, 2013	1	2	1 hr	2 hrs

Details of Familiarisation Programmes imparted to Independent Directors in the Financial Year 2021-22:

Name of the Independent Director	Date of Programme	Topic of the Programme/ Session	Number of Programmes Attended by Independent Director		Number of hours spent by Independent Director in such Programmes	
			FY 21-22	Cumulative Basis	FY 21-22	Cumulative Basis
Harishchandra Bharama Naukudkar	01.06.2021	1. Company's longterm Vision and Strategy. 2. Risk Management, Company policies, changes in the regulatory framework applicable to the Industry in which the Company operates 3. Information on business performance, operations, market share, financial parameters, working capital management, fund flows etc.	1	1	1 hr	1 hr
	12.02.2022	1. Impact & Measurement of COVID-19 on Company 2. Company's longterm Vision and Strategy. 3. Risk Management, Company policies, changes in the regulatory framework applicable to the Industry in which the Company operates 4. Information on business performance, operations, market share, financial parameters, working capital management, fund flows etc.	1	2	1 hr	2 hrs
Ramesh Chandra Sharma*	01.06.2021	1. Company's longterm Vision and Strategy. 2. Risk Management, Company policies, changes in the regulatory framework applicable to the Industry in which the Company operates 3. Information on business performance, operations, market share, financial parameters, working capital management, fund flows etc.	1	1	1 hr	1 hr

*Ceased to be a director w.e.f. 15th October 2021 due to death.

Details of Familiarisation Programmes imparted to Independent Directors in the Financial Year 2021-22:

Shankar Ramnath Iyer	12.02.2022	1. Impact & Measurement of COVID-19 on Company 2. Company's longterm Vision and Strategy. 3. Risk Management, Company policies, changes in the regulatory framework applicable to the Industry in which the Company operates 4. Information on business performance, operations, market share, financial parameters, working capital management, fund flows etc.	1	1	1 hr	1 hrs
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Details of Familiarisation Programmes imparted to Independent Directors in the Financial Year 2022-23:

Name of the Independent Director	Date of Programme	Topic of the Programme/ Session	Number of Programmes Attended by Independent Director		Number of hours spent by Independent Director in such Programmes	
			FY 22-23	Cumulative Basis	FY 22-23	Cumulative Basis
Harishchandra Bharama Naukudkar	30.05.2022	1. Impact & Measurement of COVID-19 on Company 2. Company's longterm Vision and Strategy. 3. Risk Management, Company policies, changes in the regulatory framework applicable to the Industry in which the Company operates	1	1	1 hr	1 hr
	14.11.2022	1.Information on business performance, operations, market share, financial parameters, working capital management, fund flows etc.	1	2	1 hr	2 hrs
Shankar Ramnath Iyer	30.05.2022	1. Impact & Measurement of COVID-19 on Company 2. Company's longterm Vision and Strategy. 3. Risk Management, Company policies, changes in the regulatory framework applicable to the Industry in which the Company operates	1	1	1 hr	1 hr
	14.11.2022	1.Information on business performance, operations, market share, financial parameters, working capital management, fund flows etc.	1	2	1 hr	2 hrs