IBM INDIA PVT. LTD.
BUSINESS PROCESS OPERATIONS DELIVERY

HEAD OFFICE: MANYATA EMBASSY BUSINESS PARK, G2 BLOCK
4th, 5th, 6th & 7th FLOOR, RACHENAHALLI NAGAWARA OUTER RING ROAD
BENGALURU – 560045, KARNATAKA, INDIA

This is a multi-site certificate, additional site(s) are listed on the next page(s)

Bureau Veritas Certification Holding SAS – UK Branch certifies that the Management System of the above organization has been audited and found to be in accordance with the requirements of the Management System Standard detailed below.

Standard

ISO/IEC 27001:2013

Scope of certification

The Information Security Management System (ISMS) scope comprises of IBM Business Process Operations Delivery (BPOD) information assets and applications including intelligent workflows (IWs) and robotic process automations (RPA) (listed under Application Listing) hosted in IBM cloud ,which is developed, managed or owned by BPOD business unit and is based on BPO security and privacy by design framework, along with delivery centres that support BPOD services for Finance and Accounts (F&A), IBM procurement services(IPS), risk & compliance (R&C), Talent & Transformation (T&T), analytics/knowledge base services, Managed Marketing Services (MMS) contracts. Additionally, it also covers the associated support processes of IT/Information security, application development and security, real estate & site operations, security, human resources, and business continuity. this is in accordance with the statement of applicability, version 8.0 dated 5th September 2022.

Application Listing

1. **Etrans**
2. **IBM B2B Commerce for Procurement**
3. **IBM Intelligent Platform for Payables**
4. **IBM Intelligent Workflow for Lead to Cash**
5. **IBM Services Transition Accelerator Kit**
6. **IBM Talent Platform Optimizers with Watson**
7. **IBM Talent Workflow Analytics**
8. **Invoicetronic**
9. **IW R2A (Intelligent Workflow for Record to Analyze)**
10. **Lingwyztic**

Original cycle start date: **08 November 2010**

Recertification cycle start date: **03 November 2022**

Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on: **07 November 2025**

Certificate No. **IND.22.2552/IS/U**   Version: **2**   Issue date: **21 November 2022**

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Signed on behalf of BVCH SAS UK Branch
Jagdheesh N. MANIAN
Director – CERTIFICATION, South Asia
Commodities, Industry & Facilities Division

Certification body address: 5th Floor, 66 Prescot Street, London, E1 8HG, United Kingdom.

Local office: Bureau Veritas (India) Private Limited (Certification Business)
72 Business Park, Marol Industrial Area, MIDC Cross Road "C",
Andheri (East), Mumbai – 400 093, India.

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SITE	ADDRESS	SCOPE
Head Office: MANYATA EMBASSY BUSINESS PARK, BANGALORE	IBM INDIA PRIVATE LIMITED MANYATA EMBASSY BUSINESS PARK G2 BLOCK – 4th, 5TH ,6TH & 7TH FLOOR RACHENAHALLI NAGAWARA OUTER RING ROAD BENGALURU – 560 045 KARNATAKA – 560 045	The Information Security Management System (ISMS) scope comprises of IBM Business Process Operations Delivery (BPOD) information assets and applications including intelligent workflows (IWs) and robotic process automations (RPA) (Application Listing refer page 1) hosted in IBM cloud ,which is developed, managed or owned by BPOD business unit and is based on BPO security and privacy by design framework, along with delivery centres that support BPOD services for Finance and Accounts (F&A), IBM procurement services(IPS), risk & compliance (R&C), Talent & Transformation (T&T), analytics/knowledge base services, Managed Marketing Services (MMS) contracts. Additionally, it also covers the associated support processes of IT/Information security, application development and security, real estate & site operations, security, human resources, and business continuity. this is in accordance with the statement of applicability, version 8.0 dated 5th September 2022.
EMBASSY GOLF LINK PARK, BANGALORE	IBM INDIA PRIVATE LIMITED EMBASSY GOLF LINK PARK (STPI) BLOCK C (PACIFIC DUNE) – GROUND & 1st FLOOR KORAMANGALA INNER RING ROAD BENGALURU, KARNATAKA – 560 071	The Information Security Management System (ISMS) scope comprises of IBM Business Process Operations Delivery (BPOD) information assets and applications including intelligent workflows (IWs) and robotic process automations (RPA) (Application Listing refer page 1) hosted in IBM cloud ,which is developed, managed or owned by BPOD business unit and is based on BPO security and privacy by design framework, along with delivery centres that support BPOD services for Finance and Accounts (F&A), IBM procurement services(IPS), risk & compliance (R&C), Talent & Transformation (T&T), analytics/knowledge base services, Managed Marketing Services (MMS) contracts. Additionally, it also covers the associated support processes of IT/Information security, application development and security, real estate & site operations, security, human resources, and business continuity. this is in accordance with the statement of applicability, version 8.0 dated 5th September 2022.
FIRST TECHNOLOGY PARK, BANGALORE	IBM INDIA PRIVATE LIMITED #3, FTP ALTIUS, 4TH, 7TH, 10TH, 11TH & 12 FLOOR EPIP INDUSTRIAL AREA WHITEFIELD, HOODY, BANGALORE – 560 066, KARNATAKA	The Information Security Management System (ISMS) scope comprises of IBM Business Process Operations Delivery (BPOD) information assets and applications including intelligent workflows (IWs) and robotic process automations (RPA) (Application Listing refer page 1) hosted in IBM cloud ,which is developed, managed or owned by BPOD business unit and is based on BPO security and privacy by design framework, along with delivery centres that support BPOD services for Finance and Accounts (F&A), IBM procurement services(IPS), risk & compliance (R&C), Talent & Transformation (T&T), analytics/knowledge base services, Managed Marketing Services (MMS) contracts. Additionally, it also covers the associated support processes of IT/Information security, application development and security, real estate & site operations, security, human resources, and business continuity. this is in accordance with the statement of applicability, version 8.0 dated 5th September 2022.
PRINCE INFO CITY, CHENNAI	IBM INDIA PRIVATE LIMITED 283/4 & 283/3, PRINCE INFOCITY II, 7TH FLOOR, KANDANCHAVADI, OMR, CHENNAI - 600096	The Information Security Management System (ISMS) scope comprises of IBM Business Process Operations Delivery (BPOD) information assets and applications including intelligent workflows (IWs) and robotic process automations (RPA) (Application Listing refer page 1) hosted in IBM cloud ,which is developed, managed or owned by BPOD business unit and is based on BPO security and privacy by design framework, along with delivery centres that support BPOD services for Finance and Accounts (F&A), IBM procurement services(IPS), risk & compliance (R&C), Talent & Transformation (T&T), analytics/knowledge base services, Managed Marketing Services (MMS) contracts. Additionally, it also covers the associated support processes of IT/Information security, application development and security, real estate & site operations, security, human resources, and business continuity. this is in accordance with the statement of applicability, version 8.0 dated 5th September 2022.

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SITE	ADDRESS	SCOPE
ASF INSIGNIA, NCR	IBM INDIA PRIVATE LIMITED ASF INSIGNIA, TOWER-B 4TH FLOOR, TOWER D&E – 7TH TO 9TH AND 16TH TO 18TH FLOOR, GWAL PAHARI, GURGAON FARIDABAD ROAD ,GURGAON, HARYANA – 122 003	The Information Security Management System (ISMS) scope comprises of IBM Business Process Operations Delivery (BPOD) information assets and applications including intelligent workflows (IWs) and robotic process automations (RPA) (Application Listing refer page 1) hosted in IBM cloud ,which is developed, managed or owned by BPOD business unit and is based on BPO security and privacy by design framework, along with delivery centres that support BPOD services for Finance and Accounts (F&A), IBM procurement services(IPS), risk & compliance (R&C), Talent & Transformation (T&T), analytics/knowledge base services, Managed Marketing Services (MMS) contracts. Additionally, it also covers the associated support processes of IT/Information security, application development and security, real estate & site operations, security, human resources, and business continuity. this is in accordance with the statement of applicability, version 8.0 dated 5th September 2022.
INFINITY TOWERS, NCR	IBM INDIA PRIVATE LIMITED 4TH & 5TH FLOOR, INFINITY TOWER-C, DLF CYBER CITY PHASE-2, GURGAON – 122 001 (INDIA)	The Information Security Management System (ISMS) scope comprises of IBM Business Process Operations Delivery (BPOD) information assets and applications including intelligent workflows (IWs) and robotic process automations (RPA) (Application Listing refer page 1) hosted in IBM cloud ,which is developed, managed or owned by BPOD business unit and is based on BPO security and privacy by design framework, along with delivery centres that support BPOD services for Finance and Accounts (F&A), IBM procurement services(IPS), risk & compliance (R&C), Talent & Transformation (T&T), analytics/knowledge base services, Managed Marketing Services (MMS) contracts. Additionally, it also covers the associated support processes of IT/Information security, application development and security, real estate & site operations, security, human resources, and business continuity. this is in accordance with the statement of applicability, version 8.0 dated 5th September 2022.
NSL ARENA, HYDERABAD	IBM INDIA PRIVATE LIMITED NSL ARENA, (SEZ), 2ND FLOOR, BLOCK 1, WING-B ,PLOT NO. 6 SURVEY NO-1, IDA UPPAL HYDERABAD – 500 039	The Information Security Management System (ISMS) scope comprises of IBM Business Process Operations Delivery (BPOD) information assets and applications including intelligent workflows (IWs) and robotic process automations (RPA) (Application Listing refer page 1) hosted in IBM cloud ,which is developed, managed or owned by BPOD business unit and is based on BPO security and privacy by design framework, along with delivery centres that support BPOD services for Finance and Accounts (F&A), IBM procurement services(IPS), risk & compliance (R&C), Talent & Transformation (T&T), analytics/knowledge base services, Managed Marketing Services (MMS) contracts. Additionally, it also covers the associated support processes of IT/Information security, application development and security, real estate & site operations, security, human resources, and business continuity. this is in accordance with the statement of applicability, version 8.0 dated 5th September 2022.
A-26, NOIDA	IBM INDIA PRIVATE LIMITED A-26 SECTOR -62, GAUTAM BUDH NAGAR, UTTER PRADESH – 201307	The Information Security Management System (ISMS) scope comprises of IBM Business Process Operations Delivery (BPOD) information assets and applications including intelligent workflows (IWs) and robotic process automations (RPA) (Application Listing refer page 1) hosted in IBM cloud ,which is developed, managed or owned by BPOD business unit and is based on BPO security and privacy by design framework, along with delivery centres that support BPOD services for Finance and Accounts (F&A), IBM procurement services(IPS), risk & compliance (R&C), Talent & Transformation (T&T), analytics/knowledge base services, Managed Marketing Services (MMS) contracts. Additionally, it also covers the associated support processes of IT/Information security, application development and security, real estate & site operations, security, human resources, and business continuity. this is in accordance with the statement of applicability, version 8.0 dated 5th September 2022.

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SITE	ADDRESS	SCOPE
CONGO 1.3, PUNE	IBM INDIA PRIVATE LIMITED EMBASSY TECH ZONE PLOT NO.3, BLOCK 1.3 CONGO, PHASE 2 RAJIV GANDHI INFOTECH PARK, HINJEWADI PUNE – 411 057	The Information Security Management System (ISMS) scope comprises of IBM Business Process Operations Delivery (BPOD) information assets and applications including intelligent workflows (IWs) and robotic process automations (RPA) (Application Listing refer page 1) hosted in IBM cloud ,which is developed, managed or owned by BPOD business unit and is based on BPO security and privacy by design framework, along with delivery centres that support BPOD services for Finance and Accounts (F&A), IBM procurement services(IPS), risk & compliance (R&C), Talent & Transformation (T&T), analytics/knowledge base services, Managed Marketing Services (MMS) contracts. Additionally, it also covers the associated support processes of IT/Information security, application development and security, real estate & site operations, security, human resources, and business continuity. this is in accordance with the statement of applicability, version 8.0 dated 5th September 2022
MAGNUS TOWERS, MUMBAI	IBM INDIA PRIVATE LIMITED 5TH FLOOR, MAGNUS TOWER NEW LINK ROAD, MALAD WEST MUMBAI MAHARASHTRA 400 064.	The Information Security Management System (ISMS) scope comprises of IBM Business Process Operations Delivery (BPOD) information assets and applications including intelligent workflows (IWs) and robotic process automations (RPA) (Application Listing refer page 1) hosted in IBM cloud ,which is developed, managed or owned by BPOD business unit and is based on BPO security and privacy by design framework, along with delivery centres that support BPOD services for Finance and Accounts (F&A), IBM procurement services(IPS), risk & compliance (R&C), Talent & Transformation (T&T), analytics/knowledge base services, Managed Marketing Services (MMS) contracts. Additionally, it also covers the associated support processes of IT/Information security, application development and security, real estate & site operations, security, human resources, and business continuity. this is in accordance with the statement of applicability, version 8.0 dated 5th September 2022.
DALIAN, CHINA	IBM DALIAN GLOBAL DELIVERY JINQIAO BUILDING, NO. 27 EAST HUANGNICHUAN HONGCHUAN ROAD, GAOXIN DIST. DALIAN CITY, CHINA	The Information Security Management System (ISMS) scope comprises of IBM Business Process Operations Delivery (BPOD) information assets and applications including intelligent workflows (IWs) and robotic process automations (RPA) (Application Listing refer page 1) hosted in IBM cloud ,which is developed, managed or owned by BPOD business unit and is based on BPO security and privacy by design framework, along with delivery centres that support BPOD services for Finance and Accounts (F&A), IBM procurement services(IPS), risk & compliance (R&C), Talent & Transformation (T&T), analytics/knowledge base services, Managed Marketing Services (MMS) contracts. Additionally, it also covers the associated support processes of IT/Information security, application development and security, real estate & site operations, security, human resources, and business continuity. this is in accordance with the statement of applicability, version 8.0 dated 5th September 2022.
KRAKOW, POLAND	IBM BTO BUSINESS CONSULTING SERVICES SP. Z O.O. UL. ARMII KRAJOWEJ 16, 30-150 KRAKOW, POLAND	The Information Security Management System (ISMS) scope comprises of IBM Business Process Operations Delivery (BPOD) information assets and applications including intelligent workflows (IWs) and robotic process automations (RPA) (Application Listing refer page 1) hosted in IBM cloud ,which is developed, managed or owned by BPOD business unit and is based on BPO security and privacy by design framework, along with delivery centres that support BPOD services for Finance and Accounts (F&A), IBM procurement services(IPS), risk & compliance (R&C), Talent & Transformation (T&T), analytics/knowledge base services, Managed Marketing Services (MMS) contracts. Additionally, it also covers the associated support processes of IT/Information security, application development and security, real estate & site operations, security, human resources, and business continuity. this is in accordance with the statement of applicability, version 8.0 dated 5th September 2022.

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Pg 4 of 5

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SITE	ADDRESS	SCOPE
CAIRO, EGYPT	IBM WORLD TRADE CORPORATION 3rd FLOOR, BUILDING B-144 SMART VILLAGE, KM 28 CAIRO ALEXANDRIA DESERT ROAD, GIZA 12577, EGYPT.	The Information Security Management System (ISMS) scope comprises of IBM Business Process Operations Delivery (BPOD) information assets and applications including intelligent workflows (IWs) and robotic process automations (RPA) (Application Listing refer page 1) hosted in IBM cloud ,which is developed, managed or owned by BPOD business unit and is based on BPO security and privacy by design framework, along with delivery centres that support BPOD services for Finance and Accounts (F&A), IBM procurement services(IPS), risk & compliance (R&C), Talent & Transformation (T&T), analytics/knowledge base services, Managed Marketing Services (MMS) contracts. Additionally, it also covers the associated support processes of IT/Information security, application development and security, real estate & site operations, security, human resources, and business continuity. this is in accordance with the statement of applicability, version 8.0 dated 5th September 2022.
HORTOLANDIA, BRAZIL	IBM BRASIL IND MAQUINAS E SERVICOS LTDA CONDOMINIO TECH TOWN - IBM PR31RODOVIA JORNALISTA FRANCISCO AGUIRRE PROENÇA (SP101) KM 09 - S/N 13186-900, HORTOLANDIA, SP, BRASIL.	The Information Security Management System (ISMS) scope comprises of IBM Business Process Operations Delivery (BPOD) information assets and applications including intelligent workflows (IWs) and robotic process automations (RPA) (Application Listing refer page 1) hosted in IBM cloud ,which is developed, managed or owned by BPOD business unit and is based on BPO security and privacy by design framework, along with delivery centres that support BPOD services for Finance and Accounts (F&A), IBM procurement services(IPS), risk & compliance (R&C), Talent & Transformation (T&T), analytics/knowledge base services, Managed Marketing Services (MMS) contracts. Additionally, it also covers the associated support processes of IT/Information security, application development and security, real estate & site operations, security, human resources, and business continuity. this is in accordance with the statement of applicability, version 8.0 dated 5th September 2022.
BOGOTA, COLOMBIA	IBM DE COLOMBIA CENTRO EMPRESARIAL BURO 25 DIAGONAL 25G # 95 A -85 TORRE 3 - PISO 2 BOGOTÁ, COLOMBIA	The Information Security Management System (ISMS) scope comprises of IBM Business Process Operations Delivery (BPOD) information assets and applications including intelligent workflows (IWs) and robotic process automations (RPA) (Application Listing refer page 1) hosted in IBM cloud ,which is developed, managed or owned by BPOD business unit and is based on BPO security and privacy by design framework, along with delivery centres that support BPOD services for Finance and Accounts (F&A), IBM procurement services(IPS), risk & compliance (R&C), Talent & Transformation (T&T), analytics/knowledge base services, Managed Marketing Services (MMS) contracts. Additionally, it also covers the associated support processes of IT/Information security, application development and security, real estate & site operations, security, human resources, and business continuity. this is in accordance with the statement of applicability, version 8.0 dated 5th September 2022.
BUDAPEST, HUNGARY	IBM HUNGARY INTERNATIONAL SHARED SERVICE CENTRE KFT. BPO BUDAPEST DELIVERY CENTER INFOPARK: 1117 BUDAPEST, NEUMANN JÁNOS UTCA 1 IP A2 2, A1 4 SOUTH	The Information Security Management System (ISMS) scope comprises of IBM Business Process Operations Delivery (BPOD) information assets and applications including intelligent workflows (IWs) and robotic process automations (RPA) (Application Listing refer page 1) hosted in IBM cloud ,which is developed, managed or owned by BPOD business unit and is based on BPO security and privacy by design framework, along with delivery centres that support BPOD services for Finance and Accounts (F&A), IBM procurement services(IPS), risk & compliance (R&C), Talent & Transformation (T&T), analytics/knowledge base services, Managed Marketing Services (MMS) contracts. Additionally, it also covers the associated support processes of IT/Information security, application development and security, real estate & site operations, security, human resources, and business continuity. this is in accordance with the statement of applicability, version 8.0 dated 5th September 2022.

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