2021 Corporate
Sustainability Report

DRIVING SUSTAINABLE INNOVATION IN HEALTHCARE

Powering the Future of Healthcare

CitiusTech

contents

01.

Introduction

theme

The theme for our first sustainability report is 'Powering the future of healthcare'. CitiusTech is a specialist provider of healthcare technology and consulting enabled business solutions, with strong presence across the Payers, Providers, MedTech and Life Sciences markets. As a strategic partner to some of the world's largest healthcare organisations, we play a deep and meaningful role in accelerating digital innovation, driving sustainable value, and helping improve outcomes across the healthcare ecosystem.

We deliver next-generation technology enabled solutions to address a spectrum of complex problems that impact the healthcare industry

Covid19 crises has led to faster responses through innovation and accelerated the introduction of new products to the market. It has directly impacted businesses, especially in the healthcare sector to update and redefine their business model. In this process, world has started acknowledging the social, environmental and governance impact on the organisation and stakeholders faster than before. CitiusTech believes that our services and products are an integral part of this ecosystem. Therefore, along with powering the future of healthcare, we also acknowledge the importance to our business sustainability of social, environmental and governance aspects now has or and in the future. We also want to understand our stakeholders better and engage with them to influence positively.

We intend to improve the world for current and future generations, encouraging a balance between people and the planet to the best of our understanding and take cognizance of it regularly. It has become increasingly important that we work towards this journey of transforming the healthcare industry through our sustainable practices, services, and products.

We, therefore, intend to strengthen the foundation of our company for doing business in this new era. Our first sustainability report, therefore, talks about our policies, processes, investments and efforts towards the journey of sustainability. This report highlights our endeavor to power the future of healthcare through our products and services, our understanding, efforts, actions, and performance towards social and environmental material aspects. Lastly the report displays CitiusTech's governance support and direction to achieve this.

Introduction

1.2 | About this Report

This is our first disclosure on sustainability performance. The report contains quantitative and qualitative disclosures on Sustainability parameters between the reporting period April 1, 2020 to March 31, 2021. We have additionally disclosed 2021 first quarter information on some parameters.

The data for reporting has been gathered through engagement with our internal and external stakeholders and with due consideration of our Senior Management team.

The information in the report has been developed after performing the materiality assessment and presents what is material to CitiusTech and its stakeholders. During the reporting period there has been few changes in the organisation these include: addition of new facilities in Navi Mumbai, Bengaluru and USA. No significant change has taken place in our supply chain or the share capital structure of the organisation during this period.

REPORTING FRAMEWORK

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option. Furthermore, we have aligned our sustainability disclosures with principles of National Guidelines on Responsible Business Conduct (NGRBC), Sustainability Accounting Standards Board (SASB) and United Nations Sustainable Development Goals (SDGs).

DEFINING REPORT CONTENT AND TOPIC BOUNDARY

The reporting content include the triple bottom line approach measuring social, environmental and governance factors.Our reporting boundaries covers company's operational locations in India and USA that fall under the direct control of Company's Legal Team. Our facilities in these countries are located at: New Jersey (USA)- Princeton, Minnesota (USA)- Rochester, Mumbai (India)- Teritex, Navi Mumbai(India) – SEZ - Building 8, 11 & 14, Bengaluru(India) – Embassy Tech Village & Cessna office. (as from last one year Cessna is not opertaional, hence only Environment related GRI disclosures is excluded for Cessna location). Subsidiaries of CitiusTech do not form part of this report or our consolidated financial statements.

PRECAUTIONARY PRINCIPLE OR APPROACH

CitiusTech is a responsible organisation and acknowledges that every company has a role to play in ESG factors. Thus, through our environmental policy we aim to inculcate sustainable business practices by demonstrating care for our community, prevent pollution and reduce the impact on environment.

ESG is integrated into our company practices and our business operations in cognizance with our journey towards sustainability which is further described in this report. Further, we are in the process of aligning our strategy with respect to various economic, environmental and social charters.

FORWARD LOOKING STATEMENT

This report contains certain forward-looking statements that define our plans and expectations, based on reasonable assumptions and past performance. These are dependent on developments in the industry, geographical market conditions, government regulations, laws and other incidental factors. These statements must not be used as an assurance of our future performance, as the underlying assumptions could change significantly.

CONTACT POINT FOR FEEDBACK AND QUERIES

We will be glad to hear your feedback on this report.
Please reach out to: sustainability@citiustech.com

Chairman

Message from the Chairman

I am delighted to share the CitiusTech 2021 Sustainability Report. As a leading provider of healthcare technology services and solutions, CitiusTech is deeply committed to having a meaningful impact to human life. Our technology solutions impact more than 500,000 care providers and over 50 million patients across thousands of locations globally. Our new motto "Powering the Future of Healthcare" reflects our deep commitment to solving some of the most complex challenges in healthcare using next generation technology.

As CitiusTech embarks on a journey of rapid growth, we understand the need to build a sustainable and innovation-driven organisation that emphasises on conserving the environment, eradicating hunger, providing healthcare, and promoting education in our key communities. In addition to building a strong CSR and corporate governance structure, the unique CitiusTech culture fosters a highly engaged and socially responsible workforce that is actively involved in various CSR initiatives, including support for numerous initiatives related to the COVID-19 pandemic.

Over the years, CitiusTech's CSR Committee and employees have actively driven and participated in a number of long-term initiatives targeted at social and economic development of identified communities. We continue to work actively in partnership with government agencies, NGOs, and local bodies to mobilize community outreach and deploy resources where needed most.

As we launch our first annual Sustainability Report, I would like to welcome Bhaskar Sambasivan who has recently been elevated to the position of CitiusTech's CEO. I want to congratulate co-founders Rizwan Koita and Jagdish Moorjani for having successfully built an organisation with a strong commitment to innovation and technology that is leveraged for sustainable growth.

Dr. William Winkenwerder, Jr.
Chairman, CitiusTech

CEO

Message from the CEO

To begin with, I want to wish everyone the best of health and hope that we are all keeping safe, as we come to terms with one of the biggest global crises in the modern era. The COVID-19 pandemic has brought about unprecedented challenges to the global healthcare industry in the last eighteen months. As a leader in digital healthcare solutions, services and platforms, CitiusTech has played an active role in in driving technology innovations and supporting the healthcare ecosystem globally during these challenging times.

Today, as we embark on the next phase of growth, we will continue to focus on attracting high quality talent, onboarding exceptional leadership and further strengthening our client relationships. We also recognise the need to build an organisation that is sustainable and one that can meaningfully impact human lives, which is reflected in our motto "Powering the Future of Healthcare". Here are some of the highlights.

CLIENT AND EMPLOYEE SATISFACTION

In the initial stages of the COVID-19 pandemic, there was significant uncertainty around how employees and clients would react to the changing environment. With employee health and safety concerns in mind, we transitioned to a work from home model seamlessly, much before official lockdowns were imposed. This gave us enough time to prepare and manage our operations with minimum disruption, earning client accolades and trust. We received some of the highest C-SAT ratings (4.5/5) and NPS scores (80+) during this period.

We have adjusted well to the work-from-home model, for our employees. We ensured an extremely high level of interaction and engagement with employees, through Employee Satisfaction (E-Sat) surveys, 360-degree surveys, welfare initiatives, CT Pulse assessments, etc. Our E-Sat scores have remained consistently high at 4.2/4.3 during this period.

CEO

STRONG FOCUS ON GROWTH & INNOVATION

Despite the challenges, we succeeded in growing and strengthening our business during this period, which highlights our resilience as an organisation. Our focus during these difficult times has been business continuity, while we continue to drive transformational change for 120+ healthcare organisations, ensure world-class experience for 5,400+ CTzens (our employees) and cater to the needs of the community. During the reporting year, we maintained strong financial performance, including the acquisition of SDLC Partners. This was an outcome of strong market demand, next-generation solutions and highly disciplined approach to utilization and cost management. CitiusTech has been positioned as a "Leader" due to its ability to drive transformational change in the Assessment conducted by Everest Group in 2021.

We have doubled down on organisational initiatives to drive innovation, with a strong focus on building scalable, repeatable solutions that address digital transformation needs of the healthcare industry. We launched IAG (Innovation for Accelerated Growth) – an enterprise-wide programme to drive innovation ground-up and build next-gen solutions. This programme was awarded the 2021 Best Practice Trophy by the prestigious IMC Ramkrishna Bajaj National Quality Award Trust. We continue to invest strongly in upskilling and cross-skilling employees around healthcare domain and next-gen technology expertise.[11]

SOCIAL RESPONSIBILITY

Through our CSR initiatives, flood relief campaigns and community development programmes, we have touched the lives of more than 5 lakh people across various states in India. Our CSR strategy and initiatives are aligned to Schedule VII of the Companies Act 2013 and the United Nations Sustainable Development Goals (UN SDGs), to enhance community wellbeing in line with global best practices.

We also work on issues of environmental sustainability and climate change. CitiusTech has been certified for ISO 14001 Environmental Management System since 2014 and has implemented various management programmes over the years to ensure we have a positive & significant impact on the environment. We run various CSR initiatives and actively collaborate with employees and NGOs towards environmental betterment.

We have enhanced various policies and introduced a 'Green IT' initiative across our organisational processes. One of our key strengths is our ability to drive efficiencies across systems and processes.

POWERING THE FUTURE OF HEALTHCARE

These are truly exciting times for the global healthcare technology industry. There has been a significant rise in next-gen technology adoption recently. We are seeing substantial investments being made in new technology, which is driving massive demand for digital technology solutions such as virtual care, telehealth, remote patient management, personalized care driven by big data, interop, RPA, AI/ ML and Data Science.

As one of the leading providers of digital healthcare solutions globally, CitiusTech has been at the forefront when it comes to adopting new technologies to create significant value for clients. We are well positioned to address key challenges across multiple segments of healthcare and enable our clients to accelerate digital transformation. As we move to our next stage of growth, we believe that corporate sustainability will be critical to our long-term success as an organisation.

Bhaskar Sambasivan
Chief Executive Officer, CitiusTech

COO

Message from the COO

As we build a globally dispersed, world-class delivery organisation, ensuring environmental sustainability has become a key challenge. As part of our long-term commitment to support a sustainable future, we continue to strengthen our focus on best-in-class ESG processes. Our motto "Powering the Future of Healthcare" and the theme for this report shows our commitment and leadership towards building a sustainable organisation. We have taken several steps in each of the three verticals of environmental sustainability, corporate social responsibility and corporate governance that reflects this commitment.

ENVIRONMENTAL SUSTAINABILITY

We are very sensitive to the global issue of climate change. We have invested in energy efficient infrastructure –LEED certified facilities, optimal AC utilisation, paper conservation, e-waste recycling and other management programmes to reduce our environmental impact and carbon footprint. We put a lot of emphasis on resource conservation, recycling, and waste reduction at the source, which has helped to minimise impact of our activities on the surrounding and hence on climate.

CORPORATE SOCIAL RESPONSIBILITY

CitiusTech's CSR teams are actively involved in promoting education of children, employment of women & differently abled. CitiusTech has partnered with Tata Memorial Hospital to support treatment of pediatric cancer patients. We have also tied up with IIT-Bombay to promote entrepreneurship in healthcare technology & helped with setting up the Big Data & Cloud Lab at VJTI (a premier Engineering Technology college in Mumbai). During the recent COVID-19 pandemic, we successfully ran multiple initiatives for the well-being of our employees, their families as well as our key communities.

GOVERNANCE

We have set up a special ESG Task Force led by Sustainability lead, consisting of senior representatives from multiple departments. The ESG Task Force focuses on enhancement of the overall ESG framework and sustainability roadmap. Also, Multiple committees have been set up (including various Board level committees) for governance and accountability across various parts of the business. CitiusTech has formed the Diversity & Inclusion (D&I) Steering Committee to provide oversight on our D&I strategy & initiatives and evaluate progress on our diversity goals.

We constantly strive to meet the highest standards of process & delivery excellence, information & cyber security and data privacy - across our business operations. Our policies & procedures are compliant with and certified for global best practices and standards such as ISO 9001, ISO 14001, ISO 13485, CMMi, ISO 27001, ISO 27701, HiTrust CSF, NIST CSF, SOC 2 Trust principles, HIPAA, GDPR, CCPA, PIPEDA & other data privacy laws.

Our perpetual focus on delivery excellence, experienced global delivery teams and robust organisational processes puts us on very firm footing to drive innovation and scalability. I am confident that we will continue to grow, innovate and build a highly sustainable healthcare technology business that addresses the needs of all key stakeholders, in the years to come!

Atul Soneja
Chief Operating Officer, CitiusTech

Introduction

1.4 | About CitiusTech

POWERING THE FUTURE OF HEALTHCARE

CitiusTech Healthcare Technology Private Limited, a private limited company incorporated in India & CitiusTech Inc. in Delaware incorporation is a software technology company that provides Healthcare Technology Services, and consulting enabled solutions to Payers, Providers, MedTech and Life Sciences organisations. Established in 2005, we now play a significant role in powering the future of healthcare for organisations worldwide.

With headquarters in Mumbai, Maharashtra, India, we have global presence at locations including: North America, India, UK, Middle East, and Singapore. Our significant operations are in USA and India while we have limited presence in Canada, UK, UAE, Singapore. In India we have our presence across- Mumbai, Navi Mumbai, Bengaluru, Chennai, Hyderabad, Pune, and Gurgaon.

We provide services to various sectors including healthcare providers, life sciences, health plans services and to some of world's largest MedTech companies. We assist healthcare organisations in accelerating digital innovation, besides this we help organisations to not only drive their sustainable value but also help them improve outcomes across the healthcare ecosystem.

We deliver service with end-to-end key and leading-edge technology solutions which includes cloud and data management, application development, modernization and sustenance, AI engineering, mobility and UI/UX solution. Some of our key brands include: BI-Clinical, H-Scale, SCORE+, PERFORM+, FAST+, SDE, Medictiv.

OUR MARKET SEGMENTS

| MEDTECH	PAYERS	PROVIDERS	LIFE SCIENCE
Digital Healthcare Applications	Health Plans / Payers	Large Health Systems	Pharmaceuticals
Medical Imaging	BCBS Organisations	IDNs / Hospital Networks	Biotech
Medical Devices	Medicare Advantage	Specialty Providers	Biopharma
Financial and RCM Apps	Payer Services (Utilization management)	Provider-led Health Plans	CROs & Research Organisations
EHRs and Enterprise Clinical Applications	Wellness & Disease Management	Provider Clinical Services (e.g., labs, ancillary care)	Pharma ISVs
Pharma & Life Sciences			

OUR PROFICIENCIES IN THE HEALTHCARE DOMAIN INCLUDE

- **Enterprise applications:** which helps in designing and building high impacts, next-gen healthcare solutions for digital transformation.

- **Data & analytics management**: supports in building robust, scalable data & analytics solutions to drive data driven decision making and improving outcomes.

- **Data science and AI:** we apply AI, ML & predictive analytics to transform business processes, enhance experiences and drive growth.

- **Healthcare consulting:** We provide healthcare consulting to accelerate digital innovation and align with changing industry needs.

We have two subsidiaries- FluidEdge consulting which has deep expertise in healthcare consulting and SDLC Partners which has proficiency in payer technologies.

OUR VALUES

Our conduct and work practices are driven by our values (PROUD), these values also steer our relationships with clients, colleagues, business partners and other stakeholders. The values - 'PROUD', are a continuous guidance for all CTzens on how to treat customers, make sense of work life, how to fit in the big picture and provide a framework for achieving vision while increasing the overall effectiveness of the organisation. Multiple initiatives in place as listed in below table to promote & show commitment to values.
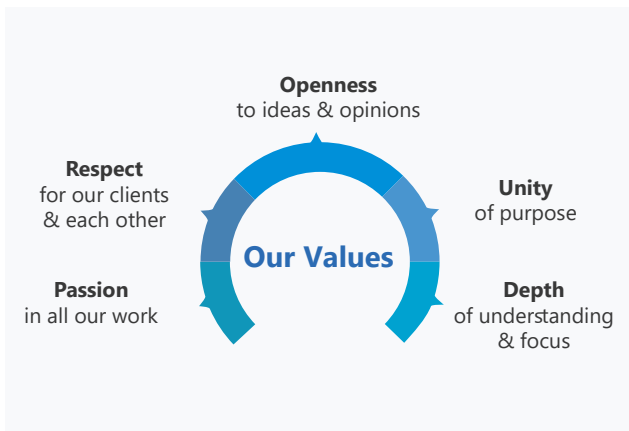
Our five cultural pillars AEIOU, acronym for Approachable, Empowering, Innovative, Open and Upbeat play a very crucial role in defining our morals, vision, and values. These values signify our approach to business engagements, how we interact professionally and perform our task on a daily basis.

Approachable: As individuals and as an organisation, we are friendly, welcoming and helpful. This makes us highly approachable by our client teams, our peers and new joinees.

Empowering: We are encouraging, rewarding and supportive of others' efforts. This gives every CTzen and CT team a feeling of empowerment, especially when dealing with challenges and pursuing new opportunities.

Innovative: Continuous learning is not just an organisational objective. All of us strive to learn new skills and drive innovation – both big and small – in our day-to-day activities.

Open: CT has a transparent and collaborative work style. As a company, we are not bound by hierarchy, which gives CTzens the flexibility to reach out to other CTzens as needed.

Upbeat: We have an extremely fun and trusting work culture. Having fun is an important part of our work style. It derives from our team cultures which, while being competitive and performance driven is also upbeat.

A	E	I	O	U
Friendly	Encouraging	Continuous	Transparent	Joyful
Welcoming	Rewarding	Learning	Flexible	Fun
Helpful	Supportive	Inspiring	Collaborative	Energetic
		Agile		

OUR CORE COMPETENCIES

Our core competencies are our capabilities, skills, and resources that gives us strategic advantage in providing unmatched services.

Digital excellence

Strong digital capabilities and leading-edge platforms

Robust delivery team

Strong healthcare domain expertise

Global delivery expert team with robust organisational processes.

Our Core Competencies

Strategic approach to scale up our healthcare domain expertise

Customer oriented

Innovative approach

Customer oriented and high-tech engagement approach

Innovative mindset to help deliver unmatched experience.

We have now embarked on this journey of sustainability reporting to gain a more holistic insight into our business processes and attempt to make a definitive impact in our ecosystem by becoming a more responsible organisation.
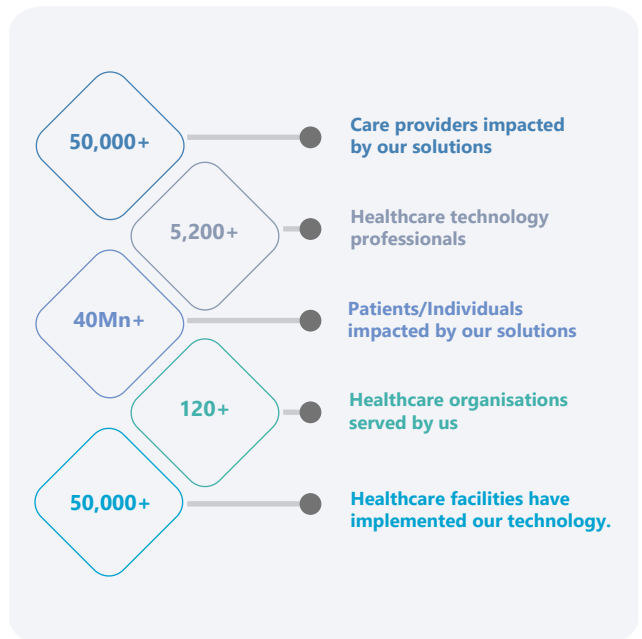
OUR VISION

- Be the #1 Healthcare technology company in U.S.

- Be a recognized brand for technology, healthcare domain expertise and exceptional customer experience.

- Become the employer of choice for IT professionals- strong employee engagement across the board.

OUR MISSION

To help healthcare organisations leverage technology and innovation to enhance healthcare delivery and affordability, and meaningfully improve human life.

CITIUSTECH AWARDS & RECOGNITION

- CitiusTech Recognized for Customer Value Leadership Global Digital Transformation Service Provider for Life Sciences Industry Excellence in Best Practices, Year 2021

- CitiusTech is recognized as India's Best Workplaces in IT & IT-BPM 2020 for 5 years in a row

- CitiusTech has been identified among Top 10 Best Workplaces in Health and Wellness in India! - 2021

- CitiusTech has been recognized as Great Place to Work 10 times in a Row in India (YR 2012-2021) & also recognized in the US

- RBNQA MQH Best Practice Award

- CitiusTech Named a Leader in Everest Group's Healthcare IT Services Specialists PEAK Matrix® Assessment 2021

- CT is recognized as a leader by the Everest Group and by Frost & Sullivan

50,000+ — Care providers impacted by our solutions

5,200+ — Healthcare technology professionals

40Mn+ — Patients/Individuals impacted by our solutions

120+ — Healthcare organisations served by us

50,000+ — Healthcare facilities have implemented our technology.

02.

Our Foundation

Our Foundation

2.1 | Performance highlights

OUR FOUNDATION

50%
revenue growth during the reporting period

94%
repeat business

100+
Healthcare clients
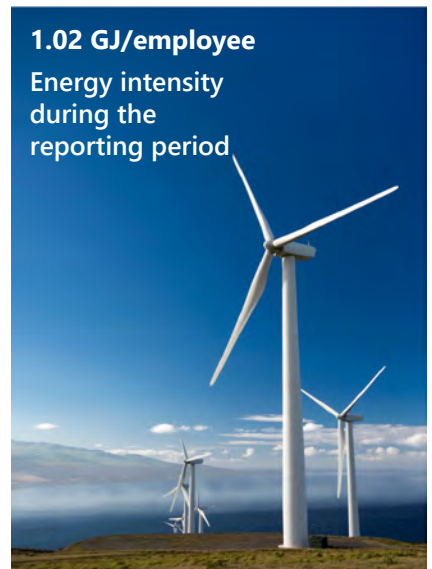
ENVIRONMENTAL MANAGEMENT

128.95
GJ of electricity conserved during the reporting period

1.02 GJ/employee
Energy intensity during the reporting period

POWERING THE SOCIAL SYSTEMS

INR 20.6 Million
Total CSR spend in
FY 2020-21
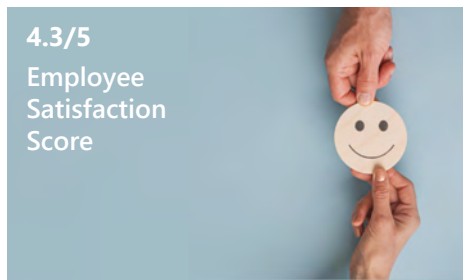
600+
Employee
volunteers

33%
Women
employee in
total workforce

4.3/5
Employee
Satisfaction
Score

4,000+
Employees
worldwide

CitiusTech is recognized as
India's Best Workplaces
in IT & IT-BPM 2020 for
5 years in a row

Best Workplaces™ in IT & IT-BPM
Great Place To Work.
INDIA 2021

82%
Trust Index Score for
Great Place To Work
survey (GPTW survey)

World Class NPS
(Net Promoter
Score) of **89%**

90
Average
training hours
per employee

CitiusTech has been identified
among **Top 10 Best Workplaces**
in Health and Wellness in India!

CitiusTech has been
recognized as
**Great Place to
Work 10 times in a
Row** in India & also
recognized in the
US

Great Place To Work®
Certified
MAR 2021–FEB 2022
INDIA

Our Foundation

2.2 | Corporate Governance

OUR MEANS OF SUPPORT, DIRECTION, AND GUIDANCE

It is vital to have a good governance to achieve business sustainability and a strong foundation for the organisation to grow and flourish. CitiusTech culture and values help in ensuring this and powering the future of healthcare through our products & services, give support and encouragement to do what is right, provide direction for achieving our goals and provide guidance for excelling.

Our governance practices, policies and frameworks govern our business strategies ensuring ethical corporate behavior, integrity, and fairness to all our stakeholders comprising of employees, shareholders, vendors and suppliers, partners and collaborators, regulators, clients, and the community at large.

THE BOARD OF DIRECTORS

Our current board composition aligns to industry standards in corporate governance. The Board is chaired by William Winkenwerder Jr., who is a Non-Executive Director. One-third of the board is comprised of non-executive directors as on 31st Jan 2022. The board meets periodically to review performances, address any major concerns, and approve initiatives.

The details of the Board of Directors are provided below:

William Winkenwerder Jr.,
Chairman (Non-executive)

Rizwan Koita
Director (Executive)

Jagdish Moorjani
Director (Executive)

Pat Fry
Director (Non-executive)

Kosmas Kalliarekos
Director (Non-executive)

Jimmy Mahtani
Director (Non-executive)

Hari Gopalkrishnan
Director (Non-executive)

All the members of the Board have relevant skill sets & extensive industry experience. The Board functions as per the Board Committee charters in place and industry best industry practices on corporate governance. The yearly calendar of meetings is finalized before the beginning of the year to enable the Directors to make themselves conveniently available for the meetings. All our Board of Directors attended at least 4 out of the 5 (i.e. 80%) total meetings held during the reporting period. We adhere to various corporate governance codes ensuring resilience of our governance structure and framework. We are in the process of streamlining data however, additional details with respect to our highest governance body have been disclosed on our website.

CORPORATE GOVERNANCE FRAMEWORK

We have various board level committees in place that overlook and monitor activities from time to time. This is crucial in ensuring that the responsibilities are carried out independently and efficiently.

The Audit and the Risk Committee meets quarterly to review and deal with risk and audit policies whereas the other committees meet at intervals required as per specific needs & their functions. Additionally, the shareholders meetings are either held annually to adopt financial statements and audit reports or if specific shareholder approvals are statutorily required.

We have the following board level committees in CitiusTech.

Audit and Risk Committee	The committee deals with matters related to accounting, risk and audit policies and practices followed by the organisation and its subsidiaries
Compensation Committee	The committee looks after the overall administration of ESOP plan or any other stock-based compensation plans of the Company or its subsidiaries duly approved by Board or shareholders. The role also includes reviewing or finalising remuneration of certain employees.
Finance Committee	The committee takes care of the ordinary course of business of the Company which are not required to be specifically referred to the Board or shareholders for approval under the provisions of the Companies Act or Articles of Association of the Company. (Eg: Opening bank accounts, admin authorizations, etc.)
Corporate Social Responsibility Committee	The CSR committee assists Board in effective discharge of its CSR obligations by exercising its powers vested in it under the Companies Act.
Business Review Committee	The Business Review Committee reviews monthly business performance and monthly financial and operational metrics.

19 HR Overseas Policies	31 HR Offshore Policies	10 Standard Operating Procedures

COMPLIANCE MECHANISM

We prohibit bribery in all the forms and have zero tolerance towards any unethical behavior, bribery, and corruption. We have a robust compliance mechanism with structures and policies in place. Our various committees such as Board Audit & Risk Committee, Enterprise Risk Management (ERM) Steering Committee, CECC (CitiusTech Ethics & Code of Conduct) Committee ensure regular compliance checks.

We also conduct regular Internal process audits for compliance with respect to policies and Standard Operating Procedures (SOPs). We report to the board on a regular basis on the current and emerging topics as well as risks that may affect the business continuity. The board is also apprised with the compliance report quarterly with details of complaints, goal compliance, instances of violation, breaches and more. During the reporting period, there were no cases of non-compliance with laws and regulation in the social and economic area with respect to accounting and tax fraud, corruption, bribery, competition, provision of products and services, or labor issues, such as workplace discrimination, among others.

As a part of onboarding, we communicate on the policies and provide mandatory compliance trainings and tests. Additionally, the employees also undertake refresher compliance trainings and tests semi-annually.

ESG SUPPORT STRUCTURE

Being one of the leading healthcare service providers, we are not only providing innovative services by leveraging technology but also working towards minimising the impact on the environment while contributing to the society through our sustainable business practices. We are committed towards protecting the environment, promoting health and wellbeing, creating an inclusive society while ensuring transparency in our business practices. We have identified topics related to environment, social and governance that are material to us and have been placed under the stakeholder engagement and materiality assessment section. Sustainability is integrated across several committees and these committees support the board in matters related to Environment, Social and Governance. These committees help in implementing ESG best practices within the organisation.

The key responsibilities of each of these committees is to define and oversee the relevant strategies, policies, practices, and performance. The committees also set goals, help with capacity creation and putting in place reporting mechanisms while coordinating with other committees to ensure that the required practices and programs are implemented. The Audit and Risk Committee shall have authority to review and investigate into any matter (for the Company and its subsidiaries) in relation to the following items relating to Environment, Social and corporate Governance ("ESG") or matters referred to it by the Board. For this purpose, the committee shall have power to obtain professional advice from external sources and have full access to the information contained in the records of the company:

- Reporting on any ESG violations, non-compliances and mitigation measures;
- Oversee critical internal and external communications regarding the company's position or approach to ESG Matters

- Bring to the attention of the management and Board, as appropriate, current and emerging ESG Matters that may affect the business, operations, performance or public image of the company or are otherwise pertinent to the company and its stakeholders, and to make recommendations on how the company's policies, practices and disclosures can adjust to or address current trends
- Review of sexual harassment complaints received by the Sexual Harassment Committee;
- Regularly review adequacy and effective functioning of Whistle Blower Policy to ensure it covers:
  - Breach of the company's Code of Conduct or its policies
  - Abuse of authority resulting in discrimination, harassment
  - Abuse or wrongful non-disclosure in case of conflict of interest
  - Abuse or wrongful non-disclosure in case of transactions with related parties
  - Illegal payments
  - Manipulation of company data or records
  - Financial irregularities including fraud or suspected fraud; and any deliberate violation of laws and regulations
- Review of complaints received under the Whistle Blower Policy of the company once a quarter or more frequently;
- Review of any significant instances of violation of code of conduct of the company;

ESG Support Structure

- Board Audit and Risk Committee
- Board Corporate Social Responsibility (CSR) Committee
- Enterprise Risk Management (ERM) Steering Committee
- Security, Data Privacy & Business Continuity Steering Committee
- Sexual Harassment Complaint Committee (SHCC)
- CitiusTech Ethics & Code of Conduct Committee (CECC)
- Grievance Redressal Core Committee (GRCC)

DATA PRIVACY AND CYBER SECURITY

Our approach is based on having a robust information security & data privacy management system that is certified for ISO 27001 (ISMS), ISO 27701 (PIMS), HiTrust CSF, SOC 1 Type 2, SOC 2 Type 2 and Privacy shield. We have well defined policies and frameworks in place for identifying and mitigating risks that are reviewed and updated regularly based on feedback and the latest security controls, technologies, and trends.

To ensure Confidentiality, Integrity, Availability, Reliability and Security of CitiusTech's data, following actions are taken as part of well-established processes and procedures across different projects and functions:

- User credential-based accesses to applications, systems and servers
- Single Sign On (SSO) to maintain unique user credentials across CT systems and applications
- Access to CT network through Virtual Private Network (VPN) and Multi Factor Authentication (MFA)
- Data encryption at rest and in transit. All user machines are encrypted
- Regular Data backups of File Sever and additional data backups for Project or critical Function data
- Centralized data sever for Projects and Functions basis logical segregation and role based minimum access
- Asset Management via license-based software allocation and custodian tagged hardware assets
- All systems and applications are covered under internal/external audits, ISO certifications, HiTrust, SOC1/SOC2 etc.
- Regular VAPT by Internal Security testing teams as well as external vendors

- Data redundancy is built into the systems via recovery measures, alternate site availability, alternate Internet connectivity lines, data backups etc.
- IT infrastructure provides 24*7 coverage with fully functional IT Service desk for support and resolution
- IT security controls for end user machines and network security are implemented (refer section 6.2(a))
- CitiusTech implements a corporate Business Continuity Plan (BCP) with redundancies, critical resource and infrastructure identification etc. BCP test is conducted once every year
- Incident management process is duly followed for internal/external incidents, events and weaknesses
- CT follows well defined Disciplinary policy, breach notification protocols and regulatory reporting channels
- Customer contracts are processed through Master Service Level agreements (MSA), Business Associate agreements (BAA) and NDAs
- Supplier management is through detailed Service agreements, security addendums, NDAs, vendor registration and vendor evaluation process

Security Mangement Framework

| Information Security & Data Privacy Organisation | Risk Assessment and Treament | BCM/ Contingency Planning | Audits, Security Reviews and Compliance | Security Incident Management & Response |

Key Risk Focus Areas

| People Security | Physical & Environmental Security | Data Security | Network Security | Host Security | Application Security |

CitiusTech ensures security and protection of its information within networks and supporting information processing facilities. This is achieved by implementing various controls and technological solutions like:

- Network security controls like Firewall, Intrusion Detection System (IDS), Intrusion prevention systems (IPS), Network address translation (NAT), Content filtering, centralized Antivirus, centralized network infrastructure monitoring, usage of licensed software, VLAN configurations etc. System hardening and security measures is configured for externally exposed systems or applications.

- Multifactor authentication (MFA) is implemented for internal, external as well as privileged users across CT network and infrastructure..

- Critical network infrastructure is under secured data centers with restricted and authorized access.

- Physical security controls like biometric access control, CCTV cameras, visitor register, fire detection and suppression systems etc. is implemented to ensure security of data, information and key assets.

- Logical security controls like authentication, encryption, limiting access from specific IPs & terminals etc. are also in place. Only role-based access is provided to network, network services, servers and applications.

- Remote access to the network is provided over CitiusTech VPN and is controlled and monitored, given only to users having CT provided systems.

- All remote access connections between CitiusTech and external parties are encrypted.

- All servers, desktops and laptops are encrypted. All media i.e. tapes and hard disks containing confidential data are encrypted.

- All CT data transmitted across a LAN/ WAN is encrypted with FIPS 140-2 compliant/ equivalent encryption products. Data encryption is done for data at rest and transit namely using SSL certificates, VPN configuration, disk encryption, etc.

- All servers, desktops and laptops are encrypted.

- Logical segregation of Development, Test and Production environments with role-based access. Security testing is performed for all systems and applications prior to deployment.

- Virus Protection/Malware protection and detection software are installed on all desktops and servers.

- Patch management and upgrades

Our Data Protection Officer drives the Data Privacy committee that is responsible for handling and reporting any incidents related to breach of privacy to internal as well as external authorities, clients and customers. Our policies and processes ensure that all the complaints, events and potential breaches from the stakeholders are addressed, reported, and resolved.

The Information Risk Management, IT Infra and Business Application teams are responsible for investigating any suspicious intrusion or security incidents in a timely manner. Our Incident Management procedure helps in minimizing the impact of the incidents and malfunctions on an ongoing basis.

No complaints have been received from Government or regulatory bodies. Similarly, we did not receive any complaints on breaches of customer privacy and losses of customer data in the reporting year.

INDUSTRY AND TRADE ASSOCIATION

We have our association with some Key Industries and Trade Association.

- America Health Insurance Plan (AHIP)
- College of Healthcare Information Management Executives (CHIME) Foundation
- Indo American Chamber of Commerce
- Health Plan Alliance
- Healthcare Information and Management Systems Society (HIMSS)
- Talend
- Health Level Seven International
- NASSCOM
- Bombay Chamber of Commerce and Industry

RISK MANAGEMENT FRAMEWORK

We have a well-defined risk management framework which helps us identify, assess, manage, and report the risks which can affect our business operations. Further, the 'Audit and Risk Committee' constituting the Board of Directors of the company deal with impacts, risks and opportunities related to Environment, Social and Governance. The senior management are a part of the committee meetings covering legal aspects and ESG parameters that are reviewed quarterly. Additionally, we have various mediums and mechanism in place such as employee feedback, client visits, conferences and more through which we get an insight on the feedback and concerns from various stakeholders.

We have implemented various initiatives such as 'CT PULSE' survey that helps us to get employee insights and feedback, 100% work from home during pandemic even before the lockdowns were announced and suitable mitigation and contingency actions for minimizing the impacts on business operations.

We made sure that we met the critical client expectations with respect to information security and data privacy while implementing multiple controls to address this such as Endpoint Detection Response (EDR) Solution, Web proxy for restricted internet access, Deployed Multi Factor Authentication for remote access and more.

KEY RISKS AND MITIGATION STRATEGIES

Risk	Mitigation
Regulatory and Compliance Risk We are expanding our operations globally to different geographies especially in US and Canada offering our services. This results in increasing applicability of various regulatory requirements and the risk related to climate change regulations, employment visa etc. Pandemic has further increased this risk.	We have well defined process to track regulatory compliance globally. It regularly looks into these requirements and compliances and take actions to reduce the risk. We are looking into hiring local workforce in our locations of operation while focusing on nearshore centers to serve global clients. We have begun measuring and monitoring our ESG performance. Actions would be taken to manage these impacts.
Location concentration risk We are growing our business and we need appropriate human capital for efficient delivery. However, hiring only from metros and fewer locations may increase the cost of our services, risk of natural phenomenon may affect our day to day working and ultimately our margins.	We are working on having right combination of locations to operate with options like non metros, work from home, and satellite offices. We are looking at strategic hiring from deeper India for Indian operations.
Client base risk We want to increase our client base and reduce our overexposure to fewer clients and fewer markets. We would want to reduce the risk emerging from external environment because of this overexposure.	We are strategically working towards expanding our client base across all the markets and geographies that we operate in.
Delivery Model change Due to pandemic, there is deeper use of technology than we ever expected. Organisations and individuals are a part of this fast-changing technology revolution.	We have worked on enhancing our systems for benefit of our stakeholders by introducing remote working for employees, client engagement portal and more. We have enhanced our capabilities for various technologies, platforms, and operating environment. Additionally, we have enhanced security through deployment of upgraded tools and gained better control through VDI infrastructure deployment.

Risk	Mitigation
Data Privacy and Cyber Security risk We are moving towards newer technology and increased used of platforms like cloud, mobile, internet-of-things. This has led every organisation exposed to data privacy and cyber security risk.	We have robust information security system that is certified for ISO 27001 (ISMS), ISO 27701 (PIMS), HiTrust, SOC 1 Type 2, SOC 2 Type 2 and Privacy shield.

Being one of the leading Healthcare service providers, we have several strategic advantages, opportunities that enable us to stay ahead. Some of these strategic advantages are:-

- **"Born Digital"- Early Adoption of Next-gen Technology:** We have developed strong digital capabilities and platforms and are ahead of the market because of our deep understanding of healthcare technology. We are consistently driving adoption of new technology and tools (e.g., Cloud adoption, use of AI/ML). We have extensive healthcare expertise and thought-leadership repository along with deep technical experts with strong experience in delivering healthcare projects.

- **Deep Expertise Across Complex Healthcare Industry Needs:** We have proficiency in healthcare data, applications, and workflows with over 16+ years of experience. UniverCT platform for massive scale up of healthcare IT professionals globally and specialised healthcare consulting and domain group with over 300+ consultants. We have published 300+ pieces of thought leadership and shared with clients, conducted 60+ webinars on healthcare technology topics as one of our strategy is to develop and enhance healthcare domain expertise across a wide range of areas.

- **Ability to Create Significant Value for Clients:** We have multiple packaged solutions to deliver greater value for clients. Large suite of accelerators & pre-built tools to accelerate time-to-market. Scalable client engagement models combined with strategic consulting for short and long-term success. In our recent annual client satisfaction survey conducted, we received a rating of 4.5 out of 5 depicting a high client satisfaction.

- **Convergence Across the Healthcare Ecosystem:** We have managed to venture into various distinct markets such as provider, payer, MedTech and Life sciences giving us a cross industry expertise. We work with 120+ marquee clients across all segments of healthcare domain. We are strongly positioned to drive convergence in the areas of Value Based Care, care delivery, patient experience, interoperability, etc.

- Innovation Focus, Driven by Cross-industry Experience: Our strong focus on innovation has enabled us to quickly respond to the emerging market trends. There is dedicated focus on innovation driving client engagements. Focus on scalable, repeatable solutions, aligned to large healthcare organisations along with a focused innovation investment for client engagement.

- **Consistent Record of Delivery Excellence, Learning and Development:** Experienced, tenured & techno-functional delivery team. Focus on high quality talent development and management. Global best practices in project governance and quality management. Our best in class learning and development framework driven through UniverCT (training/ certification), VeloCT (accelerators) & IntelleCT (thought leadership).

RESPONSE TO COVID-19

Our agility and resilience were tested during COVID-19. CitiusTech governance framework enabled us to respond quickly to address key aspects on priority to minimise impact on our people and operations. Ensuring continuity of service delivery to our clients, enabling our business operations for remote working under lockdown, safety of our human capital who acted as our power engines and partners for innovation and new ways of working were some of our focus areas of action. Subsequent chapters provide further details.

ETHICAL BUSINESS PRACTICES
MORAL PRINCIPLES THAT GOVERN US

Our Business code of conduct is aligned with our vision and values. Our values guide and drive all our conduct, work practices and our relationships with clients, colleagues, business partners and other stakeholders. We are an equal opportunity provider and we do not discriminate based on age, race, colour, nationality, sexual orientation, gender, marital status, disability, religion, or any other factor protected by laws or regulations. All our employees follow professional best practices such as working with integrity, fairness and transparency while complying with all the legal requirements. Our focus remains on providing a fulfilling experience to our stakeholders and we make sure we always employ high ethical standards in all our interactions.

All our employees undergo training on CitiusTech Business Ethics and Code of Conduct as a part of their induction during the onboarding. This is applicable not just to the employees but the contractors as well and a refresher training is provided semiannually along with a test. We continuously review the Business Ethics and Code of Conduct from time to time and update the policy while making the stakeholders aware at the same time. During the reporting period, there were no confirmed cases of incidents of corruption.

Strong focus on conducting our business ethically has resulted in no cases of legal actions during the reporting period regarding anti-competitive behavior and violations of anti-trust and monopoly legislation in which we have been identified as a participant.

KEY SUSTAINABILITY POLICIES AND PROCESSES

We have formulated various policies that govern our organisational functions that include policies related to offshore as well as overseas operations. Some of the key sustainability policies have been mentioned below:-

- CitiusTech Business Ethics and Code of Conduct
- CitiusTech Anti-Bribery and Corruption (ABC) Policy
- CitiusTech Gifts, Hospitality and Entertainment (GHE) Policy
- CitiusTech Charitable Donations and Sponsorship (CDS) Policy
- CitiusTech Whistle Blower Policy
- CitiusTech Background Verification Policy
- CitiusTech Disciplinary Action Policy
- CitiusTech Internal Approval Delegation Policy
- Corporate Social Responsibility Policy
- Supplier Code of Conduct
- SOPs for procurement, recruitment, HR, Finance, and other corporate business processes

Our policies such as Charitable Donations and Sponsorships (CDS) Policy and Gifts, Hospitality and Entertainment (GHE) Policy ensure that transparency and ethics are embedded in the values of each of our employees. We strictly prohibit any kind of direct or indirect political contributions causes that can present corruption risks or exert undue influence on the political process.

SUSTAINABLE SUPPLY CHAIN

We have defined standard operating procedures for procurement that include order process, comparatives, inclusions, exclusions, approval matrix, procurement committee structure, data retention policy, vendor onboarding policy and more. We place our orders based on needs and specific requirement. Most of our procurement is   done with local vendors (entities based out of the same country). We have a comprehensive supplier code of conduct that expects our suppliers to comply with applicable regulatory requirements and terms and conditions of this Supplier Code of Conduct (COC). The supplier code of conduct has inclusion of environmental laws, regulations, and standards with respect to the conduct of business while reducing resource consumption (water, energy, fuel, electricity etc.) and waste generation from their own operations. In addition to this, our suppliers comply with applicable working hour's regulations, wage regulations, including those relating to minimum wages, overtime compensation and other legally mandated benefits. We do not tolerate suppliers indulging in any kind of harassment or discrimination of any kinds and ensure that they do not advocate child labour.

Our Foundation

2.3 | Stakeholder Engagement and Materiality Assessment

UNDERSTANDING STAKEHOLDERS BETTER AND MOVING TOWARDS INCLUSIVE GROWTH

We understand that stakeholder relationships are of utmost importance and our focus remains on nurturing it further by identifying their concerns and working towards addressing them.

During the reporting period, we identified our key stakeholders based on the impact to our business operations and carried out a comprehensive stakeholder engagement exercise to understand the gaps and move towards improving our strategy and achieving our goals. These responses and feedbacks received from our stakeholders facilitate the process of taking suitable actions, formulating goals while understanding their concerns and expectations.

STAKEHOLDER IDENTIFICATION

To get a realistic picture of the company, for better strategizing and planning, identification of right KPIs and to be inclusive in a right way, stakeholder identification is an important step. It is about identifying groups and organisations which would materially impact us and get impacted by us.

This was achieved by preparing comprehensive list of stakeholders of the sector for further action. The list was discussed with various business verticals and key stakeholders were prioritized based on level of influence and level of dependency each group would have on the company.

Key Stakeholders

| Shareholders | Government and Regulators | Vendors and Suppliers | Community and NGOs | Partners and Collaborators | Clients | Employees |

STAKEHOLDER ENGAGEMENT PROCESS

In CitiusTech, stakeholder engagement is done through various modes. It helps us to understand the requirements, concerns of each stakeholder and give us better understanding of our external environment. We engage with our stakeholders to communicate the actions we take as we intend to keep them well informed of decisions which may impact them.

| Identifying and prioritising key stakeholders and focus areas | Engaging with key stakeholders to undersand their concerns and expectations | Addressing the key concerns of our stakeholders through actions and plans |

STAKEHOLDER GROUP

Employees

Importance of Stakeholder group

Our employees enable growth of our organisation and drive our values and vision. We engage with our employees through multiple platforms and mediums and ensure a two-way communication on wellness, safety, strategy and growth.

Modes of Engagement

- Emails and meetings
- Intranet Portals
- Townhalls
- CEO/ COO Connects
- Training programmes
- Performance appraisal reviews
- Employee engagement programmes
- Grievance redressal mechanisms
- Coffee essions with Senior Management

Frequency of Engagement

Weekly, Fortnightly, Monthly, Quarterly, Semi-annual, annual and ongoing need basis for the various formal & informal interactions

Key Concerns and Expectations

- Equal opportunities and wages
- Work life balance
- Training and skill Development with Career Growth
- Health and Wellness
- Employee Benefits
- Rewards and Recognition
- Transparent communication

STAKEHOLDER GROUP

Client

Importance of Stakeholder group

Our clients are an integral part of our business sustainability. Our clients help us in developing solutions considering the future needs and the industry requirement at large. They are the end users of our services and products.

Modes of Engagement

- Emails and status review meetings
- Client Visits
- Social Media and website
- Industry Conferences
- Customer CSAT & Complaints redressal mechanisms

Frequency of Engagement

Weekly, fortnightly, monthly, quarterly and ongoing need basis for the various formal & informal interactions

Key Concerns and Expectations

- Delivering quality service
- Adhering to legal norms and complying with industry standards
- Data security
- Regulatory compliances
- Pre & Post-sales support

Shareholders

Importance of Stakeholder group

Our current and future shareholders help in the growth of the company while providing capital.

Modes of Engagement

- Emails and review meetings
- Board Meetings
- Regular Business Interaction
- Stakeholder engagement surveys

Frequency of Engagement

Monthly, Quarterly, Semi- annual, annual and ongoing need basis

Key Concerns and Expectations

- Market share
- Risk management
- Corporate governance

Partners and Collaborators

Importance of Stakeholder group

Our partners and collaborators help in collaborating on various projects.

Modes of Engagement

- Emails and Meetings
- Stakeholder engagement surveys

Frequency of Engagement

Ongoing or need basis

Key Concerns and Expectations

- Regulations, compliance with industry standards
- Business collaborations

Government and Regulators

Importance of Stakeholder group

The government and regulators enforce policies which impact our operations and long-term business objectives

Modes of Engagement

- Communication with regulatory bodies
- Formal dialogues

Frequency of Engagement

Ongoing compliance. Need basis interactions

Key Concerns and Expectations

- Tax and royalties
- Adhering to regulations and compliance

STAKEHOLDER GROUP

Community and NGOs

Importance of Stakeholder group
Active engagement allows us to identify community needs and measure impact and outcomes of our CSR interventions. Our NGO partners are instrumental in helping us make a difference in the lives of the community.

Modes of Engagement
- Stakeholder engagement surveys
- Emails and telephonic conversations
- NGO partner events

Frequency of Engagement
Ongoing or need basis

Key Concerns and Expectations
- Quality education
- Training and livelihood programmes

Vendors and Suppliers

Importance of Stakeholder group
Our suppliers and vendors ensure smooth functioning of our operations

Modes of Engagement
- Stakeholder engagement surveys
- Emails and telephonic conversations

Frequency of Engagement
Ongoing or need basis

Key Concerns and Expectations
- Pricing and negotiation
- Continuity of orders

MATERIALITY ASSESSMENT

We, along with above mode of engagements have conducted stakeholder engagement to identify economic, social, environmental and sector specific topics that are material to us and our stakeholders. The material topics were identified based on the industry research and our interactions with our various internal as well as external stakeholders considering business parameters, value chain impact and the level of importance.

The materiality matrix was prepared by analysing the responses received during the stakeholder engagement exercise and was prioritised based on importance to our business operations as well as importance to the stakeholders. Appropriate weightage and scores were given to business aspects and stakeholder to arrive at the matrix.

Importance to Stakeholders

C
- Employee Wellbeing
- Learning Opportunities and Career Development

- Business sustainability
- Client/Customer Satisfaction
- Corporate Governance
- Ethical Business practices
- Data Privacy and Cyber Security
- Client Privacy

H
- Occupational, Health and Safety
- Sustainable Supply Chain
- Human Rights and Grievances
- Diversity and Inclusion
- Community Development/CSR
- Climate change and Carbon Emissions
- Energy Management

- Employee Retention
- Compliance with Environment and Social Regulations
- Innovation and Digitisation

M
- Water Management
- Waste Management

Importance to Business

M   H   C

M - Medium   H - High   C - Critical

CLASSIFICATION OF MATERIAL TOPICS

Classification I

Critical - Business and Stakeholders

Classification II

Critical - High Importance to Stakeholders and Business

Classification III

High Importance to Stakeholders and Business

Classification IV

High- Medium Importance to Stakeholders and Business

MATERIAL TOPICS

We feel we must play a bigger role, beyond just a software company as we are privileged to work in the healthcare ecosystem. The COVID-19 crisis made us realise this more than ever.

Powering the Future of Healthcare reflects our mission "To help healthcare organisations leverage technology and innovation to enhance healthcare delivery and affordability, and meaningfully improve human life." CitiusTech provides innovative solutions and services to address the needs of our clients and help them build effective healthcare systems across the geographies we work. Therefore, our material topics are linked to our purpose of addressing and enabling future challenges of healthcare organisations and the same is referred in the below table.

Our materiality process helps us to identify highly important and critically important topics based on current external environment. These would help us in identifying the risks and opportunities. We will structure our activities based on this assessment and will address the issues identified as material and develop goals and targets to make advances in powering the future of healthcare, environmental and social aspects, to support sustainable and efficient healthcare systems & business operations.

CLASSIFICATION I

MATERIAL TOPICS[41]	GRI MATERIAL TOPIC	REFERENCE IN THE SUSTAINABILITY REPORT
Business Sustainability	Non-GRI topic	Economic Value Creation
Client/ Customer Satisfaction	Customer Health and Safety	Enabling Capabilities
Corporate Governance	Governance, Anti-Corruption	Corporate Governance
Ethical Business Practices	Ethics and Integrity	Corporate Governance
Data Privacy and Cyber Security	Non-GRI topic	Corporate Governance
Client Privacy	Customer Privacy	Enabling Capabilities

CLASSIFICATION II

MATERIAL TOPICS	GRI MATERIAL TOPIC	REFERENCE IN THE SUSTAINABILITY REPORT
Employee Retention	Employment	Our Power Engine - Our Human Capital
Compliance with Environmental and Social Regulations	Environmental Compliance, Socio economic Compliance	Environmental Management, Corporate Governance
Innovation and Digitization	Non-GRI topic	Enabling Capabilities
Employee Well-being	Employment	Our Power Engine - Our Human Capital
Learning Opportunities and Career Development	Training and Development	Our Power Engine - Our Human Capital

CLASSIFICATION III

MATERIAL TOPICS	GRI MATERIAL TOPIC	REFERENCE IN THE SUSTAINABILITY REPORT
Occupational Health and Safety	Occupational Health and Safety	Our Power Engine - Our Human Capital
Sustainable Supply Chain	Supplier Social Assessment, Supplier Environment Assessment	Corporate Governance
Human Rights & Grievances	Human Rights Assessment	Our Power Engine - Our Human Capital
Diversity and Inclusion	Diversity and Equal Opportunity	Our Power Engine - Our Human Capital
Energy Management	Energy	Environmental Management
Climate Change and Carbon Emissions	Emissions	Environmental Management
Community Development/CSR	Local Communities	Community Empowerment

CLASSIFICATION IV

MATERIAL TOPICS	GRI MATERIAL TOPIC	REFERENCE IN THE SUSTAINABILITY REPORT
Waste Management	Waste	Environmental Management
Water Management	Water and Effluents	Environmental Management

Our Foundation

2.4 | Economic Value Creation

POWERING THE STAKEHOLDERS

We reported a strong economic performance despite facing challenges of COVID-19 which had put in a lot of pressure on the healthcare industry. Our focus was on powering the needs of our stakeholders while considering the evolving market which we are serving. We provide equal opportunities including fair remuneration to our employees, procuring material locally wherever possible and complying with all the tax regulations and laws.

Over the years, we have been able to achieve business sustainability by being an economically sturdy business with the ability to acclimatise to changing technology landscapes to remain relevant to our customers and profitably grow revenues year-on-year to meet long term expectations from our stakeholders.

Our permanent employee strength has increased from 2222 in Year 2017-18 to 3400+ in Year 2020-21 and we are already in the process of generating jobs with an aim to reach the strength of about 6000 employees by Year 2022-23.

Over the years, our presence expanded to several regions of India such as Mumbai, Navi-Mumbai, Bangalore, Chennai. Similarly, Rochester & Princeton in USA and in Middle-East (Dubai).

Our revenue breakdown according to geographic locations is as below:

PARAMETER (IN INR MILLION)	Apr'19-Mar'20	Apr'20-Mar'21
USA	95%	96%
India	4%	3%
Rest of the world	1%	1%

We are committed towards providing long-term economic wellbeing to our employees and hence, have defined benefit plans and retirement plans to cater to their needs. Our estimated value of defined benefit plan has been provided herewith.
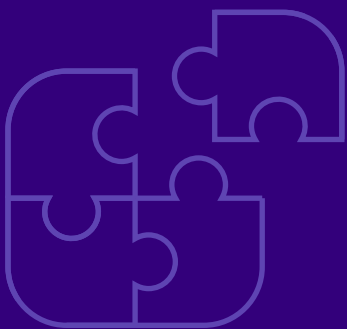
Defined Benefit Plan

	Apr'17-Mar'18	Apr'18-Mar'19	Apr'19-Mar'20	Apr'20-Mar'21
INR million	233	273	341	407

03.

Powering the Social Systems
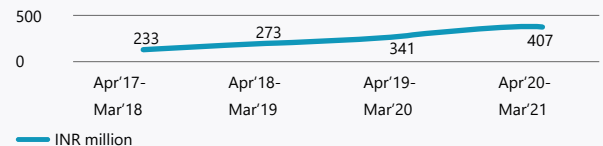
Powering the Social Systems

3.1 | Our Power Engine: Our Human Capital

Our employees are the driving force for our organisation who support us in powering the future of healthcare through their diverse skill sets and experience. Our employee centric culture ensures that each of our employee is valued and always respected. We focus on creating an inclusive environment by hiring a diverse workforce, by offering them various opportunities and benefits. We provide equal opportunity to all our employees, irrespective of culture, nationality, religion, caste, creed, race or sexual orientation. Further, we provide equal remuneration without any distinction between the gender. The ratio of basic salary and remuneration of women to men is 1:1.

During the reporting year, the recruitment was conducted through online mode. One of the major initiatives that we have undertaken is collecting feedback from the prospective employees. Every candidate appearing for interviews are asked to provide feedback on various parameters including conduct of the recruitment team, interviewer, timelines, ability to articulate requirement and an overall experience. This process helps us in improving our interview process.

NEW HIRES AT CITIUSTECH

We have additionally hired 722 total number of employees till June in FY 2021-22 with 485 male employees and 237 female employees.

NEW HIRES AT CITIUSTECH

PARAMETER	Apr'17-Mar'18	Apr'18-Mar'19	Apr'19-Mar'20	Apr'20-Mar'21
Total employee hires	633	1,169	1,333	987
Male	415	772	857	698
Female	218	440	476	289
(<30 years old)	519	843	894	647
(30-50 years old)	112	325	438	334
(>50 years old)	2	1	1	6
USA	31	43	55	31
India	602	1,126	1,278	956

TOTAL WORKFORCE AT CITIUSTECH

Our total permanent employee strength increased to 4241 whereas the total temporary employee count was 241 by the end of the reporting period. The female employees comprise of 33% of the total workforce at CitiusTech.

TOTAL WORKFORCE AT CITIUSTECH

PARAMETER	Apr'17-Mar'18	Apr'18-Mar'19	Apr'19-Mar'20	Apr'20-Mar'21
India	2,222	2,639	3,197	3,423
USA	287	342	411	399
Total Permanent Employee	2,509	2,981	3,608	3,822
India	11	56	41	78
USA	64	84	99	132
Total Temporary Employee	75	140	140	210

Permanent Employees
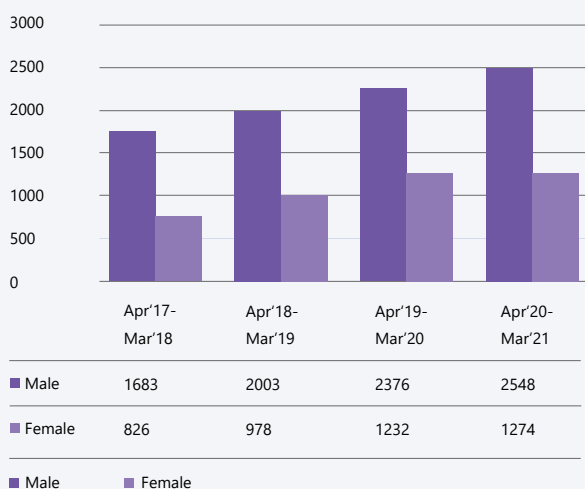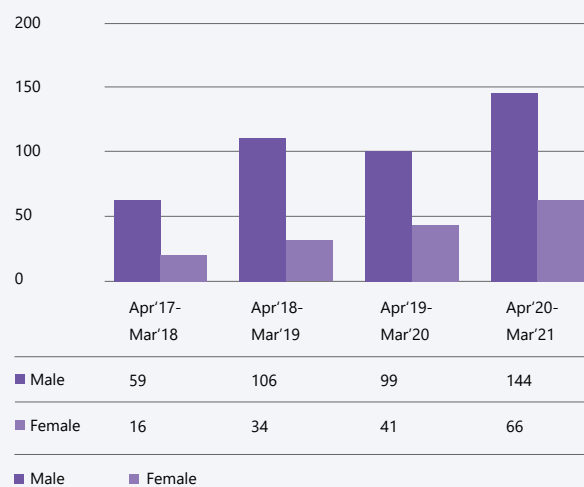
	Apr'17-Mar'18	Apr'18-Mar'19	Apr'19-Mar'20	Apr'20-Mar'21
■ Male	1683	2003	2376	2548
■ Female	826	978	1232	1274

■ Male   ■ Female

Temporary Employees

	Apr'17-Mar'18	Apr'18-Mar'19	Apr'19-Mar'20	Apr'20-Mar'21
■ Male	59	106	99	144
■ Female	16	34	41	66

■ Male   ■ Female

TOTAL WORKFORCE AT CITIUSTECH

PARAMETER	Apr'17-Mar'18	Apr'18-Mar'19	Apr'19-Mar'20	Apr'20-Mar'21
Senior Management	33	33	41	48
Male	30	30	38	43
Female	3	3	3	5
Middle Management	587	718	962	1,116
Male	464	564	750	863
Female	123	154	212	253
Junior Management	1,769	2,158	2,495	2,563
Male	1,118	1,366	1,517	1,581
Female	651	792	978	982
Trainee	120	133	110	95
Male	71	88	71	61
Female	49	45	39	34
Temporary Employees	75	142	140	210
Male	59	108	99	144
Female	16	34	41	66

TOTAL WORKFORCE AT CITIUSTECH

PARAMETER	Apr'17-Mar'18	Apr'18-Mar'19	Apr'19-Mar'20	Apr'20-Mar'21
Permanent Employees	2,509	3,042	3,608	3,822
<30 years	1,246	1,504	1,695	1,637
30-50 years	1,260	1,531	1,898	2,161
>50 years	3	7	15	24
Temporary Employees	75	142	140	210
<30 years	34	94	90	134

TOTAL WORKFORCE AT CITIUSTECH

PARAMETER	Apr'17-Mar'18	Apr'18-Mar'19	Apr'19-Mar'20	Apr'20-Mar'21
30-50 years	41	45	47	73
>50 years	0	3	3	3

The diversity in our Board of Directors has been depicted below;

Diversity of Board by Gender

■ Male	7%
■ Female	1%
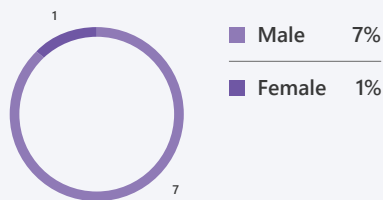
Diversity of Board by Age

■ <30	0%
■ 30-50	2%
■ >50	6%
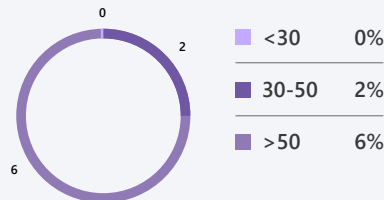
Diversity of Board by Region

■ Regional	3%
■ Nonnative	5%
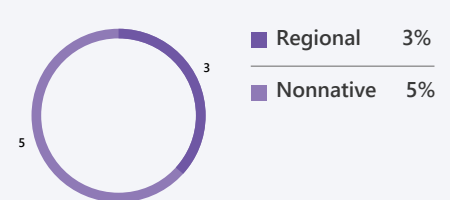
EMPLOYEE ENGAGEMENT

It is important for us to engage with our employees on a regular basis and understand their concerns and work towards achieving their expectations. We have introduced various employee engagement initiatives which ensure continuous interaction with our employees. Some of the employee engagement initiatives undertaken are-

- **PULSE Surveys with Employees:** We conduct PULSE survey once or twice each month remotely to take feedbacks and suggestions on topics concerning our employees such as wellness, upskilling needs, infra issues, policy clarity, work-life balance, etc. Based on the feedback received, we organize set of motivational and financial planning sessions.

- **Fatigue Survey:** Since we introduced work from home even before the lockdown was announced, there were possibility of fatigue due to this situation. To understand the levels of fatigue, we conducted a fatigue survey and made changes in the remote working experience based on their suggestions.

- **ESAT survey mechanism:** We have a robust ESAT survey mechanism which consists of three formal processes to assess employee satisfaction. The new employee ESAT survey is usually conducted after 30 and 180 days of joining to understand any challenges. The other ESAT survey is conducted annually along with annual appraisals. Our annual ESAT survey score as well as the score for ESAT survey conducted at 180 days of joining has improved over the years.

- **Internal C-SAT:** This is an annual survey, based on the concept that the employee is a customer of various functional departments like HR, training, admin, travel, etc. Internal C-SAT survey takes employee feedback for each function separately and assigns action items to function teams.

- **External Benchmarking:** During work from home scenario, we partnered with an external consultant to collect feedback from employees, satisfaction levels and support needed from us. This feedback helped in validating and reinforcing our internal understanding as well as improve and work on our initiatives.

- **Internal Knowledge Sharing:** Our culture of collaboration between various teams to identify business and client focus areas, new technology innovations and business models has resulted in innovative solutions for clients and increased business growth.

- **Townhalls for Market & Functions:** Our townhalls meeting conducted across markets and functions helps to share updates at account level and function level. This forum is also used as a medium to appreciate team members and share feedback regarding anything. The frequency of townhall meetings have increased over the years.

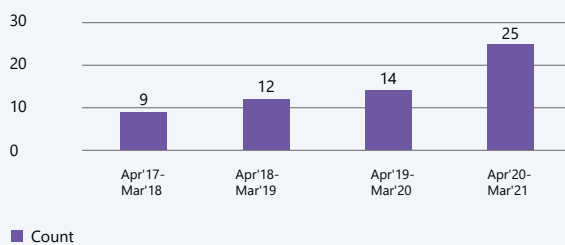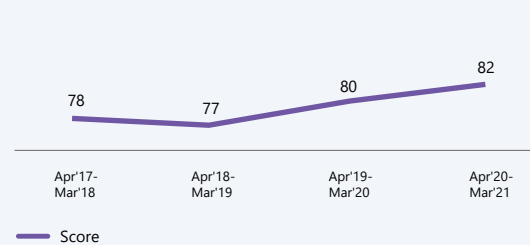| PARAMETER	Apr'18-Mar'19	Apr'19-Mar'20	Apr'20-Mar'21
Annual ESAT survey score	4.18	4.19	4.23
180 days ESAT survey score	4.2	4.19	4.31

ESAT Survey Scores rated between 1 to 5. Where 5 being the highest.

Townhalls across Markets and Functions

Trust Index Score

Our Trust Index Score for the Great Place to Work (GPTW) survey has improved over the years and we received a Trust Index score of 82 for the year 2021. The parameters considered for this survey are credibility, respect, fairness, pride, camaraderie.

We conduct annual performance and career development reviews, and 100% of our employees are covered every year. The employee engagement initiatives and the various employee benefits that we provide to our employees have helped in reducing the attrition rate of our organisation from 17% in FY 2017-18 to 15% in FY 2020-21.[47] Our employee turnover rate for the age category of > 50 years has been zero for the last four years.

Apart from conducting various employee engagement surveys, we organise programmes to help employees reduce their stress and stay motivated. During COVID-19, we took various initiatives for employee well-being and mental health. One of our employee assistance initiative "Tie up with 1-1 Help" was availed by 1132 employees.

We also engaged with eminent motivational speakers and conducted 18 sessions on various topics related to life and mental health challenges being faced by employees and their families, we also conducted ongoing multiple fitness sessions for employees & their families. 14 sessions of RadioCT was conducted by our HR team. RadioCT is an informal communication platform to engage with employees & their families to share important corporate updates as well as topics related to employee wellness.

Additionally, all our events such as Christmas carnival and VivaCT were organized virtually with multiple fun events, awards ceremonies and more to engage our employees.

PARAMETER	Apr'17-Mar'18	Apr'18-Mar'19	Apr'19-Mar'20	Apr'20-Mar'21
Total Employee Turnover Rate	17%	21%	17%	15%
Total number of Employees Separated	420	618	610	574
Employee Turnover Rate (< 30 years)	11%	12%	11%	11%
Number of Employee separated (< 30 years)	265	372	406	428
Employee Turnover Rate (30-50 years)	6%	8%	6%	4%
Number of Employees separated (30-50 years)	155	246	204	146
Male Employee Turnover Rate	11%	13%	10%	10%
Number of Male Employees separated	285	399	377	387
Female Employee Turnover Rate	5%	7%	6%	5%
Number of Female Employees separated	135	219	233	187
Employee Turnover Rate- USA	7%	6%	6%	6%
Number of Employee Separated- USA	19	21	25	23
Employee Turnover Rate- India	18%	23%	18%	16%
Number of Employee Separated- USA	401	597	585	551

EMPLOYEE WELFARE AND WELLBEING

We believe that our employees are the power engines of our organisation and we ensure that we take care of their needs and concerns. We provide our employees with an array of benefits. Some of the benefits that our permanent employees are entitled to are as follows

Work life Balance

- We provide our employees with the option of flexible work timings wherein they can start their work late on few days. Employees also have an option of location flexibility subject to approvals.
- Our emloyees get to pick national holidays from a list of options.
- Employees can also avail the 'work from home' option a few times in a month. During COVID-19, we ensured that our employees have access to comfortable work setup.
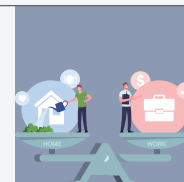
Health and Wellness

- We have tie ups with doctors and ambulance service as an emergency response service for employees and their family.
- To take care of our employees mental health, we have employee assistance program in place.
- We have a wellness programe for employees over forty years of age by the name of Fit@Forty. Our employees also have access to online fitness session such as Yoga, Zumba, Bollywood dance workout.
- We conduct annual health check for employees & family at leading hospitals, at subsidized rates and provide discounts on home healthcare services for employees & dependents.
- Our employees can avail special benefits with some of the reputed hospitals.
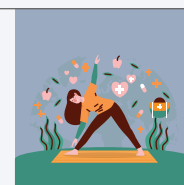
Parental benefits

- We have maternity and paternity leave benefis for our employees under which employees can avail various benefits.
- We provide maternity counselling by expert medical professionals across globe.
- Employees also have an option of availing creche facility from list of trusted facilities near our work locations.
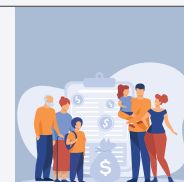
Compensation Benefits

- We provide gratuity, health insurance and other benefit plans in addition to the CTC.
- Flexi Benefit Basket: Our employees have the flexibility to choose tax saving salary components based on individual preferences.
- We match employee's contribution to the Provident Fund, up to 12% of their basic salary.
- We provide the most competitive salary component to recognize some of the niche skills talents available with us.
- Further, employees plotted on critical projects or those traveling on weekend for work get additional allowances and compensatory leaves.
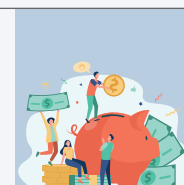
Insurance Benefits

- We provide Group Mediclaim policy that offers pre-defined insurance coverage to employees and dependents (spouse and two children), at no additional cost.
- Employees are also covered uner personal insurance policy as well as during COVID-19, we introduced a COVID-19 insurance coverage for our employees.
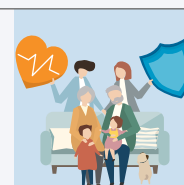
Some of the additional benefits that we offer our employees are food and travel allowance to employees working late for official work. We also provide extended work from home option for personal or health issues which can be availed under exceptional basis. Vaccination drive was conducted for all employees and their families with the help of hospitals wherein we were able to vaccinate 2762 of our employees.

All our employees are entitled for parental leaves. The table below highlights the number of employees entitled and the number of employees that took these leaves considering locations in our reporting boundaries. The return to work rate for the reporting period for male employees was 100% and for female was 93%. Further, the retention rate for the reporting period for male and female employees was 93%.

YEAR		Apr'18-Mar'19	Apr'19-Mar'20	Apr'20-Mar'21
Number of employees entitled to parental leaves	Male	2177	2709	2435
	Female	1155	1442	1207
Number of employees that took parental leaves	Male	35	121	133
	Female	23	78	58
Number of employees that returned to work after parental leaves ended	Male	35	120	133
	Female	9	58	54
Number of employees who returned to work after parental leave ended who were still employed 12 months their return	Male	30	104	112
	Female	6	54	54

| Sexual Harassment Policy | Transgender Policy | Disability Policy | HIV/AIDS Non-Discrimination Policy |

HUMAN RIGHTS AND GRIEVANCES

We are committed to respecting and upholding the human rights of all our stakeholders. We have formulated various policies to take care of each of our employee as well as other stakeholder. The sexual harassment policy ensures a great place to work, free from any discrimination or harassment on sexual grounds. The objective of this policy is to promote a safe and secure work environment for our stakeholders where they can work without feeling offended, humiliated or intimidated. We have the transgender policy and its purpose is to implement programs to ensure non-discrimination of transgenders. The HIV/AIDS non-discrimination policy has been implemented in our organisation. This policy ensures implantation of programs on HIV/AIDS non-discrimination, awareness, prevention, and health support. Additionally, we also have the Disability policy to ensure the protection of differently abled employees from any form of discrimination while creating a transparent and consistent approach to creating equal opportunities for them. We take disciplinary and corrective action against any kinds of harassment or discrimination. We reported zero cases of discrimination during the reporting period.

All the new hires are expected to go through a code of conduct orientation and sign the business ethics and code of conduct document which covers various human rights aspects such as equal opportunities, workplace and culture, involuntary and child labour, data privacy, freedom of association and more. This is followed by a refresher training and testing every six months. As a part of refresher training each employee has to go through the training deck first for 30 mins followed by the test with time limit of 25 mins. For the reporting period 96.9% of employees had completed the training i.e. 4097 out of 4227 applicable.

As a part of our grievance redressal mechanism, we have a grievance handling policy. We recognise the right to freedom of association and this policy provides a channel for all our employees to voice out their grievance/concern and redressal of the same. The employees can either have a discussion with their HR market partner or they can report it to the Grievance Redressal Core Committee (GRCC). The disciplinary action depends on the nature of grievance and is based on our Disciplinary action policy. We have various other committees in place such as Health and Safety committee, Diversity & Inclusion (D&I) steering committee, Sexual Harassment committee, Data Privacy committee and others through which we offer our employees to interact with the management, raise and resolve any types of concerns or issues in a fair and transparent manner.

TRAINING & DEVELOPMENT

For our employees to grow and develop, we are providing programmes and training that focus on their holistic development. We have various skill based as well as internal training programmes in place. Our aim is to provide the best-in-class approach to building healthcare domain and technology expertise through UniverCT (training/ certification). We encourage our CTZens to contribute to the organisation in form of VeloCT (accelerators) and IntelleCT (thought leadership) These different certification and leadership programmes support our employees with the technical and functional competencies.

CitiusTech UniverCT, CitiusTech has built a Strategic platform to allow massive scaleup of professionals globally. It's a Best-in-class knowledge portal for all learning and development initiatives. Strong contribution across organisation, it is strongly linked with CitiusTech culture of innovation and CTzen appraisal process. Learning paths designed keeping in mind CTZens Skill Gaps. Learner has a personalized dashboard showcasing all his learnings, goals assigned, learning paths defined etc. Quick / Customized reports available for leaders, managers to check on the project / compliance training completed by team. Following are the key highlights of our platform:

- 450+ Practice Documents on various healthcare IT topics
- 250+ Courses focused on healthcare in the U.S. & next-gen technologies
- 450+ Videos on the UniverCT Live Portal
- 6000+ Professionals trained on CitiusTech's UniverCT portal

Our focus remains on identifying new technology and domain training areas in collaboration with the Proficiency teams and healthcare consulting teams. We prepare content based on the need within the training team on technology, soft skills while ensuring compliance to quality of training. The feedback evaluation methods help in improvising our training programs. We have tie ups with various renowned educational institutions such as IIM Ahmedabad for our Executive Impact Programme for senior management, Symbiosis International University for the Executive Post Graduate Diploma in Business Management (EPGDBM) Program and BITS Pilani for M.Tech. Course. Total of 104 employees have benefitted from the EPGDBM course and 51 employees from the M.Tech. course

Over the years CT has harnessed vast knowledge and imparted the same to the workforce through various training programs which are made part of the onboarding process, ongoing and refresher trainings. This helps in embedding learning and implementing it in the day-to-day activities. Various training Programmes encompassing of Technology trainings, Technical & Domain Webinars, Domain Trainings, Soft Skills & Leadership trainings, Healthcare Induction etc. are provided.

Skill Gap Identification and upskilling / reskilling: Business needs keep evolving with time, hence there has to be a significant importance on building additional skills. CT Training and HR teams jointly manage a capability development programme called APAC (Advance Professionals at CitiusTech). The purpose was to identify key motivated people who are interested in going through high-end technology programs and help them get certified on additional skillsets.

IMPACT: An early learning program focused on upskilling and reskilling new joinees across new technologies and the healthcare domain. This is a blended learning opportunity that combines trainer-based classroom sessions, self learning and labs

Smart Programmes: training programme is implemented to drive learning around industry best practices, Covers software development, testing, automation, Agile/Scrum practices, project management and other technical topics.

Leap – Digital Transformation of Learning & Skill Development: CT has anticipated that professionals will have to continuously enhance and upgrade their skills to align to evolving digital skills. Key objectives of Leap:

- Enriching careers to continuously groom digital-native and future ready technology workforce   Making learning simple, productive and relevant to the professional goals of CTzens
- Aligning CTzens' aspirations with clients' & CT's digital technology needs
- Having smart and robust processes related to the management of skills

We also intend to introduce transition assistance programs as a part of our approach to facilitate continued employability for career ending from retirement or termination of employment. The average total hours of training per year per employee in hours has been provided in the table below.

AVERAGE TOTAL HOURS OF TRAINING PER YEAR PER EMPLOYEE IN HOURS (Apr'20-Mar'21)

Category	Male	Female
Senior Management	17	11
Middle Management	100	104
Junior Management	135	124
Trainees	121	106

Powering the Social Systems

3.2 | Occupational Health and Safety

We ensure that we aim to provide safe working environment to all our employees. We understand the importance of fostering better health and wellness of our employees. In spite of all of the challenges that we have faced in the year 2020, we are proud to be recognized by the Great Place to Work® Institute. Our well-defined emergency plans and response plan along with facility management plan act as a guidance during any emergency situations. All our incidents tracked and monitored through our portal. We conduct mock drills including fire drills periodically for testing evacuation process and recovery plans. All our processes undergo internal and external audits and certifications regularly. We also have Health and Safety policies and procedures in place defined under the guidelines of CT Business Ethics & Code of Conduct.

Physical and mental wellness of our employees is of utmost importance to us. The trainings related to health and safety cover various aspects such as given below.
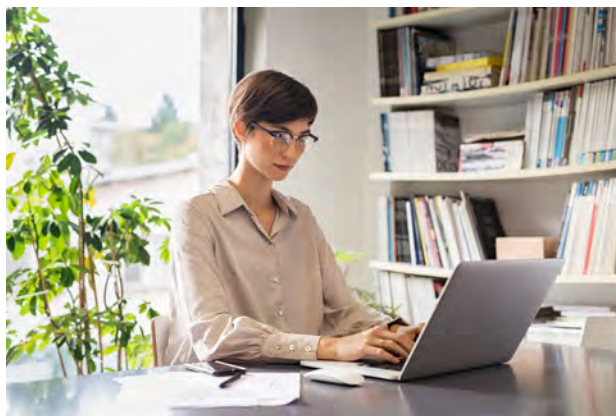
Mental Health Training	Training sessions covering various aspects of mental health and wellness
Chemical External Training for Support Staff	Training on handling chemicals for the support staff that assist in cleaning
Pandemic Training	The training session covered various aspects on how to reach out, assist, take actions during COVID-19
First Aid Training	Training on providing basic first aid help or support in case of any accidents or emergency
Handling of Equipment during Mock Drills	Training on handling extinguishers and other equipments in case of an emergency or hazard

Apart from conducting these wellness and health related training programmes, we organize virtual sessions and webinars to tackle health or work-related health challenges. CitiusTech has been identified among Top 10 Best Workplaces in Health and Wellness in India for the reporting year. During the reporting period, the fire drills and other trainings related to safety are conducted once in six months as defined processes. However, these were not conducted during reporting year 20-21, since our employees were working from home. Some of the programmes that we have conducted in the past are easy ways to manage fatigue while working from home, stepathlon-group marathon, healthy heart programme for employees and their family members, fitness sessions, prenatal health care for female employees, basics of ergonomics for a healthy lifestyle and more.

Our Health and Safety (H&S) committee meets once every quarter to discuss the improvements with respect to initiatives already implemented while also planning for the upcoming quarter.

To ensure that our employees and workers have access to services and facilities, we communicate to our employees through mails and other modes of communication about the facilities and benefits that they can avail towards health and safety. Additionally, all our employees have access to CT Intranet portal wherein documents and service offerings are updated regularly. We also offer health promotion services and programs to employees and workers to address major non-work-related health risk such as conducting speaker sessions with reputed doctors from various hospitals, providing doctor-on-call facility along with an ambulance service, providing insurance and one on one counselling service to take care of mental health.

During the pandemic, we ensured that we provide a comfortable working space while our employees were working from home by giving importance to ergonomic chairs. Employees were encouraged to follow certain protocols to avoid fatigue due to work. CitiusTech has implemented ticketing system on its Intranet portal where employees can raise health issues. Respective Support team then analyses and actions on such issues. Regular audits and compliance checks have helped us in maintaining our record of zero incidents of work related ill health in the past.

CASE STUDY: VACCINATION DRIVE AT CITIUSTECH

Taking care of our employees has always been our priority. COVID-19 affected a lot of people and keeping in mind our employees and their family members health and wellness, we had organized a vaccination drive across various locations. We tied up with various major hospitals and healthcare organisations. We conducted multiple vaccines drive during the reporting period and in the month of June'21 wherein we were able to successfully vaccinate 2865 people. Strict protocols were followed to ensure safety and hygiene measures.

Powering the Social Systems

3.3 | Community Empowerment

We are continuously powering and are committed to the cause of the disadvantaged sections of society. We have been working persistently to bring a change in the lives of our communities with a cross-sectoral approach.

As a socially responsible business entity, we understand that communities play a very important role in the sustainable development. We are highly conscious of the various aspects of the social responsibility and aspire to generate value for the community in which we work. We are aiming to create meaningful impacts through the initiatives taken up to serve our communities. We thereby pool our strengths to address the complex social issues. We arrive at the areas of development through our communication connects and resources.

GOVERNANCE

We have a dedicated Corporate Social Responsibility Committee (CSR Committee) which supports the Board to roll out its corporate social responsibility obligations in an effective manner. Approximately, 2% of our annual profit is designated for CSR initiatives. The CSR Committee exercises its powers and responsibilities as per the Companies Act, 2013 i.e., Eradicating Hunger, poverty, providing healthcare, drinking water, promoting education, protecting the environment, etc.

Our CSR Committee along with a dedicated CSR team creates an annual plan and budget to support ongoing and new initiatives. The Committee engages specialized agencies, if necessary, for identification of such CSR Partners. The CSR Committee may also partner with other companies or corporate foundations or trusts in order to fulfil its CSR obligations. We offer flexible work timings for all employees volunteering in Community welfare programs.

CSR Committee submits an annual report on the CSR activities and expenditure of the Company to the Board of Directors along with recommendations for the next financial year. CSR Committee meets quarterly to monitor its activities and proper disclosures of CSR funds and initiatives. The Board is responsible for all matters related to CSR and the policy is monitored from time to time.

The CSR Committee has the responsibility of identification of CSR Partners and allocating funds to them for specific CSR projects. We also have process led for identification of CSR Partners. The selection of the CSR Partners is done basis 3 parameters.

Track record in implementation of CSR projects

Alignment with CSR focus areas of CitiusTech

Disclosure, Monitoring, and reporting mechanism

Below are the thematic areas of the community empowerment approved and finalised by the committee

THEMATIC AREAS FOR COMMUNITY EMPOWERMENT

Education

Skill Enhancement (children, women, elderly and differently abled)

Healthcare

Environment

Other Social & Economic Contributions
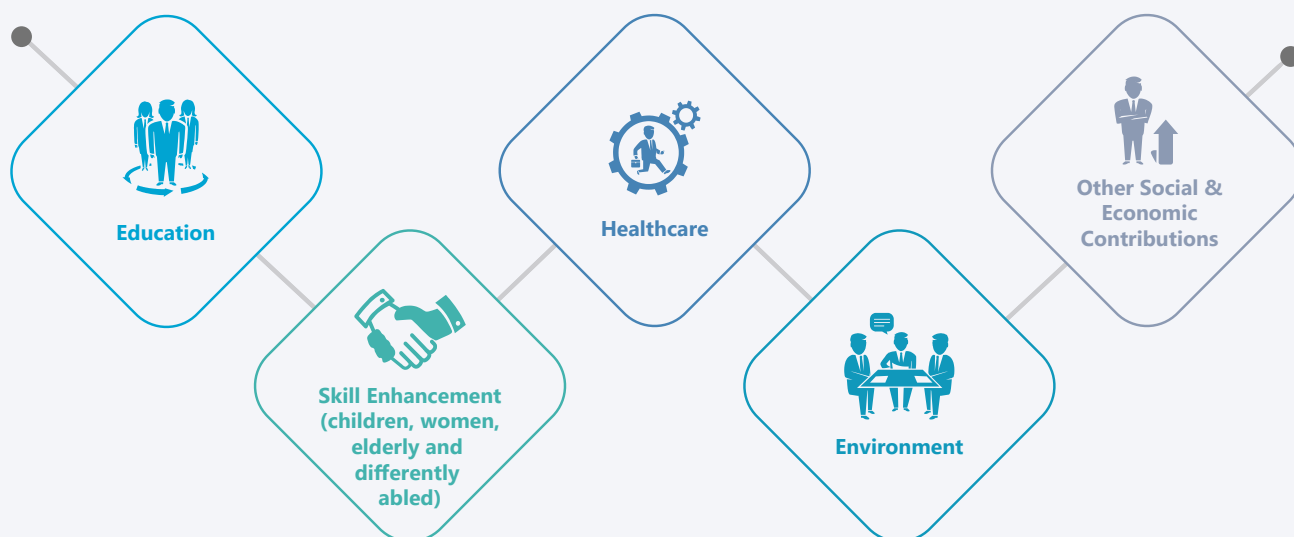
PROJECTS

Our partnerships with the organisations have helped to enable better outreach and work as per the tailored needs of the community. With the effective collaboration of our employees, we have helped the communities to learn, live and work.

Our CSR objectives are aligned with our philosophy of "Demonstrating care and concern for every individual and our community". We have deeply integrated the philosophy into our CSR policy and framework. We promote a culture of responsible citizenship among our employees. We also ensure and encourage more employee participation in various CSR programs. The Impact Assessment of the projects is conducted by the partner NGOs.

CSR Committee conducts annual appraisal of the CSR Partners and accordingly give recommendations regarding continuation of relationship. In FY 2020-21, we did not receive any grievances from our communities for the impact of our operations. We get feedback from our face to face/ on-call meetings with the NGOs. However, we would be formalizing our grievance redressal mechanism.

We invested INR 1.34 Cr to provide for the local communities for infrastructural services like medical equipment's, Paediatric Oncology and Pulmonary Devices, Dialysis machines, Parivartan on Wheels. All investments were in-kind engagements. The investment in Parivartan on wheels helped children to access education throughout the year while also helped the needy and poor patients with healthcare facilities. All activities for CitiusTech are being implemented by different NGOs. Some other the initiatives that we have taken till date have been tree plantation drives wherein we were able to plant around 1,700 sapling from 2018 to 2020. We were able to conserve paper with the use of energy efficient printers and awareness drives. We also implemented the E-waste recycling programme that focuses on recycling E-waste only through authorised Pollution Control Board vendors. Due to pandemic, we were not able to conduct all our CSR activities in the reporting period. We have however listed all those CSR activities and provided beneficiaries only for reporting period in below table.

SR. NO.	CSR CATEGORY	PROJECT ACTIVITIES	COUNT OF THE BENEFICIARIES (REPORTING PERIOD)
1	**Healthcare**	- Camp health checkup for adults - Blood Donation Camps by CT employees - Financial support for Fighting Cancer in 'Partnership with Tata Memorial Hospital - Donation of Ambulances, On Wheels 100 Mobile Classrooms	Blood donation 2018- 268 2019-347 2020-398
2	**Education and skills enhancement**	- CT Excellence Cash Award to IT toppers at premier Mumbai colleges (SPIT & VJTI) - Sujaya Foundation – Provided employment to under privileged / special abilities youth - Partnership with IIT Bombay (SINE), sponsorship to establish a healthcare innovation fund & seed early-stage healthcare startups - Kilkari and Mobile academy – 11 months maternity guidance program across 13 states - Big Data & Cloud Lab at a premier Mumbai college (VJTI) - Career Programs such as EPGDM, MTECH for employees	Sujaya Foundation- 7 ARMMAN - Kilkari - 106,200 women - Mobile Academy – 1,900 ASHAs (frontline health workers) EPGDBM- 103 MTech- 51
3	**Other Social & Economic Contributions**	- CT Marathon event donation "Working towards a healthier and a happier global community" initiative - Wish Tree Gifts such as Toys, School bags, sports equipment given by 100+ CT employees to 300+ children - Cloth Donation Drives - Adoption of Varsale Village in Maharashtra for social and economic development of its residents	CT Marathon 2020- 600 Mumbai Marathon 2019- 25 2020-25 Wishtree 2018- 312 2019- 308 2020- 525

SR. NO.	CSR CATEGORY	PROJECT ACTIVITIES		COUNT OF THE BENEFICIARIES (REPORTING PERIOD)
3	**Other Social & Economic Contributions**	- Providing Basic Necessities for Education; Supporting Community Infrastructure & economic Needs - Improving access to healthcare tackling infant malnutrition - Donations and contribution towards Flood Relief in Odisha & Kolhapur in association with Rapid response - Free Ration kit to 300 needy families - Emergency preparedness during pandemic through Work From Home (WFH), vaccination drives, donations to various hospitals.		Cloth donation 2018- 250 Flood relief 2019- Odisha- 2,000 people+ 2019- Kolhapur- 1,500 people+ 2018- Kerala- 5,00 people+ Vaccination through CT drives 2021

CitiusTech has partnered with the following NGOs for developmental activities.

- Tata Memorial Services
- IIT Sine
- Jeevan Jyot Cancer Trust
- Children of God
- ARMMAN
- Bigger Than Life
- You Can Free Us, India Trust
- Lions Club of Mumbai Metri
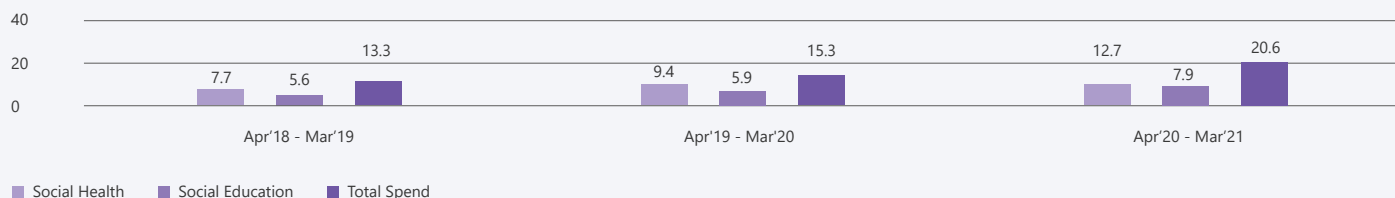- Green Yatra

Under the Wish Tree Initiative, our team visited 7 NGOs to distribute gift hampers to children on behalf of our CTzens. An amount of over INR 7 Lakhs was raised by our employees and gift hampers were sponsored for more than 500 children. This initiative garnered lots of accolades for our organisation. We continue to bring happiness to the kids with our continuous efforts.

CSR EXPENDITURE

For the current reporting period, we spent INR 20.6 Million for CSR activities. The CSR expenditure under different heads of Health and Education are given below -

Y-o-Y CSR Spends (Figures in INR Millions)

	Apr'18 - Mar'19	Apr'19 - Mar'20	Apr'20 - Mar'21
Social Health	7.7	9.4	12.7
Social Education	5.6	5.9	7.9
Total Spend	13.3	15.3	20.6

■ Social Health   ■ Social Education   ■ Total Spend

CASE STUDIES

CASE STUDY: PROVISION OF HEALTH CARE FACILITIES TO CANCER PATIENTS

Lack of quality health services for treatment of Cancer drives our passion to work for the cause of awareness and donating towards 3 Ambulances to Jeevan Jyot Cancer Relief Care Trust. These ambulances were used to offer free services to cancer and COVID patients located in Mumbai and Thane regions.

Jeevan Jyot's sole intention was to support every human being irrespective of caste, creed, society, or religion. They have been working for the last 36 years for the welfare of cancer patients right from providing food, medicines, accommodation, and guidance for the treatment.

This donation helped in reducing the patients' commute from home to hospital in this ongoing pandemic.

CASE STUDY: KILKARI INITIATIVE

33 year-old South Delhi resident, Ruchi Bhardwaj already had a 10 year old daughter when she found out she was pregnant. During her previous pregnancy, Ruchi and her husband had gone to a private hospital nearby which turned out to be quite expensive. This time around, they registered in a government hospital near their home. Ruchi was enrolled to receive Kilkari calls during her first trimester by an ASHA (frontline health worker) in her area. Ruchi's husband and in laws listened to the calls together.

They were surprised and happy to learn new things. For example, the calls said that eating nutritious meals on time and light exercise were good during pregnancy. Ruchi says, "The calls told me to take good care of myself. This was so important as I hardly think about myself otherwise while focusing on the baby." Ruchi gave birth to a healthy baby girl named Drishani, but she fondly refers to her as a Kilkari baby.

Kilkari sends life-saving preventive health care information directly to the mobile phones of pregnant women and new mothers and their families. Our partnership with Kilkari has helped many pregnant women with lifesaving preventive health-care information.

CASE STUDY: IMPARTING EDUCATION AND PROVIDING TRAINING TO THE CHILDREN AND WOMEN OF ATGAON VILLAGE

As part of our initiatives in education along with providing medical care facilities to the women, we have sponsored project 'Parivartan' at Atgaon village in association with Children of God Foundation. This project was aimed to set up a basic welfare center for women and children at Atgaon village in Maharashtra.

The project is focussed on training women in the village on important aspects like health, hygiene, nutrition. 'Parivartan on Wheels' – a mobile classroom was also inaugurated by our CSR team. This provision helped in reaching out to more children and providing education on the go. The van also consists of basic clinic facilities for women who are hesitant to visit doctors in the rural areas. The women of the village could overcome their hesitation of going to doctors for medical check-ups. This project was one of our endeavours to upgrade the education for children of the village.

We continue to impact our communities through our strategic CSR interventions as we touch the lives of underprivileged and marginalised segments of the society.

Powering the Social Sysytems

3.4 | Enabling Capabilities

As globally various organisations were trying to respond to COVID-19 situation, we at CitiusTech were also trying our best to reduce the impact of pandemic with our agility and learn, mould & relearn . Our industry faced a lot of hurdles in providing the technology services and human capital. Being an healthcare industry focussed IT organisation, a stronger impact was felt on our business operations and we introduced various changes immediately catering to the needs of the society and the industry.

We completely shifted to work from home before the lockdown giving us time to transition smoothly. Since, everyone was working remotely, it was necessary to improve our data security measures to strengthen and protect our organisational as well as client data. To ensure business continuity, we focused on engaging with our customers remotely and changed our sales and consulting models. We conducted more than 15,000 meetings through video calls with the support of our sales and delivery teams. Healthcare Digital Innovation (HDI) practice was set up to address emerging needs while focusing on next-gen technology, end user experience, rapid prototyping and technology creation. Partnership is important from the growth point of view and we partnered with some of the large technology companies to extend our digital innovation offerings.

Enabling Operational Efficiency

ISO 9001 Quality Management System	**ISO 27001** Information Security
ISO 13485 QMS for Medical Device	**ISO 14001** Environmental Management System
CMMi Dev-Level 3	**SOC 1 & SOC 2** Type 2 TPA

INNOVATION AND DIGITISATION

We intend to 'Power the future by powering the healthcare' and this can only be done through rapid growth in digital space and innovation sensing the external environment and understanding the future need. Our efforts and focus in this direction will avails us to keep up with customer demands and to help make life easier for our stakeholders. We constantly strive to provide next-generation technology solutions to our client with our deep healthcare domain knowledge.

The COVID-19 pandemic has forced us to think laterally thus, through our initiative 'Innovation for accelerated growth' (IAG), we utilize latent talent and deliver improved business strategies to solve some of healthcare sector's most complex challenges with knowledge and creativity. We have our IAG committee in place that comprises of 3-6 engineers, IAG team lead and IAG project sponsor. Our IAG program has been a massive success and has achieved all its set targets. Even during an unprecedented global pandemic, the program has supported employees utilise their skills in an effective manner. Right from identification of IAG innovation areas to giving rewards to winning teams, we have developed meaningful solutions to solve most of the healthcare industry's complex challenges faced today.

The COVID-19 pandemic has accelerated growth in digital healthcare systems, we have powered ourselves for Healthcare Digital Innovation (HDI) by introducing the right set of technologies, partner ecosystem, deployment options and our healthcare domain expertise. Our goals for HDI is to drive meaningful healthcare outcomes, enhance patient experience, lower costs, increase revenue streams and empower patients.

Our approach to HDI technology is inclined towards elevating our processes by use of Data science, UX, RPA, Cloud Computing, Mobile app, interop and data management.

We have partnered with some of the experts in this field to build and improve our processes, our partnerships with Automation Anywhere, IBM, AWS, Microsoft, Salesforce, and Red hat has helped us improve our capabilities and come up with cutting-edge innovative solutions. To drive towards the identifications and deployment of new ideas and innovations, we have newly established proficiency in Imaging Cross Practice Collaboratives (imaging XPC), under PDC driving incubation and innovation in medical imaging. XPC proficiency facilitates thought leadership in presale activities and develops repeatable solution models.

We now provide services around bot development and deployment, RPA consulting, and managed services. We have partnered with Automation Anywhere to enable healthcare organisations improve their business processes through RPA. Leading healthcare organisations use this AI-enabled platform to manage and scale their business process faster, with near-zero error rates while reducing operational costs.

All our innovative ideas are captured in terms of process capabilities or CT Repeatable solutions/ CT Repeatable module. These modules help delivery team to propose solutions to common problem which can also be reused by other project teams.

INNOVATION INITIATIVES:

We are focused to drive our innovation and thought leadership and create a significant change by adoption of new technology solutions to enhance the digital transformation process for our clients. We leverage best-in-class approach to building healthcare domain and technology expertise through:

a) UniverCT is our initiative through which we aim to enhance knowledge and understanding of Healthcare Information Technology by sharing CitiusTech courses, CitiusTech Practice Documents (CPD) and CitiusTech thought leaderships to the organisation. Over last few years, more than 1,450+ CPDs & CitiusTech courses have been published.

b) VeloCT is our standard process wherein we make contribution to the organisation by sharing documents in form of Recipes (structured approach to technical problems), Test Data & Test Scenarios, Utilities, Cookbooks (which are guidelines and templates), Proof of concept on testing and development. This acts as support and guidance to our employees.

c) IntelleCT is our thought leadership initiative where our employees participate and contribute in form of whitepapers, articles, SlideShare and Blogs. They are discussed and approved by the CitiusTech thought leadership panel and our employees are rewarded through awards like ElectriCT award, innovation awards, etc. for their exceptional contribution. By our platform IntelleCT we aim to encourage creativity amongst employees and come up with quality publications that scales up our healthcare domain.

Through our growing pool of knowledge, we intend to revolutionise digital healthcare system for us and our future generations. We intend to benefit all our stakeholders with our innovation and empower their future.

UniverCT	VeloCT	IntelleCT
750+ courses, videos & practice documents	**120+** accelerators	**330+** Thought leaderships.
250+ FHIR and HL7 certified professionals	**270+** VeloCT over past few years.	**60+** webinars & workshops conducted
300+ consultants across CitiusTech & FluidEdge	**Tools, utilities & frameworks** of proprietary and industry standards.	**Healthcare** publications, white papers, articles, and webinars carried out.

CUSTOMER-FOCUSSED INITIATIVES

We take customer reviews and feedbacks into serious consideration, from CXOs to operational managers, we make efforts to have client interaction at every step. Information gathered from customer satisfaction surveys provides the ability to uncover consumer insights and helps us stay relevant and understand our customer needs and wants. Annually we carry out customer feedback survey for all our client teams. Our overall feedback score has been 4 or above till date on scale of 1 to 5 where 5 being the highest. Every 2 years we conduct Net promoter survery (NPS) to gauge customer satisfaction and to learn about their perceptions, expectations and understand our areas for improvement.

Acquiring new customers is important, but retaining them is a fruitful challenge, hence we have Strategic Client Initiatives (SCI), with this initiative we engage with our key clients with whom we have had multi-year relationships and collect valuable feedback at various levels to strenghten our relation and cater to their requirements. This helps us make valuable and strategic investments in technology solutions and POCs (Proof of Concept).

We achieved a NPS score 89% FY2020-21 which is considered to be a world class rating.

Fig. Customer Satisfaction Score YoY

Everest Group Healthcare IT Services Specialists PEAK Matrix® Assessment 2021[1,2]

- CT is positioned as a "leader" due to its **ability to drive transformational change**

- Focus on **delivering next-gen digital solutions, deep healthcare domain expertise and strong technology partnerships**

- Diversified clients across all of healthcare who cite **domain expertise, delivery consistency, and client intimacy as key differentiators**

SOME OF OUR ADDITIONAL INITIATIVES ARE :

- **Digital customer engagement:** Our marketing team ensures that we educate our audience on critical issues of healthcare industry and relevant technological solutions by regularly hosting digital events, interactive webinars, and workshops. Such webinars and online surveys help our customers stay connected to us, it also improves our company's reach and brand awareness. Collaborating with reputed healthcare organisations and industry thought leaders to speak at our webinars has promoted strong registration and participation by senior audience in this field.

- **Thought Leadership:** In order to make a difference and provoke new ways of thinking to solve digital healthcare technology problems, our leaders, consultants, and analysts share their valuable thoughts by publishing various articles, paper presentations and blogs. We have been featured multiple times in leading healthcare industry publications and print/digital news channels.

- **Digital and Social Media:** To expand our reach, increase brand awareness and keep our customers engaged, we have our presence across multiple social media channels which include LinkedIn, Facebook, Twitter, Instagram. Such platforms help us reach new target customers, build reputation, and keep in close touch with our audience.

- **Marketing automation:** By making use of combinations of best-in-class marketing automation platforms and proprietary tools, we promote enhanced customer interaction and analytics across all our digital channels including corporate website, social media, and other digital assets.

ENVIRONMENTAL AND SOCIAL CONSIDERATIONS AND IMPACT OF CITIUSTECH'S PRODUCTS, PROJECTS AND SERVICES

CitiusTech Quality Management System is developed in accordance with the requirements of the following standards, and all CitiusTech facilities and software services are certified for

- **CMMi – Dev v2.0** Appraised at Maturity Level 3
- **ISO 9001:2015** Quality Management System certification
- **ISO 13485:2016** Certification for Quality Management System for Medical Devices
- **ISO 14001:2015** Environmental Management System certification
- **SOC-1 Type 2** Internal controls over financial reporting & operational controls for outsourced processes
- **ISO 27001:2013** Information Security Management System certification
- **ISO 27701:2019** PIMS Privacy Information Management System
- **Privacy Shield** EU-US / Swiss-US Privacy Shield Framework
- **HITrust CSF** Validated Certification against HITrust Common Security Framework (CSF)
- **NIST** Cybersecurity Framework Identification, detection, and response to cyber-attacks
- **SOC-2 Type 2**: Trust Services Principles & criteria for Security, confidentiality, processing integrity, availability & privacy

CLIENT PRIVACY

As a healthcare service provider, client privacy and data confidentiality is of utmost importance to us and we are ethically obligated to protect it. With strong privacy mechanism and relevant policies, we aim to protect the security and confidentiality of Protected Health Information (PHI) & Personally Identifiable Information (PII) that we recieve from our clients, prospective clients and business partners.

Any member who has access to PHI devices or PII data undergoes training on Health Insurance Portability and Accountability Act (HIPAA) at the time of joining and every 6 months thereafter. Refer Data Privacy and Cyber Security section for more details.There has been no case of substantiated complaints concerning breaches of customer privacy and losses of customer data.

BRAND AND MARKETING

Branding is a crucial component of a trusted organisation; it helps build consumer confidence and customer loyalty. Our marketing team acts as a medium to reflect CitiusTech as a specialised provider of next-generation healthcare technology solutions that caters to large healthcare organisations and addresses some of its most complex challenges.

Our marketing team is the voice of our brand. Through various strategies build along with the internal stakeholders they help maintain relationship with the customers and stakeholders bridging the gap between manufacturers and end users.

04.

Environmental Management

Environmental Management

04 | Environmental Management

Through our healthcare services, we are putting strenuous efforts to improve the environmental performance of our organisation, striking a balance between people and the planet. We thrive to revolutionise our healthcare industry through sustainable business practices and thus are cautious of the environmental impression our business creates.

We aim to demonstrate care for our community, protect the environment and prevent pollution through sustainable business practices. Hence, to stay aligned with our goals we have adopted Environment Management System (EMS) practices to keep track of our activities and take measures to avoid any harmful impact on the environment caused by our processes. Before carrying out any activity, our quality team performs Environmental Impact Assessment to understand if the process can have any significant impact on the environment, basis which appropriate measures are taken to reduce or minimise the risk.

For the extent of reporting on environment aspect, we have disclosed details of four of our locations which includes our offices in Mumbai (Mumbai)-India, Navi Mumbai (Navi Mumbai)-India, Rochester-USA, and Bangalore-India.

The importance of environment management is acknowledged by our management team. We aim to follow and be complaint with environmental laws, legal requirements, and any other statutory requirements.

Our environment management system manual layout the means to direct and support environmental management initiatives within the organisation.

The environmental management system is developed in accordance with the requirements of ISO 14001:2015 – Environmental Management System standard and ISO 31000:2009. We are certified for ISO14001 Environment Management System since year 2014.

Our stakeholders are the key drivers who direct our approach towards sustainability. Our stakeholder's have listed their key expectations from EMS:

- Minimising the environmental impact of our operations,
- To be in compliance with applicable legal, contractual and client requirements & other compliance obligations,
- Implementation of sustainable environment practices, and
- Ensuring continual improvement of environmental management practices

MISSION TARGETS AND GOALS

Our EMS objectives for the FY 2020-21(i.e., reporting period) are:

To achieve 100% coverage for training of administrative team on environment awareness

OUR ENVIRONMENTAL FOOTPRINT

Our organisation's major environmental footprint is contributed by electricity consumption at our offices, business related travel emissions. Some other activities like waste generation and water usage for domestic purposes also contribute to the overall environment footprint to some extent.

ENERGY MANAGEMENT

Energy consumption

Our energy consumption occurs from our domestic operations and it is metered through electricity bill generated. In the year 2020, we carried out energy audit of our office in Navi Mumbai which helped us gain an insight on ways in which we can reduce our energy consumption. We have taken various initiatives to control our excess energy consumption which is cited further in this chapter.

Energy consumption inside the organisation

Our direct energy usage occurs from electricity consumption at our offices which are used for our day-to-day operations. Energy is largely used in workspace, data centers, servers, and canteen.

Purchased electricity forms major source of energy consumption within the organisation. Currently, we do not have any renewable sources of energy consumption. Our total energy consumption inside the organisation during the quarter i.e., April'21 to June'21 was 1,081 GJ.

Energy consumption inside the organisation

in GJ

	Apr'17 - Mar'18	Apr'18 - Mar'19	Apr'19 - Mar'20	Apr'20 - Mar'21
Navi Mumbai	7,106	7,191	8,510	3,372
Mumbai	4,053	3,898	3,874	1,869
Rochester	142	180	225	165
Bangalore		293	513	367

- Navi Mumbai   - Mumbai   - Rochester   - Bangalore
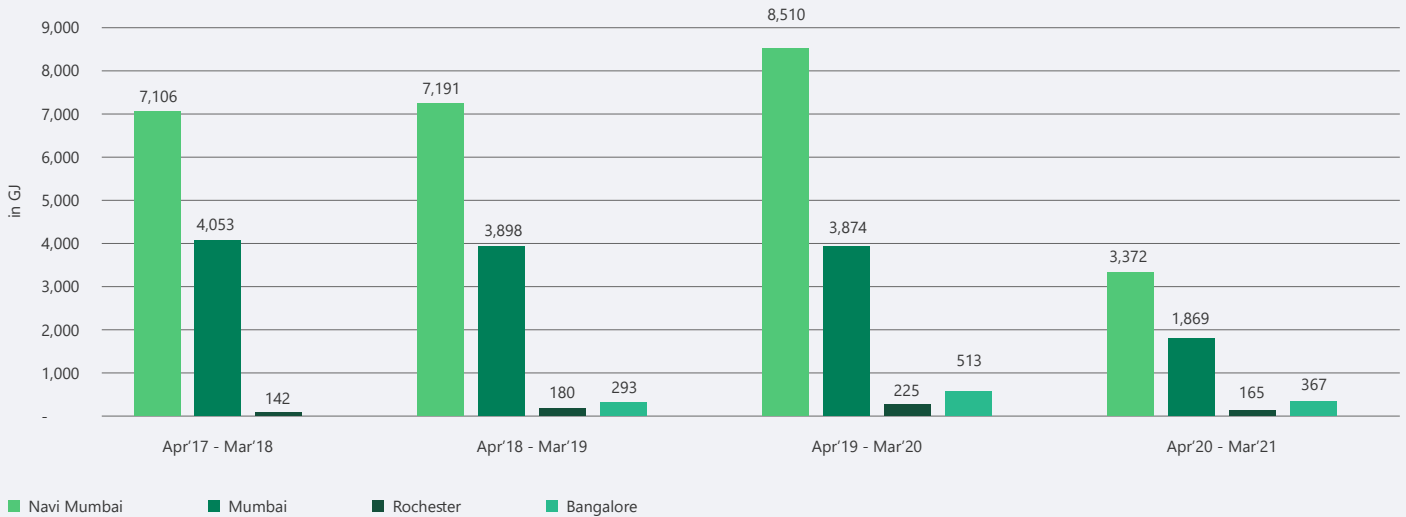
Note: Our Bangalore Embassy Tech office was operational from April'18. Hence, energy consumption data for previous years are not mentioned. Similarly, few more floors began operation in 2019 at Navi Mumbai location hence energy consumption found to be high in FY Apr'19-20. Energy consumption for following offices not included - Bangalore Cessna office as this facility started in year 2020, but is not operational due to pandemic; similarly Princeton office as fixed rental charges are paid as per agreement which does not include energy units consumed separately.

Energy intensity

Our Energy Intensity is calculated by taking into consideration our energy consumption inside the organisation which is divided by our total number of employees. We have been able to reduce Energy Intensity of our operations from 2.81 GJ/ employee to 1.02 GJ/employee.

Energy Intensity

GJ/No. of employees

Apr'17 - Mar'18	Apr'18 - Mar'19	Apr'19 - Mar'20	Apr'20 - Mar'21
3.26	2.87	2.81	1.02
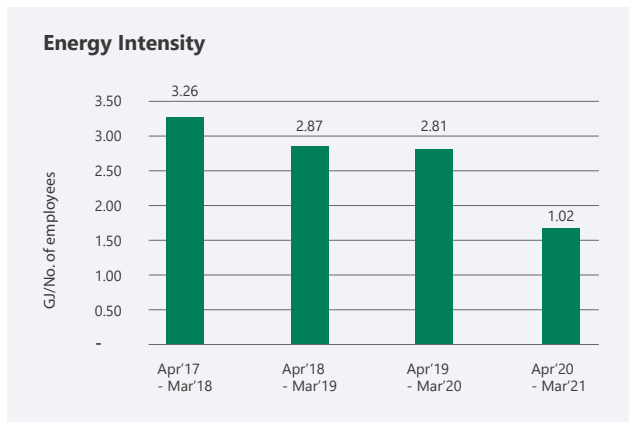
Reduction of energy consumption

During the reporting period, we took UPS Reduction initiative at our Navi Mumbai location (Building-11, 8th floor and Building-14, 3rd floor) which helped us save 1,608.73 GJ of energy. The table below shows the UPS reduction for Scope-2 Emissions -

Location	Navi Mumbai SEZ-II Building
Total Energy consumption during Apr'19 - Mar'20 (in GJ)	2,969.25
Total Energy consumption during Apr'20 - Mar'21(in GJ)	1,360.52
Reduction in energy consumption (in GJ)	1,608.73
Reduction of GHG emissions (in tons of CO_2 equivalent)	1,608.73

GHG Emissions

We seek to power the future by making responsible use of electricity, transportation facilities, natural resources and have as low environmental footprint as possible. To mitigate or reduce the effect of GHG emissions in the environment, we support active participation in activities like tree plantation drives.

We are currently in the process of building system towards measuring and monitoring Scope 1 emissions and would be reporting the same in future.

Scope 2 Emissions

Our Scope 2 emissions are due to direct electricity consumption at our offices. During the reporting period April'21 to June'21, our Scope 2 emission was **237.2 tCO2e.**
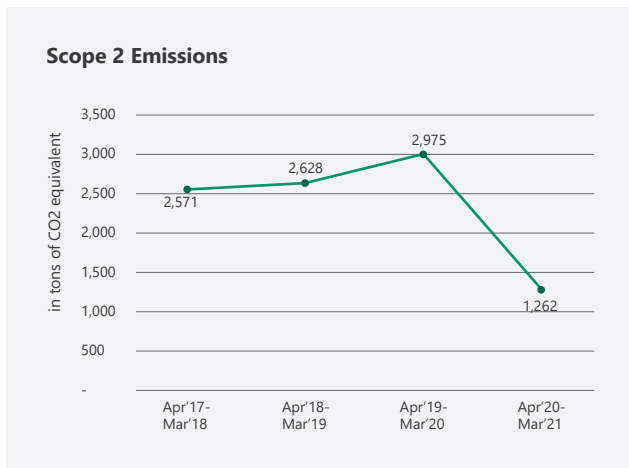
Scope 2 Emissions

Due to pandemic, most of our employees were working from home that resulted in the decrease in Scope 2 emissions for this year.

Scope 3 Emissions

Our Scope 3 Emissions are largely due to employee commute and business-related travel; however, the current numbers are for business-related travel only. We are in the process of capturing data for other Scope-3 categories like employee commute, in-bound logistics, out-bound logistics and shall report the same in future.

Our Scope 3 Emissions during the quarter April'21 to June'21 was 34.60 tCO2e.
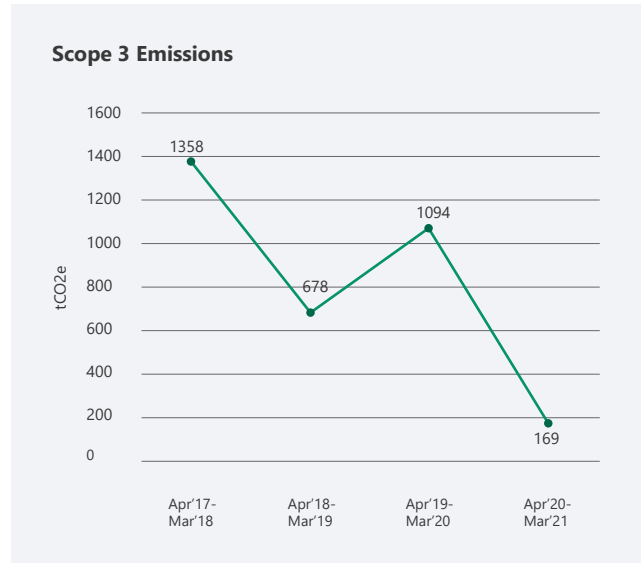
Scope 3 Emissions

Note: The calculations for energy consumption and emission are done basis the calorific values along with conversion factors as per the Defra UK emission guidelines.

GHG Intensity

We have included Scope-2 for our GHG Intensity calculation. Our GHG emission intensity during the reporting period is 0.299 tCO2e per employee.

GHG Emission Intensity
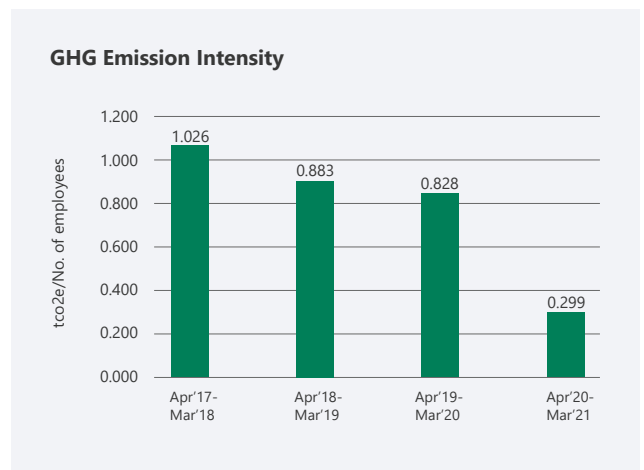
Emissions from ODS

Our emissions that contain Ozone Depleting Substance (ODS) is due to AC refill only and is not related to our core operations. During the reporting period, total ODS emission was 0.175 kgs of CFC-11 equivalent.

ENERGY CONSERVATION INITIATIVES

Energy Saving initiatives

We, at CitiusTech take cautious measure to conserve energy. Some of the initiatives taken to reduce the excess use of electricity are optimal AC utilisation and periodic AC maintenance. At Mumbai, Mumbai Signet PF is added to AC which helps in reduction of energy consumption. AC controllers are used which switches off AC after every 2-hour and uses alternate AC. Most of our AC uses 407 A and 410 A gas which is environment friendly.

We had energy audits performed at Navi Mumbai office (Navi Mumbai) in the year 2020, which pointed that we were using excess capacity of UPS considering the load, hence we removed 80 KVA & 120 KVA UPS and replaced them with 2 units of 40 KVA UPS (uninterrupted power supply). After taking these initiatives there has been reduction in KVA (Kilovolt ampere) demand at Navi Mumbai offices and reduction in UPS at Navi Mumbai offices. Our admin staff ensures the optimum use of lights in offices.

We have installed energy efficient printers which automatically hibernate if left idle for set time.

WASTE MANAGEMENT

The waste generated at our offices include domestic dry and wet waste and electronic waste. For effective waste management, we segregate the generated waste in Wet, Dry and Plastic categories at all our office locations. These types of wastes are collected and disposed safely by the BMS team.

At our offices in India, 2.656 MT of E-Waste and 0.4870 MT of total non-hazardous waste was generated during the reporting period and it was handedover to MPCB authorised vendors for recycling/disposal. We also seek appropriate documentation from vendors post disposal to as an additional step to ensure compliance.

Below graph represent category-wise waste for all the locations:

NAVI MUMBAI

Parameter	Units	Apr'17-Mar'18	Apr'18-Mar'19	Apr'19-Mar'20	Apr'20-Mar'21
Hazardous Waste Generated [E Waste]					
Electrical items	MT	-	-	0.25	-
Total	MT	-	-	0.25	-
Non - Hazardous Dry waste	MT	17.557	10.045	9.98	0.168
Non - Hazardous Wet waste	MT	29.673	20.572	20.5	0.219
Non - Hazardous Plastic waste	MT	0.215	2.538	2.89	0

BANGALORE

Parameter	Units	Apr'17-Mar'18	Apr'18-Mar'19	Apr'19-Mar'20	Apr'20-Mar'21
Non - Hazardous Wet waste	KG	-	-	0.935	-
Non - Hazardous Dry waste	KG	-	-	1.517	-
Non - Hazardous Plastic waste	KG	-	0.060	0.417	0.300

MUMBAI

306-3 Waste Generated

Parameter	Units	Apr'17-Mar'18	Apr'18-Mar'19	Apr'19-Mar'20	Apr'20-Mar'21
Hazardous Waste Generated [E Waste]					
Electrical items	MT	0.020	0.835	0.13	2.656
Total	MT	0.020	0.835	0.13	2.656
Non-Hazardous Waste Generated [Dry & Wet Waste]					
Non - Hazardous Dry waste	MT	4.69	5.46	5.27	-
Non - Hazardous Wet waste	MT	7.30	9.80	9.50	-
Non - Hazardous plastic waste	MT	0.87	1.06	0.85	0.02
Total	MT	12.863	16.311	15.623	0.020

Our Rochester office has been closed since January 2020 due to Covid-19. Hence, there was no waste generated at Rochester location.

Food Waste:

Canteen waste is segregated into wet and dry waste, At Bangalore it is handed over to Embassy Tech (landlord management team of Bangalore), at Mumbai it is collected by BMC (Mumbai authorized corporation) for disposal and at Navi Mumbai office it is handed to Matrix (landlord management team of Navi Mumbai). These wastes are then converted to manure or disposed through the authorized vendors by landlord's management team in Navi Mumbai and Bangalore offices. In our meeting rooms, plastic bottles are replaced with glass. We are in compliance with Maharashtra Plastic and Thermocol Products Notification, 2018. Hence, no use of thermocol products is carried out at our offices.

For reduction of food wastage, we have various initiatives such as Half plate menu (which lets user decide food options to be served and its quantity instead of serving all pre-defined food items in the plate), awareness posters, Food wastage boards across all its canteens.

Paper waste:

Our default printer settings are set to double sided printing to avoid paper wastage. To ensure the conscious printing of papers, we have a system which ensures physical sign-in of user. The paper conservation awareness posters and mailers are sent systematically to all employees.

Dry waste is dumped in the Matrix dry waste garbage bin, from where the dry waste is collected by an MPCB approved vendor, as identified by Matrix, who disposes this dry waste.

Towards managing and handling of solid waste:

Our operational control team ensures that any hardware procured for our operations are from vendors who comply with EMS norms.

As a generator of solid waste, we make sure that the waste is segregated and stored in three separate streams: biodegradable waste, non-biodegradable waste, and domestic hazardous wastes and is hand over to authorised waste pickers or waste collectors as per directions or notifications issued by local authorities from time to time.

E-Waste Management:

We ensure that the waste generated through our operations is disposed in an environment friendly manner and is in compliance with the applicable obligations. Our E-wastes is recycled only through Pollution Control Board authorised vendors.

We are in compliance with E-waste Management and Handling Rules 2016 and Solid Waste Management Rules, 2016. We have disposed/ recycle 2.656 MT of E-waste for the report period.

WATER MANAGEMENT

As an organisation providing software technology services, our water usage is limited to domestic purpose only. We strive that water resources are managed in most responsible and efficient manner. We have installed water cooler at our offices and are taking initiatives to replace bottled water owing to sustainable practices. Our Navi Mumbai office washrooms are supplied with recycled water.

At our office Navi Mumbai, Mumbai the water is sourced from MIDC and Sewage treatment plant and therefore used for domestic purpose only.

At Navi Mumbai, we also collect rainwater in harvest tank which is used for watering plants. Water at our office is sourced from MIDC water, MCGM water supply, tanker water for domestic purpose and purchased water for drinking purposes.

Our total water consumption is displayed in the graph:

Total water consumption

KILOLITRES

Apr'17 - Mar'18	32,381
Apr'18 - Mar'19	54,782
Apr'19 - Mar'20	48,362
Apr'20 - Mar'21	29,352
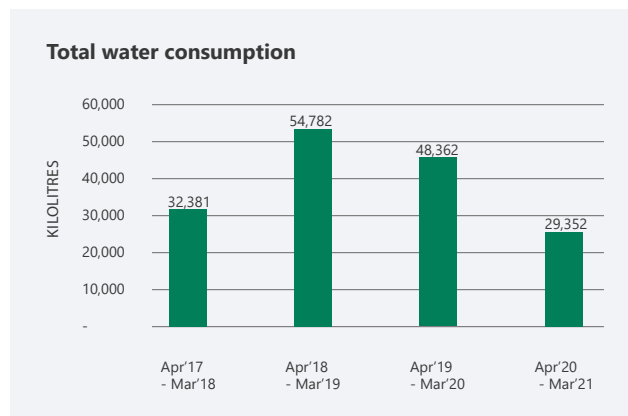
Our total water consumption during the reporting period has been 27,342 kilolitres. Our water consumption during April'21 to June'21 was 4,436 kilolitres.

Our domestic wastewater is treated in common STPs and discharged. At our Navi Mumbai and Bangalore office, water is discharged in Sewage treatment plant. While at our Mumbai office, water is discharged as per the local norms.

CLIMATE CHANGE

Past few years have been alarming for all of us, climate change and its impact have been devastating. We as a responsible organisation intend to integrate sustainable practices in our operations to power the future of our planet. Adequate mitigation control measures are taken to reduce environment footprint of our organisation which are further elaborated in this chapter.

To tackle the environmental impact created by our organisation, we have our environment policy in place. All employees and contractors at the time of their joining are trained on CitiusTech environmental policy and procedures as a part of our business ethics and code of conduct training.

This training creates awareness and helps in identification of significant environmental aspects, arising out of their respective operations and also, acts as guidance action for reducing environmental impact.

During the reporting period, there has been no case of non-compliance with environmental laws and regulations.

We will continue complying with all regulatory environmental laws to play our part as a responsible organisation, being mindful of not only our economic progress but also impact on environmental and social parameters

Independent Assurance Statement

Introduction

DNV Business Assurance India Private Limited ('DNV'), has been commissioned by CitiusTech Healthcare Technology Private Limited ('CitiusTech' or 'the Company', Corporate Identity Number (CIN) U72100MH2005PTC153862) to undertake an independent assurance of the Company's Sustainability Report 2020-21 in its printed format ('the Report') for the financial year ending 31st March 2021. The sustainability disclosures in this Report have been prepared based on the standards and frameworks chosen for reporting of non-financial disclosures by the Company, that is, the Global Reporting Initiative ('GRI') Sustainability Reporting Standards ('GRI Standards'), UN Sustainable Development Goals (SDGs), Sustainability Accounting and Standards Board (SASB) and the National Guidelines on Responsible Business Conduct (NGRBC). The intended user of this assurance statement is the Management of CitiusTech ('the Management'). Our assurance engagement was planned and carried out during December 2021 – April 2022, and we performed a limited level of assurance based on our assurance methodology VeriSustain[TM1].

Responsibilities of the Management of CitiusTech and of the Assurance Provider

The Management of the Company has the sole responsibility for the preparation of the Report and are responsible for all information disclosed in the Report as well as the processes for collecting, analyzing and reporting the information presented in the Report. CitiusTech is also responsible for ensuring the maintenance and integrity of its website and any referenced disclosures on sustainability performance. In performing this assurance work, DNV's responsibility is to the Management of the Company; however, this statement represents our independent opinion and is intended to inform the outcome of the assurance to the stakeholders of CitiusTech.

We provide a range of other services to the Company, none of which in our opinion, constitute a conflict of interest with this assurance work. Our assurance engagements are based on the assumption that the data and information provided by the Company to us as part of our review have been provided in good faith and are free from misstatements.

Scope, Boundary and Limitations

The reporting scope and boundary encompasses environmental, social and governance performance of CitiusTech's operations in India and the United States of America (USA) that fall under the direct control of the Company's Legal team, and as brought out in the Report in the section *'About this Report'* for the activities undertaken by the Company during the financial year 1st April 2020 – 31st March 2021.

The assurance engagement considers an uncertainty of ±5% based on materiality threshold for estimation/measurement errors and omissions. We did not engage with any external stakeholders as part of this assurance engagement.

During the assurance process, we did not come across limitations to the scope of the agreed assurance engagement. During the assurance process, primary data could not be accessed during remote verification in a few cases, due to limitations and restrictions related to the COVID-19 pandemic. Secondary data has been reviewed in these cases, except where disclosures have been considered to be confidential in nature. The reported data on economic performance, expenditure towards Corporate Social Responsibility (CSR) activities, and other financial data are based on audited financial statements issued by the Company's statutory auditors which is subject to a separate audit process. We were not involved in the review of financial information within the Report.

Basis of our Opinion

As part of the assurance process, a multi-disciplinary team of sustainability specialists performed assurance work for selected sample sites of CitiusTech. We adopted a risk-based approach, that is, we

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[1] *The VeriSustain protocol is based on the principles of various assurance standards including International Standard on Assurance Engagements 3000 (ISAE 3000) Revised (Assurance Engagements other than Audits or Reviews of Historical Financial Information) and the GRI Principles for Defining Report Content and Quality, international best practices in verification and our professional experience; and is available on request from www.dnv.com*

DNV

concentrated our assurance efforts on the issues of high material relevance to the Company's business and its key stakeholders. Due to the COVID-19 pandemic and associated travel restrictions, we undertook remote assessments covering locations within the boundary of the Report in India (Navi Mumbai, Mumbai and Bengaluru) and USA (Rochester) in line with DNV's remote assessment methodology. We carried out the following activities:

Reviewed the approach to stakeholder engagement and materiality determination process and its outcomes as brought out in the Report.

Interviews with selected senior managers responsible for management of sustainability issues and review of selected evidence to support topics disclosed in the Report. We were free to choose interviewees and interviewed those with overall responsibility to deliver the Company's sustainability objectives.

Reviewed the process of reporting on Organizational Profile, Strategy, Ethics and Integrity, Governance, Stakeholder Engagement and Reporting Practices based on GRI Standard 102: General Disclosures 2016.

Reviewed the performance disclosure of identified material topics and related GRI Standards; that is, carried out an assessment of the processes for gathering and consolidating performance data related to identified material topics and, for a sample, checked the processes of data consolidation to assess the Reliability and Accuracy of performance disclosures reported based on GRI's topic-specific Standards.

Verification of the data consolidation of reported performance disclosures in context to the Principle of Completeness as per VeriSustain for a limited level of verification.

An independent assessment of the Report against the requirements of the GRI Standards: Core option of reporting.

Opinion and Observations

Based on the verification undertaken, nothing has come to our attention to suggest that the Report together with referenced information does not properly describe CitiusTech Healthcare Private Limited's adherence to the GRI Standards: Core option of reporting, including the GRI 102: General Disclosures 2016, GRI 103: Management Approach 2016 and the disclosures related to the following GRI Standards:

GRI 203: Infrastructure investments and services supported 2016 – 203-1;

GRI 205: Anti-Corruption 2016 – 205-1, 205-2, 205-3;

GRI 206: Anti-Competitive behavior 2016 – 206-1;

GRI 302: Energy 2016 – 302-1, 302-3, 302-4;

GRI 303: Water 2018 – 303-1, 303-2, 303-4, 303-5;

GRI 305: Emissions 2016 – 305-2, 305-3*, 305-4, 305-5, 305-6;

GRI 306: Waste 2020 – 306-1, 306-2, 306-3;

GRI 307: Environmental compliance 2016 – 307-1;

GRI 401: Employment 2016 – 401-1, 401-2, 401-3;

GRI 403: Occupational Health and Safety 2018 – 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-10;

GRI 404: Training and Education 2016 – 404-1, 404-2, 404-3;

GRI 405: Diversity and Equal Opportunity 2016 – 405-1, 405-2;

GRI 406: Non-discrimination 2016- 406-1;

GRI 412: Human rights assessment 2016 – 412-2;

GRI 413: Local Communities 2016 – 413-1;

GRI 415: Public Policy 2016 – 415-1;

GRI 418: Customer Privacy 2016 – 418-1;

GRI 419: Socio-economic compliance 2016 2016 – 419-1;

*Scope 3 emissions cover business travel for the reporting year. CitiusTech is in the process of strengthening its processes towards capturing other Scope 3 emission categories in future reporting periods.

Observations

Without affecting our assurance opinion, we provide the following observations against the principles of VeriSustain:

Materiality
The process of determining the issues that is most relevant to an organization and its stakeholders.

DNV

The Report presents the materiality assessment process carried out by the Company which incorporates inputs from industry research, and its internal and external stakeholder engagement exercise. The final list of issues have been classified into priority categories based on review of relative importance to CitiusTech's business and its stakeholders.
Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Materiality.

Stakeholder Inclusiveness
The participation of stakeholders in developing and achieving an accountable and strategic response to Sustainability.
The Report brings out CitiusTech criteria towards identifying and prioritizing its significant stakeholder groups with which the Company will engage with; that is, shareholders, government and regulators, vendors and suppliers, community and non-governmental organisations (NGOs), partners and collaborators, clients, and employees. The various modes of engagement that CitiusTech has established towards interacting with these stakeholder groups towards identifying their key concerns and expectations are further brought out within the Report.
Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Stakeholder Inclusiveness.

Responsiveness
The extent to which an organization responds to stakeholder issues.
The Report explains the outputs of the Company's stakeholder engagement and materiality assessment exercises along with its contributions towards strengthening the Company's business strategy and setting of goals. The Company brings out its performance and management approach for its identified material topics using chosen GRI topic-specific Standards where applicable, as well as bringing out its responses to key concerns and expectations of stakeholders through relevant sections of the Report.
Nothing has come to our attention to believe that the Report does not meet the requirements related to the Principle of Responsiveness.

Reliability
The accuracy and comparability of information presented in the report, as well as the quality of underlying data management systems.
The Report brings out the internal systems that the Company has set in place to capture and report its performance related to identified material topics across its reporting boundary. The majority of data and information verified through our remote assessments with CitiusTech's management teams and data owners at the Corporate Office and sites within the boundary of the Report were found to be fairly accurate and reliable. Some of the data inaccuracies identified during the verification process were found to be attributable to transcription, interpretation and aggregation errors. These data inaccuracies have been communicated for correction and the related disclosures were reviewed for correctness.
Nothing has come to our attention to believe that the Report does not meet the principle of Reliability and Accuracy.

Completeness
How much of all the information that has been identified as material to the organisation and its stakeholders is reported?
The Report brings out the Company's performance related to the environmental, social and governance related topics that it has identified as material for the reporting period 2020-21, and covering its key operations in India and the USA (Navi Mumbai, Mumbai, Bengaluru and Rochester) over which it has operational control, and considering the requirements of Principle of Completeness as defined in GRI 101: Foundation 2016.
Nothing has come to our attention to suggest that the Report does not meet the Principle of Completeness with respect to scope, boundary and time.

Neutrality
The extent to which a report provides a balanced account of an organization's performance, delivered in a neutral tone.

DNV

The Report brings out disclosures related to CitiusTech's sustainability performance including key concerns and challenges faced during the reporting period in a neutral tone in terms of content and presentation, while considering the overall macroeconomic environment.
Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Neutrality.

Statement of Competence and Independence

DNV applies its own management standards and compliance policies for quality control, in accordance with ISO IEC 17021:2015 - Conformity Assessment Requirements for bodies providing audit and certification of management systems, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We have complied with the DNV Code of Conduct[2] during the assurance engagement and maintain independence as required by relevant ethical requirements relevant ethical requirements including the ISAE 3000 (Revised) Code of Ethics. This engagement work was carried out by an independent team of sustainability assurance professionals. DNV was not involved in the preparation of any statements or data included in the Report except for this Assurance Statement and Management Report. DNV maintains complete impartiality toward stakeholders interviewed during the assurance process.

For DNV Business Assurance India Private Limited

Radhakrishnan, Kiran	Digitally signed by Radhakrishnan, Kiran Date: 2022.04.05 18:00:32 +05'30'	Vadakepatth, Nandkumar	Digitally signed by Vadakepatth, Nandkumar Date: 2022.04.05 18:21:53 +05'30'
Kiran Radhakrishnan Lead Verifier DNV Business Assurance India Private Limited, India.		Nandkumar Vadakepatth Technical Reviewer DNV Business Assurance India Private Limited, India.	

5th April 2022, Mumbai, India.

DNV Business Assurance India Private Limited is part of DNV – Business Assurance, a global provider of certification, verification, assessment and training services, helping customers to build sustainable business performance. www.dnv.com

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[2] *The DNV Code of Conduct is available on request from www.dnv.com*

Glossary of Abbreviation

06 | Glossary of Abbreviation

EMS	Environmental Management System
ERM	Enterprise Risk Management
CECC	CitiusTech Business Ethics and Code of Conduct
SOP	Standard Operating Procedures
ITP	Insider Threat Program
ABC	Anti-Bribery and Corruption
GHE	Gift, Hospitality and Entertainment
CDS	Charitable Donations and Sponsorship
COCC	Code Of Conduct Committee
SHCC	Sexual Harassment Complaint Committee
GRCC	Grievance Redressal Core Committee
CFO	Chief Finance Officer
GPTW	Great Place To Work
TLO	Technology Leadership Office
EPGDBM	Executive Post Graduate Diploma in Business Management
WFH	Work From Home
HDI	Healthcare Digital Innovation
IAG	Innovation for Accelerated Growth
CPD	CitiusTech Practice Documents
SCI	Strategic Client Initiatives
POC	Proof Of Concept
QMS	Quality Management System
PII	Personally Identifiable Information
HIPAA	Health Insurance Portability and Accountability Act
ODS	Ozone Depleting Substances

SCCM	System Center Configuration Manager
UPS	Uninterrupted Power Supply
KVA	Kilo Volt Ampere
MCGM	Municipal Corporation of Greater Mumbai
ESG	Environment, Social, Governance
CSR	Corporate Social Responsibility
SASB	Sustainability Accounting Standards Board
BRSR	Business Responsibility and Sustainability Reporting
GRI	Global Reporting Initiatives
UNGC	United Nation Global Compact
UN SDG	United Nations Sustainability Development Goals

GRI Context Index

07 | GRI Content Index

GRI STANDARD	DISCLOSURE		PAGE NUMBER	OMISSIONS
GENERAL DISCLOSURES ORGANISATIONAL PROFILE				
GRI 102 General Disclosures 2016	102-1	Name of the organisation	8	
	102-2	Activities, brands, products, and services	8	
	102-3	Location of headquarters	8	
	102-4	Location of operations	8	
	102-5	Ownership and legal form	8	
	102-6	Markets served	8	
	102-7	Scale of the organisation	8, 31	
	102-8	Information on employees and other workers	31	
	102-9	Supply chain	20	
	102-10	Significant changes to the organisation and its supply chain	3	
	102-11	Precautionary principle or approach	3	
	102-12	External initiatives	3	
	102-13	Membership of associations	17	
Strategy	102-14	Statement from senior decision-maker	4, 5, 6, 7	
	102-15	Key impacts, risks, and opportunities	18	
Ethics and Integrity	102-16	Values, principles, standards, and norms of behavior	9	
	102-17	Mechanisms for advice and concerns about ethics	20	

GRI STANDARD	DISCLOSURE		PAGE NUMBER	OMISSIONS
Governance	102-18	Governance structure	15	
	102-22	Composition of the highest governance body and its committees	14	
	102-29	Identifying and managing economic, environmental and social impacts	18	
	102-30	Effectiveness of risk management processes	15	
	102-31	Review of economic, environmental, and social topics	15	
	102-33	Communicating critical concerns	20	
Stakeholder Engagement	102-40	List of stakeholder groups	22	
	102-41	Collective bargaining agreements	39	
	102-42	Identifying and selecting stakeholders	21	
	102-43	Approach to stakeholder	22	
	102-44	Key topics and concerns raised	22	
Reporting Practice	102-45	Entities included in the consolidated financial statements	3	
	102-46	Defining report content and topic boundaries	3	
	102-47	List of material topics	26	
	102-48	Restatements of information	N/A	
	102-49	Changes in reporting	N/A	
	102-50	Reporting period	3	
	102-51	Date of most recent report	3	
	102-52	Reporting cycle	3	
	102-53	Contact point for questions regarding the report	3	
	102-54	Claims of reporting in accordance with the GRI Standards	3	
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GRI STANDARD	DISCLOSURE		PAGE NUMBER	OMISSIONS

ECONOMIC PERFORMANCE

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GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	29	
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	103-3	Evaluation of the management approach	29	
GRI 203: Indirect economic impact 2016	203-1	Infrastructure investments and services supported	45	
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	20	
	103-2	The management approach and its components	20	
	103-3	Evaluation of the management approach	20	
GRI 205: Anti-Corruption 2016	205-1	Operations assessed for risks related to corruption	20	
	205-2	Communication and training about anti-corruption policies and procedures	20	
	205-3	Confirmed incidents of corruption and actions taken	20	
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	20	
	103-2	The management approach and its components	20	
	103-3	Evaluation of the management approach	20	
GRI 206: Anti-competitive Behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	20	

ENERGY

GRI STANDARD	DISCLOSURE		PAGE NUMBER	OMISSIONS
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	103-3	Evaluation of the management approach	53	

GRI STANDARD	DISCLOSURE		PAGE NUMBER	OMISSIONS
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WATER AND EFFLUENTS

GRI STANDARD	DISCLOSURE		PAGE NUMBER	OMISSIONS
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	58	
	103-2	The management approach and its components	58	
	103-3	Evaluation of the management approach	58	
GRI 303: Water and Effluents 2018	303-1	Interactions with water as a shared resource	58	
	303-2	Management of water discharge-related impacts	58	
	303-3	Water discharge	58	
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GRI 305: Emissions 2016	305-1	Indirect (Scope 2) GHG emissions	55	
	305-2	Other indirect (Scope 3) GHG emissions	55	
	305-3	GHG emissions intensity	55	
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GRI 103: Management Approach 2016	306-1	Waste generation and significant waste-related impacts	56, 57, 58	
	306-2	Management of significant waste-related impacts	56, 58	
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GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	53	
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	103-3	Evaluation of the management approach	53	
GRI 307: Environmental Compliance 2016	307-1	Non-compliance with environmental laws and regulation	59	
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GRI 403: Occupational health and safety 2018	403-1	Occupational health and safety management system	41	
	403-2	Hazard identification, risk assessment, and incident investigation	41	
	403-3	Occupational health services	42	
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	103-3	Evaluation of the management approach	39	
GRI 404: Training and Education 2016	401-1	Average hours of training per year per employee	40	
	401-2	Programs for upgrading employee skills and transition assistance programs	40	
	401-3	Percentage of employees receiving regular performance and career development reviews	35	

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DIVERSITY AND EQUAL OPPORTUNITY

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GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	31	
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	103-3	Evaluation of the management approach	31	
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	34	
	405-2	Ratio of basic salary and remuneration of women to men	31	

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GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	39	
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GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	39	

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GRI STANDARD	DISCLOSURE		PAGE NUMBER	OMISSIONS
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	39	
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Human Rights Assessment 2016	412-2	Employee training on human rights policies or procedures	39	

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GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	43	

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GRI 415: Public policy 2016	415-1	Political contribution	20	

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GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	51	
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GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	51	

SOCIOECONOMIC COMPLIANCE

GRI STANDARD	DISCLOSURE		PAGE NUMBER	OMISSIONS
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	14	
	103-2	The management approach and its components	14	
	103-3	Evaluation of the management approach	14	
GRI 419: Socioeconomic Compliance	419-1	Non-compliance with laws and regulations in the social and economic area	15	

Mapping with UNGC principal

08 | Mapping with UNGC Principles

SR. NO.	UNGC PRINCIPLE	SUSTAINABILITY REPORT SECTION	PAGE NO.
HUMAN RIGHTS			
01	Businesses should support and respect the protection of internationally proclaimed human rights	Our Human Capital	39
02	Make sure that they are not complicit in human right abuses	Our Human Capital	39
LABOUR			
03	Business should uphold the freedom of association and the effective recognition of the right to collective bargaining	Our Human Capital	39
04	The elimination of all forms of forced and compulsory labour	Our Human Capital	39
05	The effective abolition of child labour.	Our Human Capital	39
06	The elimination of discrimination in respect of employment and occupation	Our Human Capital	39
ENVIRONMENT			
07	Business should support a precautionary approach to environmental challenges.	Environmental Management	53
08	Undertake initiatives to promote greater environmental responsibility.	Environmental Management	53

SR. NO.	UNGC PRINCIPLE	SUSTAINABILITY REPORT SECTION	PAGE NO.
09	Encourage the development and diffusion of environmentally friendly technologies	Environmental Management	54

ANTI-CORRUPTION

10	Business should work against corruption in all its forms, including extortion and bribery.	Corporate Governance	20

Alignment with NGRBC principles

09 | Alignment with NGRBC principles

PRINCIPLES		PAGE NO.
Principle 1	Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable.	20
Principle 2	Business should provide goods and services in a manner that is sustainable and safe.	58 - 59
Principle 3	Businesses should respect and promote the well-being of all employees, including those in their value chains	39
Principle 4	Businesses should respect the interests of and be responsive to all its stakeholders	21, 22
Principle 5	Businesses should respect and promote human rights.	39
Principle 6	Businesses should respect and make efforts to protect and restore the environment	53 - 59
Principle 7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent	18, 20
Principle 8	Business should promote inclusive growth and equitable development	45, 46
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Mapping with UN SDGs

10 | Mapping with UN SDGs

UN SUSTAINABLE DEVELOPMENT GOAL	REPORT SECTION	PAGE NO.
No poverty – End poverty in all its forms everywhere	Community Empowerment	45
Good health and well-being – Ensure healthy lives and promote well-being for all at all ages	Occupational Health & Safety, Community Empowerment	41, 45
Quality education – Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	Training & Development Initiatives, Community Empowerment	40, 45
Gender equality – Achieve gender equality and empower all women and girls	Our Human Capital, Community Empowerment	31, 47
Clean water and sanitation – Ensure availability and sustainable management of water and sanitation for all	Water Management	58

UN SUSTAINABLE DEVELOPMENT GOAL	REPORT SECTION	PAGE NO.
Affordable and clean energy – Ensure access to affordable, reliable, sustainable and modern energy for all	Community Empowerment, Energy Management, Energy conservation Initiatives	45, 46, 54, 55
Decent work and economic growth – Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	Economic Value Creation, Community Empowerment	29, 46
Industry, innovation and infrastructure – Build resilient infrastructure, promote sustainable industrialization and foster innovation	Enabling Capabilities	48, 49

Mapping with SASB

11 | Mapping with SASB

DIMENSIONS	ACCOUNTING METRIC	SR PAGE NO.
Environmental Footprint of Hardware Infrastructure	Total energy consumed,	52, 53
	Percentage grid electricity	52, 53
	Percentage renewable	Nil
	Total water withdrawn,	58
Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioral advertising and user privacy	50
Data Security	Number of data breaches	50
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	47
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	22, 23
Data Privacy & Freedom of Expression	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	20