

2022 CORPORATE
SUSTAINABILITY REPORT

VALUE UNLOCK





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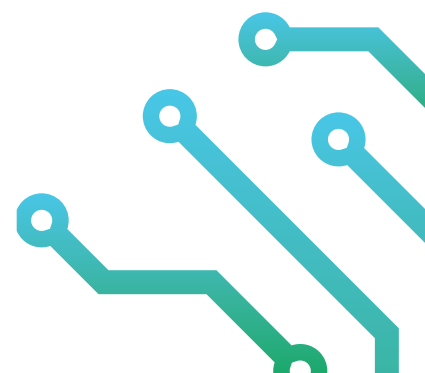
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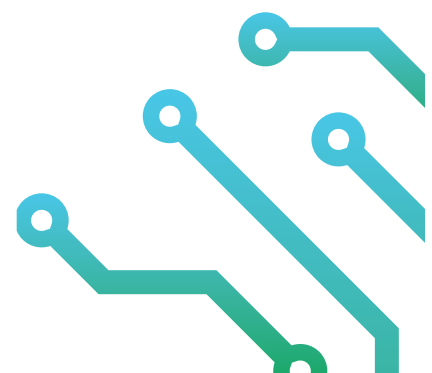
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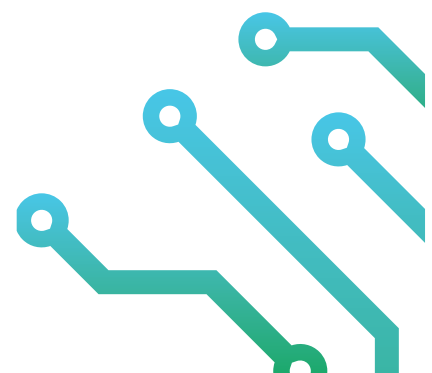
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01. INTRODUCTION

1.1 Theme for 2022: Value Unlock

1.2 Message from the CEO

1.3 Message from the COO

1.4 Message from the Chairman



THEME FOR 2022: VALUE UNLOCK

The healthcare industry has experienced massive disruption and transformation in the last few years. The COVID pandemic has accelerated the adoption of digital technology, with greater focus on virtual care, telehealth, and remote patient monitoring. We are seeing strong advancements in data management, advanced analytics, AI/ML to drive convergence, enhanced care, and cost efficiencies.

Fueled by the colossal adoption of digital technology by consumers, the industry is at the cusp of immense disruption in business models. Healthcare and life sciences organizations have a great opportunity to reinvent the way they envision care delivery and unlock real value, as they accelerate the shift to technology modernization, standards-driven integration, transformation of complex healthcare applications, and adoption of next-generation technology.

We are strongly positioned to help clients unlock value across the healthcare and life sciences ecosystem, through a 'digital-first' approach, and continued focus on building deep healthcare domain expertise. We address complex industry challenges through our strong ability to collaborate and drive innovation, all the while focusing on improving outcomes for our clients. We have built successful long-term relationships with over 130 providers, payer, MedTech and life sciences organizations. This places us at the crossroads of a diverse, convergent and a holistic healthcare ecosystem. We are the choice of

'We are strongly positioned to help clients unlock value across the healthcare and life sciences ecosystem, through a 'digital-first' approach, and continued focus on building deep healthcare domain expertise.'

preference for our customers because of the significant value creation that is derived through our deep healthcare domain expertise, specialized, customized solutions, and products. Our 3x10 growth strategy reiterates our resolve to be a long-term strategic partner to our clients and power the future of healthcare. '3x10' stands for 3 times the size and 10 times the value-unlock across the healthcare ecosystem – healthcare organizations, patients/members, our employees, and the overall industry.

As we move on an accelerated growth path, we continue to focus on sustainability across policies, processes, engagements, and strategies across the organization. Our second Corporate Sustainability Report highlights our focus on driving digital transformation through a differentiated perspective, sustainable practices, and a transformational roadmap to build scalable and replicable solutions, through seamlessly integrated teams across consulting, engineering, technology, and analytics. The report also focuses on our performance and strategic direction across social, environmental and governance aspects in all parts of our business.



MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

“As progress to our next stage of learning, we believe that corporate sustainability will be critical to our success as an organization that will help us unlock value and map our growth in 2022 from a 3 x 10 lens.”

Events over the last few years has made it clear that digital health has moved to the mainstream and is poised to alter the way healthcare and life sciences organizations operate. This has led to significant growth opportunities for CitiusTech, a digital health leader with end-to-end capabilities spanning digital engineering solutions, specialized platforms, and deep domain consulting services. We are witnessing significant growth across all our markets-provider, payer, MedTech and life sciences, driven by evolving patient and consumer needs, industry wide convergence and the need for superior patient and member engagement.

We realize that we have a significant opportunity to unlock immense value across the healthcare and life sciences ecosystem through meaningful use of technology, world-class engineering, and deep healthcare domain expertise. Here are some of the key initiatives we have undertaken this year.

OUR 3X10 STRATEGY

This year, we introduced the 3 x 10 strategy to help our clients leverage our next-gen technology and consulting solutions to unlock tangible and life-affirming value. Translating to ‘3 times the size, 10 times the value-unlock,’ the strategy allows us to fully capitalize on our inherent strengths as an organization and create immense value for all stakeholders. It rests on four essential pillars:

- Continuous focus on innovation to help clients stay ahead emerging market trends
- Our impact on patients and consumer-centric care
- Our strong focus on building high quality engineering teams with deep healthcare expertise.
- Our impact to the industry through partnerships and strategic acquisitions.



DRIVING VALUE THROUGH CONSULTING

We are building highly specialized healthcare and technology consulting offerings to help clients address convergence, business transformation and technology modernization needs. Because of our deep healthcare domain expertise and cross-industry presence, our consulting teams are often front and centre in our clients’ convergence and business transformation strategies – both immediate and long-term. We also work on multiple strategic consulting engagements with our clients, in areas such value-based care delivery, population health, provider engagement, utilisation management, patient experience and Digital Front Door.

MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

COMPREHENSIVE INDUSTRY SOLUTIONS

The ability to truly partner with healthcare organizations on their digital transformation journey requires both breadth and depth of experience that only pure-play healthcare partners like CitiusTech have gained through numerous engagements across different market segments. We have introduced a suite of Strategic Offerings, end-to-end solutions that seamlessly integrate teams, services and best-practices across consulting, engineering, technology, and analytics. We also leverage partners who bring pre-built healthcare frameworks, tools, and products, to unlock significant value for healthcare and life sciences organizations.

CULTURE OF INNOVATION

We believe that we have developed a culture of innovation to drive thought leadership, build best practices and use collaboration to solve complex industry challenges. We lay strong emphasis on identifying, building and templating best-practices and healthcare domain content, to make them consumable by our project teams and build scalability for client engagements.

We have a strong organizational commitment to drive internal innovation, with significant budgetary commitments towards building tools and accelerators that enable us to improve the quality and efficiency of client engagements.

CSR & ENVIRONMENTAL SUSTAINABILITY

Our community initiatives continue to target integrated development across our operations, globally and in India. The aim and endeavour are to create economic value and inculcate self-reliance. Through our focused activities in the areas on Education, Empowerment and Health, we are enabling marginalized communities to stand on their own feet and become more resilient to change and uncertainty. We have positively impacted more than 1 lakh people across various states in India like Bihar, Delhi, Haryana, Himachal Pradesh, Jammu & Kashmir, Jharkhand, Odisha, Rajasthan, Tripura, Uttar Pradesh, Uttarakhand, and West Bengal.

Our CSR strategy and initiatives are aligned to the United Nations Sustainable Development Goals (UN SDGs), to enhance community wellbeing in line with global best practices. CitiusTech has been certified for ISO 14001 Environmental Management System since 2014 and has implemented a range of management programmes over the years to ensure a positive significant impact on the environment. Our robust strategy for this year is to enable opportunities and education for local communities.

VALUE UNLOCK

The global healthcare technology industry is an exciting space to be involved in. There has been a significant rise in next-gen technology adoption recently. We are collectively witnessing substantial investments made in new technology, which is driving massive demand for digital healthcare solutions such as virtual care, telehealth, remote patient management, personalized care driven by big data, interoperability, RPA, AI/ ML and Data Science.

As one of the leading providers of digital healthcare solutions across the globe, CitiusTech has been at the forefront when it comes to adopting new technologies to create value-based ecosystems for clients. With this view, we are intrinsically positioned to solve for key challenges across multiple domains of healthcare and enable our clients to adopt to digital transformation. As progress to our next stage of learning, we believe that corporate sustainability will be critical to our success as an organization that will help us unlock value and map our growth in 2022 from a 3 x 10 lens.

Bhaskar Sambasivan
Chief Executive Officer, CitiusTech



MESSAGE FROM THE CHIEF OPERATING OFFICER

With an unwavering commitment to improve the patient, consumer and stakeholder experience and outcomes, we have evolved to become an end-to-end provider of digital technology and consulting solutions, and a preferred partner to the world's leading healthcare and life sciences organizations. The COVID pandemic brought its own set of challenges around operational efficiency, remote work, and client satisfaction. I am proud to state that we have done exceptionally well as an organization during these trying times. About 65% of our workforce (4,500+ employees of a total 7,000+) joined us remotely in the last 2 years. In addition, we have made significant advancements across delivery, operations, social and environmental paradigms, with the aim of driving sustainable growth, aligned to our theme of value unlock through the 3x10 strategy.

WORLD-CLASS EMPLOYEE EXPERIENCE & SATISFACTION

As new technologies emerge and as market trends evolve, we continue to focus on innovative solutions that are scalable and aligned with the needs of global healthcare and life sciences organizations. This means that our engineering teams get the opportunity to work on some of the most innovative technology solutions in the healthcare space. We have put in significant effort and focus over the years, to give our employees an open, collaborative, and empowering work culture, powered by continuous learning, upskilling / reskilling and rapid career progression for high performers.

STRATEGIC INITIATIVES DRIVEN BY 3X10 GOALS

We have identified a set of strategic initiatives across sales, corporate functions, and delivery teams to address key business and operational imperatives. These strategic initiatives have been identified as critical for sustained growth and superior client experience.

- Defining near-term and long-term roadmaps for markets and practices
- Improving service delivery to clients
- Amplifying our solutions-focused strategy, in alignment with industry needs.
- Further enhancing operational metrics around talent sourcing, staffing and utilization
- Recasting the employee value proposition to enhance employee satisfaction
- Building customized learning paths for upskilling and reskilling employees
- Bolstering top-down and bottom-up risk identification and mitigation mechanisms



MESSAGE FROM THE CHIEF OPERATING OFFICER

CONTINUING FOCUS ON SUSTAINABLE PRACTICES

Our 'Value Unlock' theme for this year's Sustainability Report is linked to creating an organization that is committed to robust, scalable, and sustainable practices, driven by a strong corporate governance backbone.

- **Environment:** Focus on continuous reduction in carbon emissions and move towards long-term carbon neutrality
- **Social:** Stronger focus on gender diversity across the organization; employment avenues and learning avenues for marginalised communities
- **Governance:** Ensuring ethical and transparent business practices, transparent reporting and a world-class information security and data privacy framework

Our commitment to world-class delivery and sustainable organizational practices gives us a strong ability to drive transformation change and meaningfully impact all our stakeholders globally—our employees, clients, patients we serve through our clients, our partners, investors, and communities we operate in.

Atul Soneja,
Chief Operating Officer, CitiusTech



MESSAGE FROM THE CHAIRMAN

“In line with the new 3x10 strategy, we continue to focus on environmentally and socially sustainable practices and play a meaningful role in shaping the future of our teams and the communities in which we operate.”

It is a pleasure to announce the CitiusTech 2022 Sustainability Report. Since the onset of the pandemic, healthcare organizations around the world have needed to dig deep and innovate, to address changing consumer needs, redefine business models and create new opportunities for growth. We take immense pride in being able to support and drive innovation and digital transformation across a complex ecosystem for our clients in healthcare and life sciences.

As we move ahead in our journey of unlocking value across the healthcare ecosystem, we have successfully aligned our business with the strong industry shift towards omni-channel engagement, real-time data access and personalized care journeys. We are helping transform patient experiences - remote patient monitoring, medication adherence, patient recruitment, virtual clinical trials, patient-HCP education. Our deep healthcare domain expertise and digital first approach is enabling our clients to fast-track next-gen technology adoption (Cloud, IoT, SaMD, RPA, AM/ML), product engineering, data management, core platform modernization and transformation of healthcare workflows.

In line with the new 3x10 strategy, we continue to focus on environmentally and socially sustainable practices and play a meaningful role in shaping the future of our teams and the communities in which we operate. We are committed to sustainable growth, by ensuring that environmental, social, corporate governance principles are integrated with our business processes.

- Creating a sustainable ecosystem: Reducing carbon footprint, conserving energy, and minimizing paper consumption
- Health and wellbeing: Empowering employees and communities to thrive and enhance quality of life
- Ethical governance: Promoting ethical culture and ensuring regulatory and statutory compliance



We have a robust and vibrant CSR team, backed by a strong CSR committee that works closely with non-profits and local bodies to drive sustainability initiatives.

Finally, I would like to congratulate the 7,000+ strong CitiusTech team, our leadership, partners, and stakeholders for collectively building a scalable and efficient business model, characterized by high performance and resilience, as witnessed during the last two years of the pandemic. I am confident that we will continue to create exceptional value for our clients, patients, employees, and the industry, and realise the goals around our 3x10 strategy in the years to come.

Dr. William Winkenwerder, Jr.
Chairman, CitiusTech



02. OUR HERITAGE

2.1 Who We Are

2.2 What We Do

2.3 How We Performed - Our Milestones

2.4 About This Report

2.5 Our Achievements - Awards And Recognitions

2.6 How We Enhance Our Value Creation

2.7 Technology Innovation

2.8 Financial Performance



OUR HERITAGE

2.1 | WHO WE ARE

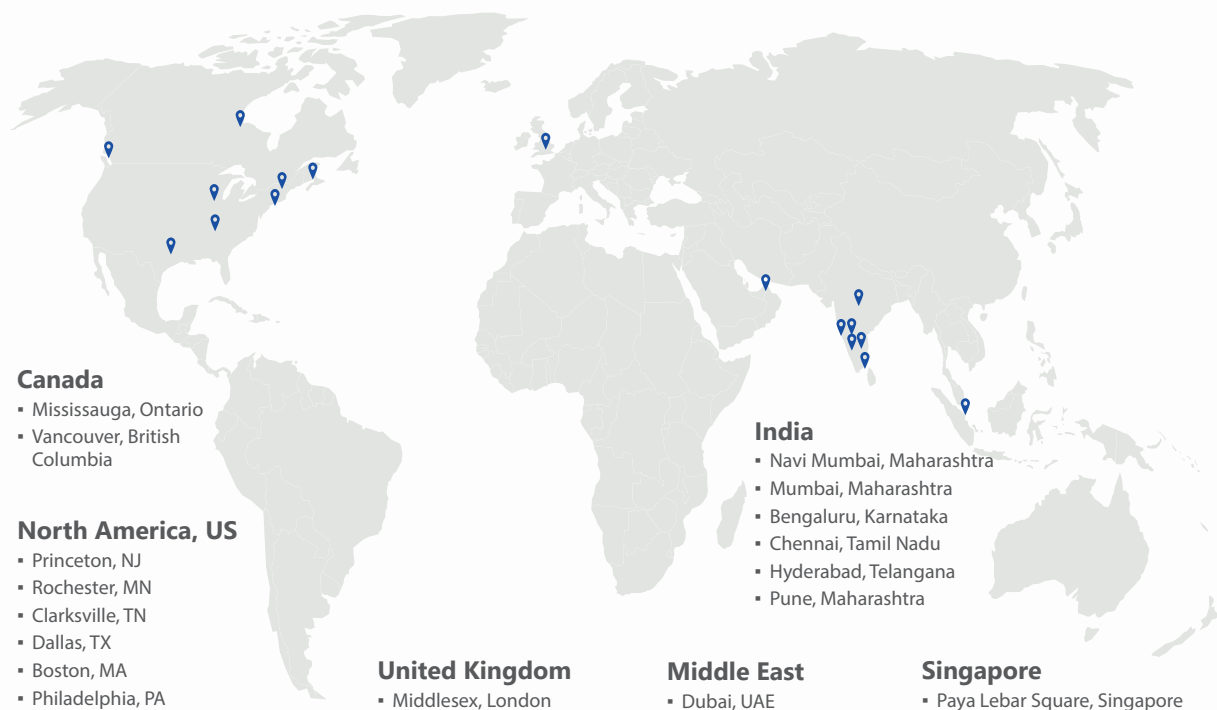
We CitiusTech are a software technology company incorporated in India as CitiusTech Healthcare Technology Private Limited and in Delaware, the US as CitiusTech Inc. Since our establishment in 2005, we have become a major force behind the healthcare of the future for organisations across the world. We offer healthcare technology services and consulting-enabled solutions to Payers, Providers, MedTech, and Life Sciences organisations. We have two subsidiaries- FluidEdge consulting which has deep expertise in healthcare consulting and SDLC Partners which has proficiency in payer technologies.

We have global presence at location like North America, India, UK, Middle East and Singapore. With headquarters in Mumbai, Maharashtra, we have our presence in Mumbai, Navi Mumbai, Bengaluru, Chennai, Hyderabad, Pune, and Gurgaon in India.

Our main operations are in the United States and India, with a smaller presence in Canada, the United Kingdom, the United Arab Emirates, and Singapore.

We are a service provider to various sectors like healthcare providers, life sciences, and health plan services and to some of the world's largest MedTech companies. We assist healthcare organizations in accelerating digital innovation. Our services include cloud and data management, application development, modernization and sustenance, AI engineering, mobility, and UI/UX solution. Some of our key brands include BI-Clinical, BI-Clinical, H-Scale, SCORE+, PERFORM+, FAST+, SDE.

OUR GLOBAL PRESENCE



OUR KEY SERVICES – SERVING DIVERSE MARKETS

MARKETS	SERVICES	HIGHLIGHTS
PAYERS	<ul style="list-style-type: none"> Health Plans / Payers Blue Cross Blue Shield (BCBS) Organisations Medicare Advantage Payer Services (Utilization management) Wellness & Disease Management 	<ul style="list-style-type: none"> 30+ health plan and payer customers 3 of 5 national plans are our customers 9 blue plans leverage our products and solutions
PROVIDER	<ul style="list-style-type: none"> Large Health Systems Integrated Delivery Networks (IDNs)/ Hospital Networks Speciality Providers Provider-led Health Plans Provider Clinical Services 	<ul style="list-style-type: none"> 150+ technology engagements 250+ FHIR & HL7 certified professionals 80Mn clinical/patient records integrated 350+ clinical applications developed
MEDTECH	<ul style="list-style-type: none"> Digital Healthcare Applications Medical Imaging Medical Devices Financial and RCM Apps Electronic Health Records (EHRs) and Enterprise Clinical Applications Pharma & Life Sciences 	<ul style="list-style-type: none"> 30+ MedTech organizations served 250+ HL7 & FHIR certified professionals 300+ Medical imaging professionals 400+ Healthcare cloud experts
LIFE SCIENCE	<ul style="list-style-type: none"> Pharmaceuticals Biotech Biopharma Research Organisations and Contract Research Organisations (CROs) Pharma Independent Software Vendors (ISVs) 	<ul style="list-style-type: none"> 600+ Life sciences technology and consulting professionals 5 of the Top 10 Global Pharma companies use our services 2 of the Top 10 Clinical Research Organizations (CROs) are our clients

OUR COMPETITIVE EDGE



- Portfolio of holistic and integrated service solutions and software products



- Innovative mind set provides unrivalled experience to our customers



- Digital Operational Excellence adds value by pushing internal operations efficiently to match customer expectations.



- Customer Involvement approach that is both customer-focused and technologically advanced



- Strong healthcare domain expertise assists enterprises and institutions in the Health Domain in achieving strategic, productive, and long-term growth.



- Strong organisational practices with diverse global service delivery network

WE WORK ON

Healthcare
and Life
Sciences
Consulting

Digital and
Product
Engineering

Data, Analytics
and Artificial
Intelligence

Interoperability
& Integration
Engineering

Implementation
Services

Healthcare
solutions,
Services and
Products



OUR HERITAGE

2.2 | WHAT WE DO

VISION

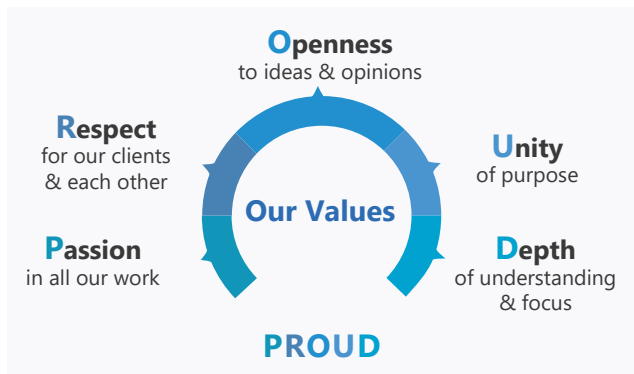
To be a global leader in digital and technology-enabled healthcare solutions & services.

MISSION

To improve the patient, consumer and stakeholder experience and outcomes across the healthcare and life sciences ecosystem.

VALUES

Our values encapsulated as 'PROUD' drive our entire business operations and act as a guiding light for our ethical and efficient business conduct. These principles also guide our interactions with all our stakeholders.



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 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 joiners.

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.



OUR 3 X 10 GROWTH STRATEGY

 <p>Enhance Industry, Technology Solutions and Service Offerings</p> <p><i>Additional enterprise services, solutions and accelerators</i></p> <ul style="list-style-type: none"> ▪ Digital and Product Engg. (Design and Experience led) ▪ Data, Business Analytics, AI and Interoperability ▪ Outcome-based solution offerings in VBC, perf. mgmt., imaging, patient experience, Digital Front Door ▪ Additional focus and investments in products 	 <p>Build Strategic Partnerships in Key Existing Clients</p> <p><i>Embed Consulting partners to engage proactively</i></p> <ul style="list-style-type: none"> ▪ Focus on building strategic partnerships in key accounts ▪ Drive CSAT and focused innovation ▪ Consulting and architect-driven proactive engagement ▪ New clients through strong references, differentiated value proposition and record of successful delivery 	 <p>Attract, Train, Develop, Retain World Class Talent & Leadership</p> <p><i>Focus on Employee lifecycle experience and engagement</i></p> <ul style="list-style-type: none"> ▪ Build a strong Employee value proposition to attract and retain talent ▪ Create focused Up skilling and Reskilling programs through UniverCT ▪ Hire and infuse experienced leaders from the industry across different levels 	 <p>Strategic M&A and Expansion in Complementary Areas</p> <p><i>Expansion in adjacent markets and geographies (organic and inorganic)</i></p> <ul style="list-style-type: none"> ▪ M&A focus on Sales Force, Security, Medical imaging, EHR services, Life Sciences ▪ Expansion into the UK and Europe ▪ Accelerate expansion in adjacent markets like Medical Devices, Patient Hub providers ▪ Develop strategic partnerships with hyper-scalers
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OUR IMPACT ON

EMPLOYEES

- Next-gen technology offerings and digital transformation focus allows us to attract high quality engineering talent
- Strong focus on building specialized healthcare domain expertise within team

PATIENTS AND CONSUMERS

- Innovative and outcome-based solutions focusing on digital, Omni channel and personalized experience
- Reinvention of business and operating models to enable patient and consumer-centric care delivery, and impact healthcare costs

INDUSTRY

- Bigger business transformation opportunities for “digital-native” companies with specialized healthcare and life sciences domain expertise
- Opportunities to grow and enable better outcomes through partnerships and strategic acquisitions

CLIENTS

- Drive digital transformation to adopt value-based care models and improve patient outcomes.
- Address macro trends like cost efficiencies, policy and regulation changes, data privacy and transparency, big technology shifts and digitization healthcare costs

OUR HERITAGE

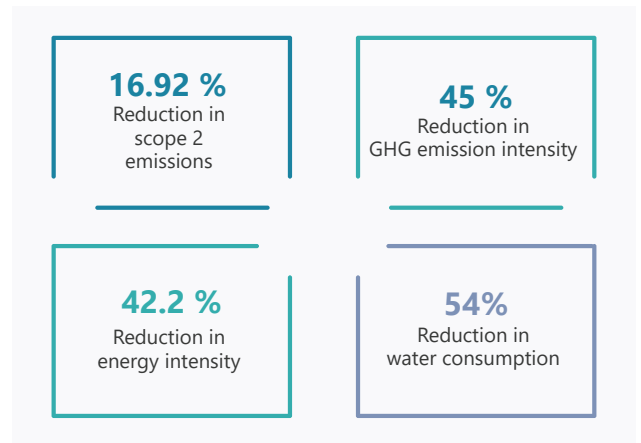
2.3 | HOW WE PERFORMED - OUR MILESTONES

OUR PRIORITIES FOR IMPROVISING PERFORMANCE

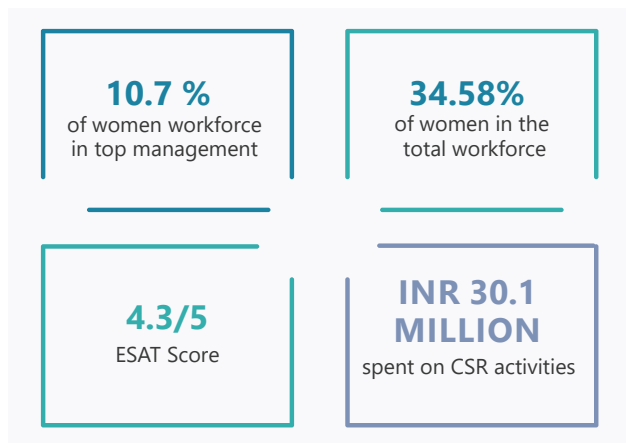
We have laid diligent measures in place to effectively incorporate sustainability into our business model over the years. We prioritised the material ESG topics based on the outcomes of the Materiality Assessment. This has been detailed under the section 'Sustainability and Us'.

Our Ambition to enhance our sustainability performance includes the following

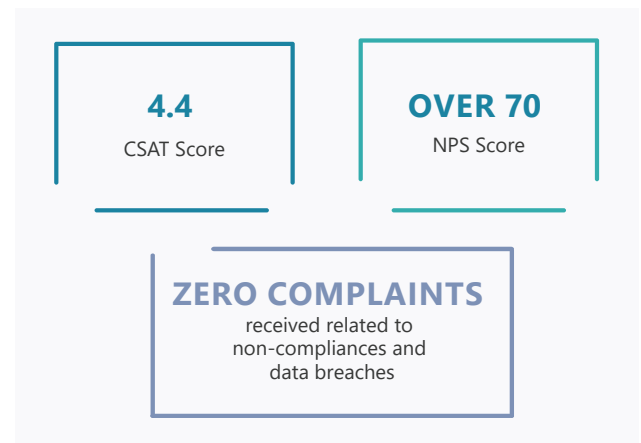
ENVIRONMENT



SOCIAL



GOVERNANCE



OUR HERITAGE

2.4 | ABOUT THIS REPORT

We publish our sustainability report annually and this is our second report for the FY 2021-22. It focuses on our performance, strategic plans and long-term approach towards corporate sustainability by preserving the planet and serving the interests of employees, stakeholders and the community.

SCOPE AND MATERIAL BOUNDARY

The sustainability reporting scope covers the material environmental, social and governance issues as per the Global Reporting Initiative (GRI) standards, 2018 (Core option). The sustainability disclosures have also been aligned with the principles of the United Nations Global Compact (UNGC), National Guidelines on Responsible Business Conduct (NGRBC), Sustainability Accounting Standards Board (SASB) and United Nations Sustainable Development Goals (UNSDGs).

The reporting scope and boundary, unless otherwise stated, covers the operations of CitiusTech Healthcare Technology Private Limited across our operational locations in India and USA at New Jersey (USA)- Princeton, Minnesota (USA)-Rochester, Mumbai (India)-Teritex, Navi Mumbai (India)-SEZ-Building 8, 11 & 14, Bengaluru (India)-Embassy Tech Village and Cessna Business Park where company's legal team has direct control. Our subsidiaries are not included in this report or in our consolidated financial statements. There have been no changes in our business operations, supply chain and share capital structure from the previous year. To understand the key issues of the internal and external stakeholders of our organisation, a materiality assessment has been conducted in accordance with GRI guidelines. This report has been prepared based on our approach, strategy and governance towards these material topics. We have restated the information for previous year for Scope 2 GHG emissions and energy consumption as the methodology of calculation has been changed for this year. However there has been no change in the material topics or boundaries from previous reporting period.

PRECAUTIONARY PRINCIPLE OR APPROACH

We have incorporated ESG factors into every business decision to make it sustainable in the long run. We also have embraced the precautionary principles both for our ethical and strategic potential.

We apply the precautionary principle through ERM that complies with ISO 14001 standards to mitigate environmental risks. Our existing risk management addresses mitigation measures related to ESG risks.

REPORT QUALITY AND DATA ASSURANCE

The report has been prepared according to the GRI principles to deliver standard report content and quality. The content of this report has been sourced through the internal and external stakeholder engagements and with our senior management team's due consideration to ensure all data presented here are true. This report is also assured by an independent, external assurance provider - DNV, which is available in the appendix.

FORWARD-LOOKING STATEMENTS

This report has forward-looking statements that describes our goals and expectation based on certain assumptions and prediction on future events. 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 assumption could change significantly.

REPORTING PERIOD

This report covers our sustainability performance for the financial year 2021-22 (from April 1, 2021 to March 31, 2022).

AVAILABILITY

Our previous sustainability report for the financial year 2020-21 is available for public access on our website at <https://www.citiustech.com/corporate-sustainability>

FEEDBACK

We look forward to hearing your thoughts on this report. Please reach out in case of any queries and feedback on this report to sustainability@citiustech.com

OUR HERITAGE

2.5 | OUR ACHIEVEMENTS - AWARDS AND RECOGNITIONS

LEADING HEALTHCARE DIGITAL INDUSTRY



- 7th top Healthcare Technology Companies of 2022 by the Healthcare Technology Report



- IMC Ramkrishna Bajaj National Quality (RBNQ) Award 2021 for performance excellence.
- IMC RBNQA's MQH Best Practice Award 2021



- Recognized by Gartner as a Representative Vendor 2022 in the Market Guide for U.S. Healthcare Payers' Core Administrative Processing Solutions
- Recognized as a Representative Vendor in the Hype Cycle™ for U.S. Healthcare Payers, 2021 for Clinical Data Integration
- Recognized by Gartner® as a Representative Vendor in their report - Clinical Data Integration: IT Readiness Assessment and RFP Questions 2021 for U.S. Healthcare Payer CIOs



- Named as 'Rising Star' 2022 in ISG Provider Lens™ - Healthcare digital services for healthcare interoperability services and solutions



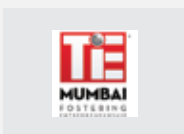
- CitiusTech's Quality Management Platform BI-Clinical™ Received NCQA Certification for HEDIS® MY 2021 Measures



- Star Performer' award 2022 in Healthcare Payer Digital Services Peak Matrix® Assessment
- Leader in Everest Group's Healthcare IT Services Specialists PEAK Matrix® Assessment 2021



- Recognized as a Representative Vendor 2022 in International Data Corporation (IDC) Perspective on Prior Authorizations Deep Dive
- Recognized as a Representative Vendor 2022 in IDC Market Glance For Payers, 1Q22



- TiE Mumbai's Hall of Fame award 2022 for outstanding Start-up in Healthcare & Health Tech



- Frost & Sullivan's Excellence in Best Practices Award 2021 for Customer Value Leadership in Global Digital Transformation Service Provider for Life Sciences Industry

ENSURING THE BEST CLASS WORKSPACE

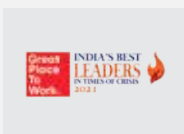


- Certified by Great Place to Work as one of the Best Workplaces in India for 10 years in a row
- Certified by Great Place to Work as one of the Best Workplaces in the USA



- Listed by Great Place to Work in Top 10 Best Workplaces in Health and Wellness in India for 2 years in a row

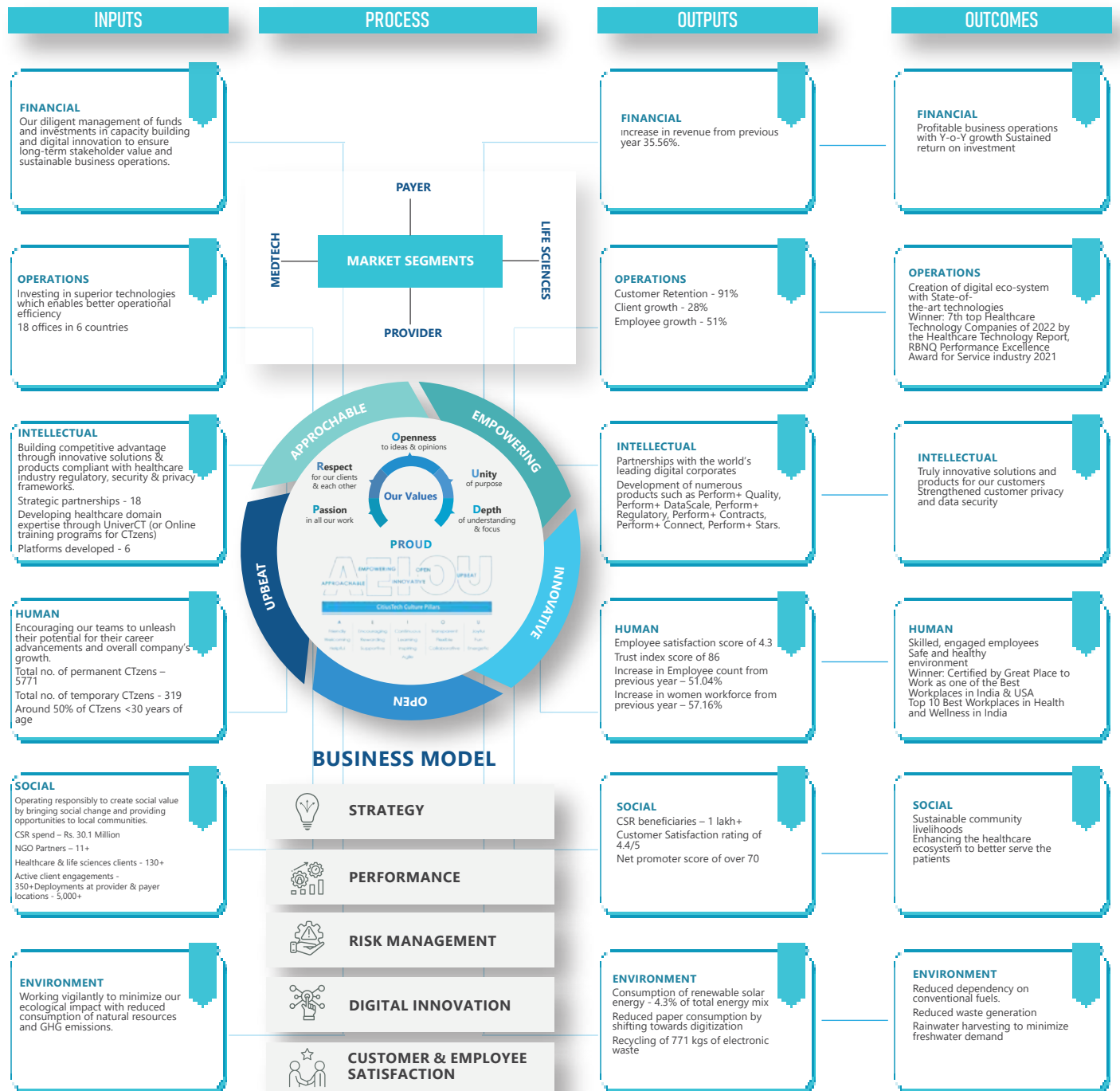
DEMONSTRATING RESILIENT PERFORMANCE DURING HARD TIMES



- Great Place to Work's India's Best Leaders in Times of Crisis 2021 award

OUR HERITAGE

2.6 | HOW WE ENHANCE OUR VALUE CREATION



OUR HERITAGE

2.7 | TECHNOLOGY INNOVATION

We are currently experiencing fast and accelerating technological change across healthcare organisations with a focus on data security integration, technology modernization, and transformation of complex healthcare applications through the deployment of leading-edge technologies. The recent developments in data & analytics, data science, healthcare interoperability, and connected devices have become the driving factors in the fields of personalised medicine, consumer-centric models, and value-based care.

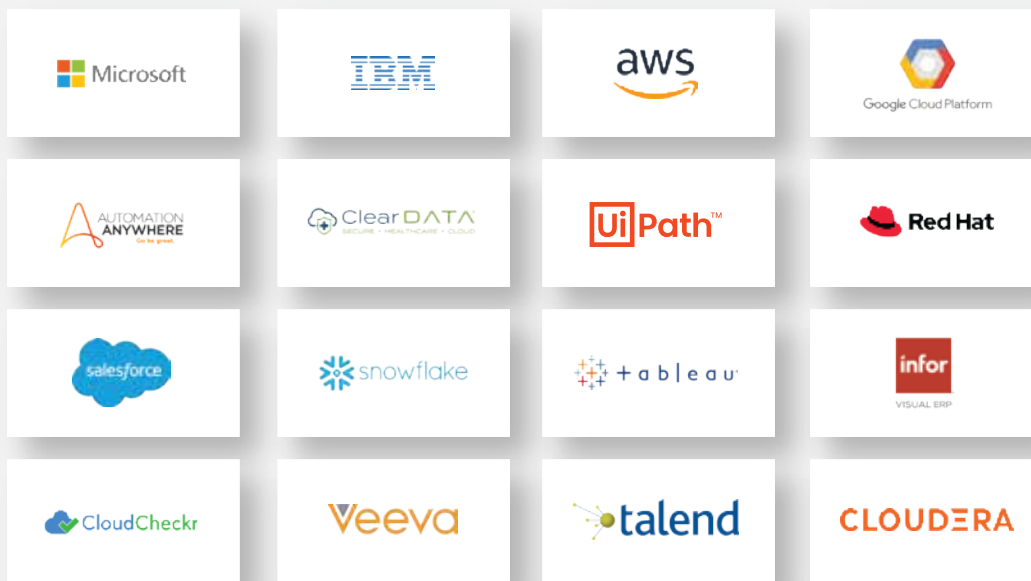
A TRADITION OF INNOVATION

We have streamlined our business processes and built an efficient business model backed by the culture of innovation that fosters thought leadership, creates the best industry practices, and uses collaboration to address challenging issues in the industry. We ensure that significant investments are made in developing tools and accelerators to improve the effectiveness of client engagements, new technological developments such as

(value-based healthcare, digital innovation, digital front door, virtual health services), cross-functional collaboration projects and industry thought leadership as part of our strong organisational commitment to fostering internal innovation. Our budgetary commitments towards healthcare and technology landscape is being consistently tracked to keep an eye on top market trends, make appropriate technology investments, develop skills and solutions and promote digital transformation.

OUR ALLIANCES

We work together with global technology companies to co-create healthcare solutions and assist them in customising their technology offerings for the market for healthcare and life sciences. Complex client problems are made easier to solve by the union of our experience, domain knowledge and the varied expertise of our strategic partnership.



DIGITAL, TECHNOLOGY & ANALYTICS SERVICES (D-TAS)

We have become an early adopter of healthcare technology anticipating consumer demands by concentrating more on enhancing our digital capabilities and platforms. The D-TAS team at CitiusTech focuses on developing advanced solutions and improving capabilities that meet both the present and future needs of our clients.

Key focus areas:

Digital assessment, design, and prototyping

Integrated solutioning & incubation

Pre-sales, research, and publishing

Talent transformation and operations excellence

Accelerators for digital innovation

INTELLECTUAL PROPERTY

Our budgetary commitments towards the development of proprietary platforms, accelerators, tools, utilities, and frameworks enable us to create numerous scalable, repeatable solutions resulting in our most valuable intellectual property. For the reporting year, none of the products or services were banned in any market.

PERFORM+ Quality, powered by BI-Clinical is the largest measure library in the industry

Perform+ Quality is the world's leading healthcare BI and analytics platform

OUR BRANDS



PERFORM + Contracts



PERFORM + Quality



PERFORM + DataScale



PERFORM + Regulatory



PERFORM + Connect



PERFORM + Stars

PERFORM+ Suite: Several of our products are combined in an integrated environment to satisfy all the needs of the healthcare organisation in terms of data scalability, interoperability, value-based contracts, quality management, regulatory compliance, and performance management.

- **PERFORM + Connect** Contains pre-built features for expedited implementation, Identity Access Management & Consent Management ensuring secured access to data, and flexible implementation support both on-cloud & on-premise.
- **PERFORM + DataScale** Helps to effectively aggregate, transform and standardise massive volumes of data to establish enterprise data architecture.
- **PERFORM + Contacts** A centralized mechanism to manage provider performance, goals and incentives across multiple quality programs
- **PERFORM + Quality Analytics** product that provides healthcare organizations over 750+ KPIs across clinical, financial and operational domains
- **PERFORM +Regulatory** Enables comprehensive, insight-driven quality improvement and provider engagement across multiple regulatory programs
- **PERFORM +Stars** An AI/ML-based decision engine that enables health plans to obtain better data clarity and streamline decision support for Star measures.

UniverCT:

Our corporate knowledge portal, UniverCT, houses all our learning and development initiatives. It is a vast library of healthcare and technology learning materials including more than 750 healthcare courses, seminars, practice documents, white papers, and proofs-of-concept, enhancing the personal and professional development of the employees.

VeloCT:

Building tools and accelerators to deliver quality and efficiency across client engagements is a key organisational focus for us. As a result, we have been able to compile a comprehensive library of more than 120 accelerators, recipes, and utilities to increase productivity and time to value.

Medictiv:

This is an open directory of healthcare AI models that allows AI teams to consume and share healthcare-specific AI models and public datasets, allowing healthcare organisations to accelerate AI/ML adoption. It is a public resource that includes a curated collection of readily available healthcare AI models drawn from research papers, open-source models, and commercial algorithms.



OUR HERITAGE

2.8 | FINANCIAL PERFORMANCE

We aspire to create and sustain economic values for all our internal and external stakeholders in the long term. As we expand our business presence, we stay dedicated to attaining financial targets and delivering long-term economic advantages to our stakeholders. Although the impacts of COVID-19 continued in the reporting year, we have been resilient in a shifting technological market and have shown solid financial performance through effective operations.

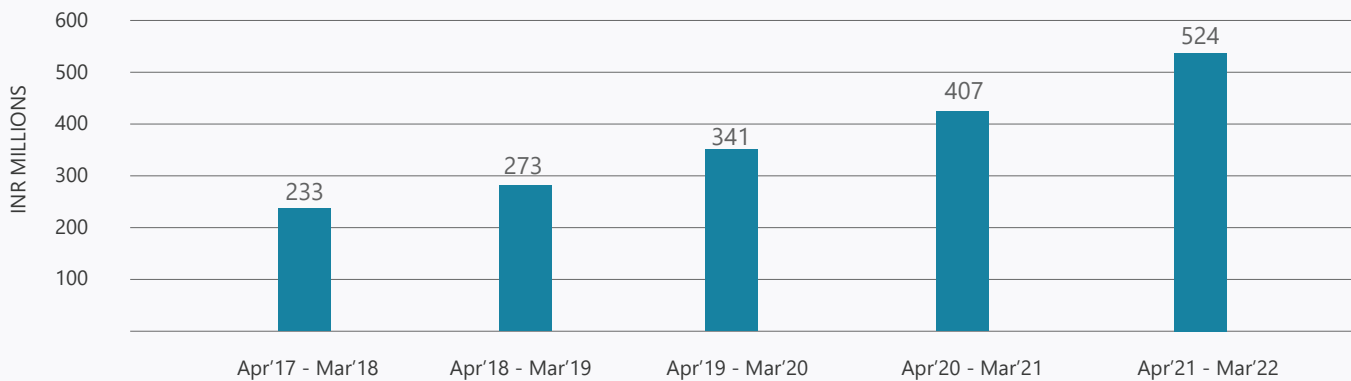
We empower our stakeholders by showing equality and diversity in employee hiring and material procurement with preference to the local geographies in which we operate. We have a presence in several cities in North America, India, UK, UAE and Singapore. In the process of creating 6000 job opportunities by 2022-23, we have a permanent workforce of 5771 people at the end of this reporting year.

EXPENDITURE ON EMPLOYEE BENEFITS

We focus on the well-being of our employees by providing them with competitive compensation and other benefit plans. In FY 2021-22, our employee benefits and expenditure increased by 28.8% to Rs. 524 million.

57% of our revenue has been spent on employee wages and welfare schemes. Our employee satisfaction (ESAT) survey resulted in the overall score of 4.3/5.

The estimated value of defined benefits and retirement plan



03. SUSTAINABILITY AND US

3.1 Sustainability through Responsibility

3.2 Enhancing Stakeholder Value

3.3 Memberships and Associations

3.4 Materiality Analysis

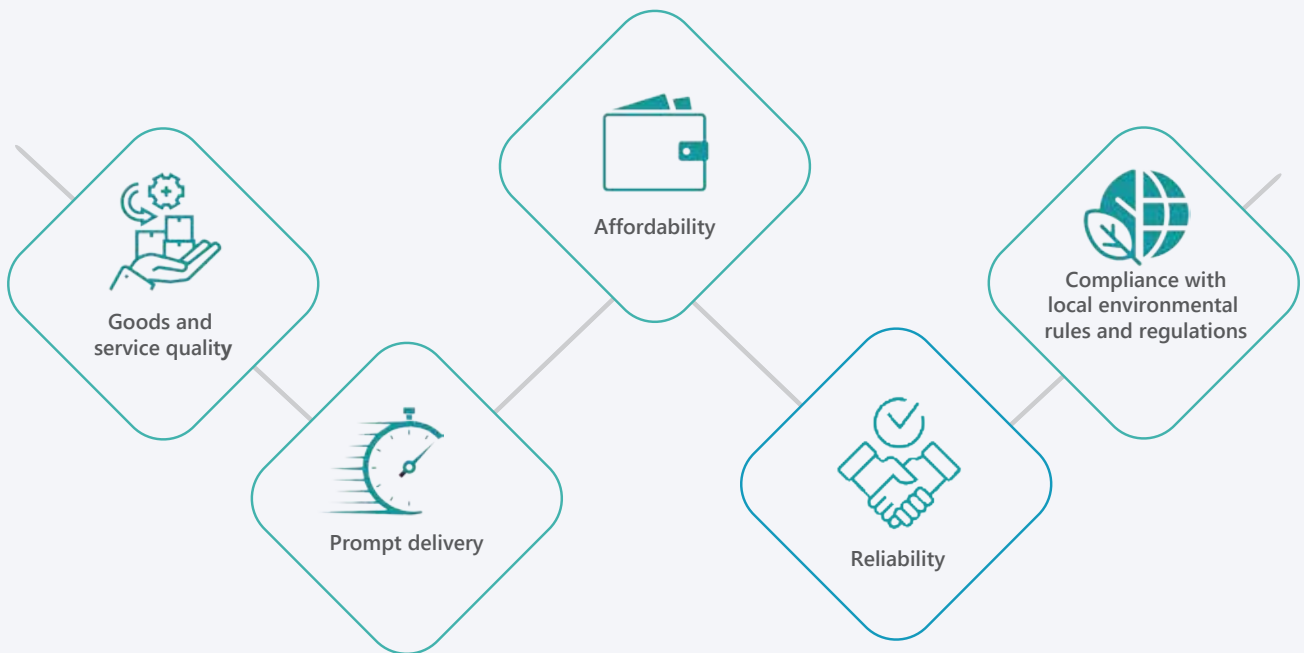


SUSTAINABILITY AND US

3.1 | SUSTAINABILITY THROUGH RESPONSIBILITY

We, at CitiusTech, recognise the value of various stakeholders across the supply chain in our business ecosystem. Our resource acquisition procedure is guided by our standard operating procedures. The procurement SOP is applicable to all our supply chain partners for general procurement, insurance purchase, travel, consulting, recruitment, business development, legal obligations and organizing corporate events and workshops. The suppliers must comply with our Supplier Code of Conduct and Anti-bribery policies as part of the procurement process, which also requires suppliers to attest that they have all necessary licenses and authorizations to conduct business.

In addition, we have zero tolerance for any form of involuntary labour, including child labour, throughout the entire value chain. We primarily favour domestic sourcing to improve environmental performance while also lowering shipping costs. Vendors are encouraged to opt for eco-friendly technologies and electronic receipts for reducing the carbon impact. In order to assess the overall performance of the suppliers, the Vendor evaluation process is conducted annually based on the following criteria.



SUSTAINABILITY AND US

3.2 | ENHANCING STAKEHOLDER VALUE

At CitiusTech, we practice effective stakeholder engagement that enables us to continuously communicate, understand and address requirements and concerns as a part of creating long-term value for all the stakeholders. Since it is our second year of sustainability reporting, the same stakeholders were involved in preparing this report and we are committed to satisfying the needs of our stakeholders by complying with all the local laws, providing equal opportunities to the employees and preference to local vendors. Stakeholder's expectations are understood by engaging with them through various communication channels. It helps us to understand the requirements, concerns of each stakeholder and gives us better understanding of our external environment. We engage with them to communicate the action we take as we intend to keep them well-informed of decision which may impact them.



Identification of key stakeholders

Understand stakeholder expectation










Grievances Redressal with plans and actions

LIST OF STAKEHOLDER GROUPS

STAKEHOLDER	SIGNIFICANCE OF STAKEHOLDER GROUP	STAKEHOLDER CONCERNS	MODES OF COMMUNICATION	ENGAGEMENT FREQUENCY
Employees	Delivering our services and solutions to our clients.	<ul style="list-style-type: none"> ▪ Social and Financial Well-being ▪ Recognition ▪ Equity & Equality ▪ Learning and Career Development 	<ul style="list-style-type: none"> ▪ Training ▪ Grievance Redressal ▪ CT Intranet Portal ▪ Meet-ups with senior Management ▪ Appraisal Meetings 	Formal and informal meetings as required and on weekly, monthly, quarterly, six-monthly and annual basis
Clients	As end-users of our services and solutions, they help us develop solutions according to the market needs.	<ul style="list-style-type: none"> ▪ Service quality ▪ After-sales service support ▪ Compliance with laws and industry standards ▪ Data governance 	<ul style="list-style-type: none"> ▪ Client visits ▪ Conferences ▪ E-mails ▪ Customer CSAT ▪ Complaints Redressal mechanisms 	Formal and informal meetings on a frequent basis as required
Shareholders	They provide capital support for business operations	<ul style="list-style-type: none"> ▪ Market Share ▪ Corporate governance ▪ Risk minimization 	<ul style="list-style-type: none"> ▪ Board meetings ▪ Emails ▪ Business meetings 	As required, monthly, quarterly, six-monthly and annual basis
Partners & Collaborators	They collaborate with us on several projects across technology services, learning and development, business services, client engagements and joint go-to-market	<ul style="list-style-type: none"> ▪ Partnerships ▪ Law-complaint operations 	<ul style="list-style-type: none"> ▪ Meetings ▪ Emails 	As required
Regulators	They influence operations through policy enforcement.	<ul style="list-style-type: none"> ▪ Business conduct in line with the laws ▪ Tax and royalties 	<ul style="list-style-type: none"> ▪ Planned meetings as required 	Formal and informal meetings as required and on weekly, monthly, quarterly, six-monthly and annual basis
Community & NGOs	They help us drive and measure the impact of our CSR activities.	<ul style="list-style-type: none"> ▪ Workshops for community livelihood ▪ Quality education 	<ul style="list-style-type: none"> ▪ NGO group discussions ▪ Emails and phone calls 	Formal and informal meetings on a frequent basis as required
Suppliers	They ensure continuous operations and business readiness through quality, consistent and timely supply of materials and business services	<ul style="list-style-type: none"> ▪ Repeat orders ▪ Local procurement ▪ Price negotiations ▪ Expectation management and customer satisfaction 	<ul style="list-style-type: none"> ▪ Emails and phone calls 	As required, monthly, quarterly, six-monthly and annual basis

SUSTAINABILITY AND US

3.3 | MEMBERSHIPS AND ASSOCIATIONS

	<p>America Health Insurance Plan (AHIP)</p>
	<p>Healthcare Information & Management Systems Society (HIMSS)</p>
	<p>College of Healthcare Information Management Executives (CHIME) Foundation</p>
	<p>Health Plan Alliance</p>
	<p>Confederation of Indian Industry (CII)</p>
	<p>National Association of Software & Service Companies (NASSCOM)</p>
	<p>Health Level Seven International</p>
	<p>Federation of Indian Chambers of Commerce & Industry (FICCI)</p>
	<p>Associated Chambers of Commerce & Industry of India (ASSOCHAM)</p>

SUSTAINABILITY AND US

3.4 | MATERIALITY ANALYSIS

We have conducted stakeholder engagement to identify economic, social, environmental and sector specific topics that are material to us and our stakeholders. Our materiality process helps us to identify material topics and further segmentize them to medium, high & critical important topics based on current scenario. These help us in identifying key risks and opportunities. Three-Pronged Approach to CitiusTech’s Materiality Assessment:



IDENTIFICATION OF MATERIAL ISSUES	PRIORITISATION	VALIDATION
<ul style="list-style-type: none"> ▪ Determination of relevance in terms of impact on business and its boundaries ▪ Determination of relevance to the stakeholders 	<ul style="list-style-type: none"> ▪ Segregation in terms of high, medium & low through stakeholder engagement exercise ▪ Evaluation of Stakeholder’s perception and significance to CitiusTech’s business ▪ Collation of relevant issues at corporate level 	<ul style="list-style-type: none"> ▪ Internal Review by Senior Management

In FY 2022, 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 stakeholders. Appropriate weightage and scores were given to business aspects and stakeholder to arrive at the matrix.

We, at CitiusTech, provide 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 organizations and the same is referred in the following table:

FUTURE CHALLENGES OF HEALTHCARE ORGANIZATIONS



CLASSIFICATION I CRITICAL

MATERIAL TOPICS	REASON TO BE MATERIAL	KEY ASPECTS	BOUNDARY OF IMPACT	GRI DISCLOSURES	REFERENCE IN THE SUSTAINABILITY REPORT
Business Sustainability	Improves investor's confidence and stakeholder's trust	Economic performance, Demand sustainability	Internal	Non-GRI Topic	Financial Performance
Client/ Customer Satisfaction	Enhances our reputation and customer retention	Client centricity, Customer feedback	Internal & External	Customer Health and Safety	Competitive Behaviour Technology Innovation
Corporate Governance	Assures financial viability with ethical and lawful business operations	Disclosure & Transparency, Board Oversight, Avoidance of conflict of interest, Effective risk management	Internal	Governance, Anti-Corruption	Governance & Leadership
Ethical Business Practices	Positive impacts on the company's morale and stakeholders' relationships	Stakeholder relationship, Value, Ethics & Compliance	Internal	Ethics and Integrity	Governance & Leadership
Data Privacy and Cyber Security	Protection against data misuse, financial loss and cyber threats	Data Protection, Incident of breach	Internal & External	Non-GRI Topic	Data Security & Customer Privacy
Client Privacy	Improves stakeholder confidence	Compliance with industry regulations, Incident of breach	Internal & External	Customer Privacy	Data Security & Customer Privacy

CLASSIFICATION II- CRITICAL-HIGH IMPORTANCE

Employee Retention	Creates long-term value and better employee engagement and productivity	Parental leave, Retention rates	Internal	Employment	Workplace And Culture
Compliance with Environmental and Social Regulations	Uninterrupted operations without financial losses through fines and penalties	Compliance with local & central government's rules and regulations	Internal & External	Environmental Compliance, Socio economic Compliance	Environmental Compliance Governance & Leadership
Innovation and Digitization	Quality and process efficiency improvement	Research & development	Internal & External	Non-GRI Topic	Technology Innovation
Employee Well-being	Employee retention and care	Employee Benefits, parental leave, healthcare etc.	Internal	Employment	Workplace And Culture
Learning opportunities and Career Development	Long-term value creation for employees	Training and development	Internal	Training and Education	Training & Skill Development

CLASSIFICATION III- HIGH IMPORTANCE

MATERIAL TOPICS	REASON TO BE MATERIAL	KEY ASPECTS	BOUNDARY OF IMPACT	GRI DISCLOSURES	REFERENCE IN THE SUSTAINABILITY REPORT
Occupational Health & safety	Assuring a safe working environment	Risk analysis and measures for mitigation	Internal	Occupational Health and Safety	Employee Well-being and Safety
Sustainable Supply Chain	Improves the overall performance across the value chain	Client centricity, Customer feedback	Internal & External	Supplier Social Assessment, Supplier Environment Assessment	Sustainability through Responsibility
Human Rights & Grievances	Abuse-free system and uninterrupted process due to no labour strikes	Integration of sustainability into supply chain	Internal	Human Rights Assessment	Upholding Human Rights Addressing Grievances
Diversity and Inclusion	Ensures equitable, discrimination-free workplace	Amalgamation of values such as dignity, fairness, equality, respect and independence	Internal	Diversity and Equal Opportunity	Diversity & Inclusivity
Energy Management	Reduction in energy consumption, loss and cost	Reducing energy consumption	Internal	Energy	Energy Management
Climate Change and carbon emissions	To reduce the impacts of global warming and improve the surrounding air quality	Emission reduction initiatives	Internal	Emissions	Climate Change Impact
Community Development/CSR	Enhance the local community relations and the lives of vulnerable groups of people	Local communities	Internal & External	Local Communities	Corporate Social Responsibility

CLASSIFICATION IV- HIGH-MEDIUM IMPORTANCE

Waste Management	Reduces the burden on landfills	Waste reduction	Internal	Waste	Waste Management
Water Management	Efficient use of water without leakages	Water consumption and reduction	Internal	Water and Effluents	Reducing Our Water Footprint

04. GOVERNANCE & LEADERSHIP

4.1 Resilient Business Strategy

4.2 Governance Structure

4.3 Board Committees for Corporate Resilience

4.4 Corporate Policies

4.5 ESG Management and Oversight

4.6 Risk Management

4.7 Data Security & Customer Privacy



04. GOVERNANCE & LEADERSHIP

4.8 Operational excellence

4.9 Ethics and Compliance

4.10 Competitive Behaviour

4.11 Addressing Grievances



GOVERNANCE & LEADERSHIP

KEY INDICATORS



**CLIENT SATISFACTION
LEVEL EQUALS A
4.4/5 RATING**



**100% OF OUR BOARD
CONSTITUTES OF
NON-EXECUTIVE
DIRECTORS**



**ZERO COMPLAINTS
WERE RECEIVED RELATED
TO NON-COMPLIANCES
IN 2021-22**

KEY FOCUS OF THE CHAPTER OUR PROCESSES INCLUDE :

- GOVERNANCE STRUCTURE
- CORPORATE POLICIES
- ESG MANAGEMENT
- RISK MANAGEMENT
- DATA SECURITY & CUSTOMER PRIVACY
- ETHICS & COMPLIANCE
- COMPETITIVE BEHAVIOUR
- ADDRESSING GRIEVANCES

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



APPROACH

Value creation across the business

We prioritise and maintain highest standards and transparent in ethics, integrity, governance and stakeholder trust.

STRATEGY

Delivering extraordinary client experience

Fostering innovation

Ethical, transparent and unbiased governance system

We make significant use of our digital capabilities by leveraging next-gen technologies and driving data convergence. We also ensure a robust system that delivers business offerings in a more responsible, ethical, diversified and transparent manner.

GOVERNANCE

Board of directors

Board level committees

Internal systems and controls

Internal audits

With our core values integrated into our strategy, we aim to ensure ethical and transparent business practices through diverse Board of Directors and transparent reporting.

“People’s participation is the essence of good governance.”

GOVERNANCE & LEADERSHIP

4.1 | RESILIENT BUSINESS STRATEGY

Effective corporate governance practices constitute the strong foundation on which successful commercial enterprises are built to last. Our mission on corporate governance is to promote ethical culture, strengthen data security and privacy framework and compliance with environment and social regulations.

Ensuring ethical and transparent business through diverse board of directors and transparent reporting, implementation of best-in class information's security and data privacy practices and accelerating digital innovation in healthcare by leveraging next-gen technologies and driving data convergence have been our goal at CitiusTech.



GOVERNANCE & LEADERSHIP

4.2 | GOVERNANCE STRUCTURE

Corporate governance is the core element of our organization that protects our obligation to not just facilitate sustainable, transparent and ethical business conduct, but also to maximise the stakeholders' value, trust and operational effectiveness.

Our Company strategies are built upon our governance frameworks, policies and practices which guide operational decisions to shape a sustainable future that benefits the business and all their partners.

BOARD OF DIRECTORS:

Our Board of Directors is established in accordance with the Corporate Governance regulations and operates in-sync with the best available industry practices and Committee charters.

William Winkenwerder Jr.,
Chairman (Non-executive)

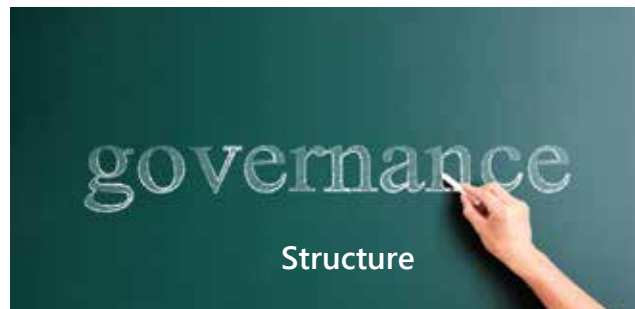
Patrick Fry
Director (Non-executive)

Anne McGeorge
Director (Non-executive)

Jimmy Mahtani
Director (Non-executive)

Kosmas Kalliarekos
Director (Non-executive)

Hari Gopalkrishnan
Director (Non-executive)



DIVERSE BOARD

Our Board of Directors comprise of six non-executive Directors, with Mr. William Winkenwerder Jr., MD being Chairman of the Board. This ensures independent and balanced judgement from the Board, which is crucial for our growth. The diversification of the Board in terms of skills, knowledge and field experience provides us with the impetus to meet the requirements of our clients in dynamic market conditions.

Additional details about the Board are provided on our website (<https://www.citiustech.com/aboutus/board-of-directors#board-of-directors>).

BOARD'S ENGAGEMENT

To ensure availability of the Directors for the Board meetings, the meeting calendar is prepared a year ahead and all the Directors are intimated in advance. In the year 2021-22, each of our board members has been present for a minimum of 5 out of 6 meetings conducted.

Audit and Risk committee which is responsible to investigate the financial matters and oversee the ESG & compliances is chaired by a Woman, Non-executive Director.

GOVERNANCE & LEADERSHIP

4.3 | BOARD COMMITTEES FOR CORPORATE RESILIENCE

Our Corporate Governance framework is ably supported by a spectrum of well-defined Policies and Procedures focused on fostering integrity, transparency, accountability and responsible growth. The Board-level Committees are formed for the oversight of different functions that act independently and ensure efficiency.

The Audit and Risk Committee convenes on a quarterly basis to evaluate the risk policies and monitor the abidance of compliance requisites. All other board level committees convene regularly to oversee the subsequent business functions. Furthermore, shareholders' meetings are planned on an annual basis to review the audit reports and financial statements.

Audit and Risk Committee	To Review and investigate i) financial reporting and the disclosure of its financial information ii) ESG iii) Information Security and Enterprise Risk Management
Compensation Committee	To manage the overall administration of employee stock option schemes, stock-based compensation plans and employee remuneration
Corporate Social Responsibility Committee	To assist the Board in achieving the CSR commitments of the company
Finance Committee	To approve day-to-day financial matters that are not expressly referred to the Board of Directors or the Shareholders for approval
Nomination & Corporate Governance Committee	To appoint and evaluate the Board and the Board-level Committees

GOVERNANCE & LEADERSHIP

4.4 | CORPORATE POLICIES

We, at CitiusTech, have formulated various policies that govern our organizational functions globally. Some of the key policies are as below:

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



We condemn any form of discrimination on the basis of age, race, gender, and disability, also strive to create a diverse and inclusive atmosphere for any of our stakeholders. We, at CitiusTech, have zero tolerance towards any form of bribery and corruption in our business functions. Our Anti-bribery and Anti-corruption (ABC) policy elaborates our stand on Bribery and Corruption. In addition, we restrict any form of violence including threats of violence, physical abuse, theft, and use of alcohol and weapons. Our Whistleblowing policy sets out a reliable and accessible channel for our employees to report any kind of unethical behaviour or violation of the code, without any risk of reprisal. We discourage retaliation towards the employee who reports the instances of violation in good faith. We strongly prohibit any donations or contributions with political parties or its affiliate association for any business agreement. In this reporting year, no direct or indirect monetary value of financial and in-kind has been made as political contribution by the organization.

GOVERNANCE & LEADERSHIP

4.5 | ESG MANAGEMENT AND OVERSIGHT

The importance of resilience for businesses today had never been greater before. We, at CitiusTech, continuously strive to create a resilient business by focusing on ESG and its effective governance. Our ESG agenda is reviewed by the Board of Directors through its Governance Committees. The issues that are material to the Environment, Social, and Governance aspects are identified through Stakeholder Engagement and Materiality Assessment and addressed subsequently for meaningful alignment with the overarching business objectives. Sustainability is a significant element of the policies of our various committees, which assist us in successfully implementing ESG principles across all our business functions as well as the value chain.

The primary responsibility of the Governance Committees includes reviewing relevant policies and performances, setting targets, capacity building. Punam Shejale holding the Executive-level position is a part of Audit and Risk Committee that is responsible for ESG parameters, reports to the board. The Board empowers the Audit and Risk Committee to investigate any ESG concerns (for the firm and its subsidiaries), access comprehensive corporate information from records, and seek expert assistance from external sources. Additionally, we have various mediums and mechanisms 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.

ESG SUPPORT STRUCTURE



RESPONSIBILITIES OF ESG SUPPORT STRUCTURE

- Report on ESG violations
- Manage critical internal & external communications regarding ESG matters
- Report on emerging ESG topics that might affect business continuity
- Review of sexual harassment complaints
- Review functioning of Whistleblowing policy (breaches to code of conduct, discrimination, non-disclosures in case of conflict of interest and transactions, illegal payments, data manipulation & financial irregularities)
- Review of complaints under Whistleblowing policy frequently
- Review of instances in violations to Code of conduct

GOVERNANCE & LEADERSHIP

4.6 | RISK MANAGEMENT

We continually strive to review and strengthen our risk management systems in accordance with the rapidly changing business environment. We also optimise our business performance and operations with a thorough strategy and robust risk management that allows us to proactively identify, analyse and mitigate the risks to sustain our business activities by avoiding disruptions.

GLOBAL STANDARDS OF OUR RISK MANAGEMENT FRAMEWORK

ISO 27001:2013, Information security management

ISO 31000:2018, Risk management

Service Organization Controls (SOC1, type 2 and SOC2, type 2 assessment)

The organization is exposed to various risks such as people risk, process risk, technology risk and regulatory risks from our operations in multiple countries. As a result, it is vital for us to be adaptable in response to changing IT industry landscape.

ERM GOVERNANCE FRAMEWORK

We have built a strong, multi-layered enterprise risk management framework including policy and processes to enable advance analysis of potential risks to the business considering various aspects. The key approach towards our ERM includes – Risk identification, Risk assessment, Response planning, Monitoring and Evaluation. We consider risk management as the responsibility of everyone in the organisation. The Audit and Risk Committee constituting the Board of Directors of the company deal with impacts, risks and opportunities related ESG factors. The Committee reviews the effectiveness of risk management measures quarterly and ensures that risk management is an integral part of all operations. The board level committee also assesses and approves ERM function’s strategic operational plan. We also gain insights from our stakeholders through several feedback/engagement mechanisms such as client meetings, employee feedback surveys and more.



The ERM Steering Committee is responsible for leading the enterprise risk management team and collaborating with the risk managers and risk owners. The Key Risk Indicators (KRIs) are constantly tracked and analysed by the respective risk owners against the thresholds to monitor changes in risk levels, and this is reported to the committee on a quarterly basis. The risk owners are also responsible for reporting the progress of mitigation actions to the senior management.

DUTIES	GOVERNED BY	RESPONSIBILITIES
Risk oversight	Board Audit & Risk Committee	<ul style="list-style-type: none"> ▪ Understands and approves the ERM process ▪ Understands and oversees Top risks ▪ Ensures adequate resources to mitigate risks
Risk Management.	ERM Steering Committee	<ul style="list-style-type: none"> ▪ Provides oversight of the ERM process ▪ Participates in annual risk assessment, risk universe development and report emerging risks ▪ Reviews, approves and communicates the risk ratings ▪ Monitors mitigation responses ▪ Quarterly Review with Board Audit & Risk Committee
Risk facilitation	Risk Manager & Facilitators	<ul style="list-style-type: none"> ▪ Initiate and update annual risk re-assessment ▪ Support the ERM Steering Committee in reviewing the top risks ▪ Collect the risk owner assignments and mitigation responses ▪ Report progress on risk mitigation measures to the Committee
Day-to-day risk management	Management Team	<ul style="list-style-type: none"> ▪ Participates in the annual risk re-assessment ▪ Develops, implements, monitors and reports risk mitigation activities ▪ Tracks KRI along with the review of risks every six months ▪ Reports progress to the ERM Steering Committee and Board of Directors

ENTERPRISE RISK MANAGEMENT EMPHASIZES ITS FOCUS ON MANAGING RISK THROUGH:

- Recognizing culture and capabilities.
- Applying practices.
- Integrating with strategy-setting and its execution.
- Managing risk to strategy and business objectives.
- Linking to creating, preserving, and realizing value.

RISK ASSESSMENT	ERM OPERATIONS			
	Policy	Quarterly Risk Review	Annual Risk Re-assessment	Compliance review
Interviews with inter-disciplinary team heads				
Creation of Enterprise Risk Register	ERM SOPs to address process, governance, and operational aspects of risk management	Risk assessment with risk owners to identify any changes in risks, levels, KRIs, and mitigation efficacy to report the findings to the Board Audit and Risk Committee	Risk register update using online surveys or group meetings on annual basis or whenever there are significant changes in the business	CitiusTech's ERM framework is aligned with industry best practices
Delphi Approach based Risk Survey (2 rounds of survey)				
Risk Workshop to obtain feedbacks for risk action plans				
Identification of Top 10 enterprise risks				

We identified the top risks to our business and developed strategies to mitigate the effects:

TOP RISKS	MITIGATIONS
Talent availability issues in response to rising business demand	<ul style="list-style-type: none"> ▪ Scaling the recruitment team globally ▪ Deployment of multiple tools & BOTs for process/workflow automation & tracking ▪ Increased recruitment capacity through the use of various service offerings from new generation digital platforms such as DICE, FloCareer, and others ▪ Cross skilling and up skilling programs and Boot camps ▪ Hire-train model to grow fresher/trainee hires
Attrition due to increased market demand for engineering talent	<ul style="list-style-type: none"> ▪ Attrition management as a strategic initiative and a detailed mitigation plan
Pressure on operating margin	<ul style="list-style-type: none"> ▪ Multiple initiatives to drive Margin Excellence with a focus on pyramid, rate vis-à-vis role alignment, data transparency, process automation, process changes for Turnaround time (TAT) improvements, incentives and others.
Cyber threats including data leakage/Information security risks	<ul style="list-style-type: none"> ▪ Cyber security maturity assessment, strategy & roadmap to improve the maturity score.
Business continuity and disaster recovery	<ul style="list-style-type: none"> ▪ Disaster recovery setup in alternate location
Challenges with transitioning from 'Work-from-home' to a Hybrid Working model	<ul style="list-style-type: none"> ▪ Quarterly client and employee pulse checks ▪ Digital transformation of internal business processes ▪ Employee Value Proposition Refinement ▪ Enhancement of facility capacity through the distributed model to create close-to-home offices.

GOVERNANCE & LEADERSHIP

4.7 | DATA SECURITY & CUSTOMER PRIVACY

Client privacy and data confidentiality is of utmost importance to us as a healthcare service provider and we are ethically obligated to protect it. We strive to serve our customers through world-class service standards.

We align our data protection with following regulations:

- General Data Protection Regulation (GDPR),
- Personal Information Protection and Electronic Documents Act (PIPEDA) 2000
- California Consumer Privacy Act (CCPA)
- Health Insurance Portability and Accountability Act (HIPAA)
- Data Privacy Policy (US/APAC/EMEA)
- Gramm Leach Bliley Act (GLBA)
- Various US State privacy laws

Our policies are designed to efficiently address, report and resolve all stakeholder grievances and possible breach of the code. We follow a well-defined Disciplinary policy, breach notification protocols and regulatory reporting channels to handle any instances of Data mishandling and frauds. CitiusTech User Security and IT Policy (CUSIP) outline the guidelines for handling Information Security assets and our Privacy Policy ensures that the collected personal information is strictly used for the intended purposes or authorized by the clients and the individuals. The Incident Management procedure helps to mitigate the associated risks by providing a quick and effective response.



Security Incidence Response Team (SIRT) tests and updates the core components of the incident response plan semi-annually. We carry out a corporate Business Continuity Plan (BCP) test once a year for critical resource and infrastructure identification, redundancies and others. Furthermore, Vulnerability Assessment & Penetration Testing (VAPT) is conducted at least once every six months to identify and close defects with proper revalidation testing. There has been no case of substantiated complaints concerning breaches of customer privacy and losses of customer data.

RESPECTING CLIENT’S HEALTHCARE DATA CONFIDENTIALITY

Handling Patient sensitive data such as Protected Health Information (PHI) & Personally Identifiable Information (PII) with confidentiality, is of utmost criticality for the companies active in the Healthcare domain. We, being a healthcare IT services provider, are committed to protect customer data from data breach risks through our strong Security & privacy framework. All employees who have access to PHI and PII are required to undergo mandatory Health Insurance Portability and Accountability Act (HIPAA) training at the time of joining the organisation and followed by the refresher training every six months.



Physical security Checks

- Secured data centres with restricted access
- Security tools like video surveillance, visitor register, biometrics authentication and fire detection and suppression systems are in place
- Asset Management via license-based software allocation and custodian-tagged hardware assets
- Certified systems and applications are only deployed with prior security test

Logical Security Checks

- System hardening through configurations changes
- 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
- 24X7 Security Operations Centre (SOC) to strengthen Cyber Security

Data encryption

- All CitiusTech data transmitted across a LAN/WAN is encrypted with FIPS 140-2 compliant/equivalent encryption products
- Data at rest and transit are encrypted using SSL certificates, VPN configuration, disk encryption, etc.
- All desktops, laptops, media disks carrying confidential data and remote access connections with external parties are encrypted

Safe access by employees

- Network services, servers and applications with minimum access based on user credentials and logical segregation of Development, Test and Production environments
- Unique user credentials are maintained with the Single Sign On (SSO) scheme
- CT network access via Virtual Private Network (VPN) and Multi Factor Authentication (MFA)

Data Transfer with other Stakeholders

- 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 processes

Alternate measures in case of failures

- Data redundancy is built into the systems via
 - recovery measures,
 - alternate site availability,
 - alternate Internet connectivity lines,
 - regular data backups

GOVERNANCE & LEADERSHIP

4.8 | OPERATIONAL EXCELLENCE

DRIVING EFFICIENCY

We have made consistent efforts in enhancing the productivity of our teams in Work from Home set up which has now become a new normal. Our operational engine is designed to promote operational excellence and productivity in the context of the new normal. We regularly assess input productivity against the goal criteria and communicate our findings to the project stakeholders. We support the actions required to fulfil the objectives and apprise the board of the analytics obtained.

Application of advanced analytics on various levers of operations, including capacity utilisation, demand management, skill capacity, context-switching, and designed interventions, helped us in driving operational efficiency across all business divisions.

DIGITISATION INITIATIVES

Deployment of various Digitisation Initiatives helped us in maintaining our operational excellence and resilience in the tough times. It allowed our employees to participate in extensive learning opportunities and streamline staffing & delivery procedures. It gives our employees a one-of-a-kind user experience, enabling them to engage with the procedures and systems, in a better fashion.

OUTCOMES OF DIGITIZATION INITIATIVES:

- Improved IT processes
- Optimal Resource allocation
- Knowledge management and upskilling
- Repetitive task automation
- Key metric tracking
- Advanced technological integration

DIGITIZATION OF PROCESSES

With an objective to fill the talent gap internally instead of lateral recruitments and to provide career advancement opportunities to our employees, we established digital profiles for our employees to match their respective developmental stage with vacant positions in the firm. This further improves transparency and communication of organisational procedures and processes for our personnel.

CMMi – Dev v2.0	Appraised at Maturity Level 3 (This year we have initiated CMMi Dev V2.0 High maturity level 5 appraisal journey)
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

GOVERNANCE & LEADERSHIP

4.9 | ETHICS AND COMPLIANCE

Our entire business is aligned with our defined principles through our comprehensive compliance mechanism. Our Board-level Committees, such as the Board Audit & Risk Committee and the CitiusTech Ethics & Code of Conduct (CECC) Committee, conduct regular compliance reviews. The detailed reports are provided to the Board apprising them on the recent topics and potential risk that may pose threat to the business. In addition, quarterly compliance reports are presented to the Board, including received complaints, instances of breaches and violations. Furthermore, the internal audit team undertakes periodic assessment of business functions to evaluate their performance vis-à-vis our policies and standard operating procedures (SOPs).

We train our employees and contractors on Business Ethics and Code of Conduct to amplify their commitment towards meeting our ESG goals. Employees also undergo refresher compliance trainings and assessments on a semi-annual basis. The anti-corruption policy training is part of the mandatory semi-annual information security & compliance training. Our 100% employees undergo communication and training about anti-corruption policies and procedures as a part of InfoSec training. In the reporting year, no instance of non-compliance with laws and regulations were identified. Also, there have been no incidents of corruption.

Board Audit & Risk Committee	Reviews various compliance activities
CitiusTech Ethics & Code of Conduct Committee (CECC)	Ensures compliance with CitiusTech Business Ethics & Code of Conduct
HR Team	Ensures compliance with the employment practices and requirements
Finance and Legal team	Ensures compliance with the business, financial and legal requirements)
Process Excellence Team	Ensures compliance with quality & environmental management system requirements
Information Risk Management (IRM) team	Ensures compliance with information security, data privacy & regulatory requirements

'NO NEGATIVE SURPRISES' APPROACH BY TAKING A DEFINITIVE AND STRUCTURED STRATEGY THAT IS ALL-PERVASIVE ACROSS OUR BUSINESS FUNCTIONS.



GOVERNANCE & LEADERSHIP

4.10 | COMPETITIVE BEHAVIOUR

(OUR SUSTAINABLE AND STRATEGIC CAPABILITIES)

EXTENSIVE KNOWLEDGE OF VARIOUS HEALTHCARE TECHNOLOGY TOPICS:



CROSS-INDUSTRY EXPERTISE:

In the rapidly converging healthcare marketplace, deep domain expertise across the MedTech, payer, provider, and life sciences markets, is critical to success. Given the complexity of healthcare workflows, data security and personal health confidentiality and healthcare convergence needs demands for deeper domain expertise as compared to most other industries. We provide both breadth and depth of experience that only pure-play healthcare technology specialists can provide through project engagements with 130+ clients in different market segments across the healthcare ecosystem.

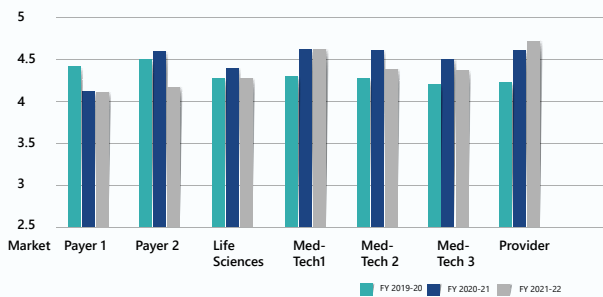
CUSTOMER SATISFACTION:

We have developed long term strategic relationships with clients across the entire healthcare spectrum. In addition, we are highly recognized and rated by our clients which is demonstrated in our C-SAT score of 4.4 out of 5.0. We aspire to provide our clients with services that benefit them outweighing the cost. To assure the seamless delivery of high-quality services and solutions, we have developed a suite of proprietary, pre-built tools, accelerators and client engagement models which shorten delivery cycles, and offer the necessary scalability for enterprise-wide engagements.

NET PROMOTER SCORE OF OVER 70

SPEAKS VOLUMES ABOUT OUR LOYALTY OF OUR CUSTOMERS TOWARDS US AND WILLINGNESS TO FUEL OUR GROWTH THROUGH WORD-OF-MOUTH

Market wise CSAT Score



Market	Payer 1	Payer 2	Life Sciences	MedTech 1	MedTech 2	MedTech 3	Provider
FY 2019-20	4.4	4.5	4.3	4.3	4.3	4.2	4.2
FY 2020-21	4.1	4.6	4.4	4.6	4.6	4.5	4.6
FY 2021-22	4.1	4.2	4.3	4.6	4.4	4.4	4.7

ASSESSMENT CRITERIA

- Overall Satisfaction
- Interaction bet. CT and You
- Responsiveness to issues
- Performance vis-à-vis other vendors
- Adherence to timelines
- Quality of Work
- Compliance to Standards
- Productivity
- Call Quality
- Communication skills
- Project Management
- Technical & functional know-how
- Healthcare Domain Knowledge

‘DIGITAL-FIRST’ APPROACH TO TECHNOLOGY ENGAGEMENTS

The implementation of next-gen technologies is a key feature of today’s consumer centric and value driven healthcare marketplace. We are increasingly harnessing the power of accelerated digital transformation as a part of its future-ready strategy, to bolster our competitive advantage. We remain at the cutting edge of new trends in the healthcare market by continuously evaluating emerging regulatory and technology trends, gauge their impact on the market and clients’ businesses and drive adoption of technologies, such as cloud, next-gen enterprise applications, analytics, data science and AI/ML the necessary scalability for enterprise-wide engagements.

INNOVATION-DRIVEN GROWTH

We are agile to the ever-changing market demands with our strong emphasis on innovation. We aim at targeted investments in innovation as it is the primary factor that drives client engagements and generates scalable solutions to serve large-scale healthcare firms. Our ability to innovate digitally-led solutions for our clients and dare to do things differently for them that propels their growth makes us a favourable service partner.

CONTINUOUS FOCUS ON LEARNING AND DEVELOPMENT

Our success is based not only on our deep healthcare domain knowledge and next-gen technology expertise, but also on the culture of learning and development for organic development of our workforce. We have assiduously created a culture of learning and development to help our employees tap into their full potential. Upskilling with new technologies and building deep industry domain expertise are extremely important components of our growth strategy. We focus on accelerated learning through our UniverCT knowledge repository and learning methodologies, which provide extensive learning content as well as structured virtual and classroom training programs to employees throughout their career. Our SkillPrism platform uses AI-based tools and platforms to identify upskilling and cross-skilling needs, define customized learning paths and continuously help CTzens build digital-native, future ready capabilities.

GOVERNANCE & LEADERSHIP

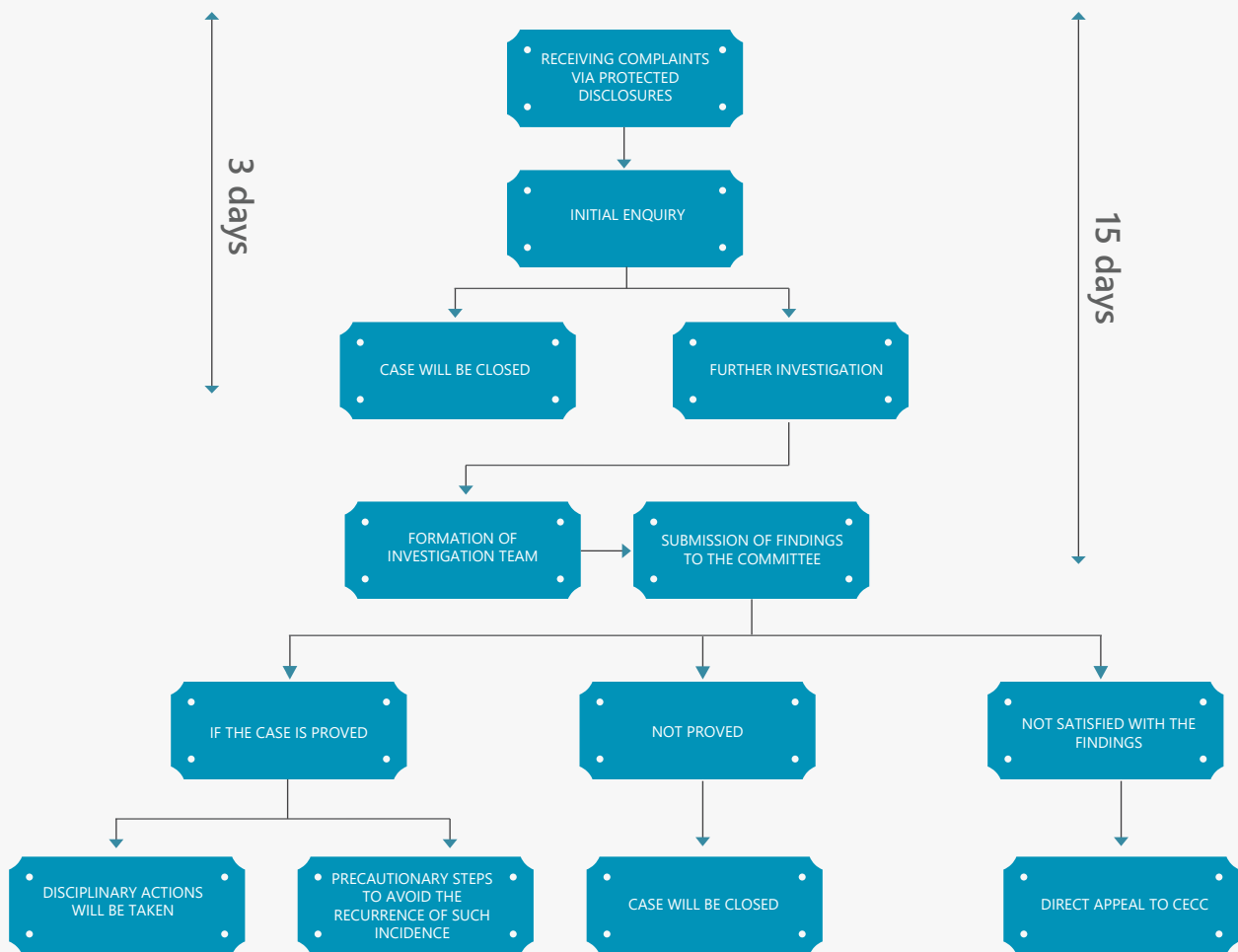
4.11 | ADDRESSING GRIEVANCES

We believe in conducting our business in a fair and transparent manner by adopting highest standards of professionalism, honesty, integrity and ethical behaviour. During this reporting year, no instances of legal actions for anti-competitive behaviours and violations of anti-trust, and monopoly legislations were reported.

People can share their concerns via

- Direct contact with HR market partner or any of the members of CECC
 - Email cecc@citiustech.com
 - Email infosec@citiustech.com (for information security incidents)
 - Email grc@citiustech.com (for external stakeholders)
 - “CT Feedback” link on InterCT (for anonymous reporting)
- Upon receiving the protected disclosure, if initial enquiries suggest further investigation, an investigation team is assigned within 3 working days and findings of the investigation is to be submitted to the committee within 15 days.
 - On submission of the report,
 - If the incident is not proven, the case stands closed.
 - If the incident is proven, necessary actions are taken as per CitiusTech Disciplinary action policy and to avoid the recurrence of such incidences in future, precautionary measures are taken.
 - The findings are also communicated to the concerned persons. If the outcome is found to be dissatisfactory by the aggrieved person, a direct appeal can be made to the Executive Management.
 - All received complaints and their findings are reported to CECC and significant complaints are reported to the Audit & Risk Committee for a quarterly review meeting.

GRIEVANCES ADRESSING MECHANISM



05. IMPROVING OUR FOOTPRINT

5.1 Climate Change Impact

5.2 Energy Management

5.3 Water Conservation

5.4 Waste Management

5.5 Environmental Compliance



IMPROVING OUR FOOTPRINT

KEY INDICATORS



**54% REDUCTION
IN WATER
CONSUMPTION.**



**71% ELECTRONIC
HAZARDOUS
WASTE REDUCTION.**



**204 GJ RENEWABLE
ENERGY
PURCHASE**

KEY FOCUS OF THE CHAPTER OUR PROCESSES INCLUDE

- GHG EMISSIONS
- ENERGY MANAGEMENT
- WATER MANAGEMENT
- WASTE MANAGEMENT
- ENVIRONMENTAL COMPLIANCE



APPROACH

Balance between people and planet

We implement green initiatives because we recognize the inherent relationship between people and the environment and strive to establish balance between both.

STRATEGY

Address short-term, mid-term and long-term risks

We, at CitiusTech, understand the rising environmental risks and address short-term, mid-term and long-term risks and takes them into account while formulating ecological framework.

GOVERNANCE

Environment Management system

We have an effective energy management system in place that helps analyze data and sets targets for energy-saving actions.

“Preservation of the environment, promotion of sustainable development and attention to climate change are matters of concern for entire human family.”

IMPROVING OUR FOOTPRINT

5.1 | CLIMATE CHANGE IMPACT

Climate change is one of the greatest concerns of our time and the success of companies depends on taking urgent and decisive action. At CitiusTech, we are committed to powering the future responsibly. This means making smart use of electricity, transportation, and natural resources, and having as low an environmental impact as possible.

To mitigate the effects of greenhouse gas emissions on the environment, we plan activities like tree plantation drives, use of energy-efficient equipments & products at our offices. We are committed to make progress toward our long-term goal of becoming carbon neutral by 2032 to combat climate change.

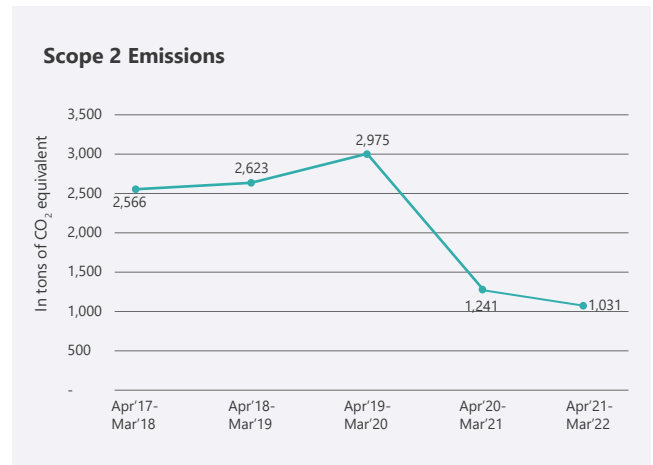
OUR FOOTPRINT

Limiting global warming to 1.5°C As per the 2015 Paris Agreement, is no longer just a choice, but a necessity; in order to avoid the most catastrophic effects of climate change. We recognize the importance of environmental concerns and as a result, we made efforts to mitigate climate change in accordance with SDG13. Since we are a service-focused organization, our operations are not carbon-intensive. We conduct GHG inventories to locate potential GHG emission reduction opportunities wherever possible and we have reduced our Scope 2 GHG emission by 16.92% from FY 2020-21

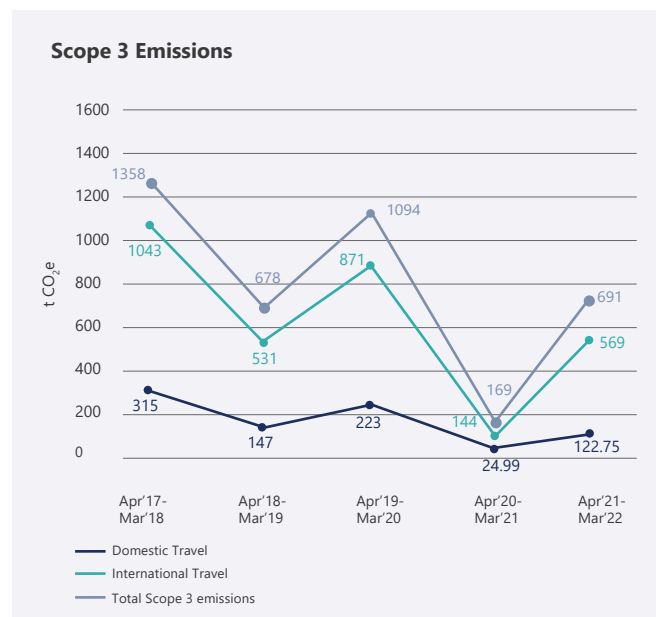
1031 tCO₂e Scope 2 emissions	691 tCO₂e Scope 3 emissions
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Scope 1: We are currently establishing a system for collection of data related to scope 1 emission for reporting in future.

Scope 2: Electricity consumption is a major source of our Scope 2 emissions and accounts for the majority of our carbon emissions. We have also introduced work from home since the pandemic to mitigate risks related to COVID-19 & encourage work-life balance, which has led to a considerable reduction in Scope 2 emission. Scope 2 emission has been recalculated for all previous years due to change in methodology of Scope 2 emission calculation and for this reporting period, scope-2 emissions stand at 1,031 tCO₂e.



Scope 3: We have calculated Scope 3 emissions from business-related travel only. We are in the process of evaluating the applicability of other scope 3 categories & data collection for the same. Our employees travel domestically and internationally for various assignments. Our Scope 3 emissions for this reporting year is 691 tCO₂e.



EMISSION FROM OZONE DEPLETING SUBSTANCE (ODS)

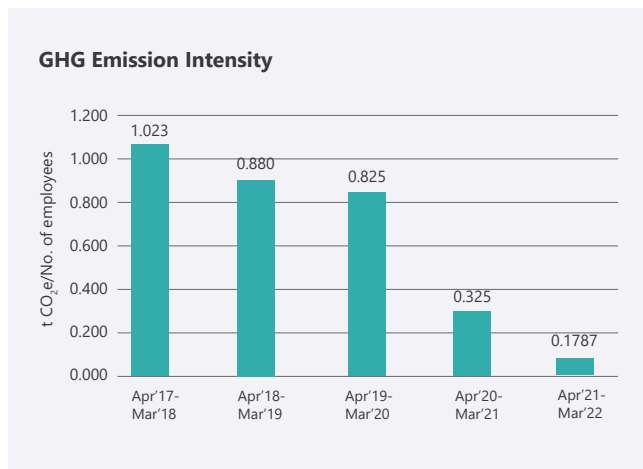
Emission of ozone-depleting substances primarily occurs during the operation and maintenance of air conditioning systems which is not related to our main operations. Total ODS emission was 0.075 kgs of CFC-11 equivalent during the reporting period. We are making a conscious effort to switch over the refrigerants with minimum ozone depletion potential.

GHG EMISSION INTENSITY

Energy intensity is computed by dividing the scope 2 annual energy consumption in GJ by the total annual employee count. Our GHG emission intensity has been lowered from 0.325 to 0.1787 tCO₂e per employee.



45% Reduction in GHG emission intensity

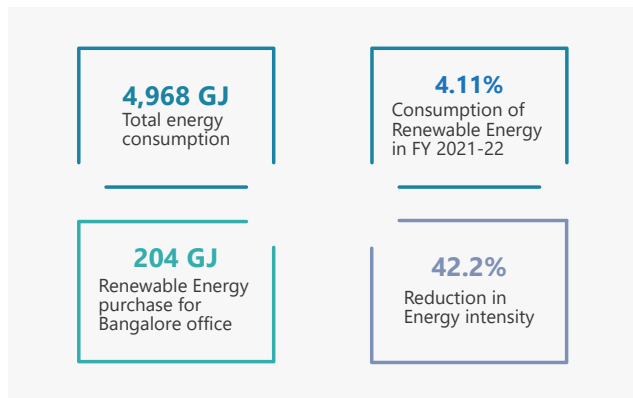


IMPROVING OUR FOOTPRINT

5.2 | ENERGY MANAGEMENT

The world is undergoing a profound and rapid energy transition towards a cleaner, more efficient, and diversified energy structure. We are moving towards increasing the renewable energy consumption at our various offices. This is part of an effort to create a sustainable energy future.

Our main source of carbon emissions as a technology company is the use of electricity. Our offices, and data centers all consume a considerable amount of energy. We have set a goal of significantly reducing its energy use through a variety of initiatives, including the utilization of renewable energy sources and financial investments in energy-efficient equipments.



ENERGY CONSUMPTION INSIDE THE ORGANIZATION:

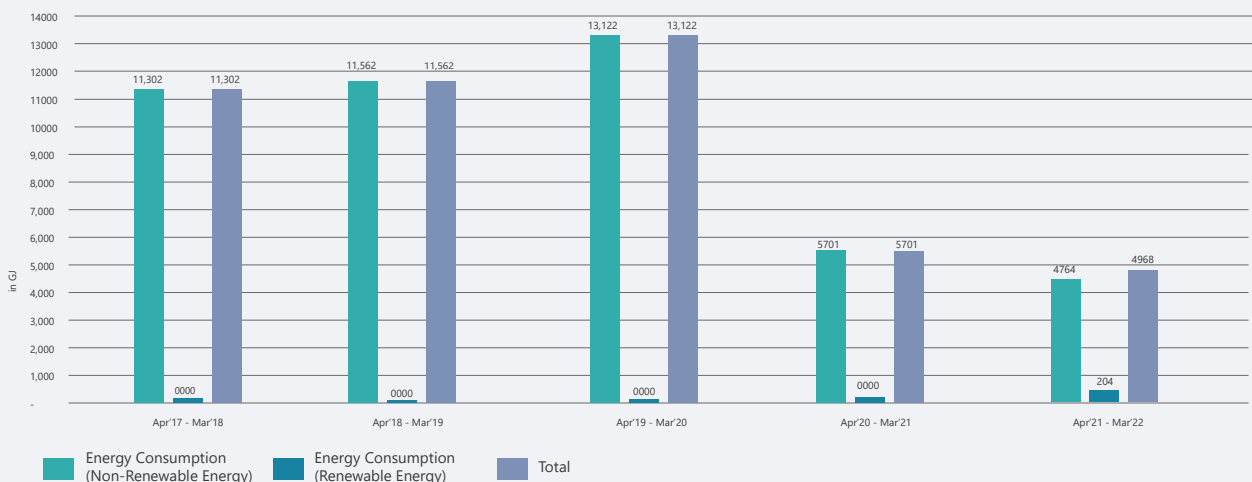
Our energy consumption and emissions per person have constantly reduced over the last few years. We are reducing our energy use by prioritizing energy efficiency and the usage of renewable energy. In accordance with Sustainable Development Goal (SDG) 7, we are committed to using renewable energy in our company operations. Due to the pandemic, all energy utilities, such as cooling and lighting systems, data centres, and server rooms, had to operate at base load to optimize energy utilisation.

RENEWABLE POWER PURCHASE

We have combined the proportion of renewable solar energy in the overall energy mix to reduce the carbon footprint in the face of rising energy demand. In FY 2022, we added solar energy in our Bangalore offices which is about 204 GJ. Our total energy use for FY 2021-22 stands at 4,968 GJ. There is a 12.85% decrease in the energy use as compared to FY 2020-21 due to the following reasons:

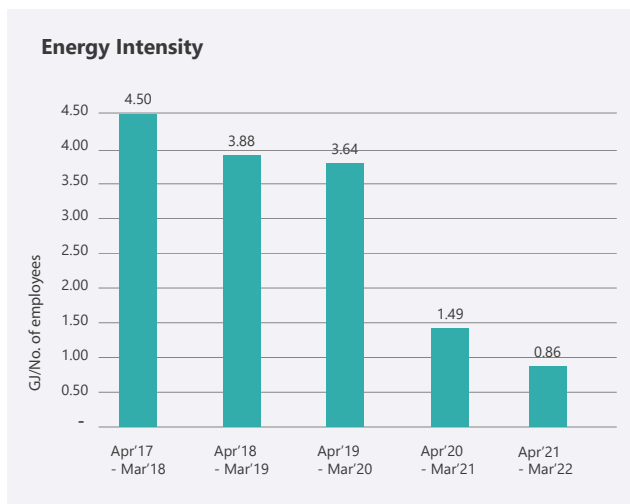
- Work-from-home by our employees due to the pandemic.
- Reduction in the KVA w.e.f. January 2021

Energy consumption inside the organisation



ENERGY INTENSITY

Energy intensity is computed by dividing the total annual energy consumption in GJ by the total annual permanent employee count. The energy intensity calculation does not include temporary employees as they work from home and do not operate from office premises. We were able to lower our operations' energy intensity from 1.49 GJ per employee to 0.86 GJ per employee.



ENERGY CONSERVATION INITIATIVES

We have undertaken various energy efficiency initiatives to reduce the energy consumption. Some of the initiatives taken to reduce the excess use of electricity are optimal AC utilization and periodic AC maintenance, energy efficient lighting and controls, and effective utilization of uninterrupted power supply (UPS). The initiatives undertaken are:

Improvement of Heating, ventilation and Air Conditioning (HVAC) systems:

At Mumbai, Signet PF is added to AC's which helps in reduction of energy consumption. AC controllers are being used that help switch off the AC's at regular intervals (every 2-hour). Most of our AC use environment friendly gasses R-407 A and 410 A

Effective utilization of UPS:

An observation during the energy audit performed at our Navi Mumbai office in FY 2020 – 21 indicated that we were using excess capacity of UPS considering the load. To reduce the load, we took an initiative wherein we replaced 80 KVA & 120 KVA UPS with 2 units of 40 KVA UPS. As a result, reduced KVA demand with lesser number of UPS at Navi Mumbai office was witnessed. We continued this practice in FY 2021-22 as well and further reduced the KVA.

Energy Efficient Lighting and Control:

The optimum usage of office lighting is ensured by our administrative team. We have energy-efficient printers installed in our offices that automatically switch to hibernation mode after a predetermined amount of time.

IMPROVING OUR FOOTPRINT

5.3 | WATER CONSERVATION

We are constantly looking for ways to optimize water consumption. By conserving water, treating sewage and reusing water, and harvesting rainwater. This enables us to reduce our water usage significantly.

54 % Reduction in water consumption

PRESERVING WATER RESOURCES

We understand the need for a systematic approach to water management in a world with limited water resources. We have implemented a variety of appropriate steps to reduce our water consumption and strengthen our conservation efforts, including implementing initiatives such as:

- Using sewage treatment plants and MIDC facilities to process wastewater and reuse it for flushing, landscaping, and soft water applications.
- Placed water cooler in our offices
- Efforts to replace bottled water
- The restrooms in our Navi Mumbai office are stocked with recycled water. Water is only used for household purposes at our office in Navi Mumbai, Mumbai.
- Tanker water for domestic use, MIDC water, MCGM water supply, and purchased water for drinking.
- We also collect rainwater in Navi Mumbai and use it in harvest tanks to water plants.
- At our Mumbai location, water is dumped in accordance with local regulations.

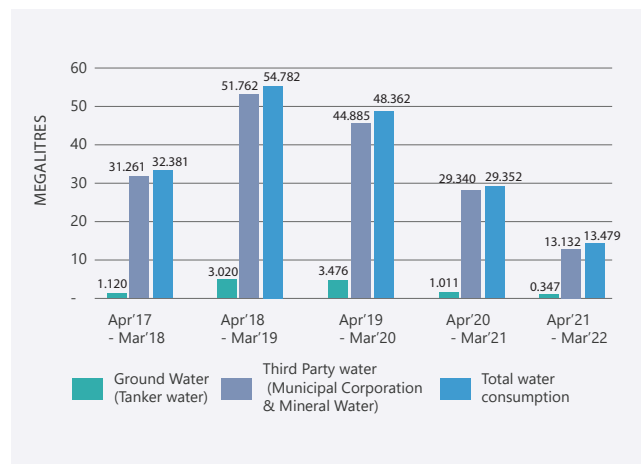
WATER CONSUMPTION MANAGEMENT

As an organization providing software technology, our water consumption is limited to internal domestic purpose only. We strive to manage the water in a most responsible and efficient way. There was a 54% reduction in water consumption in FY 2021 – 22 as compared to the previous reporting year due to the following reasons:

Our offices operate out of a multi-tenant building. The water consumption and the water bill is shared between the tenants of the building on the sq. ft basis.

Work-from-home initiated for all the employees in the building (Our employees + tenant’s employees)

TOTAL WATER CONSUMPTION



We derive water from the sources such as the Municipal Corporation of Greater Mumbai (MCGM), Maharashtra Industrial Development Corporation (MIDC), commercial drinking water suppliers, and Tanker at Bangalore location for domestic purpose and purchased water for drinking purposes.

A Sewage Treatment Plant (STP) is in operation at our Navi Mumbai & Bangalore office site. Water is discharged in STP and the treated water from the STP is used for domestic purposes other than for drinking. While at our Mumbai office, water is discharged as per local norms. We have taken steps to harvest the rainwater in structures made for the purpose and the water saved through this measure is being used for landscaping and gardening purposes. With all these conservation initiatives, only 13.479 Mega liters of water were used in total at all our locations in this reporting year.

IMPROVING OUR FOOTPRINT

5.4 | WASTE MANAGEMENT

We are reducing the generation of waste and undertaking possible measures to manage it better. Our offices mostly generate dry waste, wet waste, and electronic waste. In all our offices, waste is properly segregated, collected and disposed by local authority. We make sure that all local regulations are complied when we dispose of our hazardous and non-hazardous waste. Organization’s substantial waste-related impacts for all the locations is given below:

During this reporting period FY 21-22, electronic hazardous waste was generated around 0.77 MT which has been safely handed over to the authorized dealers for further processing. Meanwhile, the generated non-hazardous waste that is 0.2170 MT, is properly segregated, and collected at an approved designated location to ensure that waste is safely disposed of. A significant reduction of 46.72% in non-hazardous waste has been seen this year due to work-from-home facilities given to employees. We are dedicated to responsible disposal that complies with all applicable regulations. In order to further assure compliance, we ask vendors for the necessary documents after disposal

PARAMETER	UNITS	APR'17-MAR'18	APR'18-MAR'19	APR'19-MAR'20	APR'20-MAR'21	APR'21-MAR'22
Total Hazardous waste generate E-waste	MT	0.02	0.835	0.013	2.66	0.77
Total Non-hazardous waste generation	MT	60.3080	49.5260	51.8620	0.4073	0.2170



MANAGEMENT OF WASTE-RELATED IMPACTS

E- WASTE



The E-Waste (Management) Amendment Rules of 2018 and the Plastic Waste Management (Amendment) Rules of 2018 govern how our country's e-waste is disposed of. We make sure that the waste produced by our operations is disposed of responsibly and in accordance with all legal requirements.

Through authorized recyclers designated by the Pollution Control Board, we recycle our electronic waste.

PAPER & SOLID WASTE



We use double sided printing to avoid paper wastage. We have a system that makes sure users physically sign in to ensure the conscious printing of papers. All staff receives routine mailings and posters about paper conservation. Dry trash is thrown away by placing it in the dry waste garbage can, from where it is picked up by a vendor who has been approved by the MPCB and identified by Matrix.

Solid waste generated in our premises is separated in biodegradable, non-biodegradable and hazardous waste. We handover all solid waste to authorized waste collectors as per norms issued by local authorities.

FOOD WASTE



Wet and dry waste of canteen generated at our locations is given to their respective authorized corporations and their management team transforms these wastes into manure and organic compost for gardening and landscaping or into cattle feed. We also used glass bottles instead of plastic ones on all our premises.

To reduce the waste and create awareness, we have come up with the idea of a half plate menu which allows everyone to choose meal options and the quantity of it instead of serving all predefined food items, awareness posters and food wastage board all over the canteen. Through a variety of awareness campaigns, staff members are counselled to prevent food waste.

IMPROVING OUR FOOTPRINT

5.5 | ENVIRONMENTAL COMPLIANCE

We are determined to aid in the restoration of a greener planet. We are committed to practice environmental compliance using natural resources sustainably and generating value for stakeholders across the globe. The strategy entails the adoption of Environmental Management Systems (EMS).

Our strategy and execution for day-to-day operations are guided by our environmental policies. Our EMS-related procedures keep us on track with essential and required standards. We adhere to all the rules and there has been no case of non-compliance with environmental laws and regulations during reporting year. Additionally, we perform frequent training and awareness programs in this area to ensure that the Environmental Policy is disseminated to all relevant stakeholders.

ISO 14001:2015
Certification for all our locations.



06. PEOPLE CENTRICITY

6.1 Social Well-Being - Corporate Social Responsibility

6.2 Workplace And Culture

6.3 Talent Attraction, Engagement and Retention

6.4 Diversity & Inclusion

6.5 Parental leave

6.6 Employee Well-being and Safety

6.7 Training & Skill Development

6.8 Upholding Human Rights



PEOPLE CENTRICITY

KEY INDICATORS

 <p>66% OF OUR NEW EMPLOYEES WERE YOUNG AND FRESH TALENTS.</p>	 <p>RS. 30.1 MILLION SPENT ON CSR</p>	 <p>WOMEN CONSTITUTE 34.58% OF OUR TOTAL WORKFORCE</p>
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KEY FOCUS OF THE CHAPTER OUR PROCESSES INCLUDE

- CORPORATE SOCIAL RESPONSIBILITY
- EMPLOYEES ENGAGEMENT
- EMPLOYEE BENEFITS
- DIVERSITY AND INCLUSION
- EMPLOYEES WELL-BEING AND SAFETY
- TRAINING AND EDUCATION



APPROACH

- Employee centric Approach

At CitiusTech, we have employee centric approach. We follow 3 W's – Welfare | Wellbeing | Wellness. This approach allows us to nurture our people.

STRATEGY

- Pursuit of Welfare, Wellness and Well-being
- Talent Management, Career Advancement and Diversity & Inclusion

Our worldwide worker empowerment is at the heart of our sustainability approach.

At CitiusTech, we deploy our strategy for all our key functions. It assists us in achieving goals in terms of happy employees, positive engagement, employee's retention and productivity.

GOVERNANCE

- Ensuring employee's well-being in workplace

We aim to create better world for our employees. We have given priority to mental as well physical health, which has brought multiple benefits in governance as well as efficiency.

"Being a great place to work is the difference between being a good company and a great company"

PEOPLE CENTRICITY

6.1 | SOCIAL WELL-BEING: CORPORATE SOCIAL RESPONSIBILITY

Our Corporate Social Responsibility (CSR) Policy is approved by the Board of Directors, which guides the CSR activities that the Company undertakes to create a significant positive impact on underprivileged and marginalized communities. The Company promotes inclusive development of communities aiming towards betterment of women, children, and differently-abled people through CSR programs such as education, women's empowerment, health & sanitation and natural disaster relief. Our strategy for corporate social responsibility is based on providing impactful service and creating long-term value for the less privileged section of the society.

#impaCTful Areas



CSR INITIATIVES

We have established meaningful partnerships keeping in mind our ESG objectives. This section describes our efforts to help local communities in India's rural and urban areas. We have partnered with several NGO's to build a socially inclusive and sustainable value for FY 21-22 as mentioned below:

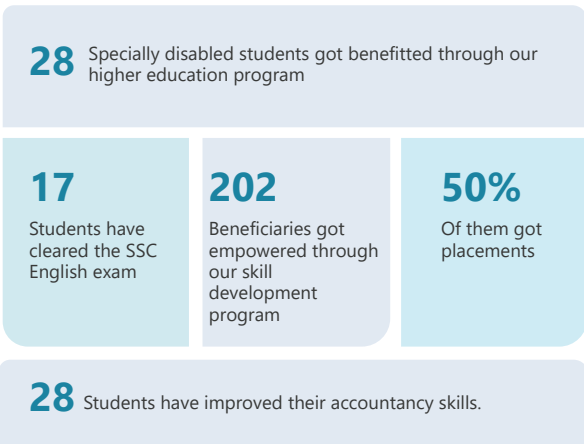
NAME OF NGO	SPENT AMOUNT (INR)
1. ARMMAN	20,00,000
2. Sujaya Foundation	20,00,000
3. NavGurukul	22,23,400
4. Jeevan Jyot Org	15,75,000
5. Tata Memorial Hospital	60,00,000
6. Multiple NGO	1,06,62,675
7. Bigger Than Life (BTL)	6,00,000
8. You Can Free Us (YCFU)	10,00,000
9. Children of God Foundation	10,00,000
10. New Ark Mission	20,25,500
11. Rapid Response	11,00,000

SOCIAL EDUCATION AND UPSKILLING

Kilkari and Mobile Academy: Maternal mortality has dropped in several countries throughout the world, including India, over the years. However, the decline has been less pronounced in resource-poor and tribal-rural regions. Marginalised populations who live in these locations have a greater tendency to disregard the health system. We partnered with the Armmann NGO to deliver free mobile health education services to expecting mothers, new mothers, and families in Adivasi regions. We have also provided training for ASHAs, who are front-line health professionals who assist Adivasi girls with last-mile schooling in 12 states.



Higher Education Program & Emerging Leaders Program: We launched the Higher Education Program and the Emerging Leaders Program (ELP) in partnership with the Sujaya Foundation, and we assisted youngsters with hearing, speech, and visual impairments in pursuing higher education. We have coached them for the foundation course, Class 11 and Class 12, as well as soft skills such as spoken English, problem-solving, time management, and stress management.



We have 1-year ELP program for a group of youth with learning disabilities by industry experts to train them the crucial skillsets such as communication, digital literacy, teamwork, adaptability, goal setting, interview preparation, retail marketing and other life skills

Imparting IT Skills to the Marginalised Children:

Learning digital literacy skills is becoming increasingly crucial as technology pervades all aspects of daily life. These skills make children more confident as part of our partnership with NavGurukul, we have provided a one-year fully residential course in Software Engineering for students from low-income communities, enabling them to upskill, navigate the challenges and acquire their aspirational jobs.

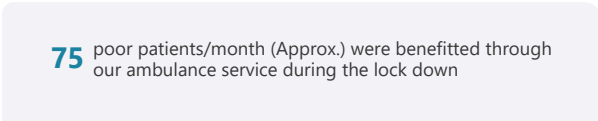
Giving Hope to the Underprivileged Children to Escape Pandemic Struggles:

The pandemic had the biggest impact on children's education from poor, vulnerable backgrounds, such as slums and tribal areas, where there was a lack of online study materials, laptops, and smartphones. We collaborated with "Bigger than Life" to provide them with educational supplies as well as ongoing tutoring. This encouraged the children to return to the classroom after a long break due to covid-19. The medical camps and health check-ups assisted in identifying and treating any underlying health issues or deficiencies.

SOCIAL HEALTHCARE

Free Ambulance Service: We donated fully equipped ambulances with pre-hospitalization care to many hospitals, including the Jeevan Jyot Organisation, which assists cancer patients from diagnosis to post-treatment and provides free food, medications, and sick bed services. We have also donated 2 ambulances to Tata Memorial Hospital and other non-governmental organisations so that underprivileged and needy people in Mumbai and Bangalore can take advantage of these free services. During the pandemic, our ambulance stationed at Mulund Medical Center in Mumbai transported patients to various hospitals throughout the city. We support poor patients by providing them with blood tests free of cost at our center.

As a part of our collaboration with non-profit organisation "Bigger than Life", we supplied essential medications such as vitamin, mineral and protein supplements to the tribal and slum people to ensure their wellness. Along with this, medical camps were also conducted for health check-ups to diagnose and treat any basic health deficiencies.



DISASTER AID

We provide financial aid for the purchase of vehicles to be used for disaster relief operations

SOCIAL UPLIFTING

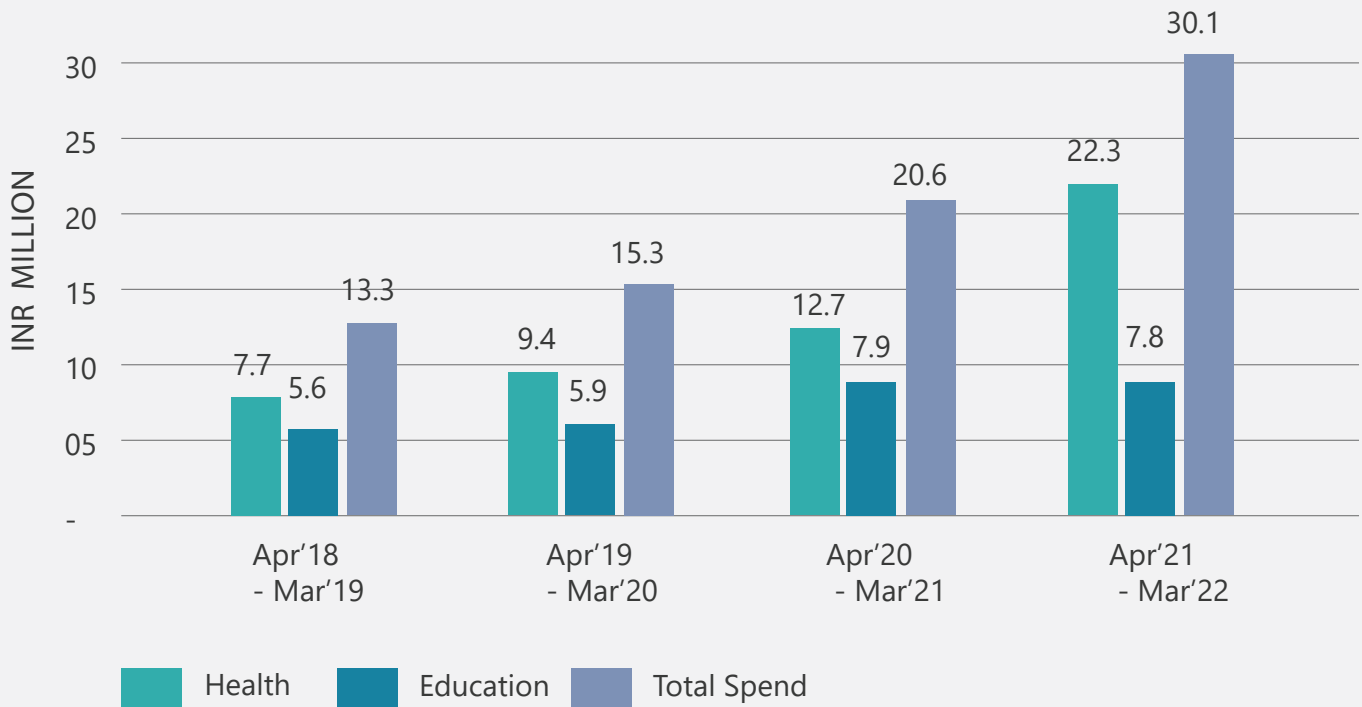
Improving the Lives of Trafficked Victims and Children in Slavery: We collaborate with the non-profit organisation "You Can Free Us" to improve the lives of victims of human trafficking. We rehabilitated the rescued trafficked victims to help them reintegrate into society, as well as basic medical examinations, emergency medical services, regular health check-ups, nutrition supplements, health-related living skills, and awareness programmes to help them better equip themselves. We also focus on their emotional health through counselling and medication-assisted psychological care.

We raise knowledge among sex workers so that they may make educated health decisions. Medical kits are also available in community centres for use at any time. Some essential skills, such as English language and computer expertise training, are imparted to them. For school children, along with the school fees, supplying the necessary education materials is also taken care of by us.

Uplifting the Underprivileged Community: We assist the non-profit organisation "New Ark Mission" which works on rescuing families from the streets and satisfying their basic needs - including food, clothing, and shelter - as well as providing for their children's health care and educational support. Moreover, in partnership with the "Children of God" Foundation, an NGO, we offer basic healthcare & education facility to underprivileged kids working in brick manufacturing units.

CSR SPENDS

We have dedicated ourselves to the health and education of local communities, and we have spent INR 30.1 million on CSR initiatives in the current fiscal year.



PEOPLE CENTRICITY

6.2 | WORKPLACE AND CULTURE

One of the preliminary driver for us is to develop and improve human skills and capacities through education, learning, and meaningful work. Company attracts top talent from around the world, reskill employees, and try to transform the workplace into one that is flexible, encourages innovation, and builds a culture that is results-oriented.

We make an effort to value our internal talent by placing a priority on issues like diversity and inclusion, welfare programs, talent development, and employee safety. We have put in place a number of measures to make sure the physical and mental well-being of our employees. We have robust employee related policies that help us to create an inclusive and empowering environment.

FUTURE OF WORK

We provide an environment that encourages creativity and growth for its employees. We have progressed toward a future work paradigm that is completely apt with respect to the social, technical, and economic aspects of the twenty-first century, as well as the effect generated in a constantly changing environment. Our approach to remote work and flexible scheduling is evolving as we're doing our part to assist our CTzens strike a balance between personal and professional obligations.



PEOPLE CENTRICITY

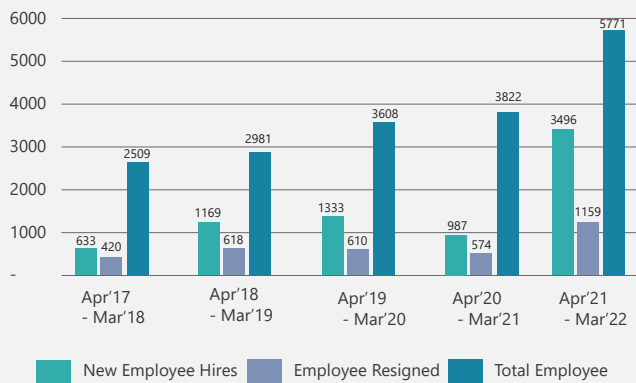
6.3 | TALENT ATTRACTION, ENGAGEMENT AND RETENTION

We recruit people who embody our core values and have the right skills. Diversity is the focus for all of our job requisitions and candidate pools. Our candidates' selection process focuses on overcoming unconscious biases and prioritizing inclusive hiring.

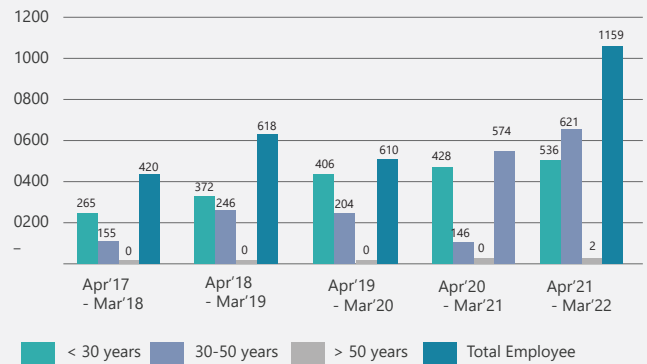
We have very consciously been hiring fresh talents across regions to boost morale, production and enhanced teamwork at the workplace. For this reporting period, our total new hire stands at 3496, out of which nearly 66% were young and talented individuals. Our total permanent employee strength is 5771 and temporary employee strength is 319 for FY 2022.

66 % Of new employees hired were below the age of 30.

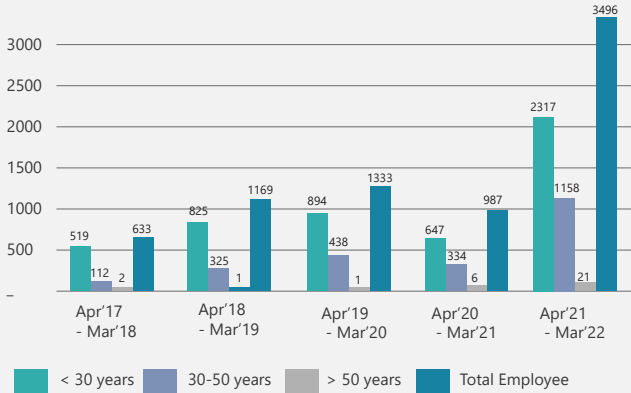
NEW EMPLOYEE HIRES



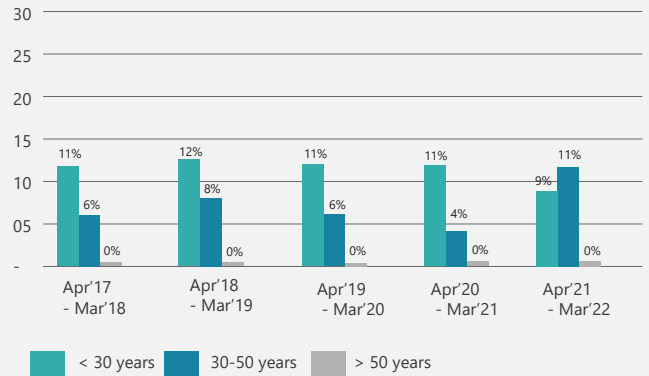
TOTAL NUMBER OF EMPLOYEES SEPARATED BY AGE



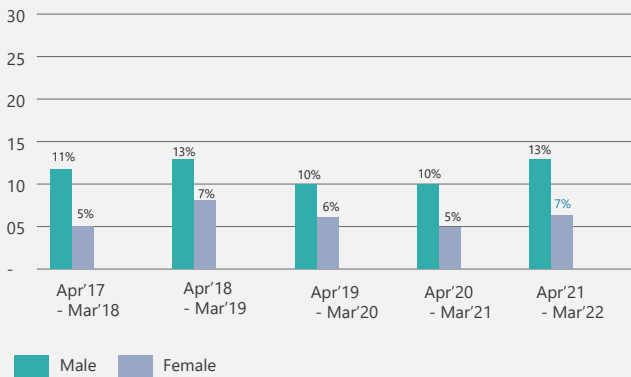
NEW EMPLOYEE HIRES BY AGE



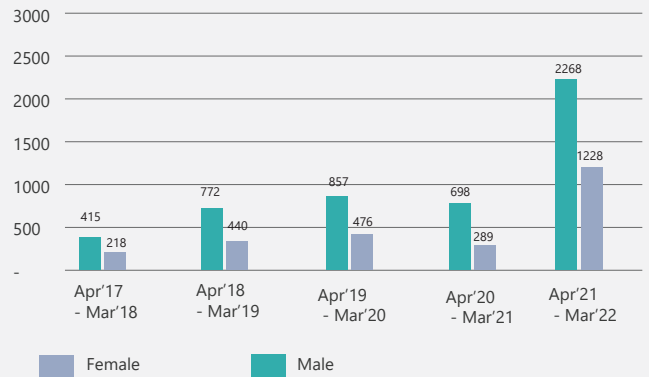
EMPLOYEE TURNOVER



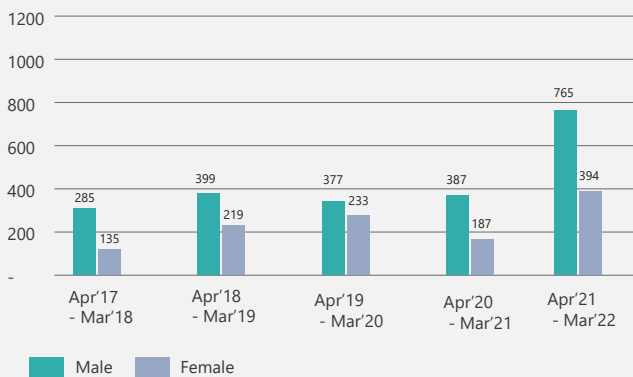
EMPLOYEE TURNOVER BY GENDER



EMPLOYEE HIRED BY GENDER

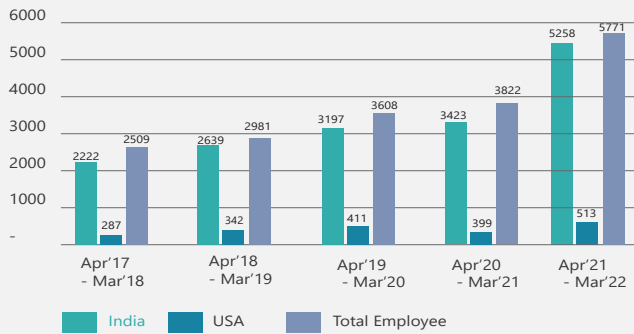


TOTAL NUMBER OF EMPLOYEES SEPARATED BY GENDER

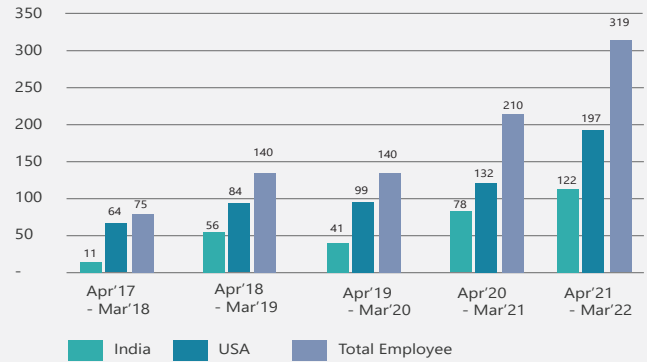


DISTRIBUTION OF TOTAL EMPLOYEE BY REGION

PERMANENT EMPLOYEE

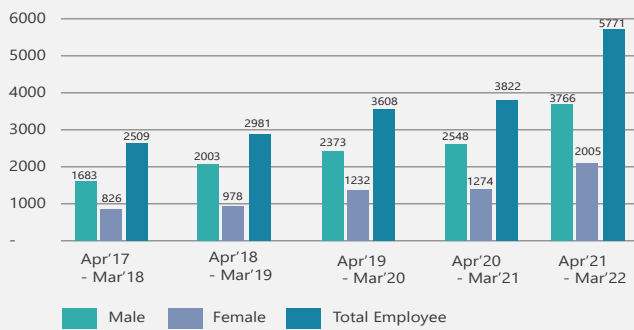


TEMPORARY EMPLOYEE

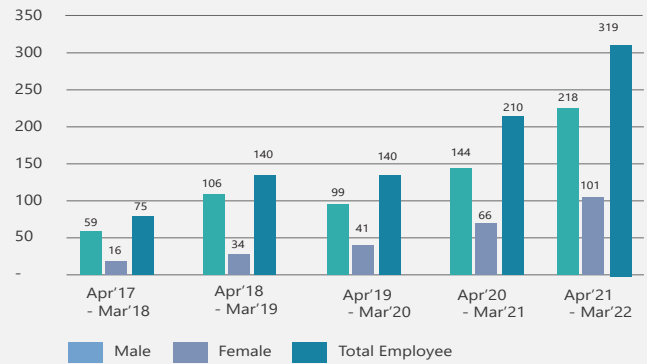


DISTRIBUTION OF TOTAL EMPLOYEE BY GENDER

PERMANENT EMPLOYEE

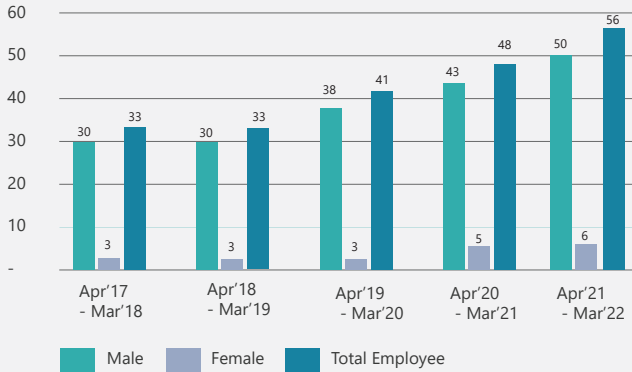


TEMPORARY EMPLOYEE

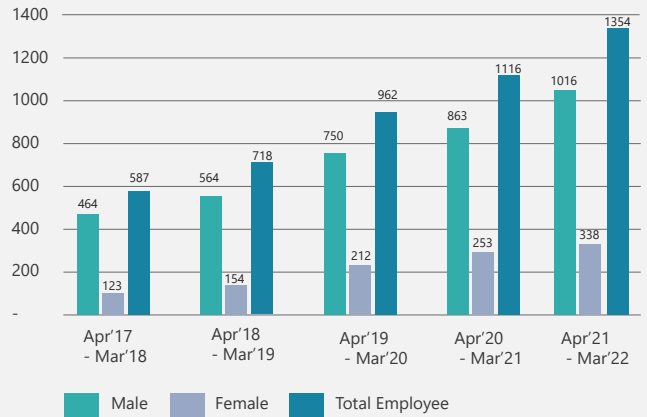


DISTRIBUTION OF EMPLOYEES ACROSS CATEGORIES

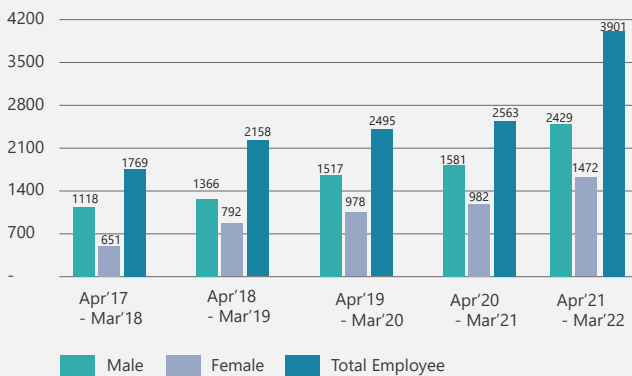
SENIOR MANAGEMENT



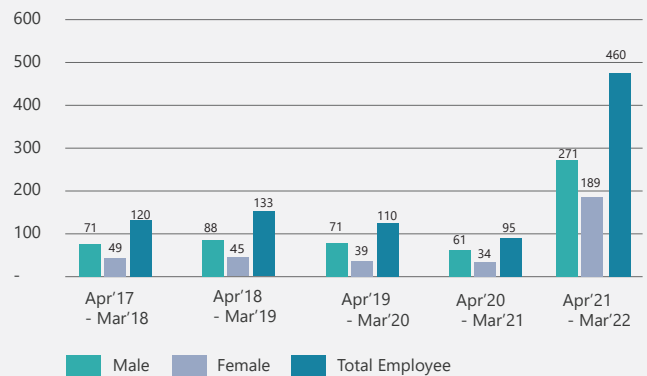
MIDDLE MANAGEMENT



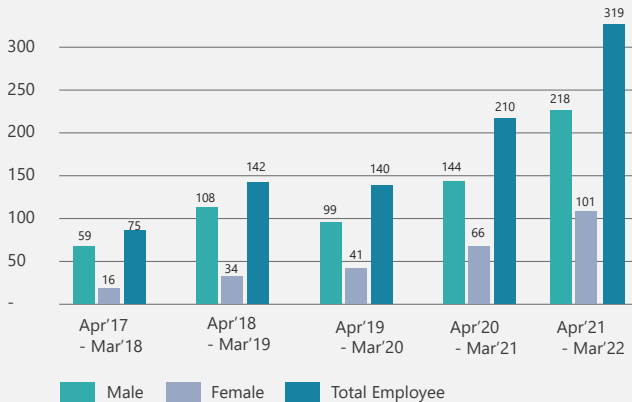
JUNIOR MANAGEMENT



TRAINEES

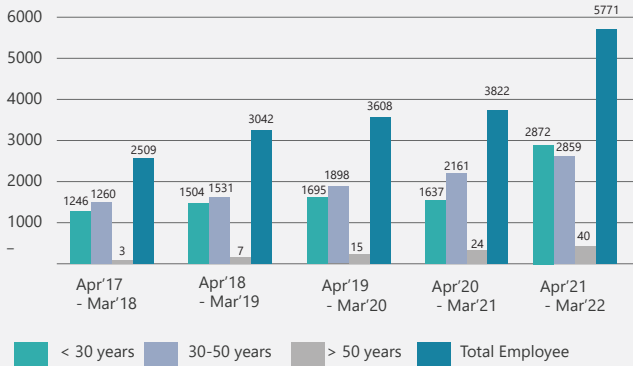


ANY PART TIME POSITIONS

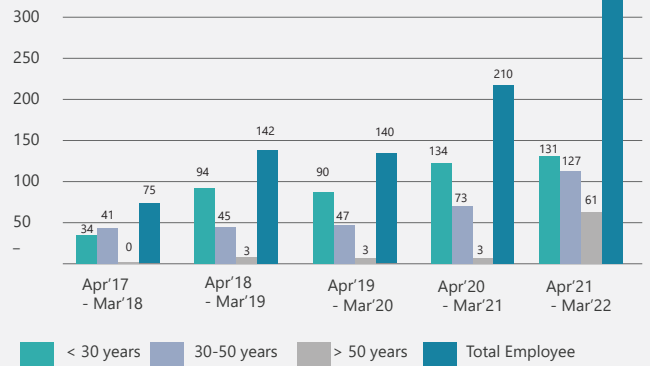


DISTRIBUTION OF EMPLOYEE BY AGE GROUP

PERMANENT EMPLOYEE



TEMPORARY EMPLOYEE



EMPLOYEE BENEFITS - ENHANCING EMPLOYEE EXPERIENCE

Being the drivers for sustenance of business ecosystem as well as further expansion, employees are the foundation of any business. Quality of benefits that are provided to full-time employees is a one of the key factors in employee retention and we, at CitiusTech, provide ample benefits to our permanent employees including 'Parental Leave'. Some of the benefits that our full-time employees across all offices are entitled to are as follows:

- 
GROUP MEDICLAIM POLICY
- 
GROUP ACCIDENT POLICY
- 
1 TO 1 HELP MENTAL WELLNESS
- 
CONNECT & HEAL-FREE AMBULANCE & DR. ON CALL FACILITY

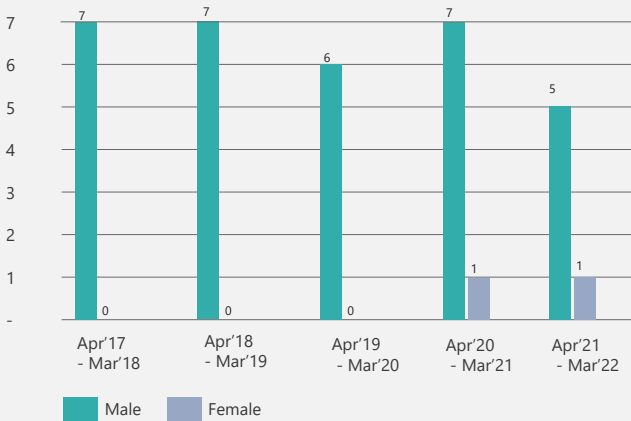
PEOPLE CENTRICITY

6.4 | DIVERSITY AND INCLUSION

We understand that diversity in the workplace fosters engagement, alignment, creativity, and high performance. This is accomplished through a well-defined policy that fosters diversity and non-discrimination throughout the organization. The details of diversity of board have been depicted below:

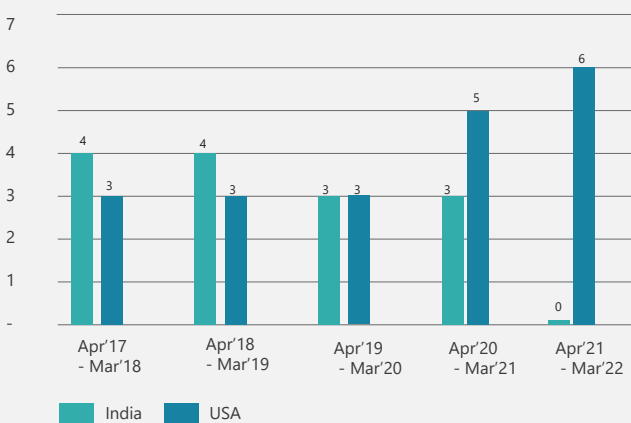
We offer trainings to support women’s career development in hopes of increasing female representation at all levels of management. Furthermore, we are an equal opportunity employer and the ratio of basic salary and remuneration of women to men is 1:1 which may vary from case to case with respect to skillsets & years of experience.

DIVERSITY OF BOARD BY GENDER

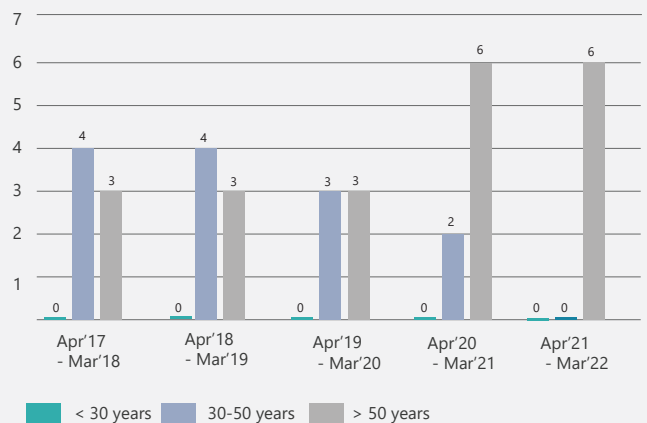


34.58% Women constitute of our total Workforce.

DIVERSITY OF BOARD BY REGION



DIVERSITY OF BOARD BY AGE



PEOPLE CENTRICITY

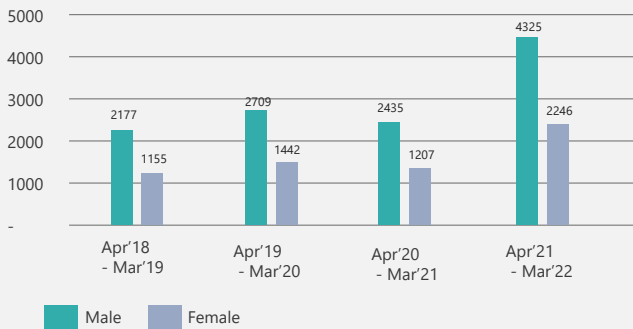
6.5 | PARENTAL LEAVE

An equitable gender choice for maternity and paternity leave as well as other leave rights is important for better recruitment and retention of competent employees. It tends to enhance productivity and employee morale.

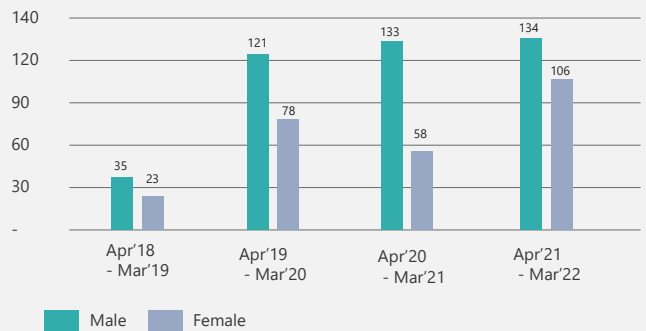
In FY 2022, a total of 6,571 employees were entitled to parental leave, out of which 4,325 were men and 2,246 were women. However, 134 men and 106 women availed of parental leave. Of these, 134 men and 87 women re-joined work and were still employed 12 months after their return.

PARENTAL LEAVE (INDIA+USA)

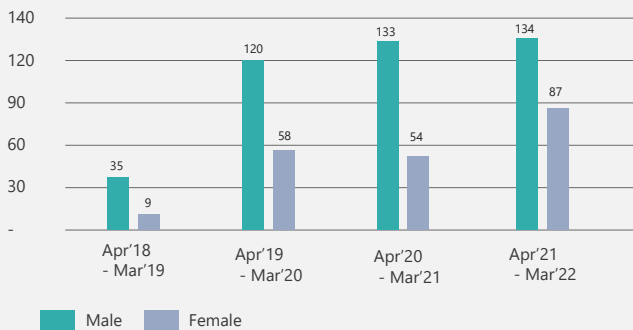
NO. OF EMPLOYEES ENTITLED TO PARENTAL LEAVE



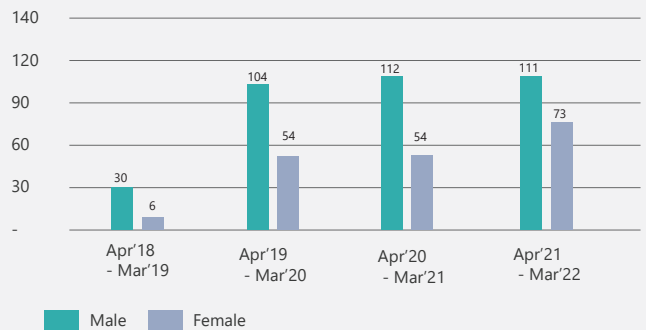
NO. OF EMPLOYEES THAT TOOK PARENTAL LEAVE



NO. OF EMPLOYEES WHO RETURNED TO WORK AFTER PARENTAL LEAVE ENDED



NO. OF EMPLOYEES WHO RETURNED TO WORK AFTER PARENTAL LEAVE ENDED WHO WERE STILL EMPLOYED 12 MONTHS AFTER THEIR RETURN



PEOPLE CENTRICITY

6.6 | EMPLOYEE WELL-BEING AND SAFETY

We ensure that we aim to provide safe working environment to all our employees. We also have Health and Safety policies and procedures in place defined under the guidelines of CT Business Ethics & Code of Conduct.

We are certified to ISO 14001: 2015, ISO 9001:2015, and ISO 27001:2013 across all our facilities. 'CitiusTech Process Framework' is also defined in-line with ISO 31000 & ISO 14971 standards.

All employees & services provided by us are covered in the defined management framework. All our procedures are audited by an internal team once every six months and external team once a year to ensure that policies are being implemented effectively. We also provide medical insurance to all our permanent employees.

We have implemented ticketing system on our intranet portal, where employees can raise health issues. Respective support team then analyses and acts on such issues. For this reporting period, there are zero incidents of work-related ill-health.

As a practice, all operations performed by us are identified and reviewed on quarterly basis. All related hazards & risks are identified, and appropriate mitigation plans are executed wherever applicable to ensure minimal impact on environment and safety of all its stakeholders. We keep sending mailers to remind employees about the facilities and benefits that they can avail towards health and safety. We also send mailers about policy documents and service offerings published on CT Intranet portal.

IMPROVING HEALTH

We aim to provide a safe, clean, and hygienic working environment to all its CTzens. To achieve this, we have a dust free air-conditioned workspace, regular testing of food and water, first-aid kit and a weekly medical visit. We offer them insurance against all types of illnesses, accidents, and other medical emergencies. Physical and mental wellness of our CTzens is of utmost priority to us. We offer one-on-one mental wellness benefits to take care of our CTzens' mental health. We have also conducted speaker-sessions with reputed doctors to raise awareness of it.

For physical wellness, we offer ambulance service across India and doctor-on-call service to all our CTzens and their families. We offer discounted health check-up packages for all CTzens which can also be used by their families. We have ergonomic seating arrangements, a glass façade, windows to let in as much natural light as possible, and basic amenities like uninterrupted electrical power & drinking water supply.

Every three months, we meet with the H&S committee to review the previous quarter's operations and prepare for the next. We have curated a wide range of webinars, seminars, and trainings to emphasise the significance of mental, physical, and financial well-being. Some of the virtual events are 'Know Your Counsellor', 'Simple Techniques for Dealing with Fatigue While Working from Home', 'Breaking down Barriers and Transcending Narrow Belief', 'On-call Counselling', 'Save the number' Stepathlon group marathons, fitness classes, healthy heart programmes for workers and their families, everything you need to know about BMI and more.

<p>TOP 10</p> <p>Best Workplaces in Health and Wellness in India for Year 2021</p>	<p>ZERO</p> <p>Incidents of work related ill health.</p>
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HAZARD IDENTIFICATION AND MANAGEMENT

We have well- defined emergency plans and response procedures along with facility management which is to be implemented during emergency situations. Emergency reporting, employee notification and evacuation process, appropriate fire detection and suppression equipment, exit facilities and recovery plans are tested periodically through mock drills. Environmental Aspect Impact Register is maintained to identify our operations and related hazards & risks. The contingency action plans are identified and executed to ensure optimal safety. All processes are subjected to internal and external audits and certifications regularly.

ENSURING SAFETY

We have physical guards on duty around-the-clock and electronic security systems (CCTV & ACS) in place to safeguard our people. Threats or violence of any type are not tolerated at our organization. Weapons, alcohol, and contraband substances are not permitted on the property of our organization or any client, whether employees are on-site, off-site, or travelling on their behalf. Additionally, we regularly do preventative maintenance on vital systems including HVAC, UPS, firefighting systems, automatic crane stoppers, and fire alarm systems. All facilities undergo yearly air quality, noise, and lighting surveys to ensure employee safety. Canteen, security, driver, and office support employees receive quarterly training to guarantee optimal safety, security, and resource management.

WOMEN @ OUR WORKFORCE

We have implemented a late-night home drop policy with an escort in addition to SOS button to ensure that women of our organization reach their home safely especially for those, who are engaging into late night work in the office premises. Parking spaces have been set well aside for pregnant women.

We have also facilitated plenty of courses, including a forum of workshop for working couples called as Moms We Care & Carenting: Prenatal Health Care Talk.

ACTION DURING COVID 19 PANDEMIC

We provide CTZens with State-of-the-art infrastructure to support a collaborative and safe work environment. We give a lot of importance to ergonomics and provide our CTZens with ergonomic chairs to comfortably sit and work. We also have protocols like fixed lunch hours and ensuring keeping 10 minutes break between two meetings to ensure that fatigue doesn't hit CTZens as they continued to work from home in an extended manner.

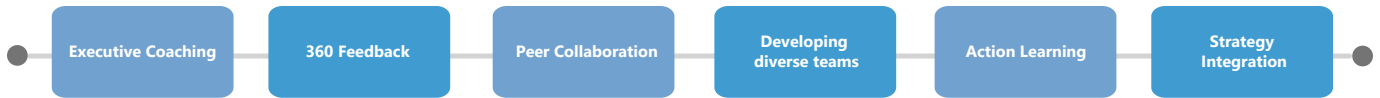


PEOPLE CENTRICITY

6.7 | TRAINING & SKILL DEVELOPMENT

We have worked diligently to establish a culture of continuous learning, creativity, and cooperation by offering cutting-edge learning and development assistance to managers, which is critical to maintaining competitive advantage and assisting people in reaching their full potential. The emphasis is on offering experiential learning through on-the-job activities, creating an enabling and supportive atmosphere, and encouraging learning agility.

Over the years, we have developed a culture of offering training/courses on a broad spectrum of topics ranging from technical up-skilling to soft skills for well-rounded development of all our CTzens. This approach ensures the investment in learning and development is applied and practiced to deliver better business outcomes. Extensive and globally benchmarked learning curricula were created, which were augmented with business-critical application project assistance that includes a combination of classroom, online, coaching, mentoring, and on-the-job training.



INTELLECT (THINKING LEADERSHIP) AND VELOCT (ACCELERATORS) PROGRAMS

This program fosters and accelerates the development of a mentality that boldly questions what is achievable for a sustainable future. Learners develop abilities in three essential areas of leadership: strategy, executive leadership, and execution.

Our aim is to provide most effective approach for developing healthcare domain and technology expertise through UniverCT (training/certification). We enable our CTzens to contribute to the organization by enhancing their technical and functional abilities through Intellect (thinking leadership) and VeloCT (accelerators). Learning paths have been designed keeping in mind CTZen's skill gaps, and each learner receives a personalized dashboard that displays all of his/her lessons learned, goals set, learning routes identified, and so on.

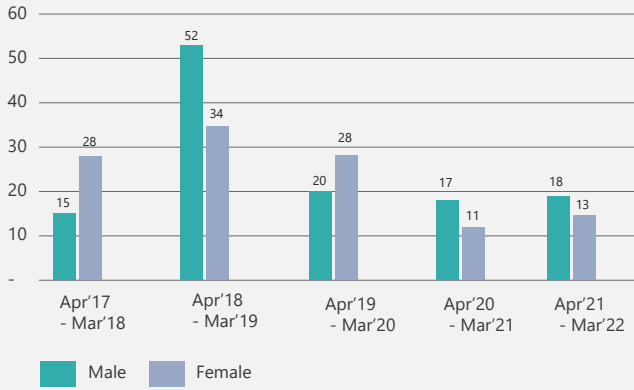
For leaders and managers, there are quick/customized reports accessible to check on the project/compliance training done by the team. The feedback evaluation techniques aid in the improvement of our training initiatives.

The following are our platform's main highlights:

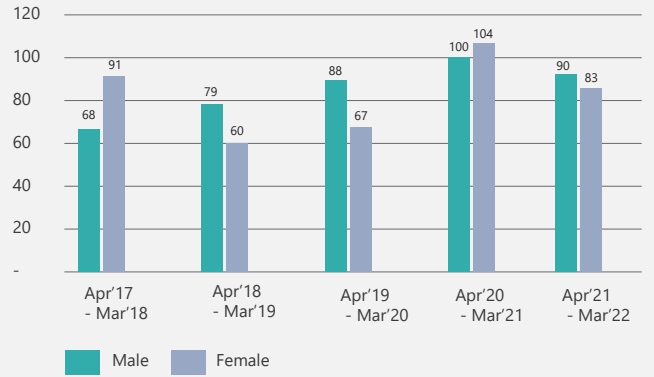
<p>450+ Practice Documents on various healthcare IT topics</p>	<p>250+ Courses focused on healthcare in the U.S. & next-gen technologies</p>
<p>450+ Videos on the UniverCT Live Portal</p>	<p>6000+ Professionals trained on CitiusTech's UniverCT portal</p>

AVERAGE HOURS OF TRAINING PER YEAR PER EMPLOYEE

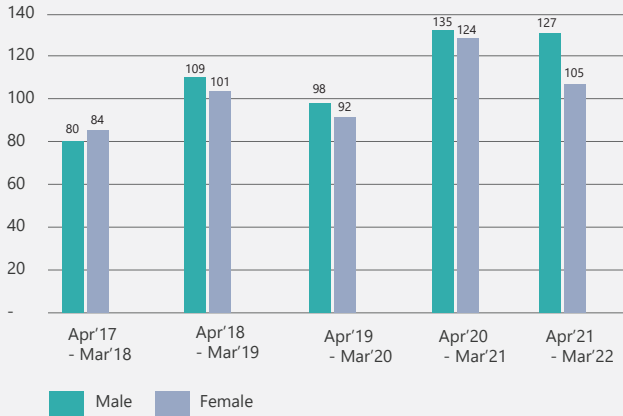
SENIOR MANAGEMENT



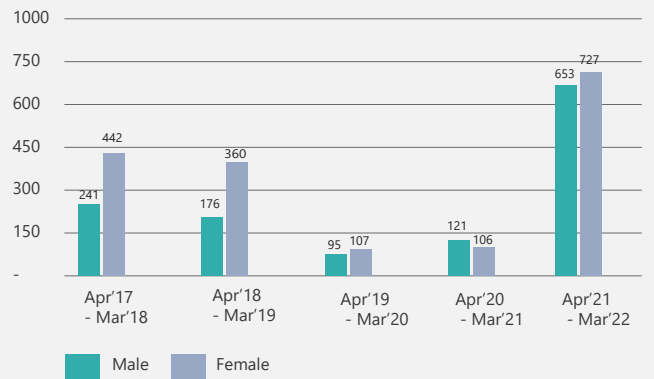
MIDDLE MANAGEMENT



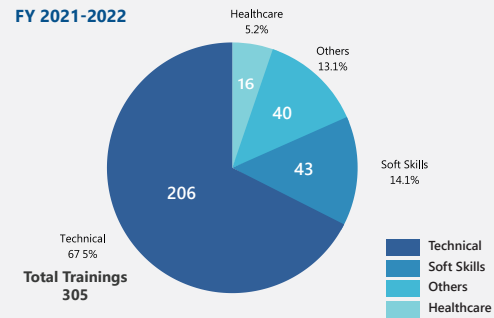
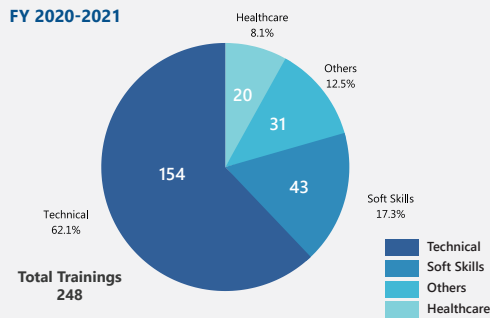
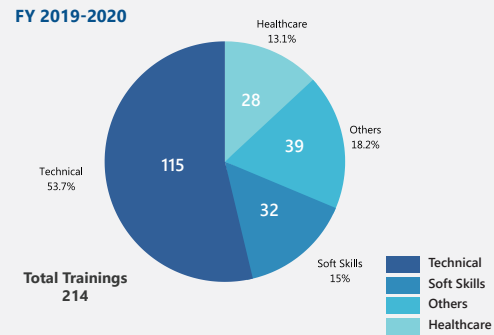
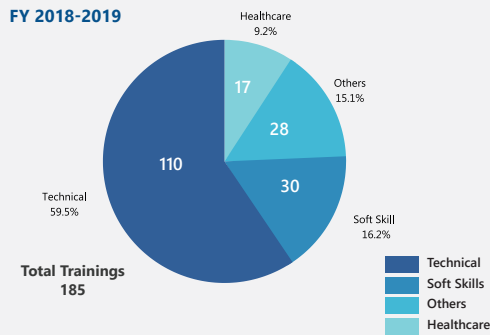
JUNIOR MANAGEMENT



TRAINEES



AVERAGE HOURS OF TRAINING PER YEAR PER EMPLOYEE



We encourage our CTzens to seek higher education that helps them to stay informed with the latest industry developments. Additionally, it helps them gain advancements and thrive within the organization. We collaborated with many prestigious educational institutions, such as BITS Pilani for M. Tech Courses, Symbiosis International University for the Executive Post Graduate Diploma in Business Management (EPGDBM) Program, and IIM Ahmedabad for our Executive Impact Program for Senior Management.

104
Employees benefited by
EPGDBM course

51
Employees benefited by
M.Tech course

We upskill our CTzens through training, which not only benefits us as a company but also helps the employees in their overall growth. This encourages them to perform effectively and efficiently. Furthermore, this offers them an advantage when performing any organizational activity. APAC (Advance Professional at CitiusTech) is a capability development initiative with the aim of identifying key motivated people who are interested in completing advanced technology programs and assisting them in obtaining certification in additional skill sets. The CT Training and HR teams (Advance Professionals at CitiusTech) jointly manage this initiative.

Regular performance and career development reviews tends to enhance employee-satisfaction. The feedback evaluation methods help in improvising our training programs. For FY 21-22, 100% of our employees received regular performance and career development reviews.

APAC: Capacity development program for CTzens to get certification on high-end additional skills.

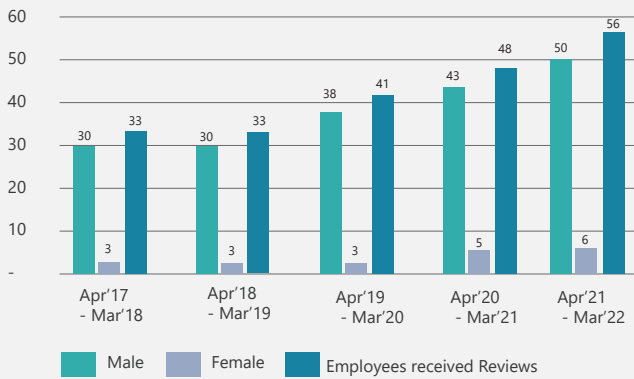
IMPACT: Specially designed for newly joined employees to get their hands on training.

LEAP: Digitalizing the process of learning and skill development

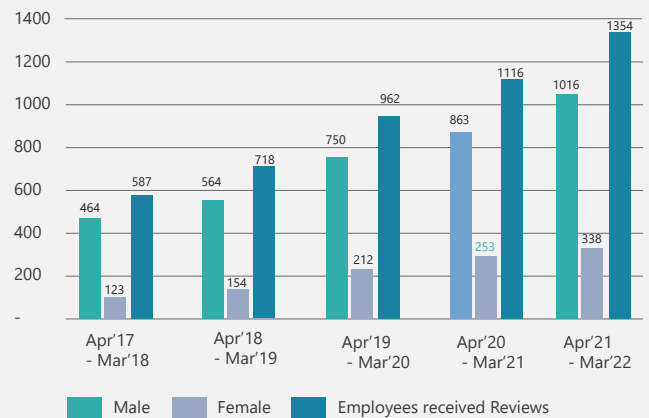
SMART PROGRAMS: Provide employees with a platform to learn some of the best industry-leading practices in software engineering that are being used for company's operations by the employees.

PERCENTAGE OF EMPLOYEES RECEIVING REGULAR PERFORMANCE AND CAREER DEVELOPMENT REVIEWS

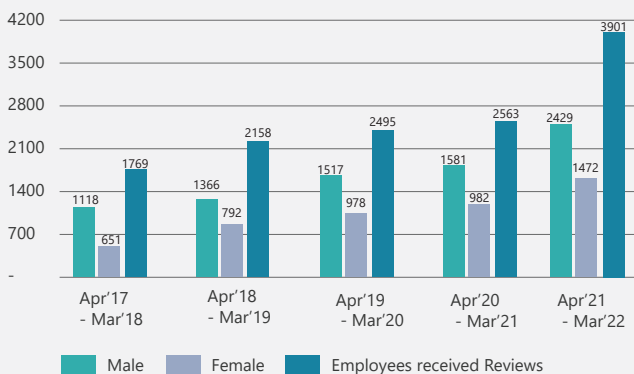
SENIOR MANAGEMENT



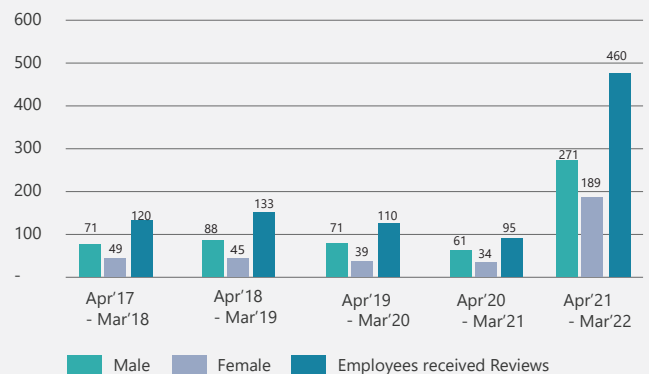
MIDDLE MANAGEMENT



JUNIOR MANAGEMENT



TRAINEES



PEOPLE CENTRICITY

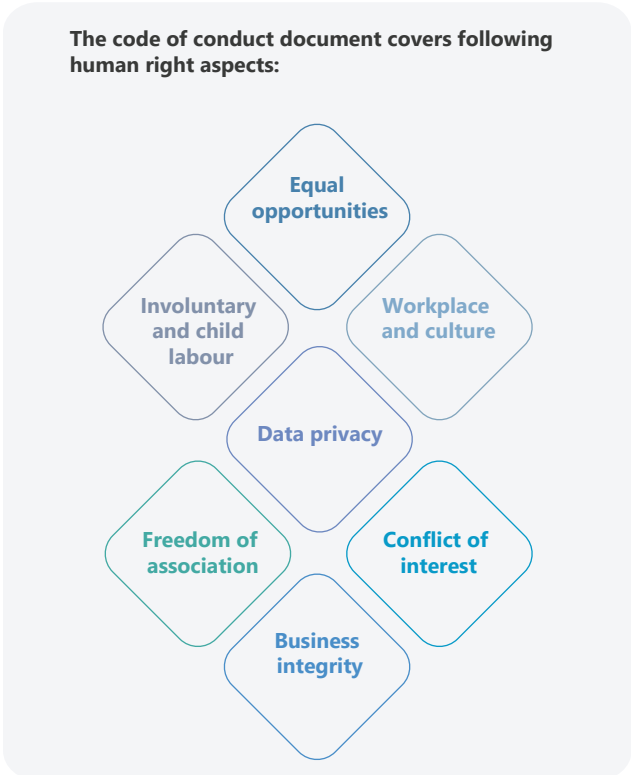
6.8 | UPHOLDING HUMAN RIGHTS

We are committed to respecting and upholding the human rights of all our stakeholders. Our various policies are specifically designed to take care of human rights aspect of all our employees as well as other stakeholders. The policies and their implementation are aimed at adhering to applicable laws and upholding the spirit of human rights, as enshrined in existing international standards such as the Universal Declaration of Human Rights and the International Labour Organization's Fundamental Human Rights Conventions (ILO). Our endeavour is to identify, prevent and mitigate any human rights violations resulting from or caused due to business activities. The objective of the policies is to promote a safe and secure work environment for our stakeholders.

We have policies like POSH (CT Sexual harassment Policy) to ensure any discrimination or harassments on sexual grounds. We have Transgender Non-Discrimination Policy to ensure non-discrimination of transgender. The HIV-AIDS Non-Discrimination Policy has been implemented to ensure implantation of programs on HIV/AIDS non-discrimination, awareness, prevention and health support. We take disciplinary and corrective action against any kinds of harassment or discrimination. During the reporting year, we have zero cases of discrimination reported at our workplace.

We offer an orientation program to new hires to help them grasp and adopt the organizational code of conduct. The business ethics and code of conduct document must be signed by all the new hires once they have successfully completed the code of conduct orientation. Also, all our employees undergo Anti-Harassment training as a part of CT Information Security Awareness & Compliance Training and also refreshers training every 6 months.

We believe in freedom of association. We promote open communication and direct engagement between employees and management where employees are able to openly communicate and share grievances with management regarding working conditions and management practices without fear of reprisal or intimidation. We recognize, respect and protect the right to freedom of association in accordance with applicable laws and regulations. For this reporting period, zero percent employees covered under collective bargaining agreements.



PROHIBITION OF CHILD LABOUR AND FORCED LABOUR

In accordance with our unwavering commitment to excellent labour standards, no worker under the age of eighteen is employed by any Business. Forced or compelled labour, as well as affiliation with vendors and suppliers that use child and/or forced labour, are absolutely forbidden in all our offices.



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 2021-22 in its printed format ('the Report') for the financial year ending 31st March 2022. The sustainability disclosures in this Report have been prepared based on the material topics identified by the Company and related topic-specific Standards from the Global Reporting Initiative's ('GRI') Sustainability Reporting Standards ('GRI Standards') and its Core option of reporting. The intended user of this assurance statement is the Management of CitiusTech ('the Management'). Our assurance engagement was planned and carried out during October 2021 – December 2022.

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 2021 – 31st March 2022.

We performed a limited level of assurance based on our assurance methodology VeriSustain^{TM1}. The assurance engagement considers an uncertainty of $\pm 5\%$ 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. 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 concentrated our assurance efforts on the issues of high material relevance to the Company's

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



business and its key stakeholders. We undertook remote assessments covering locations within the boundary of the Report, that is, Navi Mumbai and Bengaluru in India and Princeton in the USA, 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.
- Assessment of site-level sustainability performance data through remote audits with site teams at Navi Mumbai and Bengaluru in India, and Princeton in the USA to review processes and systems for preparing the data and implementation of sustainability strategy. We were free to choose sites for conducting our assessment.
- 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: Indirect Economic Impacts 2016 – 203-1, 203-2;
- 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, 302-5;
- GRI 303: Water 2018 – 303-1, 303-2, 303-3, 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, 403-8, 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 407: Freedom of Association and Collective Bargaining 2016 – 407-1;
- 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 – 419-1.

Note: Scope 3 emissions cover business travel (Category 6: Business Travel of the Corporate Value Chain (Scope 3) Accounting and Reporting Standard) 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.

The Report explains out the materiality assessment process carried out by the Company which has considered concerns of internal and external stakeholders, and inputs from peers and the industry, as well as issues of relevance in terms of impact for CitiusTech's healthcare business. The list of topics have been prioritized, reviewed and validated, and The Company has indicated that there is no significant change in material topics from the previous reporting period.

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 the stakeholders who have been identified as significant to CitiusTech, as well as the modes of engagement established by the Company to interact with these stakeholder groups. The key topics of concern and needs of each stakeholder group which have been identified through these channels of engagement are further brought out in 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 articulates the Company's responses to the stakeholder engagement processes carried out by the Company, as well as the approaches and performance related to identified material topics through GRI topic-specific Standards. The Company has further linked its material topics to its overall strategies, management approach and goal setting processes, as well as future challenges of the healthcare business.

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 systems and processes 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 sampled 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 post correction.

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, strategies and approaches related to the environmental, social and governance issues that it has identified as material for its key operational



locations in India and the USA for the chosen reporting period while applying and considering the requirements of the GRI’s Principle of Completeness.

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.

The Report brings out the disclosures related to CitiusTech’s performance during the reporting period in a neutral tone in terms of content and presentation, while considering the overall macroeconomic and industry 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 Conduct² during the assurance engagement and maintain independence as required by 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

<p>Radhakrishnan, Kiran</p> <p><small>Digitally signed by Radhakrishnan, Kiran Date: 2022.12.07 13:01:21 +05'30'</small></p> <p>Kiran Radhakrishnan Lead Verifier DNV Business Assurance India Private Limited, India.</p>	<p>Vadakepatth, Nandkumar</p> <p><small>Digitally signed by Vadakepatth, Nandkumar Date: 2022.12.07 13:14:30 +05'30'</small></p> <p>Nandkumar Vadakepatth Technical Reviewer DNV Business Assurance India Private Limited, India.</p>
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7th December 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

² The DNV Code of Conduct is available on request from [www.dnv.com](https://www.dnv.com/about/in-brief/corporate-governance.html) (https://www.dnv.com/about/in-brief/corporate-governance.html)

ANNEXURE

GLOSSARY OF ACRONYM

APAC	Asia Pacific	ESG	Environment, Social and Governance
ABC	Anti-Bribery and Corruption	EMS	Environment Management System
AI	Artificial Intelligence	EPGDBM	Executive Post Graduate Diploma in Business Management
ASSOCHAM	The Associated Chambers of Commerce and Industry of India	ESAT	Employee Satisfaction
BCBS	Blue Cross Blue Shield	FY	Financial Year
CDP	Carbon Disclosure Project	FICCI	Federation of Indian Chambers of Commerce & Industry
CEO	Chief Executive Officer	FHIR	Fast Healthcare Interoperability Resources
CFO	Chief Finance Officer	GHG	Green House Gases
CISO	Chief Information Security Officer	GRI	Global Reporting Initiatives
CRO	Chief Risk Officer	GHE	Gift, Hospitality and Entertainment
CO ₂ e	Carbon Dioxide Equivalent	GRCC	Grievance Redressal Core Committee
COO	Chief Operating Officer	GPTW	Great Place to work
COVID-19	Coronavirus Disease of 2019	HDI	Healthcare Digital Innovation
CSR	Corporate Social Responsibility	HIPAA	Health Insurance Portability and Accountability Act
CECC	CitiusTech Ethics & Conduct Committee	HIMSS	Healthcare Information and Management Systems Society
CDS	Charitable Donations and Sponsorship	HVAC	Heating Ventilation and Air Conditioning
CII	Confederation of Indian Industry	IT	Information Technology
CHIME	College of Healthcare Information Management Executives	ITP	Insider Threat Program
CPD	CitiusTech Practice Documents	IAG	Innovation for Accelerated Growth
CSAT	Customer Satisfaction	IoT	Internet of Things
CTZens	Employees of CitiusTech	ILO	International Labour Organization
D&I	Diversity and Inclusion	ISO	International Standard of Organization
EHS	Environment, Health & Safety	KG	Kilogram
EHR	Electronic Health Record		
ERM	Enterprise Risk Management		

ANNEXURE

GLOSSARY OF ACRONYM

KL	Kilolitres	SHCC	Sexual Harassment Complaint Committee
KWH	Kilowatt – hour	SCCM	System Center Configuration Manager
KVA	Kilo Volt Ampere	SaMD	Software for the Medical Device
KPI	Key Performance Indicator	SDLC	Software Development Life Cycle
KRI	Key Risk Indicator	SOC	Service Organization Control
LED	Light-emitting-diode	SIRT	Security Incidence Response Team
MCGM	Municipal Corporation of Greater Mumbai	UNGC	United Nations Global Compact
ML	Machine learning	UNSDG	United Nations Sustainability Development Goals
NGO	Non-Governmental Organization	UPS	Uninterrupted Power Supply
NOx	Oxides of Nitrogen	UI/UX	User Interface/ User Experience
NASSCOM	National Association of Software and Service Companies	WFH	Work from Home
NGRBC	National Guideline for Responsible Business Conduct		
ODS	Ozone Depleting Substances		
PwD	People with Disabilities		
PII	Personally Identifiable Information		
PoSH	Prevention of Sexual Harassment		
PHI	Protected Health Information		
PMO	Project Management Officer		
QMS	Quality Management System		
RPA	Robotic Process Automation		
SDG	Sustainable development Goals		
SASB	Sustainability Accounting Standards Board		
STP	Sewage Treatment Plant		
SOP	Standard Operating Procedure		
SOS	Security Optimization Service		

ANNEXURE

GRI CONTENT INDEX

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	102-8	Information on employees and other workers	Talent Attraction, Engagement and Retention 71
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	102-12	External initiatives	Message from the CEO 06
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GRI 407: Freedom of association and collective bargaining 2016	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Upholding Human Rights	84

GRI STANDARD	DISCLOSURE	REPORT SECTION	PAGE NUMBER
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GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Materiality Analysis Upholding Human Rights 31 84
	103-2	The management approach and its components	Upholding Human Rights 84
	103-3	Evaluation of the management approach	Upholding Human Right 84
GRI 412: Human rights assessment 2016	412-2	Employee training on Human right policies/procedure	Upholding Human Rights 84
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GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Materiality Analysis Corporate Social Responsibility 31 67
	103-2	The management approach and its components	Corporate Social Responsibility 67
	103-3	Evaluation of the management approach	Corporate Social Responsibility 67
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	Corporate Social Responsibility 67
PUBLIC POLICY			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Materiality Analysis Corporate Policies 31 41
	103-2	The management approach and its components	Corporate Policies 41
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MAPPING WITH UNGC PRINCIPLES

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01	Businesses should support and respect the protection of internationally proclaimed human rights	Upholding Human Rights	84
02	Business should make sure they are not complicit in human rights abuses	Upholding Human Rights	84
LABOUR			
03	Business should uphold the freedom of association and the effective recognition of the right to collective bargaining	Diversity and Inclusion	76
04	Businesses should uphold the elimination of all forms of forced and compulsory labour.	Upholding Human Rights	84
05	Businesses should uphold the elimination of discrimination in respect of employment and occupation.	Sustainability through Responsibility Upholding Human Rights	27 84
06	The elimination of discrimination in respect of employment and occupation	Diversity and Inclusion	76
ENVIRONMENT			
07	Business should support a precautionary approach to environmental challenges.	Improving our Footprint	56
08	Businesses should undertake initiatives to promote greater environmental responsibility	Improving our Footprint	56

SR. NO.	UNGC PRINCIPLE	SUSTAINABILITY REPORT SECTION	PAGE NO.
09	Businesses should encourage the development and diffusion of environmentally friendly technologies.	Improving our Footprint	56
ANTI-CORRUPTION			
10	Business should work against corruption in all its forms, including extortion and bribery.	Corporate Policies	41







ANNEXURE

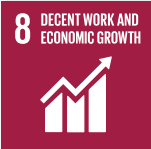





ALIGNMENT WITH NGRBC PRINCIPLES

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02	Business should provide good and services in a manner that is sustainable and safe.	Sustainability through Responsibility	27
03	Business should respect and promote the well-being of all employees, including those in their value chains.	Employee Well-being and Safety	78
04	Business should respect the interests of and be responsive to all its stakeholders..	Enhancing Stakeholder Value	28
05	Business should respect and promote human rights.	Upholding Human Rights	84
06	Business should respect and make efforts to protect and restore the environment.	Improving Our Footprint	56
07	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.	Memberships and Associations	30
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09	Business should engage with and provide value to their consumers in a responsible manner.	Data Security & Customer Privacy	47

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 <p>3 GOOD HEALTH AND WELL-BEING</p>	<p>Good health and well-being</p> <p>Corporate Social Responsibility</p> <p>Employee Well-being and Safety</p>	<p>67</p> <p>78</p>
 <p>4 QUALITY EDUCATION</p>	<p>Quality education</p> <p>Training & Skill Development</p> <p>Corporate Social Responsibility</p>	<p>80</p> <p>67</p>
 <p>5 GENDER EQUALITY</p>	<p>Gender equality</p> <p>Diversity & Inclusion</p> <p>Corporate Social Responsibility</p>	<p>76</p> <p>67</p>
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 <p>7 AFFORDABLE AND CLEAN ENERGY</p>	<p>Affordable and clean energy</p> <p>Energy Management</p>	<p>59</p>

UN SUSTAINABLE DEVELOPMENT GOAL	REPORT SECTION	PAGE NO.
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		Workplace And Culture 70
 <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	Industry, innovation and infrastructure	Operational excellence 49
 <p>10 REDUCED INEQUALITIES</p>	Reduced inequalities	Diversity & Inclusion 76
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 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	Responsible consumption & production	Improving our Footprint 56
 <p>13 CLIMATE ACTION</p>	Climate Action	Climate Change Impact 57
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	Percentage grid electricity	Energy Management	59
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Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioral advertising and user privacy	Corporate Policies	41
		Data Security & Customer Privacy	47
Data Security	Number of data breaches Percentage involving personally identifiable information (PII)	Data Security & Customer Privacy	47
		Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Materiality Analysis Risk Management
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees	Workplace & Culture	70
	Employee engagement as a percentage	Talent Attraction, Engagement and Retention	71
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