CitiusTech

HEALTHCARE LIMITLESS

# Inspiring Healthcare

2023 CORPORATE SUSTAINABILITY REPORT

# Contents


## About CitiusTech
- Theme for 2023: Inspiring Healthcare 2
- CitiusTech at a Glance 3
- Message from CEO & Chairman 4
- Organization Profile 6
- Markets Served 6
- Our Presence 7
- Memberships and Associations 8
- Digital Innovation 9
- Our Achievements - Awards and Recognitions 10

## About the Report
- Reporting Boundary 11
- Scope 11
- Precautionary Principle or Approach 11
- Data Assurance 11

## Economic Value Creation 12

## Ethical Business Practices and Governance
- Corporate Governance 13
- Board Composition & Diversity 13
- Business Practices 14
- Policy Commitments 14
- Addressing Grievances 15

## Sustainability and Risk Management
- Enterprise Risk Management 16
- Risk Management 17
- Stakeholder Engagement 19
- Materiality Analysis 20
- Management of Material Topics 21
- ESG Management 23

## Information Security
- Customer and Data Privacy 24
- Upholding Cybersecurity Culture 24
- Information Security Management 24
- Data Confidentiality 25

## Sustainable Supply Chain
- Resource Acquisition Adherence 26
- Value Chain at CitiusTech 26

## Our Power Engine: Our Human Capital
- Talent Attraction, Engagement and Retention 27
- New Employee Hires and Turnover 28
- Employee Benefits 30
- Diversity, Equity and Inclusion (DEI) 31
- Training & Education 31

## Employee Safety and Well-Being
- Occupational Health and Safety Management System 33
- Employee Well-being 33

## Powering the Social Systems
- Corporate Social Responsibility 34

## Sustainable Energy Future
- Environmental Compliance 39
- Energy Management 39
- Water Management 40
- GHG Management 40
- Waste Management 41

## Annexures
- Independent Assurance Statement 42
- Glossary 46
- GRI Content Index 48
- Mapping with UN SDGs 54
- Mapping with UNGC Principles 55
- Mapping with NGRBC Principles 56
- Mapping with SASB 57

# Theme

The healthcare industry is experiencing a phase of radical transformation. Post the disruptions due to the COVID pandemic, we are seeing a sharp convergence around patient centricity, connected ecosystems, virtual care, and accelerated drug development – in large part due to the advent of rapidly deployable technology solutions powered by automation, cloud and generative AI, which is proving to be a game-changer. The healthcare industry needs to leverage technology - to drive the collection of vast volumes of medical data, analyze the data to uncover insights, and leverage them to provide inspiring healthcare.

Digital technology advancements are significantly altering business models in the healthcare and Life Sciences space. Tech powered innovations are radically reshaping healthcare delivery, diagnostics, drug discovery, and patient engagement. Players in the healthcare industry need to embrace these changes quickly to stay relevant.

Our "digital-first" approach puts us in a prime position to address the complex challenges around product engineering and service delivery that our healthcare and Life Science customers encounter. We are strongly placed to offer solutions to complex industry problems through deep domain expertise, strong relationships and collaboration with our clients. We are committed to developing alternatives that address the pressing sustainability demands. Our long-term strategic relationships with over 140 Payers, Providers, MedTech, and Life Sciences clients enable us to observe the dynamic landscape and adopt the right strategies to unlock value for our clients.

We are the preferred technology partner for our customers because of the significant value creation that is derived through our comprehensive healthcare domain knowledge, which allows us to design bespoke software solutions and products. Our innovations in creating a unique mix of products, services, accelerators, utilities and frameworks to scale technology delivery and our seamlessly integrated teams across consulting, engineering, technology, and analytics enable us to rapidly deploy technology solutions on the ground.

As we tread a faster growth trajectory, we will ensure that we align our policies, processes, and strategies to harness the benefits of digital transformation while ensuring sustainability in all our endeavors. **While we focus on steering our digital technologies, our sustainability journey has been characterized by continuous improvement.**

We have invested in energy-efficient technologies and reduced our carbon footprint. On the social front, we have prioritized our workforce's well-being through training, development, supportive work environment & implementing mental health initiatives. Next year, we plan to further enhance this through diversity, equity & inclusion initiatives. We have upheld high ethical standards with robust governance policies. Next year, we commit to continued transparency, strengthening compliance and enhancing board diversity. We will continue to optimize energy use by implementing renewable energy sources and reducing waste. Our plan is to accelerate our path to carbon neutrality through SBTi commitment submission next year.

By adopting responsible business practices, embracing innovation and fostering collaborative efforts, we look forward to not just succeeding in the dynamic healthcare space, but also contributing positively to global sustainability goals and ultimately improving societal well-being. **Our third Corporate Sustainability Report puts the spotlight on a transformational roadmap to build scalable and replicable solutions while firmly prioritizing sustainable practices.**

# **CITIUSTECH** AT A GLANCE

**12,700** individuals impacted through interventions in Health, Education, Livelihood & Environment

**6000+** professionals trained on CitiusTech's UniverCT portal

**88.16%** increase in spending on employee benefits

Over **9%** of electricity sourced from renewable energy

**38%** NPS (Great Quadrant)

**CMMI Level 5** Dev 2.0

**Zero complaints** received related to non-compliances and data breaches

**ISO 13485** medical devices quality management system certified

**1200** saplings planted

**35%** total women representation in workforce

**100%** adoption of Waterless Urinal Program

**4.4/5** ESAT score

**5.86/7** CSAT Score

**ISO 14001:2015** environment management system certified

**ISO 27001:2013** information security management system

**ISO 9001:2015** quality management system standard certified

**HITRUST** information security certification

# MESSAGE FROM THE **CEO**

We are witnessing significant traction across megatrends such as personalized patient care, connected ecosystems, and virtual healthcare. The use of AI-powered data analytics, cloud, and automation-related technologies can potentially revolutionize the way healthcare and Life Sciences organizations operate. As a digital health leader, CitiusTech offers end-to-end capabilities that span digital engineering solutions, specialized platforms, and deep domain consulting services, opening up new avenues for growth.

Providers, Payers, MedTech, and Life Sciences markets are all experiencing considerable expansion, driven by changing consumer and patient expectations, industry-wide convergence, and the demand for higher levels of patient and member participation. We understand the potential of technology and healthcare domain knowledge to effectively tap into these growth opportunities and unlock immense value across the healthcare and Life Sciences ecosystem.

The seismic shifts happening across the healthcare landscape have prompted us to revisit our corporate sustainability roadmap to not only deliver continued success and value to all stakeholders of the organization but also bring inspiring healthcare to our customers in 2023.

Here are some key initiatives we have undertaken this year:

## Deep Domain Consulting

We are developing specialized healthcare and technology consulting services to assist clients with convergence, business transformation, and technology modernization. Our consulting teams possess extensive healthcare domain expertise and a cross-industry presence, enabling them to lead our clients' short and long-term convergence and business transformation initiatives.

Additionally, we work closely with our clients on numerous strategic consulting projects in the fields of value-based care delivery, population health, provider engagement, utilization control, and Digital Front Door. Our collaboration with leading pharmaceutical and Life Sciences companies allows us to address crucial patient commercialization and business transformation issues.

Our teams comprise consulting, engineering, technology, and analytics experts who bring their best to the table. We drive collaboration and thought leadership and approach complex business challenges with an analytical mindset to provide effective solutions.

## Powering High Performance Enterprises

Our rich experience, gained through the wide array of engagements across diverse market segments, allows us to join hands with healthcare organizations and support their shift towards high-performance digital enterprises.

We provide our customers with end-to-end solutions that cut across consulting, engineering, technology, and analytics, enabling them to transition to outcome-based approaches in healthcare. Our partner ecosystem offers pre-built frameworks, tools, and products, unlocking significant value for healthcare and Life Sciences organizations.

Our digital transformation solutions impact all interconnected areas of healthcare, such as compliance, cost efficiency, growth, interoperability, customer and provider experience, and time management.

## Culture of Innovation

With an innovation driven culture, we focus on digital innovation, business transformation, and industry-wide convergence, making us the partner of choice for the world's largest healthcare and Life Sciences organizations. Our deep expertise in clinical data, healthcare workflows, and interoperability standards helps drive thought leadership, build tools and accelerators and provide radical solutions via end-to-end engagement. This enables organizatons to converge the three different world of Providers, Payers, and Life Sciences, benefiting from our expertise.

**Rajan Kohli**
CEO, CitiusTech

***"The seismic shifts happening across the healthcare landscape have prompted us to revisit our corporate sustainability roadmap to not only deliver continued success and value to all stakeholders of the organization but also bring inspiring healthcare to our customers in 2023."***

The strong organizational commitment to drive internal innovation while developing solutions and services for our customers help us improve the quality and efficiency of client engagements. We direct a significant part of our budgetary commitments towards in-house R&D to power innovations.

We have put in significant effort and focus over the years to give our employees an open, collaborative and empowering work culture. This culture is powered by continuous learning, upskilling, and reskilling, and provides rapid career progression opportunities for high performers.

## Environmental Sustainability & CSR

We recognize the delicate balance between progress and preservation and are dedicated to promoting sustainable development in both our international and local business endeavors. Our efforts to reduce our environmental footprint, nurture our communities, and maintain ethical governance reflect our promise to the planet, society, and our stakeholders. Since 2014, CitiusTech has had its Environmental Management System certified to ISO 14001, and we have taken several steps to lessen our environmental impact.

The theme "Inspiring Healthcare" is more than a slogan; it's a call to action. It's a commitment that each one of us makes to ensure that our legacy is one of compassion, excellence, and sustainability. Together, we are setting new standards for healthcare that inspire not just today but generations to come.

Our community programs focus on fostering economic worth and independence for the underserved society. We engage our communities through our work in the areas of Health, Environment, WASH, Integrated development, Livelihood, and Education. In various Indian states, we have indirectly impacted the lives of more than 100,000 individuals.

Our initiatives are in accordance with the applicable laws & our CSR strategy and efforts adhere to the UN Sustainable Development Goals (UN SDGs).

### Inspiring Healthcare

The global healthcare space is rapidly evolving into a collaborative, digitized, and fundamentally human-centric ecosystem with the potential for considerable transformation through the use of cloud computing, automation, and Generative AI.

Digital technology healthcare solutions such as virtual care, telehealth, remote patient management, personalized care driven by Big Data, Interop, RPA, AI/ ML, and Data Science are seeing substantial investments across players in the healthcare domain.

CitiusTech has been facilitating the seamless integration of new technologies into the healthcare sector for its clients to address real-life challenges. This has resulted in the creation of value-based ecosystems.

With this perspective, we are well-positioned to address pressing issues across numerous healthcare disciplines and help our clients embrace digital transformation. Corporate sustainability will be essential to our success as an organization and enable us to deliver inspiring healthcare as we advance to the next stage of learning.

# MESSAGE FROM THE **CHAIRMAN**

We are pleased to unveil the CitiusTech 2023 Sustainability Report. Global healthcare organizations have had to delve deep into innovation to accommodate shifting customer needs, reimagine business models, and develop new growth prospects. We take immense pride in being at the forefront of innovation and digital transformation at scale across a complex client ecosystem in healthcare and Life Sciences.

We are committed to creating a value-based and holistic healthcare ecosystem for our clients. This aligns our business with a razor-sharp focus on omnichannel engagement, real-time data access, and hyper-personalized patient care. We are helping to create a paradigm shift in patient-centric experiences through remote patient monitoring, medication adherence, patient recruitment, virtual clinical trials, and patient-HCP education. Our digital-first approach and domain expertise steer our clients to accelerate next-gen technology adoption (Cloud, IoT, SaMD, RPA, AI/ML), data management, product engineering, core platform modernization, and healthcare workflow transformation.

As part of environmental stewardship, we pledge sustainable growth by integrating environmental, social, and corporate governance principles with our business processes.

- Creating a sustainable ecosystem: Energy conservation, carbon footprint reduction and minimizing paper consumption.
- Health and well-being: Employee and community empowerment towards quality-of-life enhancement.
- Ethical governance: Ethical culture promotion in compliance with regulatory and statutory policies.

We have a robust and enthusiastic CSR team that prioritizes community well-being. Our CSR committee collaborates with non-profits and local organizations to drive environmental and sustainability initiatives.

I would also like to congratulate the 6,000+ strong CitiusTech team, our leadership, partners, and stakeholders for implementing a scalable and efficient business model through high performance and resilience. We are confident that we will uphold our core responsibility by continuously providing exceptional value for our clients, patients, employees, and the industry.

**Dr. William Winkenwerder, Jr.**
Chairman , CitiusTech

***"As part of environmental stewardship, we pledge sustainable growth by integrating environmental, social, and corporate governance principles with our business processes."***

# KEY HIGHLIGHTS

**6000+**
Total employees

**2000+**
Total women workforce

**4**
Key markets served

## ORGANIZATION PROFILE

Since its establishment in 2005, CitiusTech has emerged as a key player in transforming the healthcare industry. As a global healthcare technology company, CitiusTech is incorporated in India as CitiusTech Healthcare Technology Private Limited and in Delaware, the US as CitiusTech Inc. We provide services and consulting-enabled solutions to Payers, Providers, MedTech, and Life Sciences markets. Over the years CitiusTech has successfully converted contracts into long-term engagements with our customers across the globe - short-term, contractual or non-contractual, project-based or event-based.

And as an IT service provider, we accelerate digital innovation and industry-wide convergence. Our focus includes cloud services, AI, customer-centric solutions, and global partnerships.

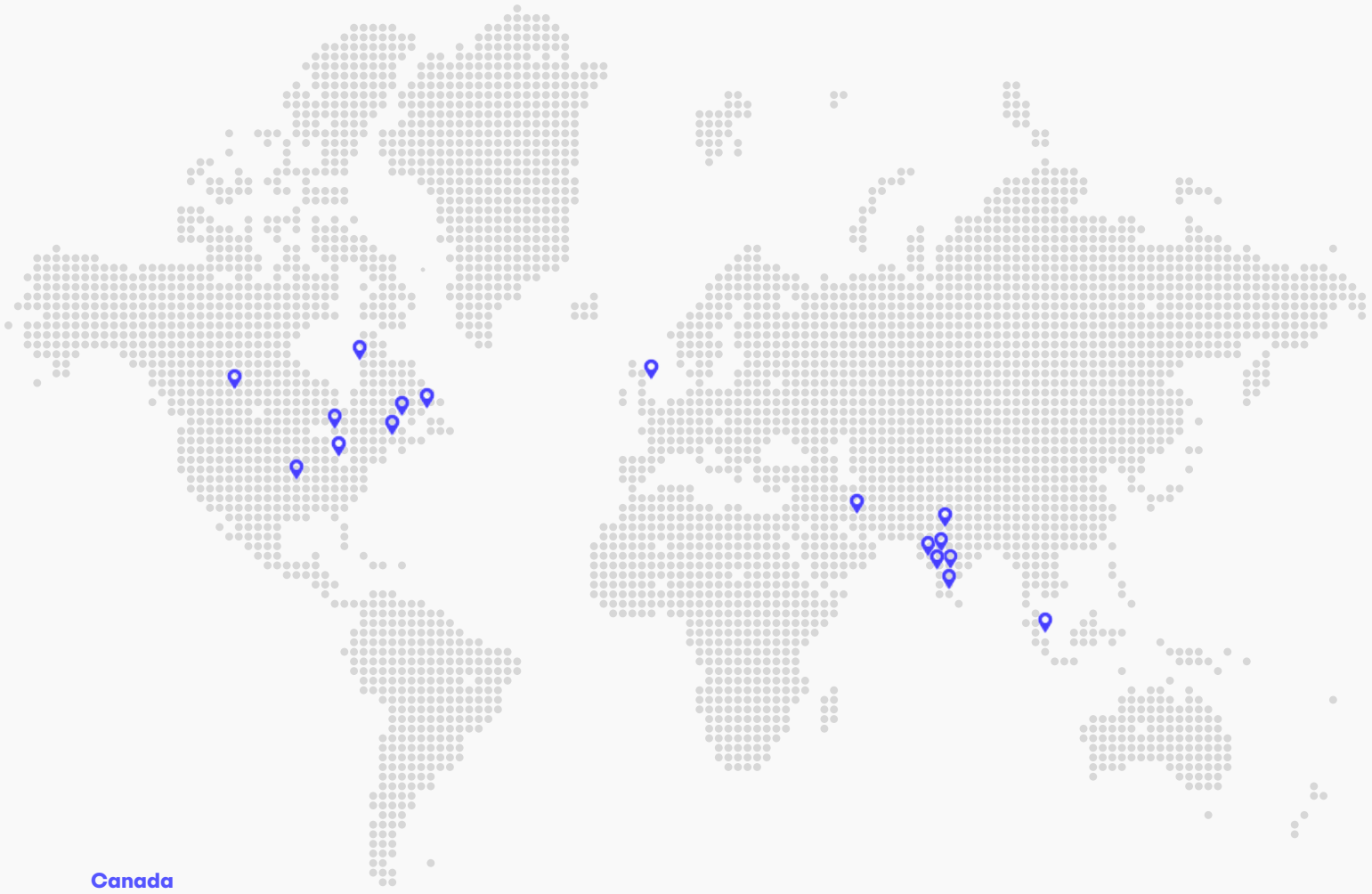
CitiusTech enhances healthcare performance through advanced technology solutions that encompasses cloud and data management, application development, modernization and sustenance, AI engineering, mobility and UI/UX solutions. Our notable brands include RealSight, Perform+ Stars, Perform+ DataScale, Perform+ Contracts, Perform+ Regulatory, and Medictiv.

## MARKETS SERVED

| Markets | Services | Highlights |
|---|---|---|
| **Payers** | ▪ Health Plans / Payers<br>▪ Blue Cross Blue Shield (BCBS) Organizations<br>▪ Medicare Advantage<br>▪ Payer Services (Utilization management)<br>▪ Wellness & Disease Management | ▪ **30+** health plan and payer customers<br>▪ **3 of 5** national plans are our customers<br>▪ **9** blue plans leverage our products and solutions |
| **Provider** | ▪ Large Health Systems<br>▪ Integrated Delivery Networks (IDNs)/ Hospital Networks<br>▪ Speciality Providers<br>▪ Provider-led Health Plans<br>▪ Provider Clinical Services | ▪ **150+** technology engagements<br>▪ **250+** FHIR & HL7 certified professionals<br>▪ **80Mn** clinical/patient records integrated<br>▪ **350+** clinical applications developed |
| **MedTech** | ▪ Digital Healthcare Applications<br>▪ Medical Imaging<br>▪ Medical Devices<br>▪ Financial and RCM Apps<br>▪ Electronic Health Records (EHRs) and Enterprise Clinical Applications<br>▪ Pharma & Life Sciences | ▪ **30+** MedTech organizations served.<br>▪ **250+** HL7 & FHIR certified professionals<br>▪ **300+** Medical imaging professionals<br>▪ **400+** Healthcare cloud experts |
| **Life Sciences** | ▪ Pharmaceuticals<br>▪ Biotech<br>▪ Biopharma<br>▪ Research Organizations and Contract<br>▪ Research Organizations (CROs)<br>▪ Pharma Independent Software Vendors (ISVs) | ▪ **600+** Life Sciences technology and consulting professionals<br>▪ **5 of the Top 10** Global Pharma companies use our services<br>▪ **2 of the Top 10** Clinical Research Organizations (CROs) are our clients |

# OUR PRESENCE

**Our operations span the US, India, Canada, UK, UAE, and Singapore, with headquarters in Mumbai, India.**



### Canada

- Mississanga, Ontario
- Vancouver, British Columbia

### North America, US

- Princeton, NJ
- Rochester, MN
- Clarksville, TN
- Dallas, TX
- Boston, MA
- Philadelphia, PA

### UK

- Middlesex, London

### Middle East

- Dubai, UAE

### India

- Mumbai (Head Quarter)
- Navi Mumbai, Maharashtra
- Bengaluru, Karnataka
- Chennai, Tamil Nadu
- Hyderabad, Telangana
- Pune, Maharashtra
- Gurgaon, Haryana

### Singapore

- Paya Lebar Square

CitiusTech has subsidiaries, namely FluidEdge Consulting specialized in healthcare consulting, SDLC Partners, which excels in Payer technologies & Wilco Source proficient in patient and member-centric digital offerings.

# MEMBERSHIPS & ASSOCIATIONS

CitiusTech is actively engaged and associated with various industry membership associations, as well as national and international advocacy organizations.

These collaborations enable us to stay connected with the latest industry trends, contribute to the development of best practices, and advocate for policies that align with our sustainability goals.

| | | |
|---|---|---|
| AHIP | America's Health Insurance Plans (AHIP) | Affiliate Menber |
| CHIME Healthcare Innovation Trust | College of Healthcare Information Management Executives (CHIME) Foundation | Associate Member |
| DEFINITIVE HEALTHCARE | Definitive Healthcare LLC | Annual Subscriber |
| Everest Group | Everest Group | Healthcare & Life Sciences Member |
| Gartner | Gartner Inc | Business Leaders Participant |
| KLAS RESEARCH | KLAS | Business Leaders Participant |
| HIMSS | Healthcare Information and Management Systems Society (HIMSS) | Business Conference Participant |
| HL7 International | Health Level Seven International | Accelerator Member |
| nasscom | National Association of Software and Service Companies (NASSCOM) | Market Research Member |
| CII Confederation of Indian Industry | Confederation of Indian Industry (CII) | Sponsor |
| | Pioneering Collective | Executive Thought Leadership Participant |
| talend | Talend Inc | Program Partner |
| wedi | WEDI – Workgroup for Electronic Data Interchange | Subscriber |

# DIGITAL INNOVATION

The last few years have irrevocably changed the healthcare landscape, bringing in a sharp focus on patient-centric and value-based care. The pandemic, challenges on affordability and access and economic slowdown have given rise to a new era for healthcare—one that is collaborative, digitized, accelerated, and fundamentally human-centric.

At CitiusTech, we have taken this time to introspect and create a new vision for ourselves in this changed reality. We have always strived to solve the healthcare industry's greatest challenges with technology, creativity and agility and our new vision is to –

***"Inspire new possibilities for the health ecosystem with technology and human ingenuity."***

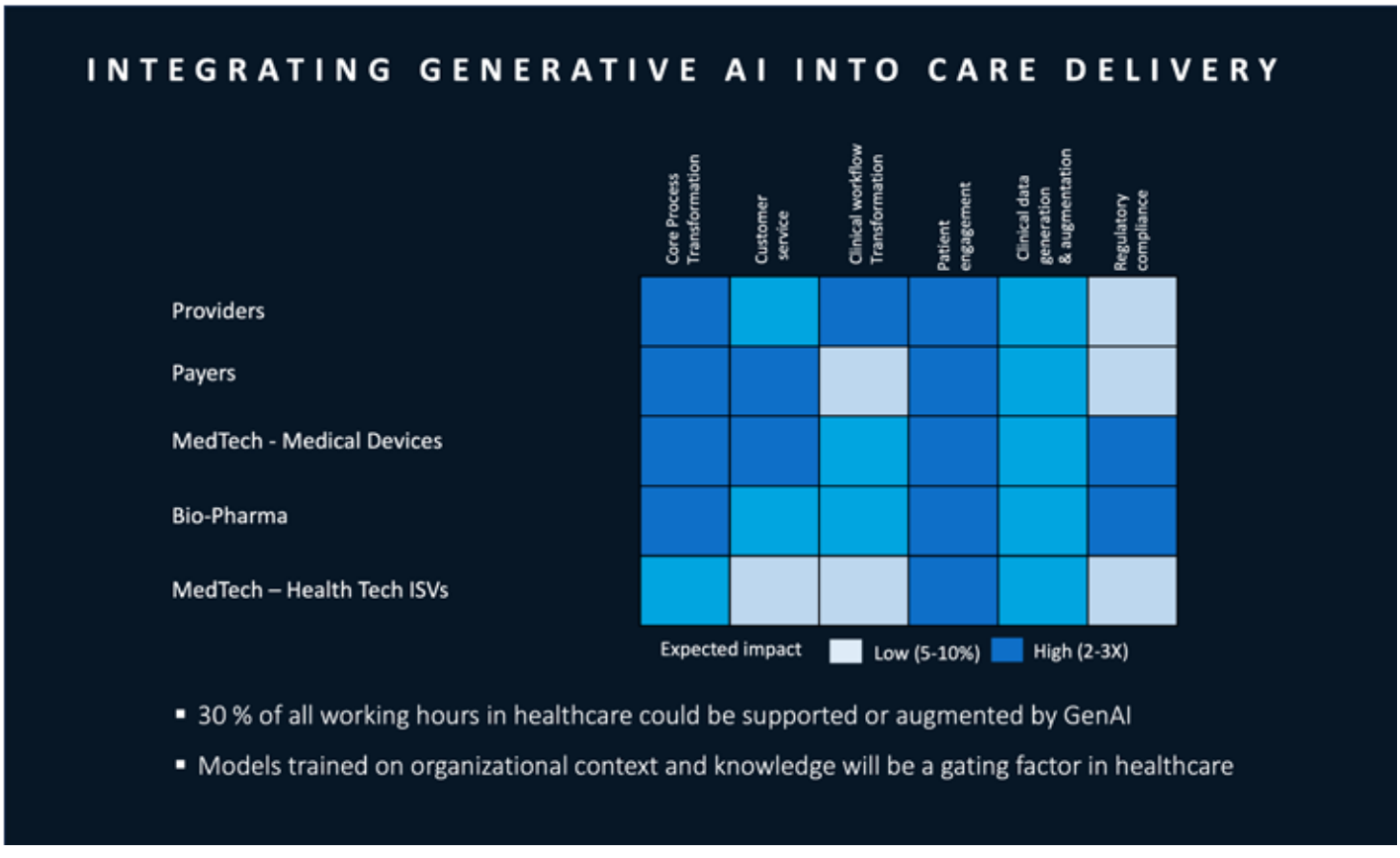
We have made several critical investments to scale our capabilities toward becoming the leading healthcare technology solutions provider. We are razor focused on deepening our domain and tech capabilities to help our clients capitalize on the trillion-dollar opportunity to transform care delivery with:

- Patient-centricity and personalized care
- A connected healthcare ecosystem
- Innovation at warp speed with Cloud, Automation, and AI at the core

Generative AI can be pivotal in reshaping the US healthcare landscape, ushering in an era of personalized medicine, improved diagnostics, reduced administrative burden, faster drug discovery and more effective preventive care. Estimates suggest that 30% of all working hours in healthcare could be supported or augmented by generative AI.

While the opportunity matrix has multiple applications, we have already developed MVPs for two significant use cases - personalized patient engagement and conversational analytics. We can now use generative AI to help physicians and care teams create personalized communication for patients on disease and treatment awareness. We can also help care teams decode conversations to navigate, investigate and target patients with chronic conditions and run risk models.

Generative AI can provide the necessary boost to shift from a one-size-fits-all approach to hyper-personalized care, tailoring treatments based on individual genomics and environmental data. It represents the future of healthcare, one that prioritizes accuracy, efficiency, inclusivity, and, above all, patient-centric care.



# OUR ACHIEVEMENTS - AWARDS AND RECOGNITIONS

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

CitiusTech is acknowledged in the 2023 Gartner® Report "Quick Answer: U.S. Healthcare CIOs Use Price Transparency Data to Improve Business Outcomes

CitiusTech has been positioned as a Major Contender in Everest Group's Healthcare Data & Analytics Peak Matrix® Assessment 2023

Certified by Great Place to Work as one of the Best Workplaces in India for 12 years in a row

Certified by Great Place to Work as one of the Best Workplaces in the USA for 3 years in a row

India's Best Workplaces in IT & IT BPM 2022 - 7 years in a row!

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

CitiusTech wins IACC's Excellence in Service Award

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

Bronze Medal recognition reflecting progress on Sustainability Management systems from Eco Vadis sustainability rating platform

# REPORTING BOUNDARY

**CitiusTech has remained committed to its inclusive stakeholder participation philosophy for over 18 years. This Sustainability report is in conjunction with our policies and standard operating procedures (SoP's), serves as a reflection of our approach, journey, and the outcomes we have achieved.**

CitiusTech's 3rd Sustainability Report presents its sustainability performance for the fiscal year 2022-2023, covering the reporting period from April 1, 2022 to March 31, 2023. Since the inception of our sustainability reporting journey, we have upheld our commitment to annually report on our triple bottom line performance.

## Scope

The scope of our sustainability reporting encompasses significant environmental, social and governance compliance in reference to the Global Reporting Initiative (GRI) standards 2021. Our sustainability disclosures are also 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 (SDGs).

The reporting boundary, unless stated otherwise, includes the operations of CitiusTech Healthcare Technology Private Limited at our leased offices in India, including one facility in Mumbai*, three in Navi Mumbai, two facilities each in Bengaluru & Pune each and in the USA two facilities at Princeton & Rochester, offices falling under CitiusTech's direct control & included in the financial reporting from April 1, 2022 to March 31, 2023. Additionally, this report includes data on subsidiaries, namely FluidEdge Consulting and SDLC Partners, that are included as well in our consolidated financial statements. CitiusTech doesn't consist of multiple entities & is solely controlled by the Parent Company.

Compared to the previous year, we have successfully maintained a consistent supply chain. Furthermore, our business operations have expanded with the acquisition of FluidEdge Consulting and SDLC Partners, allowing us to broaden our scope of services. Furthermore, we have opened two new facilities in Pune, while our Mumbai facility shut in February 2023*, which plans to be replaced with a new state of the art facility by July 2023. Data about our human resources, including headcount, training & finance pertains to our overall full-time workforce tagged at our leased facilities, with exceptions specified wherever relevant.

To gain insights into the significant material topics for both internal and external stakeholders, we conducted a materiality assessment in reference to the global frameworks. We have assessed & mapped the potential & actual impact on the economy, environment, people & human rights for our key material issues along with charting the actions implemented through our policies, commitment trackers throughout the reporting period.

## Precautionary Principle or Approach

CitiusTech is a responsible organization and acknowledges that every company has a role to play in ESG factors. Thus, through our environmental policy, we aim to inculcate sustainable business practices by demonstrating care for our community, preventing pollution and reducing the environmental impact. ESG is integrated into our company practices and our business operations in cognizance with our journey towards sustainability which is further described in this report. When faced with potential risks or uncertainties pertaining to ESG, we take proactive and preventive measures to avoid or mitigate harm. We prioritize the health and well-being of our employees, environment and communities in which we operate.

By embracing the precautionary approach, we ensure that responsible and ethical practices are at the core of our decision-making processes, safeguarding a sustainable future for all stakeholders. We ensure the application of the principle through our Enterprise Risk Management (ERM) system & align with various ISO & other standards/frameworks mentioned throughout the report to mitigate environmental, health & safety risks.

## Data Assurance

The key material issues and relevant information presented in this report have been sourced through engagements with internal and external stakeholders and our senior management & Functional teams have taken diligent care to ensure the accuracy of all data provided. This report has been prepared in reference to the principles outlined by the Global Reporting Initiative (GRI) to ensure standardized content and quality. Furthermore, we have engaged the services of DNV, an external assurance provider, to independently assess and validate the information presented in this report. We do not render any other services apart from assurance, certification & recertification. The assurance statement provided by DNV can be found in the appendix, offering further credibility and transparency to the report.

## Availability

Our previous sustainability report for the fiscal year 2021-2022 is publicly accessible on our website at https://www.citiustech.com/corporate-sustainability

## Feedback

We greatly appreciate your feedback and welcome your thoughts on this report. If you have any questions or suggestions, please feel free to contact us at sustainability@citiustech.com. We await your valuable inputs.

## Economic Value Creation

One of the key material risks we've addressed pertains to business sustainability. This includes an actual economic impact, marked by reduced sales and revenue resulting from the paradoxical economic landscape characterized by geopolitical risks, inflation and recessionary pressures.

CitiusTech demonstrated resilience and achieved improved performance, implying a positive impact during the reporting period. Throughout the years, we have successfully attained business sustainability by establishing a strong economic foundation and adapting to evolving technological landscapes to ensure our relevance to customers. Our commitment to improving our economic performance is substantiated through the internal publishing of an audited financial/ profit and loss (P&L) statement.

We prioritize the long term well-being of our employees and strive to provide them with competitive compensation and comprehensive benefit plans. Even with the volatility in the market, we ensured a stable salary distribution with 88.54% growth in investment of employee salary (Subsidiaries added this year). This investment is crucial for their motivation, job satisfaction and overall success, which ultimately contributes to the growth of CitiusTech.

In the fiscal year 2022-23, we witnessed a significant increase in our expenditure on employee benefit plans & retirement plans, which amounted to INR. 985 million, representing a growth of 88%. This investment demonstrates our commitment to supporting and valuing our workforce.

# ETHICAL BUSINESS PRACTICES AND GOVERNANCE

## Corporate Governance

CitiusTech's governance strategies are firmly grounded in comprehensive frameworks, policies, procedures, and practices that serve as guiding principles for our operational decisions. These robust foundations enable us to shape a business that is sustainable, transparent, and built on ethical practices.

## Board Composition

Our current board composition aligns with corporate governance regulations and operates in alignment with up-to-date industry practices and Committee charters. William Winkenwerder Jr. serves as the Chair of the Board- Non-Executive Director. As of March 31, 2023, six board members are non-executive directors. The board has convened five times during the reporting period to conduct comprehensive performance reviews and assessments.

**William Winkenwerder Jr.**
Chairman (Non-executive)

**Hari Gopalakrishnan**
Director (Non-executive)

**Jimmy Mahtani**
Director (Non-executive)

**Pavninder Singh**
Director (Non-executive)

**Anne McGeorge**
Director (Non-executive)

**Devin O'reilly**
Director (Non-executive)

## Board Diversity

The Board's diversification encompasses, wide range of skills, knowledge, and field experience thus ensuring independent & balanced judgement, thus deliberating a valuable perspective, particularly on matters related to strategy, performance, risk management, resource allocation, key appointments, and standards of conduct that help meet the evolving needs of our clients in dynamic market conditions. The board comprises members of multiple ethnic groups.

For more information about the Board, including additional details about its members, please visit our website at: https://www.citiustech.com/aboutus/board-of-directors#board-of-directors

| Gender Diversity | |
|---|---|
| Male | 5 |
| Female | 1 |

| By Age | |
|---|---|
| <30 years | 0 |
| 30-50 years | 3 |
| >50 years | 3 |

- Effective Mitigation of Risks
- Adhering to Regulatory Requirements
- Upholding Security & Data Protection
- Safeguarding Stakeholder Rights
- Long Term Operational Efficiency

## Selection of the Board

CitiusTech is a privately held company and is not listed on the national or global stock exchange. The board of directors comprises of an executive director appointed by the Board, four directors are nominated by the investors as per the competencies relevant for CitiusTech, and the remaining directors are independently appointed.

## Role of the Board

Corporate governance at CitiusTech plays a pivotal role in fostering stakeholder value, trust, and operational efficiency. We have established Board-level Committees to provide independent oversight and ensure effectiveness in various functions. The Audit and Risk Committee convenes quarterly to assess risk and monitor compliance requirements. The Audit and Risk Committee chaired by Anne McGeorge holds the responsibility of investigation, overseeing due diligence, ensuring security certifications & assessments on environmental, social, and governance (ESG) issues, and ensuring compliance within the organization. Additionally, other board level committees meet regularly to oversee specific business functions. Shareholders' meetings are scheduled annually to review audit reports and financial statements. Through these governance practices, we uphold our responsibility and strive for excellence in all aspects of our operations.

**Audit and Risk Committee**
To Review and investigate i) financial reporting and the disclosure of its financial information ii) ESG iii) Information Security and 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 and Corporate Governance Committee**
To appoint and evaluate the Board and the Board-level Committees

## Business Practices

Two critical material issues we address are Ethical Business Practices and Governance. At the heart of our operations lies a steadfast commitment to corporate governance and ethical business practices. By adhering to rigorous governance standards and conducting business ethically, we ensure transparency, accountability, and trust.

Conversely, unethical practices can lead to financial penalties, damage employee morale, harm business relationships, and even risk human rights violations. To mitigate these concerns upholding a values-based ethos is of utmost importance & is exemplified by our Business Ethics and Code of Conduct. It serves as a guiding charter for all employees, outlining the professional best practices, which include working with integrity & fairness while complying with all legal aspects of our operations. It sets the foundation for our interactions with all our stakeholders.

During the onboarding process, employees at all locations i.e., 100% including contractors, senior management & board members receive training on the Code of Conduct & sign relevant documents. All employees are covered under Health & Safety Management System. Also, Background verification to review the age, Qualifications & other requirements are thoroughly checked. This ensures due diligence & that every employee at CitiusTech understands and follows the principles outlined in our policies. To ensure ongoing awareness and compliance, refresher training and tests are provided semiannually.

Reporting in reference to GRI. We are an equal opportunity provider with a commitment to respecting human rights. Our inclusive approach ensures a fair and diverse work environment for everyone, without any discrimination based on age, race, color, nationality, sexual orientation, gender, marital status, disability, religion, or any other protected factor as per laws and regulations. Our policy on Labor Practices & Human Rights outlines our commitment to upholding rights mentioned in the United Nations Universal Declaration of Human Rights, as well as other relevant local & international conventions and standards. As part of the commitment, we ensure that no worker under eighteen is employed within our organization. We strictly prohibit any form of forced or compelled labor, and we maintain a strong stance against engaging with vendors and suppliers who employ child and/or forced labor in any capacity. At all our offices, i.e., all ten operations, we prioritize creating a safe and ethical working environment; we also focus on & empower risk-vulnerable groups through our CSR programs, including marginalized populations, particularly in tribal-rural regions, Persons with Disabilities, Trafficked Women, Children in Slaveries.

We recognize, respect and protect the right to freedom of association & promote open communication and direct engagement between employees and management. This enables employees to share grievances with management regarding working conditions and management practices without fear of reprisal or intimidation. Reporting in reference to GRI, for this reporting period, all our employees have the freedom and right to join any associations, unions, or groups that exist in line with local government regulations, however we don't have any trade unions or collective bargaining agreements, i.e., zero % across all geographic areas.

## Policy Commitments

A comprehensive set of HR policies is implemented across all facilities, including our subsidiaries, prioritizing the well-being and satisfaction of our stakeholders along with a commitment to responsible business conduct. The policies are designed to create a positive and supportive work environment. These policies are available on our internal communication platform, InterCT, where employees can access and refer to them. The policy commitments reach out to relevant external stakeholders via contractual agreements, newsletters, websites, etc.

To ensure continuous compliance and e ectiveness, our policies also outline the frequency of commitment review. The policies undergo a rigorous review and approval process by the Senior Management and Board of Directors & the signatories for the policies lie with the CEO & CHRO. The policies are updated to reflect any changes in legal requirements, industry best practices, or organizational needs. Some key HR policies include:

- 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 Disciplinary Action Policy
- CitiusTech Labor Practices & Human Rights
- CitiusTech Sustainability Policy
- CitiusTech DEI Policy
- CitiusTech Anti Money Laundering Policy
- CitiusTech Antitrust/Competition Compliance Policy
- CitiusTech Background Verification Policy
- CitiusTech Charitable Donations and Sponsorship (CDS) Policy
- CitiusTech Gifts, Hospitality and Entertainment (GHE) Policy
- CitiusTech Grievance Handling Policy
- Supplier Code of Conduct
- SOPs for procurement, recruitment, HR, Finance, and other corporate business processes

| Policy Review | Responsibilities |
|---|---|
| Board of Directors | Oversight & accountability of the policy commitments |
| Management function teams, employees & external stakeholders | Day-to-day implementation of policy commitments |

## Addressing Grievances

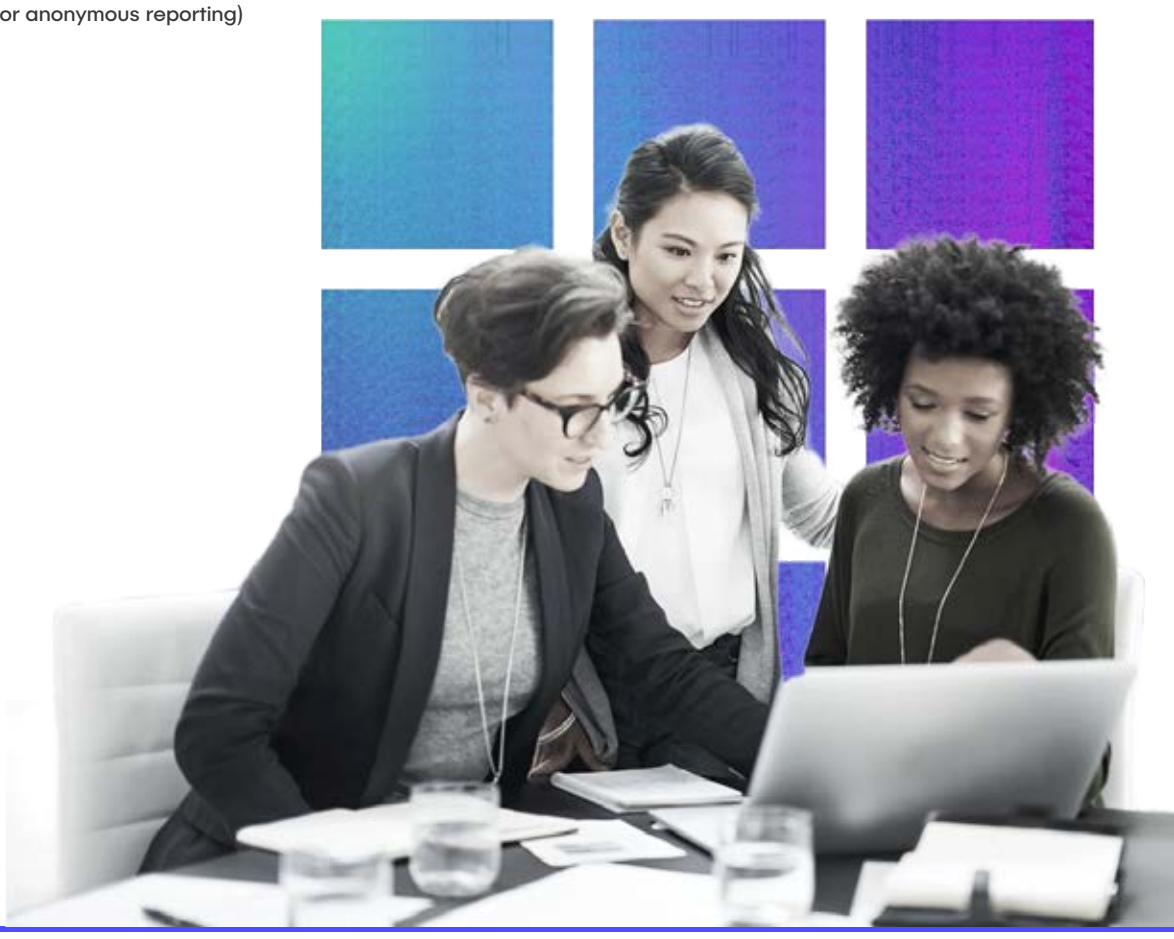
CitiusTech is committed to conducting business with fairness, upholding professionalism, honesty, integrity, and ethical behavior. During this reporting year, our 100% operational sites, i.e., all 10 sites as mentioned under the Scope section of the report, have reported zero instances of non-compliance or legal actions related to human right violation, including discrimination & violations, security incidents, corruption, anti-competitive behaviors, violations of anti-trust regulations, or monopoly legislations, etc. with no monetary fines. No significant corruption-related risks have been identified across our operations for this reporting year.

We maintain a well-defined, multi-level Grievance Redressal Mechanism plan in place to remediate negative impact and address any concerns or grievances that stakeholders may have, including practices for responsible business conduct. This mechanism ensures that all grievances are appropriately documented, reviewed, and resolved in a timely and fair manner. We provide a platform for individuals to express their concerns and seek advice & redressal, promoting transparency and accountability in our operations via the following channels:

- 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)
- Ethicsline is a 3rd party helpline to report any potential or actual instances of ethical misconduct, malpractice, or non-compliance.
- Email Ethics Helpline https://citiustech.integritymatters.in (operational from 1st February 2023)
- Step 1 – Contacting Ethicsline ⟶ Step 2 – Reporting concern ⟶ Step 3 – Follow-up
- "CT Feedback" link on InterCT (for anonymous reporting)

Upon receipt of a protected disclosure, if initial inquiries indicate the need for further investigation, an investigation team is promptly assigned within three working days. This team is responsible for conducting a thorough investigation into the matter. The findings of the investigation are then compiled and submitted to the committee within 15 days.

- If the incident is not proven, the case stands closed.
- If the incident is proven, necessary actions are taken as per CitiusTech's Disciplinary action policy to remediate the negative impact and to avoid the recurrence of such incidences in the 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 during the quarterly review meeting.



# SUSTAINABILITY AND RISK MANAGEMENT

## Enterprise Risk Management

We have established a robust risk management framework that encompasses policies and processes to proactively analyze potential risks to our business across various dimensions that enable us to continually review and enhance our risk management systems in response to the dynamic business environment.

Our approach to Enterprise Risk Management includes risk identification, risk assessment, response planning, monitoring, and evaluation. Through a comprehensive strategy and rigorous risk management practices, we optimize our business performance and operations. We believe that risk management is a shared responsibility across the organization and is represented as below. The Audit and Risk Committee evaluates and approves the strategic and operational plan of the enterprise risk management function.

To lead our Enterprise Risk Management efforts, we have established an ERM Steering Committee. This committee collaborates with risk managers and owners to oversee the Enterprise Risk Management team. Key Risk Indicators (KRIs) are continuously monitored and analyzed by the respective risk owners against predefined thresholds.

The committee receives quarterly reports on changes in risk levels, and risk owners report on the progress of mitigation actions to senior management.

| Governed by | Process | Responsibilities |
|---|---|---|
| Audit & Risk Committee (Board) | Risk oversight | ▪ Understanding and endorsing the ERM process<br>▪ Supervising top risks & deploying resources to mitigate risks |
| ERM Steering Committee Chief Financial Officer (CFO), Chief Information Security Officer (CISO) | Risk management | ▪ Participation in annual risk assessment<br>▪ Review, approval, and communication of risk ratings<br>▪ Monitoring mitigation responses<br>▪ Quarterly Review with the Board Audit & Risk Committee |
| Risk Manager & Facilitators (Process Excellence & Project Management Office (PMO)) team members, Function SPOCs | Risk facilitation | ▪ Initiate and review the annual risk reassessment<br>▪ Support the ERM Steering Committee in assessing the top risks<br>▪ Collect the risk owner mitigation response & monitor the same |
| Management Team | Day-to-day risk management | ▪ Actively engages in the annual risk reassessment<br>▪ Develop, implement & monitor risk mitigation activities<br>▪ Tracks Key Risk Indicators (KRIs) and conducts regular risk reviews<br>▪ Reports progress to the ERM Steering Committee and Board of Directors |

## Risk Management Framework

| Risk Assessment | ERM Operations | | | |
|---|---|---|---|---|
| **Interviews with inter-disciplinary team heads** ↓ **Creation of Enterprise Risk Register** ↓ **Delphi Approach based Risk Survey (2 rounds of survey)** ↓ **Risk Workshop to obtain feedback for risk action plans** ↓ **Identification of Top enterprise risks** | **Policy**<br><br>ERM SOPs to address process, governance, and operational aspects of risk management | **Quarterly Risk Review**<br><br>Risk assessment with risk owners to identify any changes in risk, levels, KRIs, and mitigation efficacy to report the findings to the Board Audit and Risk Committee | **Annual Risk Re-Assessments by external consultants**<br><br>Risk register update using online surveys or group meetings on annual basis or whenever there are significant changes in the business | **Compliance review by external finance consultant**<br><br>CitiusTech's ERM framework compliance with SPAC (Special Purpose acquisition company) and SOX (Sarbanes-Oxley Act) requirements |

We conducted a comprehensive analysis of the key risks affecting our business and formulated effective strategies to mitigate their impact.

| Sr. No | Top Risks | Mitigation Measures |
|---|---|---|
| 01 | **Building organization culture in hybrid model and transition of remote workforce back to office as needed** | ▪ Continuous structured communication & engagement to build culture<br>▪ Periodic checks to assess the cultural alignment<br>▪ Continue to provide flexible hybrid working to accommodate different needs<br>▪ In person engagement activities to encourage bonding & collaboration |
| 02 | **Business continuity & disaster recovery risk** | ▪ Disaster recovery setup in alternate location. Conducting regular BCP tests |
| 03 | **Cyber threats / incident / breach / data leakage risks (frequently changing security landscape)** | ▪ Focus on further strengthening Cyber Security maturity through various initiatives & projects |
| 04 | **High dependency on major accounts and lack of mid-size accounts** | ▪ Increased focus on cross-selling & up-selling and hunting large new logos<br>▪ Offer relevant solutions to scale mid-size accounts |

| Sr. No | Top Risks | Mitigation Measures |
|---|---|---|
| 05 | **Impact of Gen AI on business model** | ▪ Diversify the business- through value added services like consulting, solution development, end to end project development<br>▪ Leverage Automation - introduce automation using Gen AI to bring in e ciency and quality improvements<br>▪ Upskilling and reskilling – train CTzens in Gen AI technologies so that CitiusTech as an organization is equipped to face the challenge posed by Gen AI<br>▪ Strong Partnership - partner with Gen AI providers to integrate Gen AI capabilities in solutions/o erings and increase CitiusTech value proposition<br>▪ Training & Awareness - Educate CTzens to maintain data privacy & security while using GenAI and ensure ethical and regulatory compliance<br>▪ Client focussed Solutioning - Communicate & educate clients on the role of Gen AI. Understand client needs and customize solutions using Gen AI as per client business need |
| 06 | **Inability to attract/ hire/ retain talent, along with potential top talent attrition after appraisals/annual reviews** | ▪ Proactive pipeline creation & hiring for in-demand skillsets<br>▪ Focusing on increasing hiring from referrals and social media engagement<br>▪ Review & revamp career progression & appraisal framework to retain talent and prevent attrition |
| 07 | **Inability to win large orders and deliver large multi-year projects** | ▪ Strengthen large deal management framework<br>▪ Develop adjacent capabilities - Set up new practices to target large deals that require multiple service lines |
| 08 | **Lack of diversity at leadership level** | ▪ Multiple programs like CT Shine to empower & mentor women achievers to take on leadership positions<br>▪ Exclusive women hiring drives<br>▪ Special policies for supporting women returning from maternity |
| 09 | **Lack of focus on innovation, investment and capability building** | ▪ Conceptualised & rolled out tech excellence framework using HT Studio<br>▪ Investments in focussed market & client specific solutions and o erings |
| 10 | **Low brand awareness and lack of one common brand** | ▪ Investments in branding across various internal & external channels and mediums<br>▪ Put in place Brand model for acquired companies |

## Key Initiatives for Risk Management

- Partnership with Gen AI providers
- Roll out tech excellence framework using H-T Studio
- Brand Model for acquired companies
- Programs to empower & mentor Women achievers

In order to meet critical expectations regarding information security and data privacy, we have implemented various controls. These include the use of a Endpoint Detection Response (EDR) solution, web proxy for restricted internet access, deployment of Multi-Factor Authentication (MFA), Data Leakage Protection (DLP) tools, Security Operations Center (SOC) and more. These measures ensure that we uphold the highest standards of information security and protect sensitive data. Proactively identifying, analyzing, and mitigating risks is integral to sustaining our business activities and minimizing disruptions.

### Global standards of our Risk Management Framework

**ISO 27001:2013,** Information security management

**ISO 31000:2018,** Risk management

**SSAE 18 – Service Organization Controls (SOC 1 type 2 and SOC 2 type2 assessment)**

## Stakeholder Engagement

Engaging stakeholders is crucial to effectively address challenges in the Environmental, Social, and Governance (ESG) realm. Our organization follows a comprehensive stakeholder engagement process that encompasses stakeholder identification & determination of relevance in terms of impact on business and its boundaries, prioritization of material topics based on criticality, corroboration of material topics, and transparent reporting. This process allows us to involve relevant stakeholders in our decision-making and actions related to ESG issues.

| Stakeholder | Significance of stakeholder group | Purpose of engagement | Modes of communication | Engagement frequency |
|---|---|---|---|---|
| **Employees** | Most invaluable assets, driving exceptional delivery of services & solutions whilst ensuring profitability | ▪ Social and financial well-being<br>▪ Equity & Equality<br>▪ Learning and Career development<br>▪ Rewards & Recognition | ▪ Employee Feedback<br>▪ ESAT Survey's (Employee Satisfaction Survey)<br>▪ Grievance Redressal<br>▪ CT Intranet portal<br>▪ Best Place to work forum<br>▪ Meet-ups with senior management | Formal and informal meetings as required on a weekly, monthly, quarterly, biannually, and annual basis |
| **Clients** | End users of the solution, playing a pivotal role in shaping market-driven solutions | ▪ Service quality<br>▪ After-sales service support<br>▪ Compliance with laws and industry standards<br>▪ Data governance | ▪ Client visits<br>▪ Conferences<br>▪ E-mails<br>▪ Annual CSAT (Customer Satisfaction Survey)<br>▪ Net Promoter score<br>▪ Complaints Redressal mechanisms | Formal and informal meetings as required |
| **Investors** | Contributing vital capital support | ▪ Market Share<br>▪ Corporate governance<br>▪ Risk aversion | ▪ Board meetings<br>▪ Emails<br>▪ Investor Meetup<br>▪ Business meetings | As required |
| **Partners & Collaborators** | Valued collaborators on projects spanning technology services, learning and development, business services, and client engagements | ▪ Partnerships<br>▪ Law-complaint operations | ▪ Meetings<br>▪ Emails | As required |
| **Regulators** | Exerting influence on our operations through diligent policy enforcement | ▪ Business conduct in line with the laws<br>▪ Tax and royalties | ▪ Planned meetings | As required |
| **Community & Implementation partners** | Implementation partners actively support us in driving our CSR vision & the communities at large help maintain a mutually beneficial relationship | ▪ Initiatives in Health, Education, Livelihood, Environment that enable sustained mutual growth | ▪ Implementation partner discussion calls<br>▪ Emails and phone calls | As required |
| **Suppliers** | Ensuring continuous operations and business readiness through quality, consistent and timely supply of resources and services | ▪ Repeat orders<br>▪ Local procurement<br>▪ Price negotiations<br>▪ Expectation management and customer satisfaction | ▪ Emails and phone calls<br>▪ Vendor meetings<br>▪ Vendor evaluations/ assessments | As required |

## Materiality Analysis

Our approach to determining material issues is a collaborative and systematic process that involves stakeholders, including senior management, employees, suppliers, customers, government bodies, regulatory authorities, industry associations, implementation partners and investors. It begins with a step-by-step approach, starting with a detailed stakeholder engagement exercise and comprehensive materiality analysis. Insights gathered from these activities are then integrated into our ESG framework for tracking & continuous improvement.

The first step involves identifying material topics by screening and categorizing them into relevant ESG themes. These topics are prioritized based on their significance. Simultaneously, stakeholders are identified and grouped into categories, considering criteria such as their relevance and influence. Engagement strategies, including modes of communication and frequency, are developed for each stakeholder category as mentioned in the stakeholder engagement. Questionnaires are designed to capture relevant feedback and address specific queries.

**Methodology:** To assess the impact of each material topic, the summarized methodology is practiced

**Feedback:** We conducted feedback sessions to enhance our understanding of sustainability issues and gather insights from stakeholders. This helped us identify and prioritize material topics

↓

**Benchmarking and Prioritization:** We compared our identified issues with those of our peers to ensure alignment with industry trends and best practices. We then prioritized the material topics based on their significance to our stakeholders and the company

↓

**Validation and Review:** We engaged with our top management in one-to-one discussions to validate and review the identified material topics. Their input and perspectives were crucial in shaping the final material assessment matrix

↓

**Formulating ESG Framework:** Based on the validated material topics, we developed a comprehensive strategic framework for tracking. The framework considers the relevant functions and outlines specific Targets & action plans to address the identified material aspects

At CitiusTech, our primary focus is on providing innovative solutions and services that address the evolving needs of our clients and contribute to the development of e ective healthcare systems worldwide. As a result, our material topics are directly aligned with our purpose of tackling and enabling future challenges faced by healthcare organizations. We continue to report the same material topics with no changes from the previous reporting year. The same is referred to in the below table:

M - Medium; H - High; C - Critical

## Management of Material Topics

| Material topic | Reason to be material | Key aspects | Boundary of impact | GRI disclosures | Management of material topics (referenced) |
|---|---|---|---|---|---|
| **Classification I – Critical** | | | | | |
| **Business Sustainability** | Improves investor's confidence | Economic Performance, Demand Sustainability | Internal | Economic Performance | Economic Value Creation |
| **Client Privacy** | Improves stakeholder confidence | Compliance with Industry Regulations, Incident of Breach | Internal and External | Client Privacy | Information Security |
| **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, Anti-competitive Behavior 2016, General Disclosure | Ethical Business Practices and Governance |
| **Ethical Business Practices** | Positive impacts on the company's morale and stakeholders' relationships | Stakeholder Relationship, Value, Ethics & Compliance | Internal | General Disclosure | Ethical Business Practices and Governance, Sustainability and Risk Management |
| **Data Privacy and Cybersecurity** | Protection against data misuse, financial loss and cyber threats | Data Protection, Incident of Breach | Internal and External | Customer Privacy | Information Security |
| **Classification II – Critical-High importance** | | | | | |
| **Employee Retention** | Creates long-term value and better employee engagement and productivity | Parental Leave, Retention Rates | Internal | Employment | Training and Education, Our Power Engine: Our Human Capital, Employee Safety and Well-being |
| **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 | General Disclosure | Sustainability and Risk Management |
| **Innovation and Digitization** | Quality and process efficiency improvement | Research & Development | Internal and External | Non-GRI Topic | Digital Innovation |
| **Employee Well-being** | Employee retention and care | Employee Benefits, Parental Leave, Healthcare, etc. | Internal | Employment | Our Power Engine: Our Human Capital, Employee Safety and Well-being |
| **Learning Opportunities and Career Development** | Long-term value creation for employees | Training and Development | Internal | Training & Education | Training and Education |

| Material topic | Reason to be material | Key aspects | Boundary of impact | GRI disclosures | Management of material topics (referenced) |
|---|---|---|---|---|---|
| **Classification III – High Importance** | | | | | |
| **Occupational Health and Safety** | Assuring a safe working environment | Risk analysis and measures for mitigation | Internal | Occupational Health and Safety | Employee Safety and Well-being |
| **Sustainable Supply Chain** | Improves the overall performance across the value chain | Integration of sustainability into supply chain | Internal and External | Procurement Practices<br>Supplier Social Assessment<br>Supplier Environmental Assessment | Sustainable Supply Chain |
| **Human Rights & Grievances** | Abuse-free system and uninterrupted process due to no labor strikes | Amalgamation of values such as dignity, fairness, equality, respect and independence | Internal | Non-discrimination, Freedom of Association and Collective Bargaining, Child Labor, Forced or Compulsory Labor | Ethical Business Practices and Governance |
| **Diversity and Inclusion** | Ensures equitable, discrimination-free workplace | Diverse workforce | Internal | Diversity and Equal Opportunity | Diversity, Equity and Inclusion |
| **Energy Management** | Reduction in energy consumption, loss and cost | Reducing energy consumption | Internal | Emissions | Sustainable Energy Future,<br>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 | Sustainable Energy Future, GHG Management |
| **Community Development/CSR** | Enhance the local community relations and the lives of vulnerable groups of people | Local Communities | Internal & External | Local Communities, Indirect Economic Impacts | Powering the Social Systems |
| **Classification IV – Medium Importance** | | | | | |
| **Waste Management** | Reduces the burden on landfills | Waste reduction | Internal | Waste | Sustainable Energy Future, Waste Management |
| **Water Management** | Efficient use of water without leakages | Water consumption and reduction | Internal | Water and Effluents | Sustainable Energy Future,<br>Water Management |

## ESG Management

Sustainability is a core value that underpins CitiusTech's business practices. We recognize the impact our operations have on the environment, society, and economy, and are consciously making efforts to minimize any negative impacts through responsible actions. We identify material issues related to the environment, social, and governance aspects through stakeholder engagement and materiality assessment as mentioned above.

These issues are then addressed in a way that aligns with our overall business objectives. Sustainability is a key focus of our committee policies, which help us effectively integrate ESG principles throughout our business functions and value chain. Our committee policies prioritize sustainability and enable us to effectively integrate ESG principles into all aspects of our business functions and value chain.

The Board of Directors, through its Governance Committees, actively reviews our ESG agenda, including reviewing policies and performances, setting targets, and enhancing capacity building. Chief Information Security Officer at the executive-level position serves as an Audit and Risk Committee member, responsible for ESG parameters & reports directly to the board. The committee also collaborates with other committees to ensure compliance across the organization.

The Audit and Risk Committee, empowered by the board, is authorized to investigate any ESG concerns related to the firm and its subsidiaries. As part of their oversight role, they have access to comprehensive corporate information, including the Quarterly compliance report, which provides a detailed overview of the organization's ESG performance and compliance.

During the fiscal year, the committee conducted thorough assessments and reviews and observed zero instances of ESG violations or non-compliance within the organization.

The board, with their knowledge and experience, reviews ESG performance to ensure sustainable development measures. Additionally, 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. This ensures that informed decisions are made related to ESG.

Furthermore, we have established various channels and mechanisms to gather feedback and address concerns from stakeholders.

This includes soliciting employee feedback, conducting client visits, and participating in conferences and industry events. These engagement initiatives provide valuable opportunities to actively listen to stakeholders, understand their perspectives, and incorporate their feedback into the organization's ESG practices and initiatives.

# INFORMATION SECURITY

## Customer and Data Privacy

A key material risk we address revolves around Data Privacy. The risk has a notable impact, primarily concerning employees and business relationships, such as privacy breaches and identity theft. Client privacy and data confidentiality are paramount to us as a healthcare service provider, and we have a strong ethical commitment to safeguarding them. CT holds the ISO 27001:2013 certification, ensuring the highest standards in Physical Security, IT Infrastructure & Information Security, and Business Continuity. Along with ISO 27001, CitiusTech software services & facilities are certified for quality and security management with the following:

| | |
|---|---|
| CMMi – Dev v2.0 | CMMi Dev V2.0 High maturity level 5 |
| ISO 9001:2015 | Quality Management System (QMS) Certification |
| ISO 13485:2016 | Certification for Quality Management System for Medical Devices |
| SOC 1 Type 2 | Internal controls over financial reporting & operational controls for outsourced processes |
| ISO 27701:2019 | Privacy Information Management System (PIMS) |
| 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 |

## Upholding Cybersecurity Culture

CT has conducted an assessment and implemented a comprehensive set of privacy policies, procedures, guidelines, and templates, including privacy notices that are aligned with privacy regulations and best practices as follows: -

- General Data Protection Regulation (GDPR)
- India Personal Data Protection Bill
- California Consumer Privacy Act (CCPA)
- The Personal Information Protection and Electronic Documents Act (PIPEDA)
- Health Insurance Portability and Accountability Act (HIPAA)
- Data Protection Officer (EMEA/APAC/US)

## Information Security Governance

CitiusTech maintains a robust and comprehensive cybersecurity program overseen by a dedicated Information Risk Management (IRM) Team. Our program follows a defense-in-depth approach, employing multiple layers of controls to ensure cybersecurity across various areas. This includes a strong cybersecurity strategy, supported by policies, processes, and preventive, detective, and corrective controls.

At the senior management level, we have a Chief Information Security Officer (CISO) who holds overall responsibility for our cybersecurity program. The execution of the program is overseen by our Board and Senior Management, working in collaboration with the CISO.

Received zero substantiated complaints, thefts, leaks from regulatory bodies & stakeholders regarding breaches of Privacy & Pledged to continue the same.

CT Aims for a Cyber Security Maturity Assessment score of greater than 4 in the next FY.

## Information Security Management

We manage information security and data privacy through our central Confidentiality and Security Policy. Our policies address stakeholder grievances and potential breaches, ensuring e cient reporting and resolution. We have well-defined disciplinary measures, breach notification protocols, and regulatory reporting channels in place to handle data mishandling and fraud incidents. The CitiusTech User Security and IT Policy (CUSIP) provides guidelines for handling information security assets, while our Privacy Policy ensures that personal information is only used for authorized purposes. Our Incident Management procedure enables swift and effective response to mitigate risks.

The Security Incident Response Team (SIRT) conducts biannual tests and updates of the incident response plan. Our corporate Business Continuity Plan (BCP) undergoes an annual test to identify critical resources and infrastructure redundancies. Additionally, our internal security testing team performs Vulnerability Assessment & Penetration Testing (VAPT) at least every six months to identify and address any defects. As a result of our effective data protection measures, we have received zero substantiated complaints, thefts, or leaks from regulatory bodies and stakeholders regarding breaches of customer privacy, as well as no financial losses related to customer data.

## Data Confidentiality

Our primary focus is to deliver exceptional service to our customers by maintaining world-class standards. The below measures ensure physical & logical security, data encryption, secure access & transfer, and contingency plans in case of failures.

| Category | Security Measures |
|---|---|
| **Physical Security** | ▪ Video surveillance and visitor register<br>▪ Secured data centres with restricted access<br>▪ Fire detection and suppression systems<br>▪ Biometric authentication<br>▪ Asset management with license-based software allocation and custodian-tagged hardware assets<br>▪ Deployment of certified systems and applications with prior security tests |
| **Logical Security** | ▪ Security controls such as Firewall, IDS, IPS, NAT, content filtering<br>▪ System hardening through configuration changes<br>▪ Centralized antivirus and network infrastructure monitoring<br>▪ 24X7 Security Operations Centre<br>▪ Implementation of DLP solution for emails, web applications, and endpoint systems |
| **Data Encryption** | ▪ Encryption of data at rest and in transit using SSL certificates, VPN, disk encryption<br>▪ Encryption of data transmitted across a LAN/WAN with FIPS 140-2 compliant/equivalent encryption products<br>▪ Encryption of desktops, laptops, media disks carrying confidential data, and remote access connections |
| **Safe Access by Employees** | ▪ Unique user credentials maintained with Single Sign-On (SSO) scheme<br>▪ Minimum access to network services, servers, and applications based on user credentials and logical segregation of environments<br>▪ Network access via VPN and Multi-Factor Authentication (MFA) |
| **Data Transfer with Stakeholders** | ▪ Processing customer contracts through Master Service Level Agreements (MSA), Business Associate Agreements (BAA), and NDAs<br>▪ Supplier management through detailed service agreements, security addendums, NDAs, vendor registration, and vendor evaluation processes |
| **Alternate Measures** | ▪ Data redundancy with recovery measures and alternate site availability<br>▪ Alternate Internet connectivity lines<br>▪ Regular data backups |

We prioritize protecting customer data by implementing robust Confidentiality and Security Policies (CCSP). To ensure compliance with regulations, all employees with access to Protected Health Information (PHI) and Personally Identifiable Information (PII) undergo mandatory Health Insurance Portability and Accountability Act (HIPAA) training upon joining the organization.

Refresher training is conducted every six months to reinforce our commitment to data privacy and security.

# SUSTAINABLE SUPPLY CHAIN

At CitiusTech, we prioritize collaborating with suppliers who align with our values and uphold fair and ethical business practices. CitiusTech has established a comprehensive supplier code of conduct that serves as a guiding framework for vendors to engage in ethical, responsible, and legal business practices. In FY 2023, 141/152, i.e., 93% of new suppliers, signed the SCOC requiring the value chain to comply with all relevant environmental & human rights laws, regulations, and standards in conducting business operations.

Additionally, suppliers are expected to actively work towards reducing resource consumption, including water, energy, fuel, electricity, and other resources. It is also expected that suppliers will make efforts to minimize waste generated from their operations. By promoting these practices, we foster environmentally responsible behavior throughout our supply chain and contribute to sustainable resource management. The code of conduct ensures that our suppliers operate in alignment with our values, promoting transparency, integrity, and sustainability in their operations. Throughout the reporting period, there were no suppliers assessed as having any actual or potential negative environmental & social impact, resulting in a 0% rate.

## Resource Acquisition Adherence

Our resource acquisition procedure adheres to our standard operating procedures (SOPs). These SOPs apply to all our supply chain partners involved in general procurement activities. Through the procurement SOP, we ensure consistency and compliance throughout our supply chain network. It provides clear guidelines and processes to our partners.

**1000+ Suppliers**

**140+ Critical Suppliers assessed on EMS Parameters**

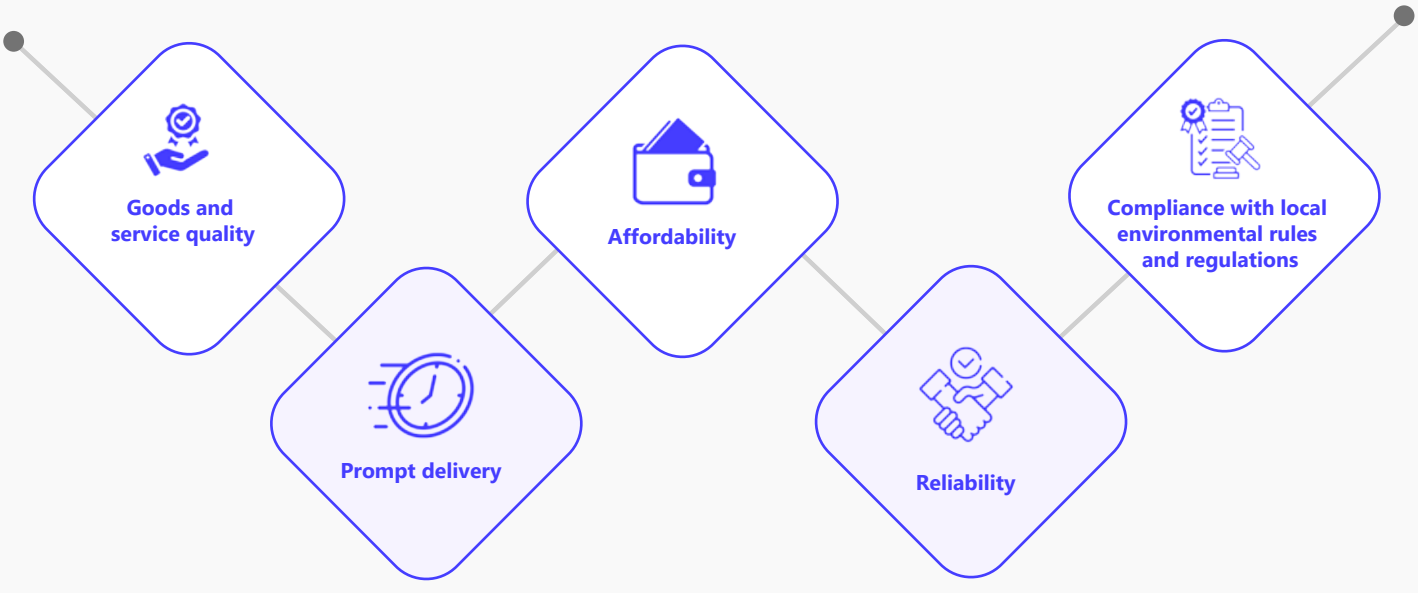
**140+ New Suppliers compliant to the Environmental & Social laws**

As part of our procurement process, suppliers are also required to adhere to our Anti-bribery policy, Labor practices, and human rights policy along with Sustainability & procurement policy. Compliance with these policies is essential. Additionally, suppliers are expected to provide an attestation that they possess all the necessary licenses and authorizations required to conduct business. By ensuring adherence to these guidelines, we foster transparency and efficiency in the procurement process.

## Value Chain at CitiusTech

The supply chain at CitiusTech consists of a diverse mix of contractors, original equipment manufacturers (OEMs), retailers, consultancy providers, facility management service providers, etc. We maintain a diverse supplier base that includes offshore suppliers from various locations as well as local suppliers. We place orders based on business specific requirements. While we primarily work with local vendors, there are a few exceptions. Our major business for laptops, desktops and servers is conducted with companies like DELL and Lenovo. For CitiusTech, a local vendor refers to a vendor with a functional entity in the country where we place the order. Our significant locations for vendor consideration are Mumbai/Navi Mumbai/Bangalore in India and Princeton, New Jersey in the USA.

The business tenure with the vendor is usually based on the nature of the services garnered. Suppliers are typically categorized into two groups based on functional business needs: critical and non-critical. This classification helps us prioritize and manage our supplier relationships effectively. In order to assess the critical suppliers and their overall performance, an evaluation process is conducted annually based on the following criteria.



# OUR POWER ENGINE: OUR HUMAN CAPITAL

## Talent Attraction, Engagement and Retention

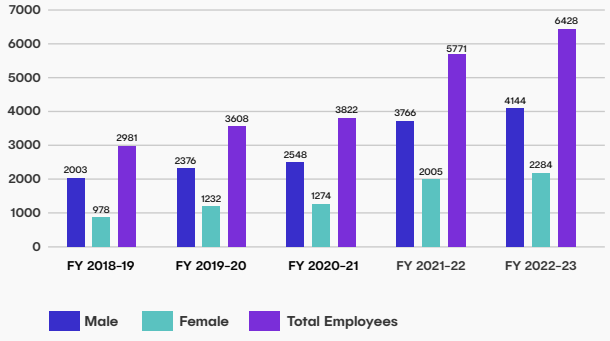
Talent management at CitiusTech goes beyond attracting & onboarding competent professionals in the industry. We invest in people through well-integrated growth strategies that support their personal and professional development. Diversity remains at the forefront of our hiring process for all job requisitions and candidate pools. Our approach to candidate selection involves actively addressing and mitigating any unconscious biases and promoting inclusive hiring practices throughout the selection process.

We prioritize evaluating candidates based on their qualifications, skills and potential fit with our organization, ensuring a fair and inclusive assessment for all applicants. During this reporting period, we have onboarded a total of 1,957 new hires. Among these, approximately 57% were young individuals below the age of 30. As of FY 2022-2023, our organization has a total permanent employee strength of 6,428 at the end of the financial year and a temporary employee strength of 328 across operations within India & USA, including the subsidiaries.

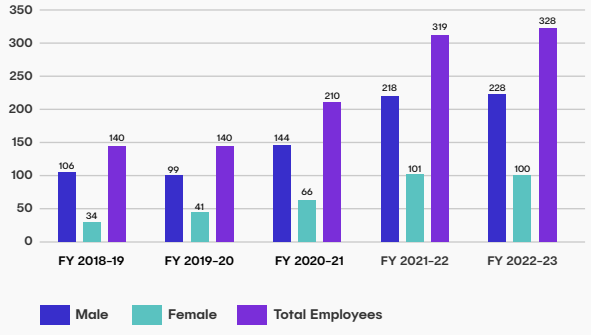
There are 58 employees tagged at our Satellite locations in the UAE, the UK & Canada. Our employee base represents a diverse range of nationalities and origins, with a majority of employees being of Indian nationality. In addition to Indian nationals, we have employees from the United States, Europe, and the Middle East, contributing to a rich multicultural environment. We have a 35.5% women representation in the workforce. The organization solely relies on its workforce of employees to carry out its operations.

Hiring at CT is based on a full-time employment model, the temporary employment offer is typically for short-duration projects or contractual based. We prioritize providing stable employment with guaranteed hours, ensuring a consistent and reliable workforce. We have seen an 11.4% increase in the workforce this year compared to the previous reporting year.

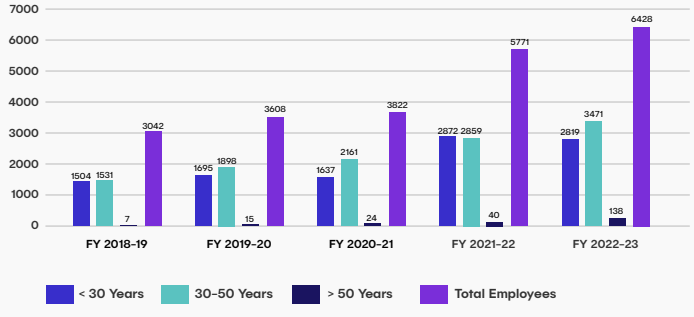
### PERMANENT EMPLOYEES BY GENDER



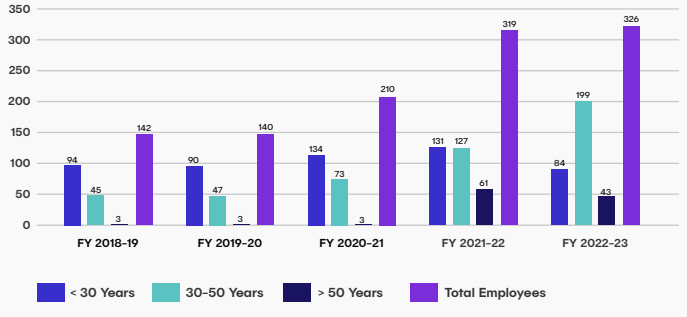

### TEMPORARY EMPLOYEES BY GENDER



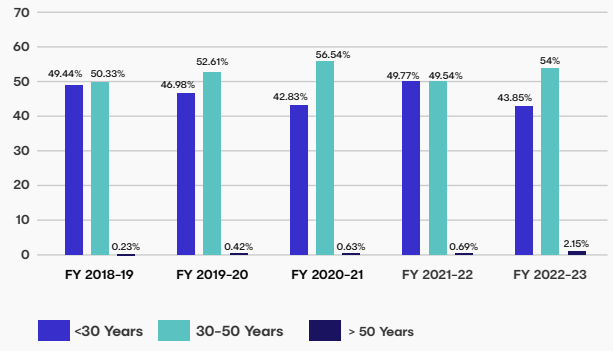

### PERMANENT EMPLOYEES BY AGE



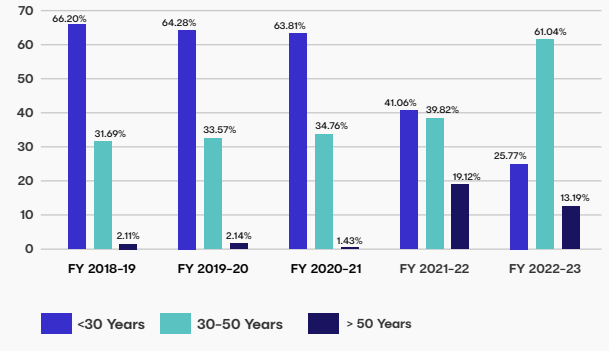

### TEMPORARY EMPLOYEES BY AGE



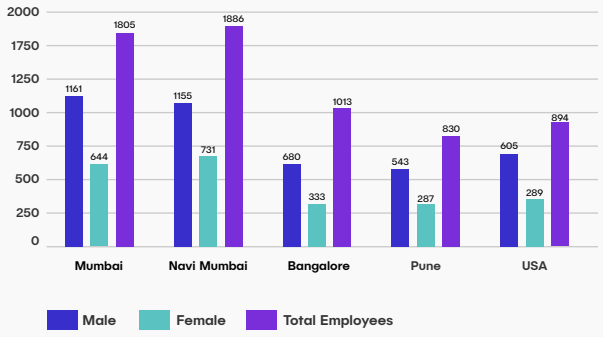

### PERMANENT EMPLOYEES AGE BY %



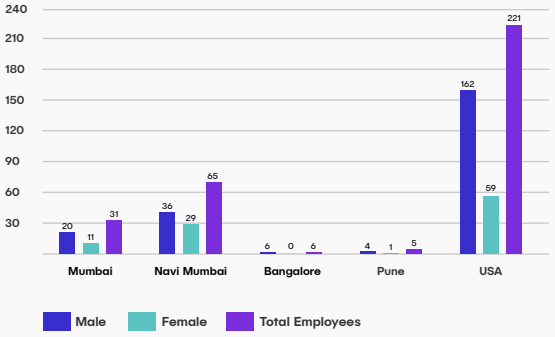

### TEMPORARY EMPLOYEES AGE BY %



### PERMANENT EMPLOYEES BY REGION




### TEMPORARY EMPLOYEES BY REGION



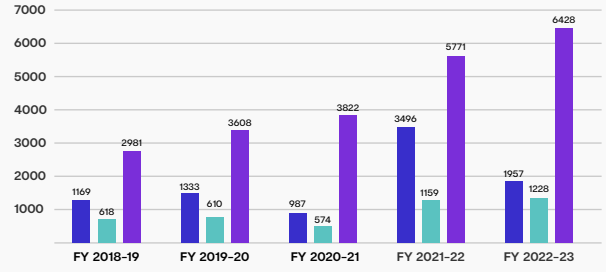

*USA region include employees tagged to CitiusTech, FEC & SDLC

Investing in the development, promotion, nurturing, and retention of our talented individuals. We believe in providing our employees with multiple engaging and exciting opportunities to enhance their skills, reinforce their learning, stimulate their imagination, and invigorate their passion.

Every employee plays a crucial role in helping us become a globally admired brand and one of the top companies to work for. Through initiatives, projects, and progressive policies, we aim to facilitate the overall development of our employees and create a supportive work environment that fosters their growth and success.

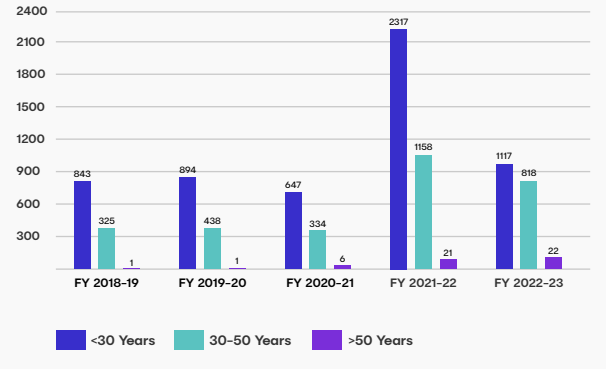
## New Employee Hires and Turnover

### NEW EMPLOYEE HIRES

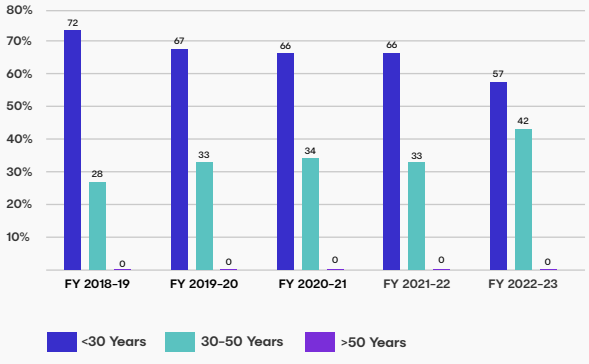



| | FY 2018-19 | FY 2019-20 | FY 2020-21 | FY 2021-22 | FY 2022-23 |
|---|---|---|---|---|---|
| Employee hire percentage | 39% | 37% | 26% | 61% | 30% |
| Employee turnover percentage | 21% | 17% | 15% | 20% | 19% |

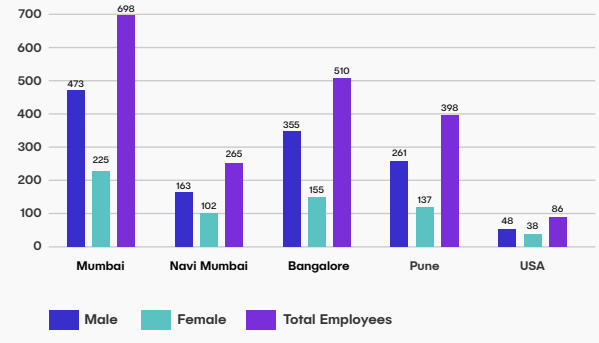
### NEW EMPLOYEE HIRES BY AGE




### NEW EMPLOYEE HIRES % BY AGE




### NEW EMPLOYEES BY REGION & GENDER

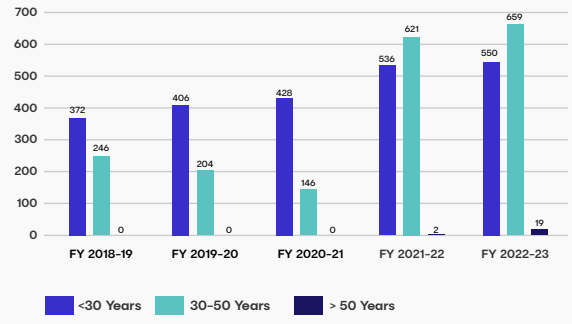



*USA region include employees tagged to CitiusTech, FEC & SDLC

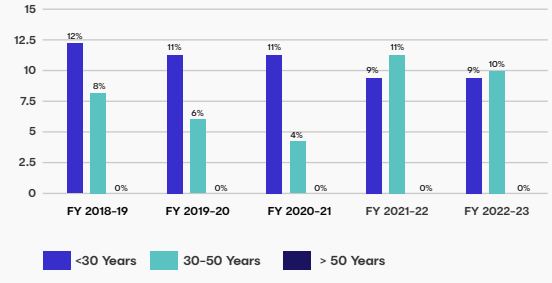
## Employee Turnover by Age

High employee turnover generates recruitment and training expenses, impacting morale and job satisfaction. The economic, human, and relationship-related implications are significant. To address this risk, CitiusTech is committed to competitive compensation packages, employee development and growth opportunities, work-life balance programs, and mentorship support for career advancement. Our commitments have yielded positive results, including a 1% reduction in turnover rates over the past year.

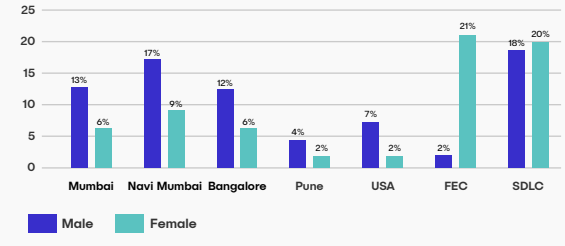
### NEW EMPLOYEES BY AGE




### NEW EMPLOYEES AGE BY %




### EMPLOYEE TURNOVER % BY REGION & GENDER



## Employee Benefits

Employees serve as the backbone for us, playing a vital role in sustaining and expanding the operations. Recognizing their significance, we are committed to ensuring that our employees are driven to achieve our organizational goals. We provide comprehensive support and resources to foster their growth, both professionally and personally. The quality of benefits offered to full-time employees is a crucial factor in retaining talent. As a permanent employee across all our offices, the following benefits are being entitled that are not provided to temporary or part time employees:

## Competitive Compensation

Offering competitive salary structure that reflects skills, experience, and contributions.

- **Transparent compensation:** Our employee benefit plan is transparent, with no hidden elements. Gratuity & health insurance components are in addition to the CTC.
- **Flexi Benefit Basket:** New salary components in the current fiscal year were added, allowing employees to have more tax-saving options in their salary structure. These components include Health/Sports Club Memberships, Professional Development, Telephone, Internet Expense Reimbursement, and more.
- **Employee Provident Fund:** CitiusTech matches employee contributions to the Provident Fund up to 12% of the basic salary.
- **Niche Skill Bonus:** A competitive salary component is offered to recognize and reward employees with niche skills.
- **CitiusTech Project Specific Incentive:** This incentive program aims to appreciate employees for their commitment and long-term association with specific projects. It drives performance, motivation, and focuses on project timelines, milestones, and deliverables.
- **Management Incentive:** As part of the compensation structure for Delivery Lead roles (senior management), we have a performance-based management incentive. The CEO personally addresses each leader, thanking them and their families for their support in making the year successful for CitiusTech.
- **Certification Reimbursement Policy:** To encourage upskilling and professional development, CitiusTech provides a certification reimbursement policy. Employees can reimburse 50% of their training costs or 100% of certification costs, up to a prescribed limit. Additionally, for programs like Post Graduate Diploma in Business Management and MTech in Data Science, EMI options for enrolled employees are offered.

## Health Coverage

Comprehensive health insurance coverage to support employee's physical well-being is provided.

- **Employee Mediclaim:** Our Group Mediclaim policy provides pre-defined insurance coverage to employees and their dependents (spouse and two children) at no extra cost.
- **Personal Accident Cover:** Employees are protected by a Personal Accident insurance policy.
- **Parental Policy:** Employees can obtain parent policy coverage without the need for pre-medical check-ups, ensuring hassle-free insurance.
- **Insurance Top-up:** Employees have the option to enhance their medical coverage by purchasing additional insurance.
- **Maternity Benefit:** Immediate maternity claim coverage is available, including expenses incurred after delivery.

## Time Off

Understanding the importance of work-life balance. Access to time off, including vacation, holidays, and personal days, to rejuvenate and spend time with loved ones is available to all employees. Leave Travel Allowance can be reimbursed as per prescribed limits.

## Professional Development

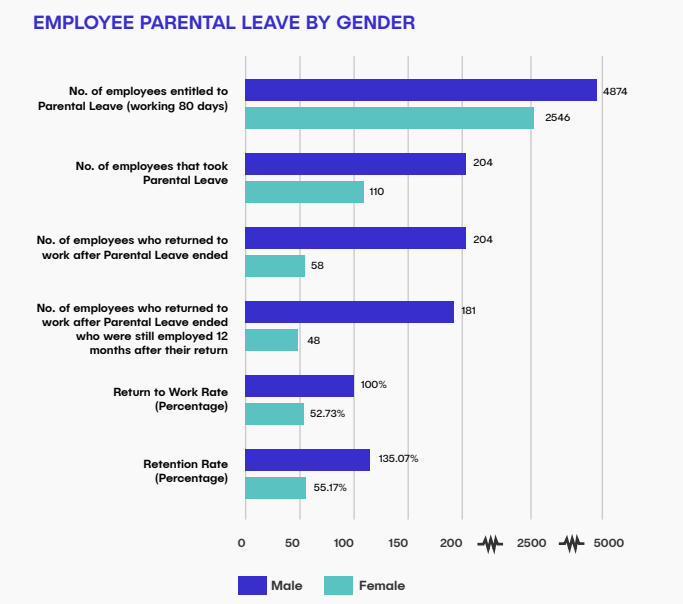
Continuous learning and growth is encouraged. Employees have access to training programs, skill development initiatives, and opportunities for career advancement through our intranet portal.

## Work-Life Integration

We promote a flexible work environment for a healthy work-life integration. This includes remote work options, flexible schedules, work from home extensions for exceptional cases, freedom to choose a work desk, etc.

## Parental Leave

At CitiusTech, it is important to foster a work environment that supports gender equality, including providing maternity and paternity leave options. Ensuring that employees have access to such leave rights is not only crucial for attracting and retaining skilled professionals but also has a positive impact on productivity and employee morale. The well-being of our employees is valued, and we strive to create an inclusive workplace that promotes work-life balance and supports their personal and family needs. The recorded figures for parental leave are as follows:




'Note: Eligibility for Parental leave= Total FTE (2022-23) + Exits for (2022-23)'

6 years of **"Moms We Care"** program, which aims to create a supportive work environment for expecting and new mothers. This initiative goes beyond the existing maternity policy by providing additional benefits that cater to women in various stages of their pregnancy journey, as well as those who return to work post-pregnancy. The program includes the following features:

- **Reserved Parking Area for Expecting Moms:** Dedicated parking spaces are provided to expecting mothers for their convenience and comfort.
- **Congratulatory Gift Voucher:** New mothers receive a congratulatory gift voucher to celebrate the joyous occasion.
- **Prenatal Care Health Talk:** Informative health talks are conducted to educate and support expecting mothers in their prenatal care.
- **Travel Reimbursement during Last Trimester:** To ensure the well-being of pregnant employees, we offer travel reimbursement for work-related travel during their last trimester.
- **Welcome Back Card:** A warm welcome back card is given to celebrate and acknowledge the return of new mothers from their maternity leave.
- **Creche Facility near the Workplace:** We provide a convenient and safe creche facility near the workplace, enabling new mothers to balance their work responsibilities with childcare needs.

# DIVERSITY, EQUITY, AND INCLUSION (DEI)

A key material issue for us is having a diverse & inclusive environment which has a positive actual impact on our employees & on human rights. We recognize the importance of Diversity, Equity, and Inclusion (DEI) and to ensure its prioritization, we have established dedicated DEI panels. These panels are responsible for driving initiatives aligned with the DEI policy, with the aim of cultivating a culture that values diversity, promotes equity, and fosters inclusivity throughout the organization.

Commitment to a Diverse workforce with **40% women representation in workforce by 2027**

Implemented **Diverse Hiring Practices including programs** like CT Shine

**The panels focus on the following areas:**

- Gender and cultural diversity
- People with disabilities & LGBTQ
- Supplier diversity

## DEI Initiatives Undertaken

Speaker sessions were organized to raise awareness about important topics such **as unconscious bias and embracing neurodiversity.** These sessions aimed to promote a culture of inclusion and diversity within our organization. On International Women's Day through CT Shine, **a Coaching program for Women Managers** was organized. Additionally, we conducted **a sign language session as part of our Teach a Skill, Learn a Skill initiative,** further embracing inclusivity and fostering an environment where everyone feels valued and respected.

Career development training programs including **CT Shine** were organized to support women in their professional growth, aiming to increase female representation across all management levels. As an equal opportunity employer, we strive to ensure fairness in compensation. The ratio of basic salary and remuneration for women to men is maintained at 1:1, which may vary from case to case with respect to skillsets & years of experience.

## Training & Education

Creating new knowledge is central to CitiusTech's competitive edge and empowering our employees. Our comprehensive learning resources cover diverse topics, from technical to soft skills, ensuring our investment in development drives better business results. Our skill program is developed through practice, collaboration, interaction, education and facilitates the sharing and conversion of different knowledge types.

CT's Organizational knowledge is a continuous interplay between tacit and explicit knowledge, nurtured through interactions through internal and external training. Employment is guaranteed for employees availing long leaves due to medical reasons or other personal emergencies after approval from business leads.

**Health-Tech Specialization:** Upskilling program to develop capability. Digitizing the process of learning and skill development.

**IMPACT:** Hire-Train-Deploy model to upskill new joiners through a structured 1-3-month training program on tech focus areas. For e.g., FullStack, UI, DevOps, Cloud, Selenium, etc.

## Professional Development Program

We promote higher education along with funding support among our CTzens to keep them updated with industry trends, fostering their growth within the organization. We collaborate with esteemed institutions like BITS Pilani, Symbiosis International University, and IIM Ahmedabad for specialized programs. We also offer employees to undertake any certified professional development courses of their choice.

**124** Employees benefited by EPGDBM course

**89** Employees benefited by M.Tech course

## Health-Tech Specialization Program

This program identifies and upskills lateral CTzens at three levels:

**Level 1:** Fundamentals of technology, with a target of certifying 80% of eligible CTzens by FY end 2024.

**Level 2:** Specialist training for CTzens already working in specific areas, aiming to certify 15% by FY end 2024.

**Level 3:** Advanced training for senior CTzens, targeting certification for 5% FY end 2024.We do not currently offer transition assistance programs.

Each level includes feedback mechanisms to enhance our training programs.

## IMPACT Program

This program is based on Hire-Train-Deploy program where new joiners are hired with an intent to put them into 1–3-month training followed with real-life project on healthcare. Post which they are deployed on relevant project based on their skill. Some of the programs that were executed under the IMPACT brand are following:

- FullStack – FullStack Java or .Net is 3–4-month training program where high-end technologies like Angular, Microservices, Security etc. are covered as part of the curriculum. The program is divided into 2 phases. Phase 1 covers common training across .Net, and Java and Phase 2 covers deep-dive programs related to .Net or Java.
- UI – UI programs includes Angular, ReactJS, MEANStack, MERNStack programs. Each of them is 1–2-month training program covering specific focus areas of tech. The program is divided into 2 phases. Phase 1 covers common trainings and Phase 2 covers deep-dive programs related to Angular, ReactJS, MEAN, MERN.

  Both the programs are followed by a mentorship model to support and provide guidance to participants working on a real-life project case study.

  Below are the number of participants who completed the program in this Financial Year.

| Program | # of CTzens completed |
|---|---|
| .Net | 48 |
| Java | 65 |
| **Total** | **113** |

## Certification Programs

CitiusTech's program enhances domain knowledge through diverse certification programs, including HL7, FHIR, Cloud and more.

| Certification Type | # of CTzens trained for Certification |
|---|---|
| HL7 & FHIR | 375 |
| Cloud | 413 |
| Scrum & PMP | 47 |
| BA Certification | 15 |
| **Total** | **850** |

## IntelleCT and Repeatable Artefacts & Solutions

This program cultivates a mindset for sustainable progress, focusing on leadership in strategy, executive roles, and execution. Our goal is to enhance healthcare domain and technology expertise through UniverCT (training/certification), enabling CTzens to contribute effectively.

We enable our CTzens to contribute to the organization by enhancing their technical and functional abilities through CT Repeatable Artefacts & Solutions. Personalized learning paths address skill gaps, with learners accessing dashboards to track progress, goals, and routes. Leaders and managers have quick access to customized reports for projects and compliance training monitoring, while feedback evaluations refine our training initiatives. By prioritizing these programs, we have witnessed positive impacts on economic performance, people, and business relationships.

**300+** Practice documents on various healthcare IT topics

**370+** Courses focused on healthcare in the U.S. & next gen technologies

**210+** Videos on the UniverCT

**6000+** Professionals trained on CitiusTech's UniverCT portal

| Categories | Training |
|---|---|
| Healthcare | 27 |
| Others | 32 |
| Soft Skills | 49 |
| Technical | 186 |
| Total Training | 294 |

## Average hours of training per year per employee

Average hours of training that CTzens have undertaken during the reporting period:

| Parameter | FY 2022-23 |
|---|---|
| **Senior Management** | |
| Males | 9 |
| Females | 2 |
| **Middle Management** | |
| Males | 21 |
| Females | 20 |
| **Junior Management** | |
| Males | 44 |
| Females | 40 |
| **Trainees** | |
| Males | 195 |
| Females | 194 |
| **Contractual (FTA/Consultant/Advisor)** | |
| Males | 6 |
| Females | 7 |

## Percentage of employees receiving regular performance and career development reviews

Regular performance and career development reviews enhance employee satisfaction and refine our training. In FY 22-23, 100% of our employees received these reviews.

| Parameter | FY 2022-23 |
|---|---|
| **Senior Management** | |
| Males | 100% |
| Females | 100% |
| **Middle Management** | |
| Males | 100% |
| Females | 100% |
| **Junior Management** | |
| Males | 100% |
| Females | 100% |
| **Trainees** | |
| Males | 100% |
| Females | 100% |

# EMPLOYEE SAFETY AND WELL-BEING

## Occupational Health and Safety Management System

Occupational health and safety are pivotal for both employee well-being and organizational performance. Our health & safety management system implemented across operations is based on ISO 45001.

Our approach includes workplace safety policies and procedures, regular safety training, incident reporting systems, and the formation of health and safety committees. These efforts have translated into tangible results. The responsibility for managing the implementation of the processes lies with multiple functional teams within our organization. All employees & services provided by us are covered in the defined management framework. We also provide medical insurance to all our permanent employees.

CitiusTech has replaced toxic chemicals with GreenPro certified cleaning supplies, devoid of harmful toxins, thus safeguarding employees.

## Hazard & Risk Management

CitiusTech identifies and assesses the potential hazards and risks associated with our operations. Contingency action plans are developed and implemented to ensure optimal safety measures. Regular internal and external audits and certifications are conducted to monitor and enhance our processes and health & safety management systems.

We have well-defined emergency plans and response procedures in place, which are implemented during critical situations. This includes facility management protocols and the necessary measures for emergency reporting, employee notification, evacuation, fire detection, suppression equipment, exit facilities, and recovery plans. Periodic mock drills and fire-fighting exercises are conducted with employees to train them & also to test the effectiveness of these emergency protocols. A formal joint management–worker health and safety committee hold quarterly meetings to promote workplace safety and identify potential hazards.

As part of our comprehensive Enterprise Risk Management (ERM) system, we have established Health and Safety (H&S) processes. These processes encompass all employees and service providers within our organization and are integrated into our overall management framework. We conduct quarterly reviews of all operations to identify any hazards or risks. Mitigation plans are then executed to minimize any potential impact on the environment and ensure the safety of all stakeholders. 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.

To facilitate efficient communication and address health concerns, we have implemented a ticketing system on our intranet portal. This system allows all employees to raise any health issues, consult or provide feedback they may have, and the respective support team promptly analyzes and takes appropriate action to address these concerns. During this reporting period, there have been zero incidents of work-related injuries & ill-health. Additionally, we regularly communicate with employees through mailers, reminding them about the health and safety facilities and benefits available to them.

**Zero** incidents of work-related injuries & ill-health

## Employee Safety

We foster a safe, clean, comfortable, and hygienic working environment with air-conditioned workspace free from dust, ergonomic seating arrangements & a glass façade, windows allowing ample natural light. We conduct regular testing of food and water to maintain high standards of quality. On-site first-aid kits for immediate medical assistance is provided. To further support the health of all permanent employees, comprehensive insurance coverage for all types of illnesses, accidents, and medical emergencies is granted. This ensures that our employees have access to the necessary medical support and financial protection when needed.

To maintain security, physical guards are present 24/7, and electronic security systems such as CCTV and ACS are in place. We have a zero-tolerance policy for threats or violence. Weapons, alcohol, and contraband substances are strictly prohibited on our premises. Our employee commute system is equipped with essential medical kits and fire safety equipment during the daily commute.

Preventative maintenance is regularly conducted on vital systems including HVAC, UPS, firefighting systems, automatic crane stoppers, and fire alarm systems. Yearly surveys are conducted at all facilities to monitor and maintain optimal air quality, noise levels, and illumination for the safety and well-being of our employees. However, in exceptional cases where surveys cannot be conducted, necessary approvals are sought to ensure that appropriate measures are still in place to uphold employee safety standards.

Canteen, security, driver, and office support employees undergo quarterly training to ensure optimal safety, security, and resource management by equipping them with skills to manage waste, chemicals, administer first aid, and operate fire extinguishing equipment. We have implemented a late-night home drop policy with escorts and a dedicated SOS button to ensure the safety of our female employees, especially those working late hours.

## Employee Well-being

- **Tie-up with 1to1 Help:** Partnership with 1to1 Help, India's leading Employee Assistance Program provider, to provide telephonic counseling services to support our employees' mental health during the challenges of remote work. These sessions are confidential, and we receive a monthly report analyzing the kind of services availed by employees.
- **Motivational speaker sessions:** Motivational speaker sessions live on MS Teams are organized to inspire and educate our employees on stress management and well-being. These sessions are open to employees and their families. Awareness mailers are sent, and employees are encouraged to read mental health-related articles and attend sessions.
- **CNH Tie-up for employee health:** To prioritize employee health, we have partnered with CNH (Connect & Heal). This initiative covers CitiusTech employees, their families residing with them, and parents residing in operational areas. Benefits include access to free ambulance services during medical emergencies, teleconsultation with certified doctors, and a 24/7 emergency call center.
- **Dealing with fatigue during Hybrid Model (WFH):** Our teams have shared tips to reduce fatigue in the hybrid work model, such as ending scheduled calls 5 minutes early to allow for breaks, scheduling fixed lunch breaks with no calls or meetings, setting a defined end-of-day time, starting meetings with casual conversations to check on well-being, and encouraging participation in wellness programs like yoga and zumba.
- **Fit@40 Policy:** Our Fit@40 Policy, in partnership with Connect & Heal, offers annual health checkup benefits to employees aged 40 and above. For employees under 40, discounted health checkup packages are available.

# POWERING THE SOCIAL SYSTEMS

## Corporate Social Responsibility

Positive community relationships can enhance reputation and improve social well-being. For over 15 years, CitiusTech has been involved in serving public and social-sector organizations, recognizing their critical role in driving societal and economic progress and well-being. We have worked closely with the implementation partners to support and shape projects that have become foundational to the way these sectors operate today. Our expertise and commitment extend across a wide range of thematic areas, including healthcare, education, WASH, environment, and infrastructure.

As part of our commitment to corporate social responsibility, we adhere to the requirement of spending our average net profit as per Schedule VII of the Companies Act 2013 on initiatives that contribute to the betterment of society. This includes investing in various social, environmental, and community development programs pro bono in nature that align with our values and objectives. By dedicating a significant portion of our profits to these initiatives, we aim to positively and meaningfully impact the communities we serve and create a sustainable and inclusive future.

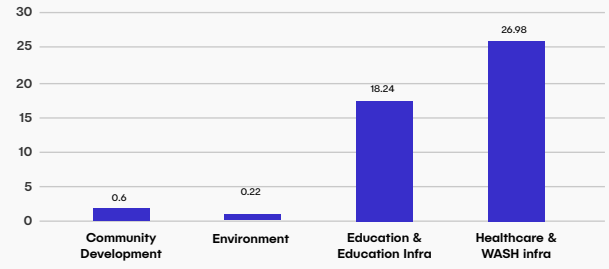
We have established a dedicated Corporate Social Responsibility Committee (CSR Committee) that works closely with the Board to ensure the effective implementation of our corporate social responsibility obligations. The CSR Committee plays a crucial role in overseeing and guiding our CSR initiatives, ensuring that they align with our overall business strategy and contribute to sustainable development. The committee is responsible for setting priorities, defining goals, and monitoring the progress of our CSR activities.

Throughout the reporting period, there were no operations assessed as having any actual or potential negative direct or indirect impact on local communities, resulting in a 0% rate.

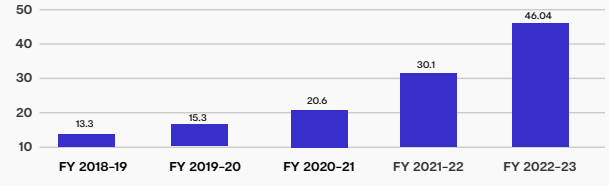
## CSR Spend

Through our CSR efforts, we have allocated INR 46.04 million, particularly in the areas of Health, Environment, WASH, Community development, Livelihood, and Education, post analyzing the community need & probable impact assessment with the support of our implementation partners.

### AMOUNT SPENT IN INR MILLIONS




### AMOUNT SPENT IN INR MILLIONS




**12,700**
Direct Beneficiaries

**1 Lakh+**
Indirect Beneficiaries

**12+**
Projects

**10+**
Implementation Partners

| Name of the Implementation Partner | Spent Amount (INR) | Name of the Implementation Partner | Spent Amount (INR) |
|---|---|---|---|
| **ARMAAN** (Cama Hospital infrastructure support) | 1,11,82,250 | **YouCanFreeUs** | 24,70,911 |
| **Jeevan Jyot** | 60,23,816 | **ARMAAN** (Kilkari and Mobile Academy program) | 20,00,000 |
| **Yuva Unstoppable** | 54,50,000 | **Children of God Foundation** | 15,00,000 |
| **Tata Memorial** | 42,00,000 | **Salaam Bombay Foundation** | 19,95,000 |
| **Vidhya Bharati Shiksha Sankul** | 40,00,000 | **Bigger Than Life** | 8,00,000 |
| **New Ark Mission** | 31,00,000 | **Akshaya Patra Foundation** | 6,00,000 |
| **Sujaya Foundation** | 25,00,000 | **SankalpTaru** | 2,20,000 |

## Initiatives

In alignment with our ESG objectives, we have forged impactful partnerships to support local communities in both rural and urban areas of India. These collaborations are integral to our commitment to creating a socially inclusive and sustainable society. For the fiscal year 2022-23, we joined forces with various reputable implementation partners to drive positive change and address pressing social challenges. Few of our many impactful stories include:

## Healthcare Support

In collaboration with the Armaan NGO, we have initiated the **Kilkari and Mobile Academy** program to address the challenges faced by marginalized populations, particularly in resource-poor and tribal-rural regions, where the decline in maternal mortality has been less pronounced. Our aim is to ensure access to essential healthcare services and education for expecting mothers, new mothers, and families in these underserved areas.

Through the Kilkari program, we provide free mobile health education services to expecting mothers, new mothers, and their families in Adivasi regions. This initiative leverages mobile technology to deliver vital health information, including prenatal and postnatal care, child health, nutrition, immunization, and family planning. By reaching out to communities through mobile platforms, we aim to bridge the gap in healthcare knowledge and empower individuals to make informed decisions regarding their health and well-being.

Additionally, we recognize the importance of empowering frontline health professionals in delivering quality healthcare services to Adivasi girls. As part of the Mobile Academy program, we have provided training to Accredited Social Health Activists (ASHAs), who play a critical role in providing last-mile healthcare and education support in 12 states. These trained ASHAs serve as a valuable resource in their communities, assisting Adivasi girls with accessing schooling and ensuring their overall well-being.

To enhance the effectiveness of our interventions, we have also trained women from within the community as Arogya Sakhis. These dedicated individuals undergo training to provide free home-based preventive care interventions to mothers and children during the antenatal and infancy period. Equipped with a tablet-based decision-support application and a basic diagnostic kit, Arogya Sakhis are able to detect high-risk conditions early and facilitate timely referrals, thereby reducing maternal and child mortality rates.

### Impact Achieved

- **1000+** beneficiaries received the Arogya Sakhi services
- Total Women / Pregnant Mothers enrolled - **544**
- **536/544** women enrolled, were identified at Risk and they were closely monitored by the Arogya Sakhis

## Healthcare Infrastructure

**CitiusTech donated 5 dialysis machines to the Jeevan Jyot Cancer Relief & Care Trust.** These machines are instrumental in providing dialysis services to both cancer patients and individuals suffering from other critical diseases. The Jeevan Jyot Cancer Relief & Care Trust offers a range of free medical aid to support these patients in their battle against these debilitating conditions.

## Repair and Structure Strengthening at Cama Hospital

### Education Programs for PwD's

In Partnership with the Sujaya Foundation, we launched **the Higher Education Program (HEP) and the Emerging Leaders Program (ELP).** These initiatives aim to support and empower young individuals with hearing, speech, and visual impairments in pursuing higher education. Through the programs, we provide coaching and guidance for foundation courses, Class 11, and Class 12, along with essential soft skills training including spoken English, problem-solving, time management, and stress management.

Additionally, we offer a 1-year ELP program for a group of youth with learning disabilities. Industry experts lead this program, equipping participants with crucial skill sets such as communication, digital literacy, teamwork, adaptability, goal setting, interview preparation, retail marketing, and other valuable life skills.

### Impact Achieved

Total Children enrolled: **509**

**45%** of them got placed

**17** Students have cleared the SSC

**167** Beneficiaries got empowered through the skill development program

**28** Differently abled students got benefitted through our higher education program

**28** Students have improved their accountancy skills

### Education & WASH Infrastructure

By addressing the infrastructure and digital learning gaps in government schools, CitiusTech partnered with Yuva Unstoppables by bridging the educational divide and providing quality education to all students. Government schools often lack proper sanitation facilities and access to clean drinking water. While private educational institutions offer enhanced teaching experiences, better student-teacher ratios, and superior infrastructure, many students in government schools struggle to keep up. This is where our intervention helps with improved sanitation facilities and digital learning.

The sanitation facilities help reduce the spread of diseases and prevent waterborne illnesses, leading to improved health outcomes among students. And the smart classroom model and STEM Labs enhance the learning experience by equipping teachers with digital boards, projectors, computers, and other resources. These tools allow teachers to deliver lectures more effectively and showcase practical solutions using educational websites and apps.

**Impact Achieved**

Transformed 3 **Govt** schools.

2600+ children

## Social Upliftment: Reintegrating Lives of Trafficked Victims, Sex Workers and Children in Slavery

In collaboration with YouCanFreeUs, we work to enhance the lives of human trafficking survivors. Our initiatives include rehabilitating rescued victims, providing essential medical services such as examinations, check-ups, and nutrition supplements, and offering health-related skills and awareness programs to facilitate their reintegration into society. We prioritize their emotional well-being through counseling and psychological care.

To empower sex workers, we raise awareness and provide access to medical kits and educational resources. We also offer training in essential skills like English language proficiency and computer literacy. For school children, we support their education by covering school fees and supplying necessary learning materials.

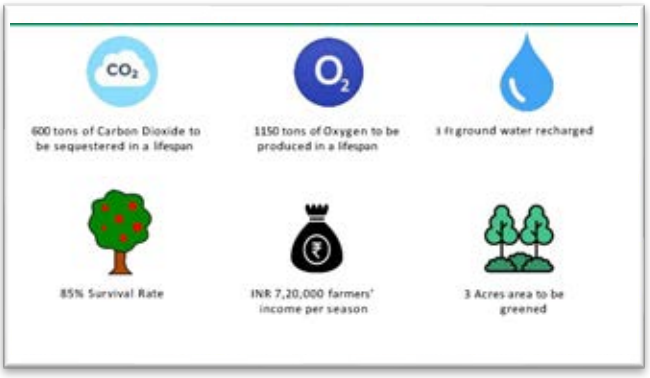
## Community Development

**With our integrated community development model in Partnership with the Children of God Foundation, we were able to achieve the following impact:**

- Natural resource Management through 1131 plantations in the community, schools & forest areas
- 327 lives & livestock impacted due to the construction of a water body
- Renovation of common water bodies
- Renovation of a community centre
- 29 nutrition training programs for women, witnessed overall 100 participants
- 10 medical camps impacting 392 beneficiaries
- 38 children are getting one time meal daily (increase in weight and health condition)
- 12 Drop out youths supported with counselling
- Creating livelihood for 18 women through stitching work at community centre

## Environment & Livelihood

CitiusTech partnered with the SankalpTaru Foundation to launch a Rural Livelihood plantation program aimed at supporting farmers. Together, we planted 1200 saplings of fruit-bearing trees, including Arecanut and Custard Apples. Our employees actively participated in this initiative, contributing to the success of the program.



## Case Studies

Usha Maule, an Arogya Sakhi from Bramhanpada village in Palghar district, Maharashtra, played a crucial role in ensuring the well-being of Jagruti Prakash Maule and her baby. During a home visit, Usha discovered that Jagruti was experiencing labor pain and acted swiftly by admitting her to the rural hospital. The doctor determined that Jagruti's water bag had ruptured and there was a shortage of amniotic fluid, indicating a potential obstructed delivery. Despite the challenges, the doctor successfully delivered the baby. Due to further complications both Jagruti and her baby were hospitalized for 10 days, but they eventually recovered and returned home.

After Jagruti's discharge, Arogya Sakhi Usha continued to provide support and care. The regular home visits by Usha played a vital role in identifying any potential danger signs in Jagruti's health and ensuring she received timely medical attention. These visits also fostered a strong bond of trust between the women and Arogya Sakhis, establishing them as reliable health leaders in the community. Thanks to the dedicated efforts of Arogya Sakhi Usha, Jagruti and her baby are now in good health and experiencing positive outcomes. This case highlights the critical role of Arogya Sakhis in providing timely healthcare interventions, building trust, and making a significant difference in the lives of women and their families.

Vishal, a 21-year-old with Bilateral Profound Mixed Hearing loss, faced challenges in pursuing further education. Despite his parents' modest professions as a taxi driver (father) and a Counter Billing Agent and (mother), he was determined to study. Vishal enrolled in the program and successfullycompleted the Foundational course, overcoming hurdles in English language proficiency due to his vernacular medium background.

With regular attendance and dedicated effort, Vishal improved his typing and computer skills. He actively participated in life skills sessions and volunteer engagement activities, which positively influenced his personality and perspective on life. Vishal successfully completed the HSC course with a commendable score of 51%. Now, Vishal aspires to pursue his graduation, secure a job, and achieve independence. His journey is a testament to the transformative power of education and personal growth.

In response to the community's request, a water accessibility project in the Adivasi village of Chinchpada, Atgaon was Undertaken. The village, with a population of 327 people and their livestock, faced challenges with water availability. The existing hand pump, located 1 km downhill from the village, was old and choked. To address this issue, with the help of implementation partners, we conducted meetings with the community to understand their needs and develop a solution. It was decided to install a motor to pump water up and place a 10,000-liter tank in the village for storing the water. The community actively participated and obtained necessary permissions from the local authorities (Gram Panchayat). They also contributed their labor to the project.

Over the course of two months, a 1,300-meter pipe along with the motor & tank to supply water was installed, the choked hand pump was also repaired. These e orts ensured that the community now has easy access to a su cient water supply stored in the village.

# SUSTAINABLE ENERGY FUTURE

## Environmental Compliance

To address climate change, CitiusTech is actively implementing environmental initiatives that target our key areas of impact and progressing toward achieving carbon neutrality. CitiusTech has set environmental goals which are reviewed periodically. Additionally, we have implemented an Environment Management System (EMS) to monitor our operations and proactively mitigate any potential harm to the environment. Our teams conduct thorough Environmental Assessments before undertaking any activities to identify and address any significant environmental risks. Through this process, we implement measures to reduce or eliminate these risks and ensure minimal impact of our operation on the environment. We strive to adopt, develop and promote innovative methods to reduce greenhouse gas emissions, lower energy consumption and effectively manage water and waste. Our aim is to contribute to the UN Sustainable Development Goals related to affordable and clean energy consumption and climate action.

The importance of environmental management is acknowledged by our management team. We aim to follow and be compliant with environmental laws, legal requirements and any other statutory requirements. Our environment management system manual lays out the means to direct and support environmental management initiatives within the organization. The environmental management system is developed in accordance with the requirements of ISO 14001:2015 – Environmental Management System standard and ISO 31000:2009. We have been certified for ISO 14001 Environment Management System since 2014.

In the fiscal year 2022-23, we have significantly increased our investments in green energy and energy-efficient equipment, while also replacing outdated or inefficient conventional equipment. These efforts are integral to our transition towards a sustainable planet by consistently integrating clean technologies into our operations and client solutions, thereby minimizing our impact on the environment.

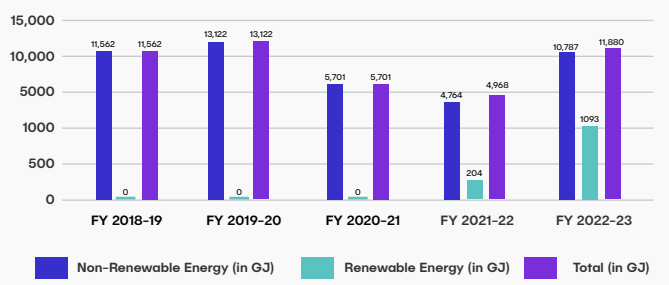
**ISO 14001:2015** Certified

## Energy Management

As a technology company, our primary source of carbon emissions stems from electricity consumption at our leased offices. Our offices and data centers contribute significantly to energy usage. Leased facilities with combined utility bills have not been considered for energy utilization under our scope 2 calculations. Following a two-year period of COVID-19, CitiusTech experienced a rise in energy consumption as a result of implementation of a hybrid working model, which commenced in July 2022. To address this, we have set a goal to substantially reduce our energy consumption through various initiatives. These include adopting renewable energy sources and making financial investments in carbon sequestration programs and energy-efficient equipment.

**9.2%** renewable energy consumed out of the total energy mix

### ENERGY CONSUMPTION INSIDE ORGANIZATION IN GJ




## Renewable Power Purchase

We have made significant progress in sourcing renewable energy for our offices. In Bangalore, approximately 62% of the electricity used is outsourced from renewable service providers, which adds up to 600GJ. With Pune Office at Kharadi sourced with 81GJ renewable energy. With effect from March 2023, our Navi Mumbai offices have transitioned to using renewable electricity, totaling 412 GJ energy sourced, we are committed to achieving at least 40% reliance on renewable energy overall by next FY. This transition underlines our dedication to lowering our carbon footprint and endorsing sustainable practices. Compared to the base year 2019-20, energy consumption has been reduced by 9.5 % i.e., 1242 GJ. Energy reduction is sourced through direct measurements from electricity bills.

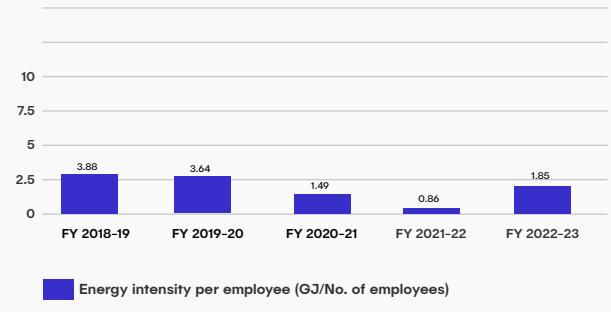
**436%** Increase of renewable energy from last FY

Other energy-saving initiatives implemented by CitiusTech include periodic energy audits and illumination surveys, which have helped improve energy efficiency and reduce energy consumption within the premises. Additionally, we have installed 100% LED lights across all locations, resulting in improved energy efficiency. Furthermore, to minimize energy usage, monitors and laptop screens are turned off automatically within 10 minutes of inactivity. These measures collectively contribute to the company's commitment to sustainability and reducing its environmental impact.

## Energy Intensity

Energy intensity is calculated by dividing the total annual electricity consumption within the organization in gigajoules (GJ) by the total annual count of permanent full-time employees. In this calculation, temporary employees who work remotely from home are not included, as they do not operate from office premises and therefore do not contribute to the energy consumption at the office. The focus is on measuring the energy intensity specifically related to the permanent employee count to accurately assess the energy efficiency of our office operations. The energy intensity has increased during this reporting year due to increased energy consumption within our premises.

### ENERGY INTENSITY



# WATER MANAGEMENT

## Water Consumption

As a software technology organization, our water consumption is confined to internal domestic purposes, resulting in minimal water-related impacts. We prioritize responsible water usage and management practices to ensure efficient utilization along with our suppliers & other stakeholders. By focusing on internal needs only, we minimize any significant effects on water resources i.e. depletion of natural resources & contamination of water. Our offices operate out of a multi-tenant building. The water consumption and the water bill are shared between the tenants of the building on a sq. ft basis that is used as a methodology to capture details.

We source our water from the local authority, utilizing surface and ground water as well as commercial drinking suppliers. In some cases, we also purchase water for drinking purposes.

## Water Discharge

At our India campuses, including Navi Mumbai, Bangalore and Pune office sites where the buildings are multi-tenanted, the responsibility for compliance with local water regulations lies with the landlord. The landlord has implemented Sewage Treatment Plants (STP) at these locations, where the water is discharged and treated for non-drinking domestic purposes. In Mumbai, the discharged water follows regulatory requirements, while at other sites outside India, the landlord ensures compliance with local authorities, given the multi-tenanted nature of the buildings, this ensures that water quality is maintained and there is no impact on the environment. With the implementation of sewage treatment plants, we have successfully processed wastewater for reuse in various applications such as flushing, landscaping and soft water usage. In our commitment to sustainability, we have made efforts to replace plastic bottled water with glass bottles, promoting eco-friendly practices.

Furthermore, CitiusTech has introduced a waterless Urinal Program, which not only enhances hygiene but also contributes to water conservation. Additionally, the installation of sensors and aerators on taps helps us reduce water consumption and achieve greater efficiency across all our campuses. With these conservation initiatives in place, we strive to make a positive impact on the environment. We are currently in the process of defining our water goals, which will be reported in the upcoming years.

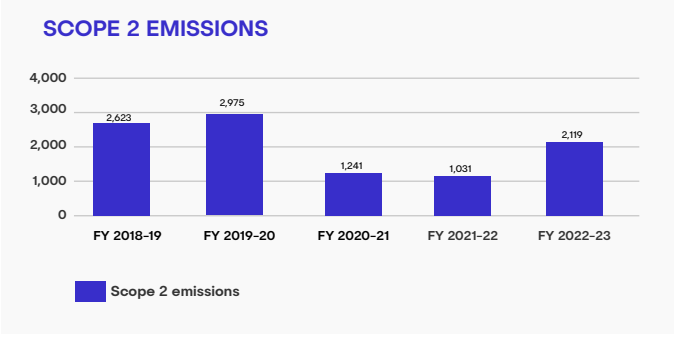
## GHG Management

As a service-oriented organization, our operations have a lower carbon footprint. We regularly conduct GHG inventories to identify potential opportunities for reducing greenhouse gas (GHG) emissions. In our efforts to mitigate the impact of GHG emissions on the environment, we actively participate in tree plantation drives. By supporting and engaging in such activities, we contribute to the reduction of GHG emissions and promote environmental sustainability.

We are currently in the process of developing a system to measure and monitor our Scope 1 emissions. Once this system is in place, we will be able to accurately report our Scope 1 emissions in the future

## Scope 2 Emissions

During the reporting period from April 2022 to March 2023, our Scope 2 emissions, which are primarily generated from direct electricity consumption at our offices, amounted to 2119 tCO2 (tons of carbon dioxide). Our transition to renewable power purchase and carbon sequestration for the next year will play a crucial role in reducing the environmental impact we have had this year.

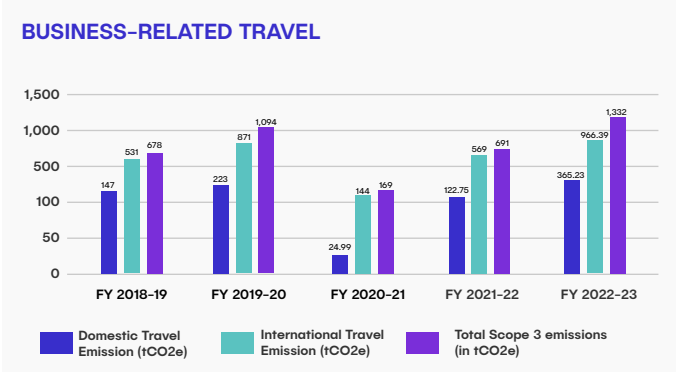



Compared to the Pre covid year 2019-20, the scope 2 emissions have been reduced by 29%48.

Note: The calculations for energy consumption and emission are done basis the calorific values along with conversion factors as per the USEPA eGRID & CEA Central Electricity Authority: Co2 Baseline Database 2022.

## Scope 3 Emissions

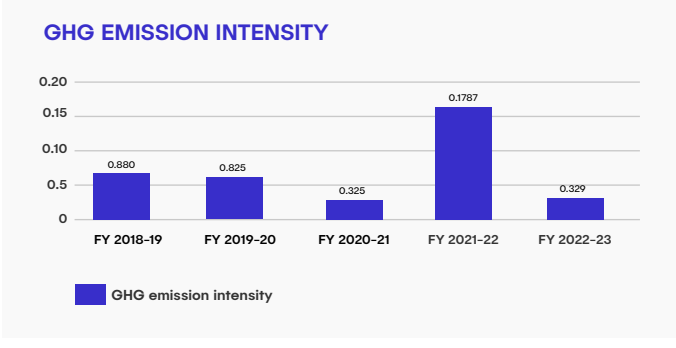
During the quarter from April 2022 to March 2023, our Scope 3 emissions, primarily resulting from business-related travel, amounted to 1332 tCO2e (tons of carbon dioxide equivalent). Our Scope 3 emissions include both domestic and international business travel, which is undertaken by our employees for various assignments. CitiusTech experienced a rise in Scope 3 emissions as a result of the resumption of travel. We are in the process of evaluating the applicability of other scope 3 categories & shall report the same in future.




Note: The travel related calculations reporting is as per the conversion factors in India GHG program & 2022 Defra Guidelines.

## GHG Emissions Intensity

In our GHG intensity calculation, we have included Scope 2 emissions. During the reporting period, our GHG emission intensity was determined to be 0.34 tCO2 (tons of carbon dioxide) per employee. To calculate energy intensity, we divided the annual energy consumption (Scope 2) in tons of carbon dioxide by the total count of permanent full-time employees.




This metric helps us gain insights into our carbon footprint and identify opportunities for improvement. By analyzing these intensities, we identify areas to implement measures to enhance energy efficiency and reduce our overall environmental impact. This allows us to prioritize actions and strategies that will lead to a more sustainable and environmentally responsible operation.

## Emission from Ozone Depleting Substance (ODS)

During the reporting period, the emission of ozone-depleting substances (ODS) primarily resulted from the operation and maintenance of air conditioning systems, which is not directly associated with our core operations. The total amount of ODS emissions, specifically 0.004 MT of CFC-11 equivalent, was recorded. As part of our commitment to environmental responsibility, we are working towards eliminating these refrigerants with alternative eco-friendly air conditioning systems that have minimal ozone depletion potential.

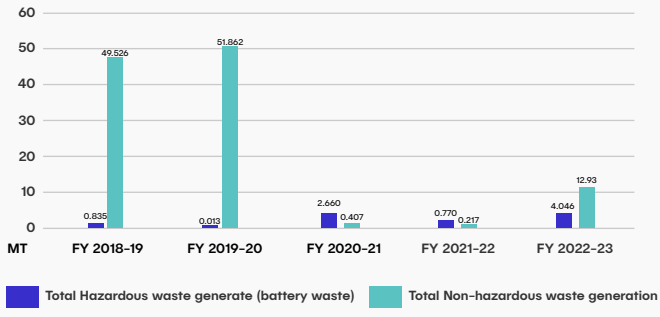
# WASTE MANAGEMENT

We have implemented effective waste management practices to minimize waste generation and improve waste management processes. We do not engage in the manufacturing of physical products; we do not use any hazardous or toxic chemicals in any of our work processes. Our offices primarily generate dry, wet and electronic waste, battery waste. To ensure proper waste management, we have established segregation processes and collaborate with local authorities & Pollution control board authorized vendors for waste collection and disposal. We collect, process & monitor our waste related data through waste logs & sheets maintained across locations. As part of our commitment to compliance, we strictly adhere to all relevant regulations for the disposal & recycling of both hazardous and non-hazardous waste as part of downstream activities. Additionally, we prioritize sustainable practices by promoting a circular economy, optimizing material usage and implementing recycling, reusing and waste reduction measures. Through responsible waste disposal & recycling in accordance with applicable norms, we strive to contribute to healthier ecosystems.

Organization's substantial waste-related impacts for all the locations are given below:

**100%** Solid waste recycled at Navi Mumbai

**WASTE GENERATED**




We have safely handed over approximately 4.05 metric tons (MT) of battery e-waste to authorized vendors for further processing. By partnering with trusted professionals, we ensure that these materials are e ectively managed, minimizing any potential harm to the environment. Purchase of any electronic devices requires a proper approval channel internally & is done only on a need basis to reduce impact on the environment. In addition, we have segregated and collected around 12.93 MT of non-hazardous waste generated through our operations.

This waste is carefully transported to an approved designated location where it undergoes proper disposal and recycling procedures. By doing so, we contribute to reducing environmental impact while promoting a circular economy. Following a two-year period of COVID-19, CitiusTech experienced a slight increase in waste due to the implementation of a hybrid working model, which commenced in July 2022.

| Waste Diverted from Disposal | Unit | FY 22-23 |
|---|---|---|
| Total Hazardous waste generate (battery waste) | MT | 2.86 |
| Total Non-hazardous waste generation | MT | 2.86 |

2.86 MT of Non-hazardous waste diverted from Disposal & 2.86 MT of battery waste recycled at the Navi Mumbai location, few campuses have facilities to convert organic waste into manure, which is then used as fertilizer for landscaping.

| Waste diverted to Disposal | Unit | FY 22-23 |
|---|---|---|
| Total Hazardous waste generate (battery waste) | MT | 1.19 |
| Total Non-hazardous waste generation | MT | 10.07 |

1.19 & 10.097 MT of Hazardous & Non-Hazardous waste diverted to disposal through authorized vendors across locations.

## E-waste

By recycling E-waste responsibly through Pollution Control Board authorized vendors, we contribute to conserving valuable resources & reducing pollution. Our waste generated through our operations is disposed of in an environmentally friendly manner in strict adherence to the applicable laws and regulations, including the E-waste Management and Handling Rules 2016 and Solid Waste Management Rules 2016.

## Solid and Plastic Waste

As part of our ongoing efforts, we have implemented a streamlined waste segregation system for canteen waste across all our offices. At each location, our non-hazardous waste is meticulously categorized into wet and dry waste streams. In Bangalore, the dedicated Building Management Systems (BMS) Team at Embassy Tech receives the segregated waste for proper disposal. In Mumbai, the authorized corporation BMC takes charge of collecting and managing the waste. At our Navi Mumbai office, we have partnered with the Matrix Building Management Systems team to handle the recycling process. Similarly, the Building Management Systems teams in Pune at Qubix (Embassy) and EON (Panchshil) offices are responsible for ensuring proper handling and disposal of canteen waste.

In an effort to minimize plastic waste, we have replaced plastic bottles in all our meeting rooms with eco-friendly glass bottles. We are in compliance with the Maharashtra Plastic and Thermocol Products Notification, 2018, we ensure that no thermocol products are used within our offices. Additionally, you will find awareness posters and food waste boards strategically placed across all locations, reminding everyone of the importance of minimizing wastage and making conscious choices. Our canteens offer a half-plate menu option, allowing employees to choose smaller portions and reduce food waste. In our Kharadi office, non-hazardous waste from the canteen, including dry and wet waste, is managed by the landlord for all tenants on the premises. The shared building cafeteria makes it di cult for us to monitor food waste.

## Paper Waste

At our premises, we have established a robust waste segregation system. Dry waste is categorized into three separate streams: biodegradable, non-biodegradable and domestic hazardous waste. This segregation allows us to handle each type of waste appropriately and in compliance with local regulations. We prioritize the handover of this waste to authorized waste pickers or collectors as directed by the local authorities.

When procuring hardware for our operations, we maintain strict control over the selection process. Our operational control team ensures that all vendors comply with Environmental Management System (EMS) norms. By partnering with environmentally conscious vendors, we contribute to a sustainable supply chain while maintaining high standards for quality and efficiency.

To reduce paper consumption and promote responsible printing habits, we have implemented a default setting on all printers for double-sided printing. This ensures that every document printed automatically uses both sides of the paper unless specifically changed by the user. Additionally, we have implemented a sign-in system for printing access. Users are required to physically sign in before initiating any prints, allowing us to track and monitor usage effectively. Additionally, paper conservation awareness posters across locations and mailers are sent to all employees periodically. Most of our systems are paperless, including Request for Proposals (RFP), Visitor Management Systems (VMS), etc.

# 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), hereafter referred to as "CitiusTech" or "the company" to undertake an independent assurance of the Company's Sustainability Report 2022-23 in its printed format ('the Report') for the financial year ending 31st March 2023. The sustainability disclosures in this Report have been prepared by CitiusTech based on the material topics identified by them in reference with the Global Reporting Initiative (GRI) Sustainability Reporting Standards 2021 ('GRI Standards'). The intended user of this assurance statement is the Management of CitiusTech ('the Management'). Our assurance engagement was planned and carried out during the period September 2023 – November 2023.

## 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 operations as brought out in the section 'About the Report' of the report for the activities undertaken by the Company during the financial year 1st April 2022 – 31st March 2023.

We performed a limited level of assurance based on our assurance methodology VeriSustain™[1]. The assurance engagement considers an uncertainty of ±5% based on materiality threshold for estimation/measurement errors and omissions. We did not engage with any external stakeholders as part of this assurance engagement.

During the assurance process, we did not come across limitations to the scope of the agreed assurance engagement. 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 business and its key stakeholders. 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.

[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*

- Sample based assessment of site-level sustainability performance data through on-site audits at Mindspace – Navi Mumbai, Qubix office Hinjewadi – Pune, EON office Kharadi – Pune, Cessna Business Park – Bengaluru and online / virtual audit for site at New Jersey & Minnesota – 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 2: General Disclosures 2021.
- 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.

## Opinion

On the basis of the verification undertaken, nothing has come to our attention to suggest that the Report does not properly adherence to the GRI Standards 2021, including GRI 2: General Disclosures 2021, GRI 3-3: Management of Material topics and disclosures related to the following GRI Standards which have been chosen by CitiusTech to bring out its performance against a set of identified material topics:

- GRI 201: Economic performance 2016 – 201-1;
- GRI 203: Indirect economic impact 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;
- GRI 303: Water and Effluents 2018 – 303-1, 303-2;
- GRI 305: Emissions 2016 – 305-2, 305-3, 305-4, 305-5, 305-6;
- GRI 306: Waste 2020 – 306-1, 306-2, 306-3, 306-4, 306-5;
- 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;
- 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 408: Child Labor 2016 – 408-1;
- GRI 409: Forced or Compulsory Labor 2016 – 409-1;
- GRI 418: Customer Privacy 2016 – 418-1;

## 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 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 CitiusTech's sustainability performance related to its identified material matters using selected GRI topic-specific Standards. The majority of the data and information verified through our assessments at sampled operational sites and aggregated at the corporate level 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 and these errors have been identified, communicated and corrected.

***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 operational locations coming under the boundary of the report, 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 presents CitiusTech's performance during the reporting period in a neutral manner so as to not unduly influence stakeholder opinions made on reported data and information, which includes descriptions of significant challenges and concerns related to stakeholders and business sectors, and overall macroeconomic environment and business outlook.

***Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Neutrality***.

## Statement of Competence and Independence

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

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

For DNV Business Assurance India Private Limited

| | | |
|---|---|---|
| Karthik Ramaswamy<br>Digitally signed by Karthik Ramaswamy<br>Date: 2023.12.04 12:25:35 +05'30' | Sharma, Anjana<br>Digitally signed by Sharma, Anjana<br>Date: 2023.12.04 12:43:54 +05'30' | Kakaraparthi, Venkata Raman<br>Digitally signed by Kakaraparthi, Venkata Raman<br>Date: 2023.12.04 17:08:47 +05'30' |
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04 December 2023, Mumbai, India.

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*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)*

# Glossary

| | |
|---|---|
| ABC | Anti-Bribery and Corruption |
| AEIOU | Approachable, Empowering, Innovative, Open, Upbeat |
| AHIP | America's Health Insurance Plans |
| AI | Artificial Intelligence |
| APAC | Asia–Pacific |
| APEC | Asian Pacific Economic Cooperation |
| ASHAs | Accredited Social Health Activists |
| BA | Business Analyst |
| BAA | Business Associate Agreement |
| BCBS | Blue Cross Blue Shield |
| BCP | Business Continuity Plan |
| BMC | Brihanmumbai Municipal Corporation |
| BMS | Bachelor of Management Studies |
| CCPA | Central Consumer Protection Authority |
| CCSP | Confidentiality and Security Policy |
| CDS | Charitable Donations and Sponsorship |
| CEA | Central Electricity Authority |
| CECC | CitiusTech Ethics & Conduct Committee |
| CEO | Chief Executive Officer |
| CFC | Chlorofluorocarbon |
| CFO | Chief Financial Officer |
| CHIME | College of Healthcare Information Management Executives |
| CHRO | Chief Human Resources Officer |
| CII | Confederation of Indian Industry |
| CIO | Chief Information Officer |
| CISO | Chief Information Security Officer |
| CMMi | Capability Maturity Model Integration |
| CNH | Connect and Heal |
| CO2 | Carbon dioxide |
| COVID-19 | Coronavirus Disease of 2019 |
| CROs | Contract Research Organizations |
| CSAT | Customer Satisfaction |
| CSF | Common Security Framework |
| CSR | Corporate Social Responsibility |
| CTC | Cost To Company |
| CTzen | Employees of CitiusTech |
| CUSIP | CitiusTech User Security and IT policy |
| DEI | Diversity, Equity, and Inclusion |
| DLP | Data Loss Prevention |
| D-TAS | Digital, Technology and Analytics Services |
| EDR | Endpoint Detection Response |
| eGRID | Emissions & Generation Resource Integrated Database |
| EHRS | Electronic Health Records |
| ELP | Emerging Leaders Program |
| EMEA | Europe, the Middle East and Africa |
| EMI | Equated Monthly Instalment |
| EMS | Environment Management System |
| ERM | Enterprise Risk Management |
| ESAT | Employee Satisfaction |
| ESG | Environment, Social and Governance |
| EVP | Employee Value Proposition |
| e-waste | Electronic Waste |
| FHIR | Fast Healthcare Interoperability Resources |
| FIPS | Federal Information Processing Standard |
| FTE | Full Time Equivalent |
| FY | Financial Year |
| GAPP | Generally Accepted Privacy Principles |
| GDPR | General Data Protection Regulation |
| GHE | Gifts, Hospitality and Entertainment |
| GHG | Green House Gases |
| GJ | Gigajoule |
| GRI | Global Reporting Initiative |
| GTM | Go-to Market |
| H&S | Health and Safety |
| HCP | Healthcare Practitioners |
| HEP | Higher Education Program |
| HIMSS | Healthcare Information and Management Systems Society |
| HIPAA | Health Insurance Portability and Accountability Act |
| HL7 | Health Level Seven International |
| HVAC | Heating, Ventilation, and Air Conditioning |
| IACC | Indo-American Chamber of Commerce |
| IDNS | Integrated Delivery Networks |

| | |
|---|---|
| INR | Indian Rupee |
| IoT | Internet of Things |
| IPS | Intrusion Prevention System |
| IRM | Information Risk Management |
| IRT | Indian Recruitment Team |
| ISO | International Organization for Standardization |
| ISVs | Independent Software Vendors |
| IT | Information Technology |
| KRI | Key Risk Indicators |
| KWH | Kilowatt – hour |
| LAN | Local Area Network |
| LED | Light Emitting Diode |
| LGBTQ | Lesbian, Gay, Bisexual, Transgender and Queer |
| MedTech | Medical Technology |
| MFA | Multifactor Authorization |
| ML | Machine Learning |
| MSA | Master Service Level Agreements |
| MT | Metric Ton |
| M.TECH | Master of Technology |
| MVP | Minimum Viable Product |
| NASCOMM | National Association of Software and Service Companies |
| NAT | Network Address Translation |
| NDA | National Defence Academy |
| NGO | Non-governmental Organization |
| NGRBC | National Guidelines on Responsible Business Conduct |
| NIST | National Institute of Standards and Technology |
| NPS | Net Promoter Score |
| ODS | Ozone Depleting Substances |
| OECD | Organization for Economic Co-operation and Development |
| OEMs | Original Equipment Manufacturers |
| ORT | Onsite Recruitment Team |
| PHI | Protected Health Information |
| PII | Personal Identifying Information |
| PIMS | Privacy Information Management System |
| PIPEDA | Personal Information Protection and Electronic Documents Act |
| PMO | Project Management Office |
| PMP | Project Management Professional |
| PwD | People with Disabilities |
| QMS | Quality Management System |
| R&D | Research and Development |
| RCM | Revenue Cycle Management |
| RFP | Request for Proposal |
| RnR | Rewards and Recognition |
| RPA | Robotic Process Automation |
| SaMD | Software as a Medical Device |
| SASB | Sustainability Accounting Standards Board |
| SBTi | Science Based Targets Initiative |
| SCOC | Supplier Code of Conduct |
| SDG | Sustainable Development Goals |
| SIRT | Security Incidence Response Team |
| SOC | Service Organization Control |
| SOP | Standard Operating Procedure |
| SOX | Sarbanes-Oxley Act |
| SPAC | Special Purpose Acquisition Company |
| Sq. ft. | Square foot |
| SSL | Secure Sockets Layer |
| SSO | Single Sign-on |
| STEM | Science, Technology, Engineering and Mathematics |
| STP | Sewage Treatment Plants |
| tCO2 | Tonnes of Carbon Dioxide |
| tCO2e | Tonnes of Carbon Dioxide Equivalent |
| Tech | Technology |
| UAE | United Arab Emirates |
| UI/UX | User Interface/User Experience |
| UK | United Kingdom |
| UN SDGs | United Nations - Sustainable Development Goals |
| UNGC | United Nations Global Compact |
| UPS | Uninterrupted Power Supply |
| USA | The United States of America |
| USEPA | U.S. Environmental Protection Agency |
| VAPT | Vulnerability Assessment & Penetration Testing |

| | |
|---|---|
| VMS | Visitor Management System |
| VPN | Virtual Private Network |
| WAN | Wide Area Network |
| WASH | Water, Sanitation and Hygiene |
| WEDI | Workgroup for Electronic Data Interchange |

# GRI Content Index

| GRI Standard | Disclosure | Sustainability Report Section | Page Numbers |
|---|---|---|---|
| GRI 2: General Disclosures 2021 | 2-1 Organizational details | Organization Profile | 6 |
| | 2-2 Entities included in the organization's sustainability reporting | Scope | 11 |
| | 2-3 Reporting period, frequency and contact point | Reporting Boundary | 11 |
| | 2-5 External assurance | Data Assurance | 11 |
| | 2-6 Activities, value chain and other business relationships | Scope<br>Sustainable Supply Chain | 11,26 |
| | 2-7 Employees | Talent Attraction, Engagement and Retention | 27 |
| | 2-8 Workers who are not employees | | |
| | 2-9 Governance structure and composition | Board Composition | 13 |
| | 2-10 Nomination and selection of the highest governance body | Board Composition | 13 |
| | 2-11 Chair of the highest governance body | Board Composition | 13 |
| | 2-12 Role of the highest governance body in overseeing the management of impacts | Board Composition<br>Role of the Board | 13<br>13 |
| | 2-13 Delegation of responsibility for managing impacts | Role of the Board<br>Enterprise Risk Management | 13<br>16 |
| | 2-14 Role of the highest governance body in sustainability reporting | ESG Management | 23 |
| | 2-16 Communication of critical concerns | ESG Management | 23 |
| | 2-17 Collective knowledge of the highest governance body | ESG Management | 23 |
| | 2-22 Statement on sustainable development strategy | Message from CEO | 4 |
| | 2-23 Policy commitments | Precautionary Principle or Approach<br>Business Practices<br>Policy Commitments | 11<br>14<br>14 |
| | 2-24 Embedding policy commitments | Policy Commitments | 14 |
| | 2-25 Processes to remediate negative impacts | Addressing Grievances | 15 |
| | 2-26 Mechanisms for seeking advice and raising concerns | Addressing Grievances | 15 |

| GRI Standard | Disclosure | Sustainability Report Section | Page Numbers |
|---|---|---|---|
| GRI 2: General Disclosures 2021 | 2-27 Compliance with laws and regulations | Addressing Grievances<br>ESG Management | 15<br>23 |
| | 2-28 Membership associations | Memberships and Associations | 8 |
| | 2-29 Approach to stakeholder engagement | Stakeholder Engagement | 19 |
| | 2-30 Collective bargaining agreements | Business Practices | 14 |
| **ECONOMIC (GRI 200)<br>ECONOMIC PERFORMANCE** | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 20 |
| | 3-2 List of material topics | Methodology | 20 |
| | 3-3 Management of material topics | Management of Material Topics<br>Economic Value Creation | 21<br>12 |
| GRI 201: Economic Performance 2016 | 201-1 Direct economic value generated and distributed | Economic Value Creation | 12 |
| **INDIRECT ECONOMIC IMPACT** | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 20 |
| | 3-2 List of material topics | Methodology | 20 |
| | 3-3 Management of material topics | Management of Material Topics<br>Corporate Social Responsibility | 21<br>34 |
| GRI 203: Indirect Economic Impacts 2016 | 203-1 Infrastructure investments and services supported | Corporate Social Responsibility | 34 |
| | 203-2 Significant indirect economic impacts | Corporate Social Responsibility | 34 |
| **ANTI-CORRUPTION** | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 20 |
| | 3-2 List of material topics | Methodology | 20 |
| | 3-3 Management of material topics | Management of Material Topics<br>Addressing Grievances | 21<br>15 |
| GRI 205: Anti-corruption 2016 | 205-1 Operations assessed for risks related to corruption | Addressing Grievances | 15 |
| | 205-2 Communication and training about anti-corruption policies and procedures | Business Practices | 14 |
| | 205-3 Confirmed incidents of corruption and actions taken | Addressing Grievances | 15 |

| GRI Standard | Disclosure | Sustainability Report Section | Page Numbers |
|---|---|---|---|
| **ANTI-COMPETITIVE BEHAVIOUR** | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 20 |
| | 3-2 List of material topics | Methodology | 20 |
| | 3-3 Management of material topics | Management of Material Topics<br>Addressing Grievances | 21, 15 |
| GRI 206: Anti-competitive Behavior 2016 | 206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices | Addressing Grievances | 15 |
| **ENVIRONMENTAL (GRI 300)<br>ENERGY** | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 20 |
| | 3-2 List of material topics | Methodology | 20 |
| | 3-3 Management of material topics | Management of Material Topics<br>Energy Management | 21<br>39 |
| GRI 302: Energy 2016 | 302-1 Energy consumption within the organization | Energy Management | 39 |
| | 302-3 Energy intensity | Energy Intensity | 39 |
| | 302-4 Reduction of energy consumption | Renewable Power Purchase | 39 |
| **WATER AND EFFLUENTS** | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 20 |
| | 3-2 List of material topics | Methodology | 20 |
| | 3-3 Management of material topics | Management of Material Topics<br>Water Consumption | 21<br>40 |
| GRI 303: Water and Effluents 2018 | 303-1 Interactions with water as a shared resource | Water Consumption | 40 |
| **EMISSIONS** | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 20 |
| | 3-2 List of material topics | Methodology | 20 |
| | 3-3 Management of material topics | Management of Material Topics<br>GHG Management | 21<br>40 |
| GRI 305: Emissions 2016 | 305-2 Energy indirect (Scope 2) GHG emissions | Scope 2 Emissions | 40 |
| | 305-3 Other indirect (Scope 3) GHG emissions | Scope 3 Emissions | 40 |
| | 305-4 GHG emissions intensity | GHG Emissions Intensity | 40 |
| | 305-5 Reduction of GHG emissions | Scope 2 Emissions | 40 |

| GRI Standard | Disclosure | Sustainability Report Section | Page Numbers |
|---|---|---|---|
| | 305-6 Emissions of ozone-depleting substances (ODS) | Emission from Ozone Depleting Substance (ODS) | 40 |
| **WASTE** | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 20 |
| | 3-2 List of material topics | Methodology | 20 |
| | 3-3 Management of material topics | Management of material topics<br>Waste Management | 21<br>41 |
| GRI 306: Waste 2020 | 306-1 Waste generation and significant waste-related impacts | Waste Management | 41 |
| | 306-2 Management of significant waste-related impacts | Waste Management | 41 |
| | 306-3 Waste generated | Waste Management | 41 |
| | 306-4 Waste diverted from disposal | Waste Management | 41 |
| | 306-5 Waste directed to disposal | Waste Management | 41 |
| **SOCIAL (GRI 400)<br>EMPLOYMENT** | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 20 |
| | 3-2 List of material topics | Methodology | 20 |
| | 3-3 Management of material topics | Management of material topics<br>Our Power Engine: Our Human Capital | 21<br>27 |
| GRI 401: Employment 2016 | 401-1 New employee hires and employee turnover | New Employee Hires and Turnover<br>Employee Turnover by Age | 28 |
| | 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees | Employee Benefits | 30 |
| | 401-3 Parental leave | Parental leave | 30 |
| **OCCUPATIONAL HEALTH AND SAFETY** | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 20 |
| | 3-2 List of material topics | Methodology | 20 |
| | 3-3 Management of material topics | Management of material topics<br>Employee Safety and Well-Being | 21<br>33 |
| GRI 403: Occupational Health and Safety 2018 | 403-1 Occupational health and safety management system | Occupational health and safety management system | 33 |
| | 403-2 Hazard identification, risk assessment, and incident investigation | Hazard & Risk Management | 33 |
| | 403-3 Occupational health services | Hazard & Risk Management | 33 |

| GRI Standard | Disclosure | Sustainability Report Section | Page Numbers |
|---|---|---|---|
| | 403-4 Worker participation, consultation, and communication on occupational health and safety | Hazard & Risk Management | 33 |
| | 403-5 Worker training on occupational health and safety | Hazard & Risk Management<br>Employee Safety<br>Employee Well-Being | 33 |
| | 403-6 Promotion of worker health | Employee Well-Being | 33 |
| | 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | Employee Safety | 33 |
| | 403-8 Workers covered by an occupational health and safety management system | Occupational Health and Safety Management System | 33 |
| **TRAINING AND EDUCATION** | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 20 |
| | 3-2 List of material topics | Methodology | 20 |
| | 3-3 Management of material topics | Management of Material Topics<br>Talent Attraction, Engagement & Retention | 21<br>27 |
| GRI 404: Training and Education 2016 | 404-1 Average hours of training per year per employee | Average hours of training per year per employee | 32 |
| | 404-2 Programs for upgrading employee skills and transition assistance programs | Training & Education | 31 |
| | 404-3 Percentage of employees receiving regular performance and career development reviews | Percentage of employees receiving regular performance and career development reviews | 32 |
| **DIVERSITY AND EQUAL OPPORTUNITY** | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 20 |
| | 3-2 List of material topics | Methodology | 20 |
| | 3-3 Management of material topics | Management of Material Topics<br>Diversity, Equity & Inclusion<br>Board Diversity<br>Talent Attraction, Engagement and Retention | 21<br>31<br>13<br>27 |
| GRI 405: Diversity and Equal Opportunity 2016 | 405-1 Diversity of governance bodies and employees | Board Diversity<br>Talent Attraction, Engagement and Retention | 13<br>27 |
| | 405-2 Ratio of basic salary and remuneration of women to men | Diversity, Equity & Inclusion | 31 |

| GRI Standard | Disclosure | Sustainability Report Section | Page Numbers |
|---|---|---|---|
| **NON-DISCRIMINATION** | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 20 |
| | 3-2 List of material topics | Methodology | 20 |
| | 3-3 Management of material topics | Management of Material Topics<br>Addressing Grievances | 21<br>15 |
| GRI 406: Non-discrimination 2016 | 406-1 Incidents of discrimination and corrective actions taken | Addressing Grievances | 15 |
| **FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING** | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 20 |
| | 3-2 List of material topics | Methodology | 20 |
| | 3-3 Management of material topics | Management of Material Topics<br>Business Practices | 21<br>14 |
| 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 | Business Practices | 14 |
| **CHILD LABOR** | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 20 |
| | 3-2 List of material topics | Methodology | 20 |
| | 3-3 Management of material topics | Management of Material Topics<br>Business Practices | 21<br>14 |
| GRI 408: Child Labor 2016 | 408-1 Operations and suppliers at significant risk for incidents of child labor | Business Practices | 14 |
| **FORCED OR COMPULSORY LABOR** | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 20 |
| | 3-2 List of material topics | Methodology | 20 |
| | 3-3 Management of material topics | Management of Material Topics<br>Business Practices | 21<br>14 |
| GRI 409: Forced or Compulsory Labor 2016 | 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor | Business Practices | 14 |

| GRI Standard | Disclosure | Sustainability Report Section | Page Numbers |
|---|---|---|---|
| **CUSTOMER PRIVACY** | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 20 |
| | 3-2 List of material topics | Methodology | 20 |
| | 3-3 Management of material topics | Management of material topics<br>Information Security Management | 21<br>24 |
| GRI 418: Customer Privacy 2016 | 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data | Information Security Management | 24 |

## Mapping with UN SDGs

| UN Sustainable Development Goal | Sustainability | Page Numbers |
|---|---|---|
| No poverty | Powering the Social Systems | 34 |
| Good health and well-being | Powering the Social Systems,<br>Employee Safety,<br>Employee Well-being,<br>Employee benefits | 34, 33 |
| Quality education | Powering the Social Systems,<br>Training and Education | 34, 31 |
| Gender equality | Diversity, Equity and Inclusion | 31 |
| Clean water and sanitation | Powering the Social Systems,<br>Water Management | 34, 40 |
| Affordable and clean energy | Powering the Social Systems,<br>Renewable Power Purchase | 34, 39 |
| Decent work and economic growth | Powering the Social Systems,<br>Market Served,<br>Economic Value Creation | 34, 6, 12 |
| Industry, innovation and infrastructure | Digital Innovation,<br>Market Served,<br>Economic Value Creation,<br>Powering the Social Systems | 9, 6, 12, 34 |
| Reduced inequalities | Diversity, Equity and Inclusion,<br>Policy Commitments,<br>Business Practices,<br>Powering the Social Systems | 31, 14, 34 |
| Sustainable Cities and Communities | Powering the Social Systems,<br>Renewable Power Purchase | 34, 39 |
| Responsible consumption & production | Sustainable Energy Future | 39 |

| UN Sustainable Development Goal | Sustainability | Page Numbers |
|---|---|---|
| Climate Action | Sustainable Energy Future | 39 |
| Life on land | Sustainable Energy Future, Powering the Social Systems | 39, 34 |
| Partnerships for Goals | Memberships and Associations | 8 |

## Mapping with UNGC Principles

| Sr. No. | UNGC Principles | Sustainability Report Section | Page Numbers |
|---|---|---|---|
| | **HUMAN RIGHTS** | | |
| 01 | Businesses should support and respect the protection of internationally proclaimed human rights | Business Practices | 14 |
| 02 | Business should make sure they are not complicit in human rights abuses | Business Practices, Addressing Grievances | 14, 15 |
| | **LABOR** | | |
| 03 | Business should uphold the freedom of association and the effective recognition of the right to collective bargaining | Business Practices | 14 |
| 04 | Businesses should uphold the elimination of all forms of forced and compulsory labour | Business Practices | 14 |
| 05 | Businesses should uphold the elimination of discrimination in respect of employment and occupation | Business Practices, Diversity, Equity and Inclusion | 14, 31 |
| 06 | The elimination of discrimination in respect of employment and occupation | Business Practices, Diversity, Equity and Inclusion | 14, 31 |
| | **ENVIRONMENT** | | |
| 07 | Business should support a precautionary approach to environmental challenges. | Precautionary Principle or Approach, Sustainable Energy Future | 11, 39 |
| 08 | Businesses should undertake initiatives to promote greater environmental esponsibility | Sustainable Energy Future | 39 |
| 09 | Businesses should encourage the development and diffusion of environmentally friendly technologies | Sustainable Energy Future | 39 |
| | **ANTI-CORRUPTION** | | |
| 10 | Business should work against corruption in all its forms, including extortion and bribery. | Business Practices, Policy Commitments | 14 |

# Mapping with NGRBC Principles

| Sr. No. | NGRBC Principle | Sustainability Report Section | Page Numbers |
|---|---|---|---|
| 01 | Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent and accountable | Business Practices, Policy Commitments | 14 |
| 02 | Business should provide good and services in a manner that is sustainable and safe | Digital Innovation, Sustainable Supply chain | 9, 26 |
| 03 | Business should respect and promote the well-being of all employees, including those in their value chains | Employee Safety, Employee Well-Being, Value Chain at CitiusTech | 33, 26 |
| 04 | Business should respect the interests of and be responsive to all its stakeholders | Stakeholder Engagement, Management of material topics | 19, 21 |
| 05 | Business should respect and promote human rights | Business Practices, Policy Commitments | 14 |
| 06 | Business should respect and make efforts to protect and restore the environment | Sustainable Energy Future | 39 |
| 07 | Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent | Business Practices, Policy Commitments | 14 |
| 08 | Business should promote inclusive growth and equitable development | Business Practices, Diversity, Equity and Inclusion | 14, 31 |
| 09 | Business should engage with and provide value to their consumers in a responsible manner | Customer and Data Privacy | 24 |

# Mapping with SASB

| Dimensions | Accounting Metric | Report Section | Sr Page No. |
|---|---|---|---|
| Environmental Footprint of Hardware Infrastructure | Total energy consumed | Energy Management | 39 |
| | Percentage grid electricity | Energy Management | 39 |
| | Percentage renewable | Renewable Power Purchase | 39 |
| Data Privacy & Freedom of Expression | Description of policies and practices relating to behavioural advertising and user privacy | Policy Commitments, Customer and Data Privacy, Business Practices | 14, 24 |
| Data Security | Number of data breaches Percentage involving personally identifiable information (PII) | Upholding Cyber Security Culture, Information Security Management, Data Confidentiality | 24, 25 |
| | Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards | Information Security | 24 |
| Recruiting & Managing a Global, Diverse & Skilled Workforce | Percentage of employees | Talent Attraction, Engagement and Retention | 27 |
| | Employee engagement as a percentage | New Employee Hires and Turnover | 28 |
| | Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees | Talent Attraction, Engagement and Retention, New Employee Hires and Turnover | 27, 28 |
| Intellectual Property Protection & Competitive Behaviour | Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behaviour regulations | Business Practices, Digital Innovation | 14, 9 |