



2023 Zifo
ESG REPORT



C O N T E N T S

Company Introduction

3

Our Core Values

4

CEO Letter

5

Our impact

6

Laboratory Information
Management Systems

6

Digital Transformation

7

Supporting Clinical Trials

7

Environment

8

Social

10

Governance

12

Zifo.



Company Introduction

Zifo is a pioneer in scientific informatics services, dedicated to impacting human lives by accelerating scientific research. We support science-driven organizations in their quest for innovation, offering a comprehensive suite of specialized scientific informatics services.

Our team is proficient in Cheminformatics, Bioinformatics, Data Science, Cloud Computing, High-Performance Computing (HPC), Instrument Data, MultiOmics, Data Modeling, Semantics, and AI & Machine Learning.

Our people are our Strength

With curiosity in our DNA, a zeal for learning, and a collaborative spirit, our team embodies excellence and values the unique contributions of each member. At Zifo, we foster a culture of debate, self-challenge, and interactive engagement, treating all members equally.

WE ARE

Global Company, with 2200 + Employees, from 30+ different nationalities
Offices in India | US | UK | France | Ireland | Germany | Singapore | Japan | China | Switzerland | Canada | Spain

Secure

Established in 2008, Awarded as one of the Fastest growing companies in India and Asia pacific for 10 years (2012-2020, 2022) (Deloitte).

People-Centric

Listed as one of India's Best places to work for by the Great place to work Institute for 5 years, with Trust index of over 80%. Awarded as one of the best places to work for Women in India in 2020, 2022 and 2023.

Great place to work certified in North America, UK and Europe.

Quality Focus

ISO 9001 and 27001 certified



Our Core Values

Our Ikikata (Zifo way of life) defines who we are

1ne Zifo

Think global.

Be a custodian of Zifo.

Do not allow to create division between teams.

Zafe Team

Treat people as people and not as resources.

Care & Dare.

Care for the team, develop trust and bond, to make sure the team feels safe.

Zeal for winning – assess through intent and intensity of actions, not just results.

Zifo's Golden Habits

Gratitude – Thank for the support and contribution.

Appreciation.

Never miss an opportunity to appreciate good work.

Cheering.

Create an atmosphere of celebration through cheering. Joy and happiness at work!

Curiosity

Be willing to learn new things.

Have curiosity to understand people and problems.

Demonstrate listening all the time.

Challenge customer, be consultative.

Be open and vulnerable with the team.

Demonstrate a strong ego and not a big ego.

Integrity

Do the RIGHT thing. Integrity is a Regularity.

Stand up in the middle of the workspace and say, “what you did” and “why you did” and feel comfortable about it.

Listen, engage, and correct.

Monitor, and if it is habitual, act firm.

Zifo

CEO Letter

“ The greatest threat to our planet is the belief that someone else will save it ”

(Robert Swan)

We at Zifo recognize the importance of balancing innovation and sustainability while delivering high-quality informatics services that impact human lives. We enable scientific innovation and accelerate research and development with a strong commitment to environmental responsibility. Our Curiosity-driven culture is making us faster and more responsive to rapidly changing needs, where we constantly explore new avenues to optimize environmental sustainability.

We are delighted that our primary location in Chennai is LEED Platinum certified signifying that an impressive 70 percent of the energy we consume is from renewable sources.

As we traverse the evolving landscape of societal and technological transformation, our mission and values remain steadfast. They are infused into every aspect of our business and exemplified by our 2200+ employees.

We are thankful for the continued support of our stakeholders and will keep advancing, in harmony with our ESG objectives towards a brighter future. Here's to a better, more vibrant year ahead!

With warm regards and gratitude,

RAJ PRAKASH G



Our impact

At Zifo, we are proud to say that the hard work that we put in everyday creates a positive impact to the society at large. A sneak peek into the kind of projects we support our customers for:

SCIENTIFIC INFORMATICS CONSULTING & SERVICES

Bio-Pharma industry

Zifo actively collaborates with a diverse range of Bio-Pharma companies globally, extending our services from the industry giants to emerging startups. Our deep understanding of the intricate science behind new treatment development enables us to effectively support the entire spectrum. Our expertise seamlessly integrates science with advanced informatics, aiding in various stages of Research & Development, Manufacturing, and Clinical Trials. This includes working with both large and small molecule treatments, as well as cutting-edge therapies like gene and cell therapies.

Few other industries where we support our customers:


- Diagnostic Laboratory
- Food & Beverage, FMCG
- Agriculture Technology
- Contract Research Organizations (CRO)
- Specialty Chemicals
- Oil & Gas

Laboratory Information Management systems

We primarily engage with Research and Development (R&D) and Quality Control (QC) laboratories in the pharmaceutical and biotechnology sectors. In QC labs, chemists and analysts perform crucial tests on raw materials, in-process samples, finished products, and conduct stability studies on manufactured medicine batches. These test results are meticulously recorded in Laboratory Information Management Systems (LIMS), ensuring that they meet stringent specifications. If discrepancies are found, the system flags these for further action.

One of the significant challenges in this process is the extensive manual effort and time required to input master data into LIMS. Considering the regulated nature of the industry, several paper-based processes are still prevalent. This master data is scattered across various documents such as Certificates of Analysis, Analysis Results, Product Specifications, Test Procedures, Standard Operating Procedures and Worksheets. Traditionally, teams have been deployed to manage this data: creating specifications, reviewing them, inputting data into LIMS, and then migrating these objects through various stages from development to validation and production environments.

In response to this challenge, Zifo has developed a pioneering solution framework, qcKen. This innovative system streamlines data handling by directly extracting data from source documents, transforming it into a format understandable by both users and the LIMS. This allows for efficient review, update, and automatic creation of objects in the LIMS system. Additionally, qcKen includes a module for seamless migration of objects across development, validation, and production environments. Importantly, the entire process is designed to be fully traceable and compliant with regulatory requirements, maintaining a comprehensive audit trail.



The implementation of qcKen has resulted in significant improvements: reducing manual efforts, enhancing predictability, and meeting critical timelines. We have observed a time savings of approximately 30% to 50%. Moreover, this solution has contributed to substantial reductions in paper usage, aligning with our commitment to environmental sustainability.

Through qcKen, Zifo is not just streamlining laboratory processes but also reinforcing our commitment to innovation, efficiency, and regulatory compliance in the pharmaceutical and biotechnology sectors.

Digital Transformation

In traditional laboratory settings, scientists were often required to manually transfer data from various instruments, such as spectrometers, into Laboratory Information Management Systems (LIMS). This process not only necessitated the physical presence of scientists in the lab but also posed risks of manual errors in data transcription, impacting both quality and safety.

Recognizing these challenges, Zifo has automated the data entry process by enabling direct data transfer from laboratory instruments to LIMS. We have successfully integrated hundreds of such instruments for a prominent pharmaceutical company. This innovation has significantly streamlined laboratory workflows, allowing scientists to focus on more critical tasks rather than manual data entry. Furthermore, the automation of data transfer reduces the potential for manual errors, thereby enhancing the overall quality and safety of laboratory operations.

Supporting Clinical Trials

When pharmaceutical companies and biotech firms (sponsors) embark on clinical trials, they collaborate with contract research organizations (CROs) to design the clinical trial protocol, collect data from participants, review the data collected, and analyze the data. Zifo emerges as an end-to-end clinical biometrics services provider, serving as a one-stop shop for sponsors. Our comprehensive services extend to submitting data to the relevant regulatory authorities, such as the FDA, PMDA, and EMA.

By streamlining the drug approval process, we expedite the delivery of life-saving treatments to patients in need. Zifo plays a pivotal role in ensuring that clinical trials yield accurate results that reflect the true efficacy of the drug, thereby preventing false positives and negatives and safeguarding the market from unsafe drugs.

We also support with validation of instruments that are used for quality testing of drugs.

We take pride in our contribution to significant clinical trials, including those for vaccines against diseases like Cholera and Chikungunya, and treatments for diabetes, migraines, cancer, and neurological conditions, among others. Our involvement in these trials underscores our dedication to advancing medical science and improving patient outcomes.



Environment

Since Zifo's operations are primarily centered around offering Informatics services to our customers, energy conservation and waste management are our key responsible areas in environmental impact.

We are mindful of our impacts and committed to working continuously on our environmental practices in the key responsible areas with the following actions.

a. Energy Consumption

- Most of the Employees work from office in India. Hence, we have started tracking the energy consumption at our office premises since 2022.
- A certified energy auditing company is onboarded in 2023 for yearly audits. They will be performing audits on our energy consumption and provide us with reports that include action items/scope for improvement.

b. Water Consumption

- At Zifo, ensuring safe and hygienic drinking water for our employees is a priority. We procure our drinking water from reputable service providers, accompanied by necessary laboratory reports to confirm its safety and quality. In line with our sustainability efforts, the water cans are part of a recycling program. After a designated number of refills, these cans are transformed into T-shirts by our vendor, demonstrating our commitment to environmental responsibility.
- The water usage within our building is meticulously monitored by our Maintenance teams. This data is recorded to ensure efficient water management. Based on the area occupied (measured in square feet), water procurement costs are calculated and charged either monthly or quarterly.

At Zifo, we are committed to water conservation and have implemented several measures to this end, with further plans to enhance our efforts:

- **Aerators on Taps:** To reduce water wastage, all taps have been fitted with aerators, effectively minimizing the flow of water without compromising functionality.
- **Sensor-Activated Taps and Urinals:** We have installed sensor fitted taps in washbasins and urinals, ensuring water is used only when necessary, thereby reducing wastage.
- **Responsible Water Can Management:** A new vendor has been engaged to prevent the exposure of plastic water cans to sunlight during transit, reducing potential health risks. We also aim to limit the usage of bubble top plastic cans. Each can is tracked systematically via a scanner code that details the water quality of each batch and the number of times the can has been used.
- **Accurate Water Consumption Measurement:** Separate meters have been installed in all inlet pipelines, enabling us to measure water consumption accurately. This data helps us in planning to either reduce consumption or maintain efficient usage levels.

Moving forward, our action plan includes conducting awareness training sessions for both employees and cleaning staff. These sessions are designed to educate them about water conservation practices and the importance of responsible water usage, reinforcing our commitment to environmental sustainability.

c. Waste Management

- We collect waste segregated based on the type (E-waste, paper, plastic and food waste). All these wastes are measured daily with the proper measurement scale procured and are displayed in few places for the employees to view. (For e.g. – In the cafeteria). In both locations, the collected waste is disposed by the Govt authorized garbage disposal vendors. The Food waste is converted to manure and is used in the garden in DLF cyber city and is disposed as animal feed from the Temple steps building.
- Separate Sanitary napkin disposal is conducted by the authorized vendor Rentokil and as a part of their initiative the sanitary napkins are recycled and provided as papers to print certificates.

- Confidential documents are shredded in-house and disposed by authorized vendors. Plastic and paper waste are handed over to the Govt authorized disposal location for recycling.
- We have reduced usage of tissue paper (30-40%) by introducing clothes in cafeteria to wipe vessels.
- We have provided ceramic mugs and stainless-steel water bottles to all our employees and removed use and throw cups from the office premises. However, a small number of bio-degradable cups are also used temporarily and disposed as wet wastes.
- E-waste contribution is minimal for our business operations. They are collected and handed over to the government authorized vendor.

d. Sustainable Steps Forward

At Zifo, we firmly believe that the collective awareness and participation of every Zifoite (Zifo employee) are crucial in achieving significant impact in our sustainability efforts. To this end:

- **Sensitization on Sustainability Goals:** We have initiated efforts to sensitize our workforce about our sustainability objectives through an org wide training program on the ways each individual can contribute. Going forward, we plan to intensify these efforts, ensuring that every Zifoite is aware and actively involved in our sustainability journey.
- **Creation of a Dedicated Sustainability Team:** To maintain and enhance our focus on sustainability, we are in the process of establishing a dedicated team, responsible for engaging employees in various sustainability activities. This initiative will be a part of our “FUBU” (For Us, By Us) program. Unique to this approach, the initiative would be driven by enthusiastic Zifoites who are keen on taking our Environmental, Social, and Governance (ESG) objectives to the next level, and by partnering with our HR team. This grassroots approach ensures that our sustainability initiatives are not only led but also shaped by those who are genuinely passionate about making a difference.

Zifo’s environmental commitment can be referred [here](#) in our website.

Social

Employee Wellness

Zifo is a Science first, People first company. We work hard to keep our people engaged, inspired and happy, which is why we have one of the best retention rates in our industry. This dedication to our people is highlighted in the results of the Great Place to Work (GPTW) survey conducted across our global offices. According to the survey, over 95% of our employees feel they are treated fairly, irrespective of their gender or sexual orientation, and regard Zifo as a secure and inclusive workplace.

We are proud to report that more than half of our workforce (56%) are women. In our India office, we have established the SHE – LOUNGE, a dedicated space for our female employees to unwind and relax. Additionally, we offer NEST, a specially designed area for nursing mothers, underscoring our commitment to supporting working mother.

In June 2023, we celebrated Pride Month with a series of events, including an engaging and enlightening Boomerang session led by Vikas M, a noted Queer rights activist.

It is Ok to be not Ok

Every individual has an inherent desire to be themselves at the workplace. To be their true self, each one feels a need to feel psychologically safe and emotionally well at the workplace. Recognizing this need, we have Symphony, our in-house wellness program.

A little resonance is all we need, sometimes.

Mindfulness and mental wellness are significant and powerful. We have a "Resonance" team where any employee can reach out to the team with complete confidentiality assured. We aspire to bring in external experts to give dedicated sessions Organization wide too.

Our way to physical wellness

At Zifo, we recognize the importance of physical wellness as a key component of overall well-being. To encourage and foster this among our employees, we have introduced a variety of initiatives:

- **Zumba and Swimming Classes for Women:** These sessions are designed to promote fitness and provide a fun, engaging way for our female employees to stay active and healthy.
- **Stepathon Challenge:** This team-level walkathon has proven to be an effective way to encourage physical activity. The inclusion of leaderboards has heightened the competitive spirit, making the challenge both exciting and motivational.
- **Zi-League, Our Annual Sports Event:** This event has become a highlight in our calendar. It encompasses a wide array of games including badminton, volleyball, cricket, futsal, table tennis, foosball, carrom, and chess. The diversity of sports ensures that there is something for everyone, regardless of their interests or fitness levels. The last edition of Zi-League was a resounding success, greatly appreciated by our team for its spirit of friendly competition and camaraderie.



In the next quarter, we are planning to partner with a vendor who could provide wellness benefits like doctor consultations, specialist consultations, discounted e-pharmacy services, discounted health checkups etc. for all our employees.

Community Outreach

We feel that it is essential that we also give back to our community.



ZiCORE – Zifo Community Outreach

The COVID-19 pandemic ushered in a "New Normal," deeply impacting those in micro-businesses and blue-collar jobs. In response, Zifoites came together to form ZiCORE – Zifo Community Outreach, with the mission to assist vulnerable individuals and families regain their livelihoods through small, sustainable capital investments.

ZiCORE operates on a participatory model where every Zifoite can make a tangible difference:

1. **Identification:** A Zifoite spots a family or individual whose livelihood was upended by the pandemic and needs support.
2. **Collaboration:** The ZiCORE team collaborates to pinpoint sustainable avenues for aiding the identified individual or family.
3. **Implementation:** We work directly with the family to put the plan into action, with Zifo covering the associated costs.
4. **Celebration:** Upon successful implementation, we take a moment to celebrate the positive impact created.

This initiative is more than a program; it's a platform for all Zifo employees to actively participate in creating meaningful change in society, embodying our commitment to community support and sustainable help.

A couple of life changing stories:

Victoria, a resilient single mother and cancer fighter, once ran her own tailor shop before the pandemic forced its closure. With ZiCORE's support, she has reinvented her livelihood by teaching tailoring to about 40 women. This initiative, spearheaded by our Zifoite Sangli, not only empowered Victoria but also brought smiles to many lives.

In a village in West Bengal, Hariboli manages a food stall. Recently, her daughter's illness and the associated medical expenses posed a significant challenge to sustaining her business. Our Zifoite Dibakar stepped in to provide essential support by supplying groceries, alleviating some of her burdens.

For us at Zifo, these stories embody the true essence of giving. They represent our ability to create a substantial, positive impact on others' lives, filling us with a profound sense of joy and purpose.

Beyond ZiCORE, Zifo is involved in various other community-focused initiatives:

Partnership with Team Everest: Our collaboration with Team Everest has led to numerous volunteer opportunities, with our Zifoites eagerly participating in various community support activities.

Support in Europe: In Europe, our commitment to education and community welfare is demonstrated through donating laptops to schools and sponsoring local sports teams, fostering both education and physical wellness.

Promoting Intellectual Curiosity: With a focus on nurturing intellectual curiosity among children, Zifo conducted a Quiz event called Zifo Open Quiz, this event was successfully conducted on August 15th in Chennai, inspiring a love for knowledge and learning in the younger generation.





Governance

As employees of Zifo, it is our duty to ensure that we follow the highest standard of ethical business conduct and uphold the values of our organization. Each global region has a policy framework to include Zifo's values and process adherence according to the local laws. We are all committed to comply by our policies, and applicable legal and regulatory requirements. We have defined policies for Code of Business Conduct, Anti-Sexual Harassment, Dress code, Data privacy and confidentiality to name a few.

Diversity and Inclusion

We have zero tolerance towards discrimination on any basis including race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status. We believe in having a workplace that encourages reporting of violations of any company policies, any unethical practices, or acts.

We strive to create an inclusive and welcoming environment for all employees. Our commitment to equal employment opportunity extends to all aspects of employment, including hiring, promotion, transfer, compensation, and more.

Embracing diversity is an integral part of our value system, driving us to create a workplace where everyone feels heard, valued, and empowered.

Fair and Equal Workspace

We are committed to gifting each other a fair workplace. We continuously strive to have more focused and dedicated forums to encourage speaking up and listening. A few highlights would be the Happiness Index (where people can express their emotions daily), Write to CEO (a platform where they can directly connect with the CEO for any concern with no intermediaries), and Zi-FeFo (whitespace meetings between the lead and the person at regular intervals). All these engagement initiatives are part of the organization's quarterly review meetings to ensure governance and progress.

As we reflect on the past years, we recognize that it not only aligns with our core values but also positions us for a more dynamic and resilient future.

Information security is our top priority

ISO 27001:2013 certification is a testament to our unwavering commitment to information security. This internationally recognized standard demonstrates our dedication to implementing and maintaining a robust Information Security Management System (ISMS). We continue to have comprehensive controls and safeguards to protect sensitive information, both for our clients and within our internal operations. This certification underscores our pledge to confidentiality, integrity, and availability of information assets. We have training, governance mechanisms such as regular internal audits, CAPA (Corrective Action & Preventive Action) controls in terms of logging and monitoring – to ensure the effectiveness of adherence to the policies.

Quality is imperative

Zifo maintains a comprehensive Quality Management System, established to satisfy the requirements of the customers, regulatory directives and business drivers. With Zifo's QMS being certified in ISO 9001:2015, the QMS is designed based on requirements of the standard incorporating the Plan-Do-Check-Act cycle and addresses requirements of regulations and guidelines such as FDA 21 CFR Part 820, GxPs, and GDPR. Wherever appropriate, guidelines and recommendations for computerized systems as provided by GAMP5, EU Annex 11 and 21 CFR Part 11 have been considered. A risk-based approach is utilized to proactively identify risks in all of our processes and identify preventive actions to mitigate them. These processes are executed consistently to achieve customer satisfaction and these are monitored and audited at a defined frequency to understand areas that require improvement. Zifo values these improvement inputs and takes the necessary actions to incorporate them into our processes.

* This report was compiled by referring to GRI standards.

Business Continuity Plan (BCP)

We have a well-defined BCP to ensure operations of prioritized products and/or services are in line with the Minimum Business Continuity Objectives during a disaster, thereby reducing the impact on customer relationship and ensuring compliance to applicable legal, regulatory, and contractual requirements.

Sustainable Steps Forward

At Zifo, our commitment to environmental stewardship is a cornerstone of our operations. We diligently develop and pursue sustainable objectives across all facets of our business.

To ensure we are making a positive impact, we regularly conduct audits of our energy and water usage. These audits serve not just as a check on our current practices but also as a foundation for developing targeted improvement strategies. We also focus on raising ESG (Environmental, Social, and Governance) awareness among our employees through organization-wide training and initiatives.

We encourage every member of our team to be conscientious about their consumption of resources like energy and water, as well as their generation of waste, including dry, wet, and e-waste. By fostering a culture of individual responsibility towards the environment, we aim to minimize the ecological footprint of our business operations.

Zifo