



# ZIFO ESG FACTSHEET

2023

## TABLE OF CONTENTS

SL No.	Topics	Page
1	About Zifo	2
1.1	About the Factsheet	2
2	Sustainability at Zifo	3
3	Sustaining the Planet	4
3.1	Energy	4
3.2	Emissions	4
3.3	Water	5
3.4	Waste	5
4	Empowering the People	6
4.1	Employee Engagement	6
4.2	Employee Wellbeing	7
4.3	Employee Health and Safety	8
4.4	Diversity and Inclusion	8
4.5	Learning and Development	9
5	Upholding Ethical Governance	10
5.1	Business Ethics	10
5.2	Information security and Data Privacy	10
5.3	Sustainable Procurement	11
6	Way Forward	12
7	GRI Index	13

## 1. About Zifo

Zifo is a leading global provider of scientific and process informatics services, propelling innovation across research, development, manufacturing, and clinical domains. With expertise in over 90 technologies and partnerships, we serve diverse industries like Pharma/Biotech, Consumer Goods, and Oil & Gas.

### ***Our Expertise:***








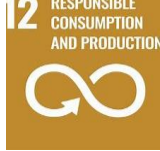

- **Global Reach, Local Touch:** Our "Glocal" approach blends cost-effective remote delivery with dedicated local support, ensuring seamless engagement and success.
- **Full Spectrum Services:** We offer a comprehensive suite, including Digital Transformation Coaching, Project Management, and Custom Development & Integrations.
- **Unparalleled Scientific Knowledge:** Our people are passionate and curious, driven by a desire to advance scientific discovery. This expertise leads to industry-leading retention rates.

### 1.1 About the report

Zifo's 2023 ESG Factsheet offers a transparent overview of our environmental, social, and governance (ESG) initiatives. This factsheet, covering January 2023 to December 2023, details our sustainability performance and commitment to responsible business practices. The Factsheet is aligned with the Global Reporting Initiative (GRI) framework. The scope of the factsheet pertains to our operations across India and overseas locations.

## 2. Sustainability at Zifo

Incorporating Environmental, Social, and Governance (ESG) principles pervades all aspects of our operations, underscoring our commitment to the conscientious integration of technology. Anchored by a comprehensive sustainability framework, we navigate toward a future where ecological and societal considerations are seamlessly interwoven into our operations. Our initiatives across ESG have been aligned with the United Nations' Sustainable development goals (SDGs).

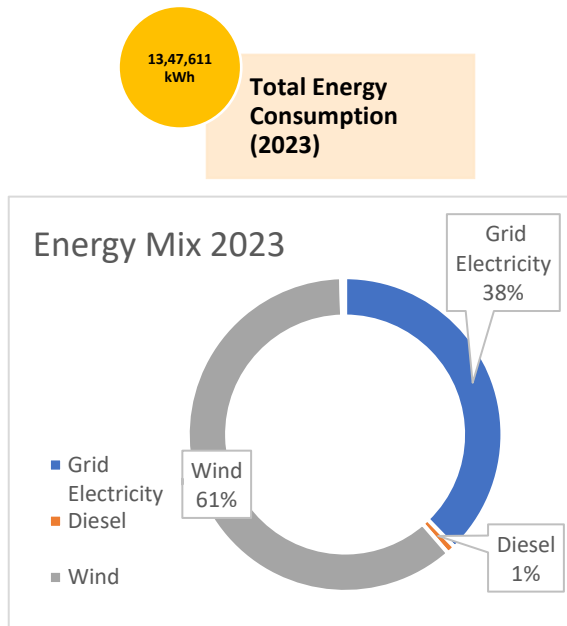
SDGs	Initiatives
	<ul style="list-style-type: none"> <li>• <a href="#">ZiCORE initiative</a> has transformed the lives of women in rural villages by equipping them with the skills and knowledge to thrive in the tailoring industry.</li> </ul>
	<ul style="list-style-type: none"> <li>• Our in-house wellness program, Symphony, provides resources and support for mental well-being, emphasizing the importance of a healthy mind.</li> <li>• Zumba &amp; Swimming Classes Initiative: Specially designed for women, these classes encourage physical fitness and social interaction, promoting overall well-being.</li> </ul>
	<ul style="list-style-type: none"> <li>• Zifo is actively involved in community well-being initiatives such as donating laptops to schools and providing sponsorships to students.</li> <li>• Partnering with NGO Team Everest, Zifo involves its employees in a volunteer program dedicated to educating children.</li> </ul>
	<ul style="list-style-type: none"> <li>• Achieving a 60% female representation in both leadership positions and overall workforce reflects a strong commitment to enhancing gender equality within Zifo.</li> </ul>
	<ul style="list-style-type: none"> <li>• To reduce water wastage, all flow fixtures in our facilities based in India have been fitted with aerators and sensors, which control the flow of water.</li> </ul>
	<ul style="list-style-type: none"> <li>• Our Indian facilities are operated by using more than 60% renewable energy. Use of renewable energy has contributed to avoiding emissions of about 650 tCO<sub>2e</sub> in 2023.</li> </ul>
	<ul style="list-style-type: none"> <li>• Our initiatives and HR policies adhere to an Equal Opportunity policy, emphasizing a commitment to a non-discriminatory approach in recruiting.</li> </ul>
	<ul style="list-style-type: none"> <li>• Our waste reduction efforts at DLF involve meticulous categorization, converting food waste into garden manure, recycling sanitary napkins, and reducing paper and plastic usage, promoting sustainable practices for a greener future.</li> </ul>
	<ul style="list-style-type: none"> <li>• Our initiatives including providing shuttle service to employees, encouraging carpooling and public transport, and encouraging work-from-home arrangements for international operations demonstrate our focus on mitigating emissions through sustainable commuting practices.</li> </ul>

### 3. Sustaining the Planet

Zifo takes a proactive stance on environmental stewardship. We recognize our responsibility and implement sustainable practices that minimize our environmental impact, encompassing energy conservation, responsible waste management, and resource use optimization.

#### 3.1 Energy

At Zifo, our commitment to reducing our carbon footprint and operating sustainably is demonstrated through a comprehensive strategy that encompasses internal optimization and external partnerships:



**Investing in Renewable Energy:** We actively increase the utilization of renewable energy in our facilities, reducing our dependency on fossil fuels and lowering emissions.

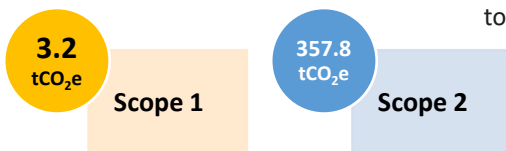
**Optimizing Energy Efficiency:** Our dedication to sustainability goes beyond reduction efforts. We strategically select locations with advanced building management systems and continually refine processes to minimize energy consumption, ensuring resource efficiency.

**Empowering Employee Engagement:** Developing a sustainable mindset is integral to our culture. Through robust employee engagement programs and green initiatives, we empower individuals to actively participate in reducing our environmental impact.

Additionally, we undergo annual energy audits conducted by third parties to continuously improve energy usage and minimize environmental impact. Our ESG factsheet for 2023 provides detailed information on the energy consumption of our facilities in India and the USA.

#### 3.2 Emissions

Zifo recognizes the impact of its operations on the environment and takes a proactive approach to minimizing greenhouse gas (GHG) emissions. We meticulously monitor and actively work towards reducing both direct (Scope 1) and indirect (Scope 2) emissions generated by our facilities in India and USA. Through stringent mitigation measures and a growing reliance on renewable energy sources, we are committed to responsible energy consumption and its associated environmental benefits.



Furthermore, acknowledging the impact of emissions from our value chain, we have initiated monitoring of Scope 3 emissions for the following categories:

- Purchased Goods and Services
- Capital Goods
- Employee Commute
- Business Travel

Zifo is actively taking steps to reduce scope 3 emissions through a variety of approaches. Our offices are located near metro stations facilitating the use of public transport. We also provide shuttle service for our employees to reduce usage of personal vehicles. Furthermore, EV charging facilities are available at our facilities in Chennai. The Car/Bike Pool Day initiative has been well-received by employees where 72% of the participants expressed a desire to carpool, signalling a positive shift in commuting habits.

### 3.3 Water

Zifo recognizes the importance of water conservation and Zifo fosters a culture of sustainable water use, driving positive change. The following initiatives pertain to our operations in India:

#### **Monitoring and Measurement:**

- Our dedicated maintenance team meticulously monitors water usage within the building, recording data for informed management.
- Water procurement costs are calculated based on occupied space, promoting responsible consumption.

#### **Technology-Driven Solutions:**

- Aerators on taps and sensor-activated taps/urinals minimize water flow without compromising functionality.
- Separate meters in inlet pipelines provide accurate consumption data for informed decision-making.

#### **Employee Engagement:**

- Awareness training sessions have been conducted for employees and cleaning staff to educate them on water conservation practices, enabling a culture of responsible water usage.

### 3.4 Waste

Zifo prioritizes responsible waste management by focusing on proper waste segregation, responsible disposal of non-recyclable materials, and innovative reduction strategies. Our ESG factsheet for 2023 provides information on the waste management of our facilities pertaining to India.

#### **Waste Segregation and Disposal:**



- Our facility at DLF ensures meticulous categorization of waste into e-waste, paper, plastic, and food waste, ensuring proper disposal through authorized vendors.
- Food waste is converted into manure for the garden and disposed as animal feed.
- Sanitary napkins are recycled into paper through a partnered vendor.
- Plastic and paper waste are sent for recycling via government-authorized channels.

#### **Waste Reduction Initiatives in India:**

- Tissue paper usage has significantly decreased (30-40%) by introducing reusable cloths for cleaning in the cafeteria.
- Ceramic mugs and stainless-steel water bottles have replaced disposable cups, minimizing plastic waste.
- E-waste is responsibly disposed of through authorized vendors.

## 4. Empowering the People

Zifo recognizes that its people are the cornerstone of success. Our ESG commitment is based on a culture of collaboration, intellectual curiosity, and a shared commitment to achieving a positive outcome.

2211

Number of  
Employees  
(2023)

### **Attracting and retaining top talent:**

At our organization, we place a high emphasis on recruiting individuals who exhibit a natural curiosity and a deep passion for scientific progress. We believe that this innate drive is essential for driving innovation and pushing boundaries in our respective fields. Moreover, we are committed to investing in the professional development of our team members, providing them with ample

opportunities to grow and stay abreast of the latest advancements. By nurturing a culture of continuous learning and growth, we ensure that our team remains at the forefront of their areas of expertise. Additionally, we strive to create an inclusive environment where diverse perspectives are valued and celebrated. This inclusive culture not only enriches our work but also fosters a strong sense of belonging among our team members, enabling them to collaborate effectively and contribute meaningfully to our collective mission.

### **Industry-leading retention:**

Zifo takes pride in maintaining one of the industry's most impressive retention rates, which serves as a testament to our dedication to employee welfare and professional development. We prioritize a healthy work-life balance by offering flexible work arrangements and comprehensive benefits packages that cater to the diverse needs of our team members. Through regular performance evaluations and transparent communication channels, we ensure that every employee feels appreciated, supported, and heard within our organization. By prioritizing employee satisfaction and growth, we cultivate a positive and empowering work environment where individuals can thrive and reach their full potential.

## 4.1 Employee Engagement

At Zifo, we recognize that cultivating a highly engaged workforce is crucial not only for employee well-being but also for driving business success. We place a strong emphasis on creating an environment that fosters curiosity, collaboration, and a shared commitment to making a positive impact. This commitment manifests in our approach to hiring, retention, and overall employee engagement.

### **Building a Diverse and Talented Team:**

100%

Employees who  
received regular  
performance and  
career development  
reviews

\*Does not apply to senior management and above

- **Recruitment:** Our recruitment process goes beyond technical skills, seeking individuals with a natural inquisitive nature, a passion for scientific advancement, and a desire to contribute to a meaningful purpose. We actively promote diversity and inclusion, ensuring our team reflects the communities we serve.

- **Onboarding:** We believe in a warm and welcoming onboarding experience that fosters integration, knowledge sharing, and a sense of belonging. This sets the stage for a successful and fulfilling career journey at Zifo.

- **Continuous Improvement through People Development Plan:** Employees at Zifo actively engage in a customised development plan which involves targeted efforts to enhance skills and competencies through training programs.

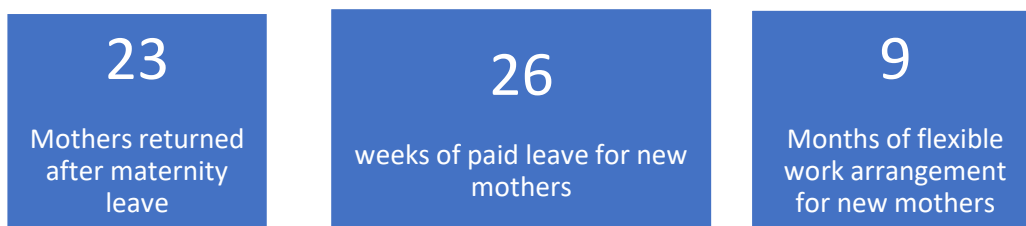
## 4.2 Employee Well-being

At Zifo, we believe in nurturing an environment that prioritizes physical, mental, and emotional well-being, empowering our team members to thrive both personally and professionally.

### **Supporting Transitions and Diversity:**

The following initiatives pertain to our operations in India:

- **Maternity Care:** We offer extended paid leave (26 weeks) and flexible work arrangements (9 months on average) to support mothers returning to work after childbirth. This includes the "Nest" room, a dedicated space for nursing mothers with all necessary amenities. We roll out baby kits (GSO certified sustainable products) every year to the parents of new-born children.
- **Sabbatical Leave:** We recognize the need for personal growth and renewal and offer sabbatical leave options to eligible employees.
- **Mindful Nirvana@Workplace:** Our Zen Room, SHE-Lounge, and Nest cater to diverse needs, providing spaces for relaxation, rejuvenation, and prayer.



### **Building Belonging and Community:**

- **Zi-Garden:** The cross functional leadership community fosters collaboration, shared decision-making, and peer learning across business units, creating a sense of belonging and shared purpose.
- **Shared Vision Sessions:** Managers welcome new team members and set cultural expectations, fostering a cohesive work environment.
- **Employee-Led Events:** Employee-led events such as Biryani Day and Family Day are organized regularly with an intent to strengthen bonds and create a positive atmosphere.
- **Pride Month Celebrations:** We actively celebrate diversity and inclusion through events and initiatives.

### **Promoting Physical and Mental Wellness:**

- **Symphony:** Our in-house wellness program offers resources and support for mental well-being.
- **Zumba & Swimming Classes:** Engaging activities specifically for women promote physical fitness and social interaction.
- **Zi-League 2023:** Our sports event offered a variety of activities for everyone, fostering camaraderie and team spirit.

### **Commitment to Continuous Improvement:**

We believe that employee well-being is a journey, not a destination. We actively seek feedback, explore innovative practices, and strive to continuously improve our initiatives. Some of our initiatives to ensure and cultivate open communication include:

- **Happiness Index:** Daily anonymous feedback platform for expressing emotions and concerns.
- **Write to CEO:** Direct access to the CEO for any concern, bypassing intermediaries.
- **Zi-FeFo:** Regular meetings between leads and team members for open communication.
- **Tea Talk:** Informal gatherings where employees can discuss ideas, concerns, and experiences over tea.

Our high retention rate reflects the success of our efforts, and we remain committed to creating an even more supportive and empowering environment for all.



### 4.3 Employee Health and Safety

Zifo prioritizes the health and safety of all employees by implementing comprehensive policies and procedures, which has resulted in **zero work-related ill-health and zero incidents** in 2023.

#### **Ergonomics at work:**

We provide ergonomics training to employees to educate them about proper posture, workstation setup, and techniques to prevent work-related musculoskeletal disorders (WMSDs). This training empowers employees to identify and address potential ergonomic risks in their workspace and helps to reduce the risk of injury and illness.

#### **Fire Safety:**

- **Fire prevention measures:** We have strategically installed smoke detectors, fire alarm systems, and fire suppression systems (server and UPS rooms) throughout the building. Additionally, manual portable fire extinguishers are readily available at designated locations for immediate response to small fires.
- **Mock fire drills:** We conduct regular mock fire drills to familiarize employees with evacuation procedures, fire alarm response protocols, and proper use of fire extinguishers. These drills equip employees with the necessary knowledge and skills to respond calmly and effectively in a real fire scenario.
- **Dedicated fire safety team:** In our facilities, the fire safety team conducts quarterly audits to assess adherence to fire safety regulations and identify any potential hazards. This proactive approach ensures continued safety compliance and minimizes fire risks.

#### **Natural Disasters and Emergencies:**

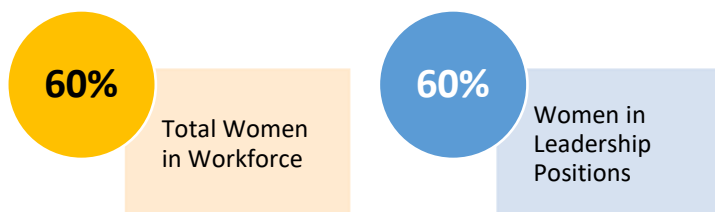
- **Building safety:** The facilities have been designed to minimize risks associated with earthquakes, heavy rainfall, and flooding. These design considerations contribute to the overall safety and resilience of the building in the face of natural disasters.
- **Disaster preparedness:** Zifo has a comprehensive Business Continuity plan in place to address natural disasters or emergencies. This plan outlines various scenarios, including floods, cyclones, and earthquakes, and details the corresponding disaster management and recovery procedures. By having a pre-established plan, Zifo can effectively respond to emergencies, prioritize employee safety, and ensure business continuity.

### 4.4 Diversity and Inclusion

At Zifo, we believe in creating a workplace where everyone feels safe, respected, and empowered to contribute their unique talents. We have zero tolerance for discrimination of any kind, based on race, religion, colour, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

#### **Our Commitment to Inclusion:**

- **Equal Opportunity:** Zifo is an equal opportunity employer and offers benefits irrespective of the person’s age, gender, nationality, race, religion, marital status, sexual orientation, veteran status, or disabilities.
- **Inclusive Environment:** We strive to foster a welcoming and inclusive work environment where everyone feels valued and respected.
- **Inclusion of specially abled people:** We actively support individuals with disabilities, with the provision of infrastructure to accommodate the needs of the specially abled employees.



- **Reporting Mechanisms:** We encourage reporting of any discrimination, unethical practices, or violations of company policies through various channels including Write to CEO, reporting to Equity community (committee on ensuring equal opportunity) and Zi-FeFo (meetings with lead and team members).
- **Continuous Improvement:** We regularly review and improve our policies and practices to ensure a fair and equitable workplace for all.

### A Great Place to Work

Zifo has been honoured with the prestigious Great Place to Work recognition for its exceptional workplace culture and commitment to gender inclusivity. Specifically acknowledged in the category of 'Best Workplaces for Women,' this commendation was received for the years 2020, 2022, and 2023. The consistent acknowledgment underscores Zifo's ongoing dedication to prioritizing the well-being and professional growth of all employees, particularly women, within its workforce.



**Top 100 | Large  
India's Best  
Workplaces  
for Women**

## 4.5 Learning and Development

Zifo prioritizes continuous learning and development for all employees, equipping them with the skills to excel in their roles and contribute to overall success of the organization.

**New Recruits:** The onboarding process starts with foundational training in domain, technology, product, processes, regulations, and soft skills. This is followed by department-specific training tailored to the employee role's requirements.

**Ongoing Learning:** We offer training to support promotions, project needs, and personal development goals. Refresher training are organized to ensure everyone stays updated on regulations and core policies. Training formats include classroom sessions, online modules, and hands-on activities.

- **Basics to ESG Training:** This program equips employees with essential knowledge and best practices in Environmental, Social, and Governance (ESG), encompassing vital topics such as waste management, business ethics, energy conservation, and climate action.



**Centralized Management:** The Training Management System (TMS) on ZiConnect manages all training programs, records, and reports.

## 5. Upholding Ethical Governance

At Zifo, we share responsibility to uphold the highest standards of business behaviour and embody our organization's core values. Each global region operates within a meticulously constructed framework of policies that seamlessly integrate Zifo's principles with local laws and regulations. This ensures consistent and unwavering ethical practices across our diverse global landscape.

By adhering to these policies, we collectively contribute to a culture of compliance and integrity. This commitment manifests in various aspects of our professional lives, including:

- **Code of Business Conduct:** This comprehensive document serves as the guiding light for our ethical conduct, outlining the principles that govern our interactions with colleagues, clients, and stakeholders.
- **Anti-Sexual Harassment:** We maintain a zero-tolerance policy for any form of harassment, fostering a safe and respectful work environment where everyone feels valued and protected.
- **Data Privacy and Confidentiality:** We are committed to safeguarding sensitive information, ensuring responsible data handling, and upholding the highest standards of confidentiality.
- **Equal Employment Opportunity and Diversity policy:** Zifo is firmly committed to providing an inclusive work environment and ensuring equal opportunities to all employees, regardless of race, gender, sexual orientation, disability, or any other characteristic protected by law.
- **EU Anti-bribery and Corruption policy:** Zifo maintains a zero-tolerance stance towards bribery and corruption in all aspects of our operations. We are dedicated to upholding the highest standards of integrity, compliance, and ethical conduct, ensuring transparency and fairness in all our business dealings.
- **Maternity and Paternity policy:** We are committed to supporting our new parents by providing them the right balance between life and work.

### 5.1 Business Ethics

Zifo is committed to diligently tracking and thoroughly investigating all incidents related to business ethics, ensuring transparency, accountability, and continuous improvement. By promptly addressing any concerns or violations, we uphold our commitment to ethical conduct and maintain the trust of our stakeholders.

**Discrimination:** No complaints on the grounds of discrimination were filed this year. There are no pending cases related to discrimination. This indicates a positive workplace culture that values inclusivity and equal treatment for all employees.

**Ethics:** No complaints were reported on the grounds of ethics this year. There are no pending cases related to ethics violations. This demonstrates a strong ethical foundation within the company, where employees feel comfortable reporting concerns related to unethical behaviour.

### 5.2 Information security and Data Privacy

Zifo is committed to protecting the information entrusted to us and ensuring a secure environment for our employees, customers, and partners. We achieve this through a comprehensive information security and data privacy program, adhering to multiple regulations like GDPR, HIPAA, and 21 CFR Part 11.

**ISO 27001 Certification:**

Zifo is certified for ISO 27001 across its operations in India, demonstrating its commitment to robust information security management practices. This certification covers the core principles of confidentiality, integrity, and availability (CIA) of information.

**Policy Framework:**

Our policy framework is designed to safeguard our valuable information assets and mitigate potential risks effectively. Through the implementation of a comprehensive set of policies and procedures, we ensure the confidentiality, integrity, and availability of our data. These measures encompass various aspects such as data

encryption, access controls, regular audits, and employee training programs to foster a culture of security awareness and compliance throughout the organization. By adhering to these policies, we not only protect sensitive information but also uphold the trust of our customers, partners, and stakeholders, reinforcing our commitment to maintaining the highest standards of information security and risk management.

**Data Management and Protection:**

- **Information Classification Policy:** This policy classifies information based on sensitivity and criticality, outlining appropriate handling, authorization, and control measures.
- **Cryptography Policy:** This policy governs the use of encryption to safeguard information confidentiality and access control.
- **Data Privacy and Confidentiality Policy:** This policy outlines our commitment to protecting the confidentiality and privacy of data entrusted to us by customers, partners, and employees. It details specific processes for handling personal data and complying with relevant regulations.
- **Backup Policy:** This policy establishes procedures for backing up data on our servers, ensuring data recovery in case of incidents.

**Incident Management and Risk Management:**

1. **Incident Management Policy:** This policy defines a structured approach to identifying, responding to, and recovering from security incidents and data breaches. It emphasizes reporting suspected events and weaknesses through designated channels (email, internal messaging, or verbally to leadership).
2. **Risk Management Policy:** This policy outlines a proactive approach to identifying, assessing, treating, and monitoring potential risks across the organization. The goal is to minimize negative impacts and ensure the effectiveness of our information security and data privacy programs.
3. **Business Continuity Plan (BCP):** This plan establishes strategies for resuming critical operations and minimizing disruptions during unforeseen events. It ensures continued service delivery, data confidentiality, integrity, and availability during disruptions.

**Compliance and Training:**

- **Auditing:** We conduct regular audits (internal, external, and supplier audits) to verify compliance with security standards, regulations, and internal policies.
- **Information Security Awareness Training:** We provide training programs to employees on information security best practices, raising awareness of potential threats and responsibilities.

## 5.3 Sustainable Procurement

At Zifo, we recognize the importance of responsible sourcing practices. We are committed to partnering with suppliers who share our values of social responsibility, environmental sustainability, and ethical conduct.

**Identifying Critical Suppliers:**

To ensure effective implementation of responsible sourcing practices, we prioritize assessing the criticality of each supplier. This assessment is based on several factors, including:

- **Impact:** Level of impact the product or service has towards Zifo's business operations.
- **Supplier Knowledge:** Assessing supplier's capabilities and operating standards.

Based on these factors, suppliers are categorized as High, Medium, or Low criticality, informing the level of due diligence required.



**Fairness, Equality, and Anti-Discrimination:**

Zifo expects its suppliers to foster a work environment free from discrimination and promote equal opportunities for all employees, regardless of race, religion, colour, national origin, age, gender, sexual orientation, disability, or any other protected characteristic. This includes

creating a workplace free from harassment of any kind, including sexual harassment.

**Safe and Healthy Workspace:**

Suppliers are required to provide a safe and healthy work environment for their employees, complying with all applicable health and safety regulations and guidelines. This includes establishing and maintaining appropriate health and safety protocols, ensuring emergency preparedness measures are in place, and promptly reporting any safety concerns to Zifo.

**Zero Tolerance for Child Labour, Forced Labour, and Human Trafficking:**

Zifo has a zero-tolerance policy for child labour, forced labour, modern slavery, and human trafficking in any form. Suppliers are strictly prohibited from employing individuals under the legal working age or engaging in any practices that exploit, coerce, or deceive individuals into labour.

**Ethical Business Practices:**

Zifo upholds a strong commitment to ethical business conduct and expects its suppliers to do the same. This includes adhering to a strict anti-bribery and anti-corruption policy, prohibiting the offering or receiving of any gifts, hospitality, or entertainment for improper business advantage. Suppliers must also comply with all relevant anti-bribery and anti-corruption laws in the jurisdictions where they operate.

**Data Privacy and Security:**

Suppliers are entrusted with safeguarding any sensitive or personal data received from Zifo and are expected to adhere to strict confidentiality and data protection standards. This includes implementing appropriate access controls and security measures to protect sensitive information and notifying Zifo promptly of any data breaches.

Additionally, Zifo encourages its suppliers to adopt sustainable and environmentally responsible practices in their operations, contributing to a more sustainable future.

**Sustainability**

Zifo emphasizes the importance of collaborative partnerships with suppliers to advance sustainability objectives, fostering open communication and dialogue. We hold our suppliers to high standards, expecting them to conduct their business activities responsibly and adhere to relevant sustainability standards aligned with their operations. This approach underscores our commitment to sustainability across the supply chain.

## 6. Way Forward

Zifo is deeply committed to enhancing its Environmental, Social, and Governance (ESG) performance while maintaining transparency in operations. Embracing a holistic approach, we are poised to pursue several strategic initiatives.

Zifo is in the process of conducting comprehensive materiality assessments to identify pivotal ESG concerns for the organization and external stakeholders. These assessments will be supplemented by fostering stakeholder engagement through inclusive dialogues and robust feedback channels. By actively involving our stakeholders, we ensure that our evolving strategies effectively address their needs and contribute to a collective vision of sustainability.

Furthermore, our organization is poised to construct a comprehensive Environmental, Social, and Governance (ESG) strategy, meticulously outlining clear objectives and targets that align with the critical issues identified through our materiality assessments. This strategic framework will encompass a structured approach to address key environmental, social, and governance concerns, reflecting our dedication to sustainable practices and responsible corporate citizenship. The dissemination of this strategic framework will be marked by transparency, as we are committed to communicating openly with all stakeholders. By providing clear and accessible information regarding our ESG strategy, goals, and progress, we aim to foster a shared understanding of our commitment to sustainability. This transparent communication will enable stakeholders to actively engage with our initiatives, offer valuable insights, and hold us accountable for our actions, thus strengthening trust and collaboration across our diverse stakeholder groups.

## 6. GRI Index

<i>Disclosures</i>	<i>Description</i>	<i>Cross Reference/ Direct Answer</i>	<i>Pg.no</i>
GRI 2-1	Organizational details	About Zifo	2
GRI 2-2	Entities included in the organization's sustainability reporting	About the Report	2
GRI 2-7	Employees	Empowering the people	6
GRI 2-23	Policy commitments	Upholding Ethical Governance	10
GRI 302 - 1	Energy consumption within the organisation.	Energy	4
GRI 305 - 1	Direct (Scope 1) GHG emissions	Emissions	4
GRI 305 - 2	Energy indirect (Scope 2) GHG emissions	Emissions	4
GRI 306 - 3	Waste generated	Waste management	5
GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or part time employees	Employee Well-being	7
GRI 401-3	Parental leave	Employee Well-being	7
GRI 403 - 9	Work-related injuries	Employee Health and Safety	8
GRI 404-1	Average hours of training per year per employee	Learning and Development	9
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	Learning and Development	9
GRI 404 - 3	Percentage of total employees by gender and by employee category who received a regular performance and career development review during the reporting period	Employee Engagement	6
GRI 405-1	Diversity of governance bodies and employees	Diversity and Inclusion	8
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Information Security and Data Privacy	10