

# Zifo

## ESG Report 2025



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## 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 2300 + Employees, from 30+ different nationalities

Offices in India | US | UK | France | Ireland | Germany | Singapore | Japan | China | Switzerland | Canada | Spain | Mexico

### **Secure**

Established in 2008, Awarded as one of the Fastest growing companies since 2012 (Deloitte).

### **People-Centric**

Listed as one of India's Best places to work for by the Great place to work Institute for 9 years, with Trust index of over 80%. Awarded as one of the top 100 best places to work for Women in India in 2020, 2022, 2023, 2024 and 2025.

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

Recognized as one of the best workplaces in the industry under professional services by GPTW in 2024.

### **Quality Focus**

ISO 9001 and 27001 certified

### **About this report:**

Zifo's 2025 ESG Report offers a transparent overview of our environmental, social, and governance (ESG) initiatives. This report, covering April 2024 to March 2025, details our sustainability performance and commitment to responsible business practices. The report is aligned with the Global Reporting Initiative (GRI) framework. The scope of the report pertains to our operations across India and overseas locations.

## 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.

## 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 2300+ employees.








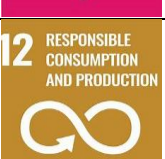
We are thankful for the continued support of our stakeholders and will keep advancing, in harmony with our ESG objectives, towards a brighter future. Here's to a better, more vibrant year ahead!

**With warm regards and gratitude,**

**Raj Prakash G**

## 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>Corporate Social Responsibility - <a href="https://zifornd.com/csr">https://zifornd.com/csr</a></li> <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>Swimming Classes and other Initiatives for Everyone: these classes encourage physical fitness, social interaction, and 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 54% female representation in overall workforce and 45% in leadership positions 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 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 80% renewable energy. Use of renewable energy has contributed to avoiding emissions of about 788 tCO<sub>2</sub>e in FY24-25.</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>

13 CLIMATE ACTION



- Our initiatives include 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.

## Our impact:

At Zifo, we are proud to say that the hard work that we put in every day 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 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.

## Leveraging AI to contribute to Science

Zifo Launched AI Antibody Engineering App in Snowflake Marketplace.

The development of new antibody-based therapies is traditionally a complex, time-consuming, and expensive process. Zifo's Antibody Engineering app directly confronts this challenge by integrating state-of-the-art AI into a seamless, end-to-end workflow that promises to improve the hit rate for high-affinity therapeutic antibodies. Zifo Antibody Engineering is more than just a tool; it's a strategic partner for scientists. By building it as a Snowflake Native App, we're giving researchers the power to innovate faster,

reduce R&D costs, and ultimately bring life-saving therapies to patients sooner. We've effectively democratized access to complex AI, removing the need for deep machine learning expertise.

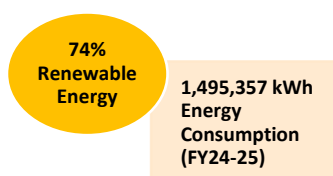
## Environment:

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.

## Energy Consumption:

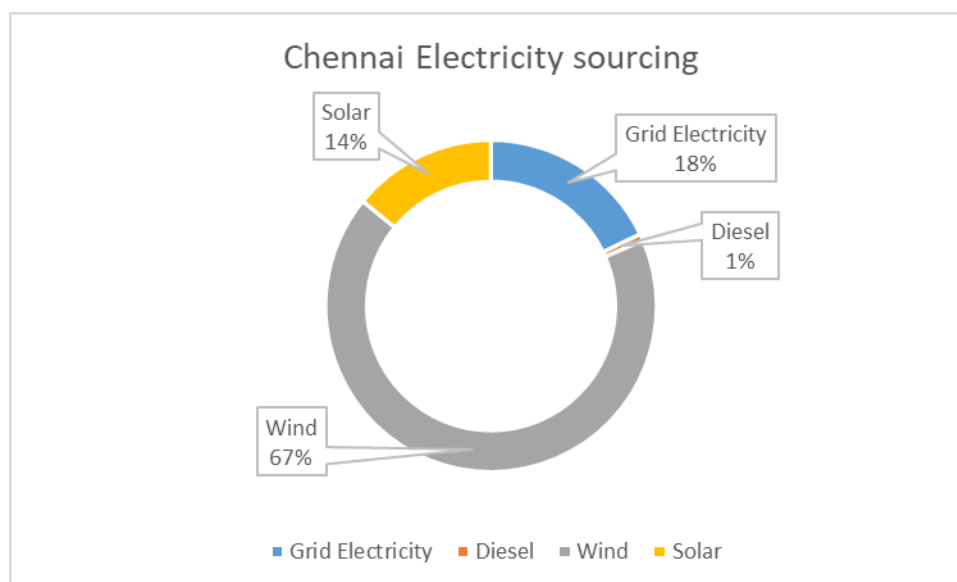
At Zifo, our commitment to reducing our carbon footprint and operating sustainably is demonstrated through a comprehensive strategy that encompasses internal optimization and external partnerships:



**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. In India, Zifo facilities technical team has initiated checking the usage of equipment and alternative options to save overall energy. The team is working towards achieving a target of at least 2500 Kwh from the overall consumption.

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



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

## 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.

## 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.

41.78  
tons

Total Non-Hazardous Waste Generated (FY24-25)

27.7  
tons

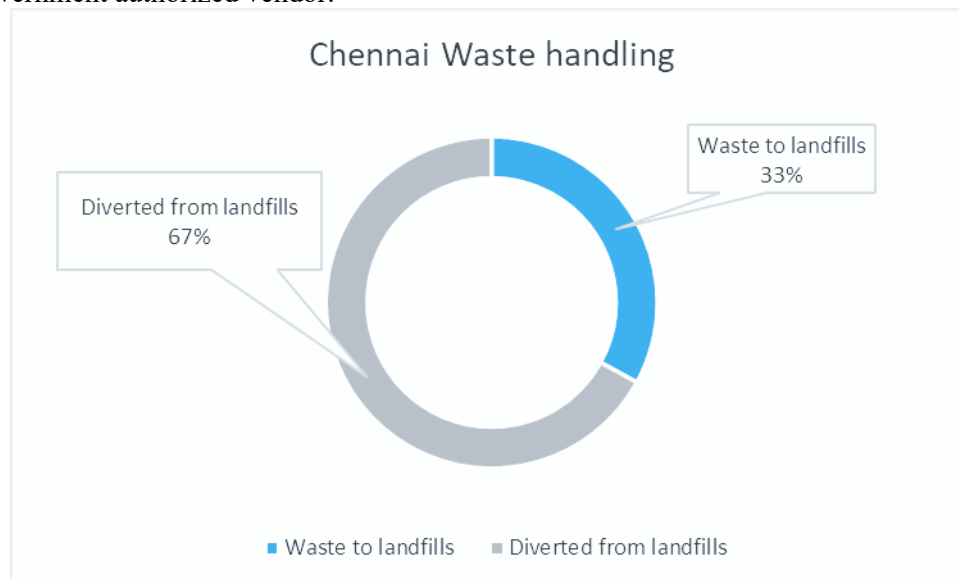
Waste diverted from Landfills (FY24-25)

- 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.
- We have also replaced all plastic bottles from our cafeterias and working spaces and replaced with steel bottles as an initiative during June in light of world environment day.
- We also conducted awareness quizzes, small swaps every day that could help in reducing the usage of plastic aligning with this year's theme in June.
- E-waste contribution is minimal for our business operations. They are collected and handed over to the government authorized vendor.



## Social:

### Empowering our employees

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.

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

At our organization, we place high emphasis on recruiting individuals who exhibit 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.

### 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 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:**

**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. All our employees receive regular performance and career development reviews. We have a new system in place, Niwashi, to effectively track the same.

## Employee Wellness

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. 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.

### Supporting Transitions and Diversity:

- **Maternity Care:** We offer extended paid leave (26 weeks) and flexible work arrangements with a phased return plan 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 at 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 Biriyani 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.

### 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:

**Swimming Classes:** Recognizing the importance of personal growth, we subsidize swimming classes for everyone, fostering skills, confidence and camaraderie.

#### Webinar on Nutrition

**Annual Health Camp:** A cornerstone of our wellness efforts, this camp offers convenient health services at the workplace. In 2024, we recorded over 1,200 registrations, demonstrating the value of proactive health management.

**Sports:** Zifo's team of talented women athletes joined forces with over **20 companies** in a spirited throwball competition. Our dedication to creating an atmosphere of encouragement and positivity earned us two remarkable accolades: Champion Trophy and the Best Cheering Team Award.

### **Origami Workshops**

### **Happiness Bootcamps for Mental Wellness Month**

**Wellness:** We have a dedicated external wellness partner who provides us with the following services:

- **24/7 Free Consultations:** Access to general and specialist healthcare at any time.
- **Employee Mental Health Assistance Program:** Free, confidential mental health support for employees.
- **Educational Resources:** Articles and FAQs promoting proactive health management.
- **Fully Sponsored Annual Health Checkups:** Fully sponsored by Zifo, ensuring preventive care without financial strain.

## **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 2024.

### **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:**

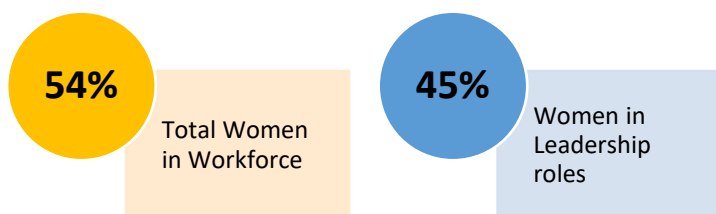
Zifo has a comprehensive Business Continuity plan in place to address natural disasters or emergencies. This plan outlines various scenarios, including floods, cyclones, and earthquakes, and details the corresponding disaster management and recovery procedures. By having a pre-established plan, Zifo can effectively respond to emergencies, prioritize employee safety, and ensure business continuity.



## 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.

## 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. 32,907 hours were logged in TMS for Chennai, India. The average skill development training hours per employee is 18.16 hours.

**AI Learning:** AiDEATE is Zifo's Gen AI initiative to future-proof every team member for the AI-powered world. Rooted in our culture of curiosity and collaboration, AiDEATE empowers us to amplify impact across life sciences by building the mindset and skills to thrive with AI. Zifo has launched a new learning initiative under AiDEATE, our strategic program to propel Zifo forward in the realm of Artificial Intelligence. In collaboration with Coursera, we have designed a curated learning experience to help our employees build a strong foundation in AI and explore advanced concepts at their own pace.

## Community Outreach:

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



I. Zifo's CSR Spend Published in our website - <https://zifornd.com/csr>

### II. *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.

### **Reviving the iconic Landmark Quiz, the pride of Chennai: Zifo Open Quiz 2024 - Inspiring Minds, Igniting Curiosity**



We believe that nurturing intellectual curiosity in young minds lays the foundation for innovation and discovery. With this vision, we proudly hosted Chennai's iconic Landmark Quiz—a beloved event that has fostered a spirit of inquiry for over three decades. We continued the tradition by hosting the Zifo Open Quiz 2024, collaborating with the renowned quizmaster, Dr. Navin Jayakumar, and the Quizzing Federation of India (QFI). Conducted on August 15th, 2024, the event welcomed participants from across the country, offering free registration to ensure inclusivity and accessibility for all knowledge enthusiasts. The Zifo Open Quiz celebrated the unputdownable spirit of quizzing, blending nostalgia with a fresh opportunity for students, professionals, and quiz lovers to showcase their intellect and curiosity. With prizes worth ₹5 lakh, the quiz aimed to not only reward excellence but also inspire a love for learning, curiosity, and a passion for knowledge. By rekindling this historic event, we've reignited interest in science, history, and culture among children and young adults, fostering a community that values critical thinking and intellectual exploration. "The Zifo Open Quiz stands as a testament to our commitment to enriching lives through education and creating platforms for the next generation to thrive, think big, and stay curious."

## 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:

- **Ethics Policy:** This is a global policy which focuses on upholding the highest standards of business behavior, business ethics, and embodying our organization's core values.
- **Environmental Policy:** This is a global policy focusing on our commitment to continuous improvement and to delivering high-quality services while prioritizing environmental sustainability.
- **Labor and Human Rights:** This is a global policy focusing on well-being, health and safety, diversity and inclusion, and training and development of our people.
- **Sustainable Procurement:** A global policy ensuring responsible sourcing practices.
- **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.

## 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:** There were zero concerns filed on grounds of discrimination, this year. This indicates a positive workplace culture that values inclusivity and equal treatment for all employees. There was one behaviour based concern, which was immediately addressed.

**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.

## 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:

- **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).
- **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.
- **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:

- **ESG Awareness Trainings:** We provide Basic and Advanced ESG awareness trainings across our India, North America, Europe, and China operations to create awareness to these topics, cultivate responsible ESG practices and establish compliance to the policies.
- **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.

## 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.

## 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.

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.

\* This report was compiled by referring to GRI standards

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### About Zifo

Zifo is the leading global enabler of AI and data driven enterprise informatics for science driven organizations. With extensive solutions and services expertise spanning research, development, manufacturing, and clinical domains, we serve a diverse range of industries, including Pharma, Biotech, Chemicals, Food and Beverage, Oil & Gas, and FMCG. Trusted by over 190 science-focused organizations worldwide, Zifo is the partner of choice for advancing digital scientific innovation. <https://zifornd.com/>