

CORPORATE SUSTAINABILITY REPORT

Shaping Healthcare Possibilities

2024-25



Contents

About CitiusTech 04

| | |
|--|----|
| Theme for 2025 | 04 |
| CitiusTech at a Glance | 05 |
| Message from the CEO | 06 |
| Message from the COO | 07 |
| Message from the Chairman | 08 |
| Key Highlights | 09 |
| Organization Profile | 09 |
| Markets Served | 10 |
| Our Presence | 11 |
| Memberships and Associations | 12 |
| Digital Innovation with Generative AI | 13 |
| Our Achievements - Awards and Recognitions | 14 |

About The Report 15

| | |
|--|----|
| Reporting Boundary | 15 |
| Reporting Framework and Standards | 15 |
| Scope | 15 |
| Precautionary Principle or Approach | 16 |
| Restatement of FY2023-24 Data in SR24-25 | 16 |
| Data Accuracy and Assurance | 17 |
| Availability | 17 |
| Feedback | 17 |

Economic Value Creation 18

| | |
|--|----|
| Addressing Material Risks and Ensuring Business Sustainability | 18 |
| Commitment to Employee Well-Being and Growth | 18 |

Ethical Business Practices and Governance 19

| | |
|--|----|
| Corporate Governance | 19 |
| Board Composition | 19 |
| Board Diversity | 19 |
| Selection of the Board | 20 |
| Role of the Board | 20 |
| Business Practices | 21 |
| Commitment to Human Rights and Equal Opportunity | 22 |
| Our Policies and Codes | 23 |
| Addressing Grievances | 24 |

Sustainability and Risk Management 25

| | |
|-------------------------------|----|
| Enterprise Risk Management | 25 |
| Risk Management Framework | 26 |
| Stakeholder Engagement | 28 |
| Materiality Analysis | 30 |
| Methodology | 30 |
| Management of Material Topics | 32 |
| ESG Management | 34 |

Information Security 35

| | |
|---------------------------------|----|
| Customer and Data Privacy | 35 |
| Upholding Cybersecurity Culture | 36 |
| Information Security Governance | 36 |
| Information Security Management | 36 |
| Data Confidentiality | 37 |

Sustainable Supply Chain 38

| | |
|---|----|
| Value Chain at CT | 38 |
| Supplier Engagement on ESG | 39 |
| Resource Acquisition Adherence | 40 |
| Supplier Diversity | 40 |
| Training and Development in Sustainable Procurement | 41 |

Our People, Our Strength 42

| | |
|---|----|
| Talent Attraction, Engagement and Retention | 42 |
| New Employee Hires and Turnover | 45 |

Employee Benefits 48

| | |
|--------------------------|----|
| Competitive Compensation | 48 |
| Health Coverage | 49 |
| Time Off | 49 |
| Professional Development | 49 |
| Work-life Integration | 49 |
| Parental Leave | 50 |
| Moms We Care | 51 |

Diversity, Equity and Inclusion (DEI) 52

| | |
|-------------------------------|----|
| Gender and Cultural Diversity | 53 |
| Differently-abled People | 53 |
| LGBTQIA+ | 53 |
| Supplier Diversity | 53 |
| DEI Initiatives Undertaken | 53 |

Training & Education 54

| | |
|---|----|
| Professional Development Program | 55 |
| Health-Tech Specialization Program | 55 |
| GenAI Academy Program | 55 |
| GenAI Champion/Coach Program | 55 |
| Certification Programs | 56 |
| IntelleCT and Repeatable Artefacts & Solutions | 56 |
| Average Hours of Training Per Year Per Employee | 57 |
| Performance and Career Development Reviews | 58 |

Employee Safety and Well-Being 59

| | |
|--|----|
| Occupational Health and Safety Management System | 59 |
| Hazard & Risk Management | 59 |
| Employee Safety | 60 |
| Employee Well-Being | 61 |

Powering the Social Systems 62

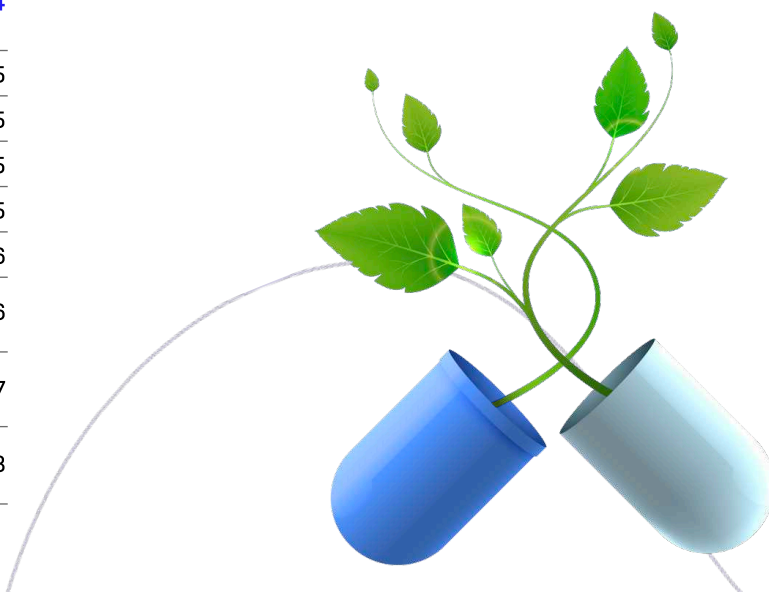
| | |
|---------------------------------|----|
| Corporate Social Responsibility | 62 |
| CSR Spend | 62 |
| Initiatives | 63 |

Future of Sustainable Energy 119

| | |
|--------------------------|-----|
| Environmental Compliance | 119 |
| Biodiversity | 120 |
| Energy Management | 121 |
| GHG Management | 123 |
| Water Management | 131 |
| Waste Management | 132 |

Annexure 135

| | |
|---------------------------------|-----|
| Independent Assurance Statement | 135 |
| Glossary | 139 |
| GRI Context Index | 141 |
| Mapping with UN SDGs | 152 |
| Mapping with UNGC Principles | 154 |
| Alignment with NGRBC Principles | 155 |
| Mapping with SASB | 156 |



Theme

BLUE IS OUR GREEN

Blue represents trust, innovation, and limitless possibilities—values that define CitiusTech. It is also the color of our planet when seen from space, reminding us of our responsibility to protect and preserve it. "Blue is our Green" is our pledge to integrate sustainability into everything we do—our solutions, operations, and culture.

Our pillars of impact

- Sustainable technology: Intelligent, energy-efficient solutions that help reduce our environmental footprint.
- Ethical innovation: Responsible AI and digital health solutions that enhance patient care while upholding ethical standards.
- Empowered people: A culture where every CTzen champions sustainability through conscious decisions and actions.
- Purpose-driven growth: Collaborating with clients to drive sustainable transformation across the healthcare ecosystem.

Through "Blue is our Green," we are advancing carbon-conscious operations, digital sustainability, and responsible innovation. From green workspaces to AI-powered efficiencies, we are ensuring that the future of healthcare is not just smarter—but more sustainable. This is more than a commitment—it is a mindset.

CitiusTech at a Glance



**6500+ Healthcare-trained
IT professionals**



**35% Total women
representation in workforce**



**6.5K+ Professionals trained on
CitiusTech's UniverCT portal**



**8.4% growth in spent on
employee benefits**



**100% Adoption of waterless
Urinal Program**



**Over 37.4% of electricity sourced
from Renewable energy**



4.4/5 ESAT score



5.98/7 CSAT Score



61% NPS (Great Quadrant)



**CMMI Level 5 Dev 2.0
certification**



**ISO 14001:2015 Environment
management standard certified**



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



**ISO 13485 Medical Devices Quality
Management System certified**



**ISO 27001:2022 Information Security
Management System standard**



**ISO 9001:2015 Quality Management
system standard certified**



**10,000+
Saplings planted**



**HITRUST Information
security certification**



Message from the CEO

Reimagining the future of health: Where innovation heals beyond care

At CitiusTech, we know we are at one of the most pivotal inflection points in healthcare and life sciences history. The decisions we make now, the way we design care, use technology, and care for the planet, will determine the health and well-being of future generations.

The future of healthcare needs to be not just faster, smarter, more connected; it also needs to be more humane, more trusted, and more sustainable. At CitiusTech, we know that this transformation needs to be sustainable.

So, our theme for this year is 'Blue is our Green'. Blue represents the bold, intelligent, and data-driven future we engineer every day. Green is our code for the kind of legacy we want to build: a healthier planet, a fairer society, and a more equitable health system.

Progress with a purpose. Not just power.

AI, predictive analytics, and cloud-native ecosystems are powerful tools. But at CitiusTech, we believe they should help us reimagine healthcare: from reactive to proactive, from fragmented to equitable, and from uncertain to predictive.

We know that true responsible advancement is not what tech can do, but what humanity should do with tech. So, we make explainability, privacy, and fairness integral at every step. Because trust is the real currency of transformation.

A Blueprint for Responsible Progress

We have set ambitious, science-backed targets:

- 54.6% reduction in Scope 1 and Scope 2 emissions by FY33-34 from a FY23-24 base year in line with a 1.5°C scenario. And reduce Scope 3 Economic Intensity (Revenue) by at least 61.1% by FY33-34 from a FY23-24 base year, in line with WB2D scenario.
- Energy transitions across our Indian sites to power cleaner, future-ready operations.
- Commitment to global frameworks like the UN Global Compact, UN Sustainable
- Development Goals and rating disclosures like CDP disclosures from FY25–26.



Rajan Kohli
CEO

A call to lead together

No one can fix healthcare alone. It takes bold collaboration, honest innovation, and purposeful growth. Let's build a system that heals people and protects the world they live in.



Message from the COO

Engineering a healthier tomorrow, responsibly.

Healthcare is moving fast and that's exciting. But speed without thoughtfulness isn't progress. At CitiusTech, we're committed to building a bridge between cutting-edge technology and what truly serves people and the planet.

This year, we've taken bold steps toward our sustainability goals. We joined the Science Based Targets initiative (SBTi), conducted detailed energy audits across our operations, and signed on to the UN Global Compact to reinforce transparency and accountability.

For us, sustainability isn't a box to tick — it's a way of action. It shapes how we approach challenges, design solutions, and deliver lasting impact. We're using AI, data analytics, and cloud technologies to make healthcare smarter, more inclusive, and easier to access. And we are doing it in a way that benefits both the environment and the communities we serve.



Sudhir Kesavan
COO

Our CSR initiatives, aligned with the UN Sustainable Development Goals, have already touched over 100,000 lives. But we're just getting started. We believe technology's true value lies in the human impact it creates.

To our employees, partners, and clients—thank you. You've shown that when purpose drives progress, sustainability becomes a multiplier of value, not a cost.



Message from the Chairman

From transformation to stewardship: Building the future of health with purpose

Healthcare today is more than an industry; it's an ecosystem that will shape the resilience of our societies for years to come. At CitiusTech, we don't just see ourselves as enablers of digital transformation. We see ourselves as stewards of what comes next, where innovation and sustainability go hand in hand.

Our goal is simple: to build a healthcare system that's not only intelligent but also enduring, one that advances without compromise.

FY24–25: A year of responsible acceleration

- We transitioned to lower-carbon operations, expanded renewable energy use, and made our energy practices smarter.
- We deepened our focus on employee well-being—supporting holistic health through meaningful programs.
- We strengthened our governance frameworks, reinforcing the trust placed in us by patients, partners, and policymakers.

As we share this report, I want to thank our employees, partners, and clients. The future of healthcare will not be defined by how fast we move, but by how responsibly we lead.



William Winkenwerder Jr. MD
Chairman



Key Highlights



6500+
Total employees



2000+
Total women workforce



Four key
markets served

Organization Profile

Established in 2005, CitiusTech is a leader in Healthcare and Life Sciences IT Services and Solutions, committed to advancing the quality and efficiency of care through innovation.

Headquartered in the United States (Delaware) and incorporated in India as CitiusTech Healthcare Technology Private Limited, we serve leading organizations across the Payer, Provider, MedTech, and Life Sciences sectors.

At the core of CitiusTech is a mission to power the future of healthcare by combining deep domain expertise with cutting-edge digital capabilities. We accelerate innovation and enterprise-wide transformation through specialized services in Cloud, Data and Analytics, Digital Engineering, Cybersecurity, Digital Experience, and more.

Our proprietary platforms—including Perform+ RealSight, Perform+ DataScale, Perform+ Contracts, and others are built to drive measurable value across healthcare operations, from quality and





compliance to analytics and patient engagement. These platforms reflect our continued investment in scalable, outcome-driven technology solutions.

Sustainability is embedded in our operating philosophy. Beyond enabling healthcare modernization, we are deeply focused on responsible innovation, leveraging digital technologies to reduce waste, improve patient outcomes, and foster equitable access to care. Our long-term client relationships are a testament to our ability to deliver impact through consulting-enabled, platform-driven engagement models.

With over 6,500 professionals across 22 global delivery centers and innovation hubs, CitiusTech is well-positioned to support healthcare organizations on their journey to become high-performing, future-ready enterprises—while contributing meaningfully to environmental, social, and governance goals across the ecosystem.



Markets Served

| MARKETS | VERTICALS | HIGHLIGHTS |
|---|--|--|
|  <p>Payers</p> | <ul style="list-style-type: none"> • Health Plans/Payers • Blue Cross Blue Shield (BCBS) Organizations • Medicare Advantage • Payer Services (Utilization management) • Wellness & Disease Management | <ul style="list-style-type: none"> • 35+ Payer customers • 60% of the top five national plans are our customers • 10+ Blue Plans leverage our products and solutions |
|  <p>Providers</p> | <ul style="list-style-type: none"> • Large Health Systems • Integrated Delivery Networks (IDNs)/ Hospital Networks • Speciality Providers • Provider-led Health Plans • Provider Clinical Services | <ul style="list-style-type: none"> • 130+ technology engagements • 250+ FHIR and HL7 certified professionals • 80M clinical/patient records integrated • 350+ clinical applications developed |
|  <p>MedTech</p> | <ul style="list-style-type: none"> • Digital Healthcare Applications • Medical Imaging • Medical Devices • Financial and RCM Apps • Electronic Health Records (EHRs) and Enterprise Clinical Applications • Pharma & Life Sciences | <ul style="list-style-type: none"> • 45+ MedTech organizations served • 250+ Medical device professionals • 600+ Medical imaging experts • 600+ Health cloud professionals • 350+ Interoperability experts • 2500+ Digital Engineers • 20+ Imaging leaders including top 5 imaging ISVs in the world leverage our solutions • 19+ Years of Experience in converging Provider & Life Sciences domain with MedTech landscape • 10 Of the world's top 20 medical device companies are our clients' Digital engineers • 15 Of the top global healthcare IT companies trust our solutions |
|  <p>Life Sciences</p> | <ul style="list-style-type: none"> • Pharmaceuticals • Biotech • Biopharma • Research organizations and contract research organizations (CROs) • Pharma Independent Software Vendors (ISVs) | <ul style="list-style-type: none"> • 600+ Life Sciences technology and consulting professionals • 50% of the top global pharma companies use our services • 4 of the world's top 10 global pharma companies are our clients • 3 of the world's top 7 Contract Research Organizations (CROs) are our clients |

Our Presence

Our operations span the USA, India, Canada, UK, UAE, Switzerland, Poland, and Singapore, with headquarters in Mumbai, India



USA

- Princeton, NJ
- Rochester, MN
- Clarksville, TN
- Dallas, TX
- Boston, MA
- Philadelphia, PA
- Scottsdale
- Santa Clara
- Pittsburgh



India

- **Mumbai, Maharashtra - Head Quarters**
- Mumbai, Maharashtra
- Navi Mumbai, Maharashtra
- Bengaluru, Karnataka
- Chennai, Tamil Nadu
- Hyderabad, Telangana
- Pune, Maharashtra
- Gurgaon, Haryana
- Noida, Uttar Pradesh



Canada

- Mississauga, Ontario



UK

- Middlesex, London



Middle East

- Dubai, UAE



Singapore

- North Bridge Road, Singapore



Switzerland

- Basel, Switzerland

















Poland

- Krakow, Poland

Memberships & Associations

CitiusTech actively participates in various industry membership associations and is associated with national and international advocacy organizations. These collaborations help us stay updated on the latest industry trends, contribute to the development of best practices, and advocate for policies that support our sustainability goals.

| | | |
|---|--|--|
|  | United Nations Global Compact | Participant |
|  | Sedex | Supplier membership |
|  | America Health Insurance Plan (AHIP) | Affiliate member |
|  | College of Healthcare Information Management Executives (CHIME) Foundation | Associate member |
|  | Definitive Healthcare LLC | Annual subscriber |
|  | Everest Group | Healthcare and Lifesciences member |
|  | Gartner Inc | Business leaders participant |
|  | KLAS | Business leaders participant |
|  | Healthcare Information and Management Systems Society (HIMSS) | Business conference participant |
|  | Health Level Seven International | Accelerator member |
|  | National Association of Software and Service Companies (NASSCOM) | Market research member |
|  | Confederation of Indian Industry (CII) | Sponsor |
|  | Pioneering Collective | Executive thought leadership participant |
|  | Talend Inc | Program partner |
|  | WEDI - Workgroup for Electronic Data Interchange | Subscriber |

Digital innovation with Generative AI

At CitiusTech, we are at the forefront of healthcare transformation, harnessing the potential of Generative AI to enhance patient care, operational efficiency, and digital maturity across the Healthcare and Life Sciences value chain. Our commitment to responsible innovation is driving scalable outcomes for clients and improving healthcare delivery at large.

Enabling transformation through collaboration

Our dedicated Gen AI Taskforce brings together domain experts, data scientists, and solution architects to co-create AI-enabled solutions that address real-world healthcare challenges. Through close partnerships with healthcare organizations, we are reimagining patient and clinician experiences, streamlining operations, and improving decision-making across care and business workflows.

Gen AI led solutions across the healthcare spectrum

CitiusTech has developed a suite of Gen AI solutions and accelerators tailored for key healthcare use cases—from medical documentation and clinical summarization to benefit verification and patient communication. These frameworks automate complex, high-volume tasks with speed and accuracy, helping healthcare organizations reduce costs, enhance care delivery, and scale personalized services. Some notable examples include:

- Automation of prior authorization workflows
- Clinical data abstraction and summarization
- Intelligent chatbot frameworks for patient and member support

Fueling delivery innovation at scale

Our impact spans over 60 specialized client workshops and 30+ implemented projects, where Gen AI is powering tangible improvements in speed, accuracy, and cost-effectiveness. Our agile delivery teams integrate Gen AI solutions seamlessly into legacy and cloud-native environments, accelerating modernization journeys for Payers, Providers, MedTech, and Life Sciences clients.

Building future-ready Gen AI talent

Our dedication to Gen AI is reflected in our strong focus on talent development. With more than 2,500 certified professionals, our teams are equipped with the skills and expertise needed to drive meaningful transformation across healthcare. Through continuous learning and Gen AI certifications, we ensure our workforce stays ahead of the curve in a rapidly evolving AI landscape.

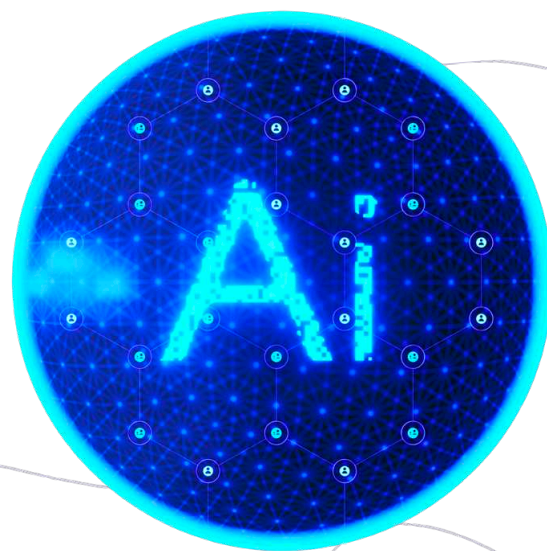
Talent Transformation

We're building a high-performing Gen AI workforce, with over 2,500 certified professionals embedded in our delivery teams. Every employee has completed L1 Gen AI certification, reinforcing a culture rooted in learning, innovation, and excellence.

Gen AI League – Season 2: Now in its second season, our internal Gen AI League fosters collaboration, experimentation, and a spirit of innovation. Alongside this initiative, our practice teams have completed over 150 Gen AI experiments (as of mid-2024), addressing critical use cases throughout the healthcare ecosystem.

Shaping the healthcare innovation narrative

As thought leaders in digital healthcare, we are contributing to the global dialogue on Gen AI through 35+ published insights, including whitepapers, webinars, and industry articles. These resources help demystify AI for healthcare organizations and support responsible adoption grounded in clinical safety, ethical use, and business value. **Looking ahead** As we continue to lead in Gen AI adoption, the launch of **Gen AI Sherpa** our innovative AI assistant, will revolutionize the way healthcare professionals' access and interact with critical information. Alongside this, Season 2 of our Gen AI League will dive deeper into optimizing engineering value chains, **Productivity as a Service** to streamline product development, modernize tech stacks and our **Gen AI accelerators** will enhance efficiency, helping organizations rapidly implement transformative AI solutions. Together, we are reshaping the future of healthcare, one innovation at a time.



Our Achievements

Awards and Recognitions

- 1 CitiusTech has been recognized as a Market Leader Horizon 3 in HFS Horizons: HCP Service Providers, 2024
- 2 CitiusTech Named a Leader and Star Performer in Everest Group's Payer Digital Services PEAK Matrix® Assessment 2023
- 3 CitiusTech positioned as a Market Leader in the HFS Horizons: Life Sciences Service Providers, 2023
- 4 CitiusTech recognized in Market Guide for U.S. Healthcare Payers' Provider Network Management Applications, 2023
- 5 CitiusTech is acknowledged in the 2023 Gartner® Report "Quick Answer: U.S. Healthcare CIOs Use Price Transparency Data to Improve Business Outcomes"
- 6 CitiusTech has been positioned as a Major Contender in Everest Group's Healthcare Data & Analytics Peak Matrix® Assessment 2023.
- 7 Certified by Great Place to Work as one of the Best Workplaces in India for 14 years in a row!
- 8 Certified by Great Place to Work as one of the Best Workplaces in the USA for 4 years in a row!
- 9 Listed by Great Place to Work in Top 10 Best Workplaces in Health and Wellness in India for 2 years in a row!
- 10 CitiusTech wins IACC's Excellence in Service Award
- 11 CitiusTech has validated its near-term science-based targets with the Science Based Targets initiative (SBTi), using FY23-24 as the baseline year
- 12 CitiusTech has received "Committed" Badge in Ecovadis submission done in FY24-25



We are in India's Best Workplaces in IT & IT BPM 2023 – 8 years in a row!

About the Report



For over 20 years, CitiusTech has upheld its dedication to inclusive stakeholder engagement. This Sustainability Report, aligned with our policies and standard operating procedures (SOPs), reflects our approach, progress, and the results we have achieved.

Reporting Boundary

CitiusTech's 5th Sustainability Report details our sustainability performance for the fiscal year 2024-2025, encompassing the period from April 1, 2024, to March 31, 2025. Since the beginning of our sustainability reporting efforts, we have consistently committed to annually showcasing our performance across the triple bottom line.



20 years in IT healthcare industry



3 Subsidiaries



1 Core Philosophy: Be You, Be Awesome

Reporting Framework and Standards

Our sustainability reporting encompasses key environmental, social, and governance (ESG) compliance, in alignment with the Global Reporting Initiative (GRI) Standards 2021. Additionally, our disclosures are consistent with the principles of the United Nations Global Compact (UNGC), the National Guidelines on Responsible Business Conduct (NGRBC), the Sustainability Accounting Standards Board (SASB), and the United Nations Sustainable Development Goals (SDGs).

Scope

In FY24-25, CitiusTech's reporting boundary encompasses 100% of its operational sites. This includes leased offices, managed offices, and business centers. The scope of reporting extends across all CitiusTech entities, including the parent company—CitiusTech Healthcare Technology Pvt. Ltd. (India, Canada, the UK, and the Middle East), as well as its global subsidiaries: CitiusTech GMBH (Switzerland), CitiusTech Poland SP.Z.O.O. (Poland), CitiusTech (Singapore) Pte. Ltd. (Singapore), CitiusTech INC (USA), Wilco Source LLC (USA), Citius Healthcare Consulting LLC, formerly FluidEdge Consulting LLC (USA), SDLC Management Inc. (USA), SDLC Partners LP (USA), Cylumena LLC (USA). All these entities are included in the company's consolidated financial statements. These are all a part of our consolidated financial statements. For more detailed information on these sites, please refer to the "Our Presence" section of this report.

As compared to the previous year, we have strategically expanded our workspace by acquiring additional floors at our Qubix location in Pune and ETV location in Bengaluru. Specifically, two new floors are being added at Qubix, with work currently in progress, and one additional floor has been integrated at ETV. As part of our ongoing efforts to optimize our facilities, we have closed one facility at Bengaluru (Cessna) in Jan'24, and we will be closing a floor at Navi Mumbai. Our expansion and facility optimization efforts are guided by a commitment to sustainability.

To identify significant material topics for both internal and external stakeholders, we conducted a materiality assessment in alignment with global frameworks. We evaluated and mapped the potential and actual impacts on the economy, environment, people, and human rights for our key material issues, along with tracking the actions implemented through our policies and commitment trackers throughout the reporting period.

Precautionary Principle or Approach

CitiusTech is committed to being a responsible organization, recognizing that every company has a crucial role in addressing environmental, social, and governance (ESG) factors. Through our environmental policy, we strive to embed sustainable business practices that demonstrate care for our community, prevent pollution, and minimize environmental impact. ESG principles are fully integrated into our company practices and business operations as part of our ongoing journey toward sustainability, as detailed in this report.

Restatement of FY2023–24 Data in SR24–25

In alignment with CitiusTech’s commitment to the Science Based Targets initiative (SBTi), FY2023–24 has been established as the baseline year for environmental reporting in SR24–25. Under Scope 1, natural gas consumption in the USA—primarily during winter months—has now been correctly classified. This was previously reported as district heating under Scope 2. As a result of this reclassification, Scope 1 emissions for FY2023–24 have increased by 88.6% in SR24–25 compared to SR23–24.

For Scope 2, only International Renewable Energy Certificates (IRECs) are now recognized as valid renewable energy instruments, in accordance with SBTi standards. Since no IRECs were procured in FY2023–24, the emissions for that year were not offset, resulting in higher Scope 2 values compared to FY2024–25. Additionally, emission factors for HVAC (thermal energy) have been revised for FY2023–24. These updates have contributed to a 38.7% increase in Scope 2 market-based emissions for FY2023–24 as reported in SR24–25.

Scope 3 reporting has been significantly expanded in SR24–25 to include multiple categories for FY2023–24: Purchased goods and services (C1), Capital goods (C2), Fuel and energy-related activities (C3), Waste generated in operations (C5), Business travel (C6), Employee commuting (C7), Upstream leased assets (C8), and Investments (C15). Previously, only business travel was reported under Scope 3. The spend-based method has been applied to purchased goods, capital goods, and business travel, while the activity-based method has been used for all other categories. This comprehensive inclusion has led to a 220.4% increase in Scope 3 emissions for FY2023–24 in SR24–25 compared to SR23–24.

CitiusTech has undertaken a comprehensive GHG inventorisation exercise to support the development of its near-term science-based targets, reinforcing its commitment to climate leadership and data-driven sustainability. As this enhanced GHG data was developed after the FY23-24 assurance cycle, it has not been submitted for third-party verification. We have used similar approach in calculating FY24-25 GHG emission and is part of our current assurance cycle and will continue this practice in future cycles, ensuring transparency and alignment with evolving global standards.

CitiusTech Healthcare Technology Private Limited has formally submitted its near-term greenhouse gas (GHG) emissions reduction targets to the Science Based Targets initiative (SBTi). These targets have been successfully validated in accordance with SBTi’s criteria for limiting global warming to well below 1.5°C. The validated targets are publicly accessible on the SBTi Target Dashboard at <https://sciencebasedtargets.org/target-dashboard>, reflecting our commitment to science-based climate action and transparent environmental stewardship.

As part of this commitment:

Scope 1 and Scope 2 Emissions:

CitiusTech commits to reduce absolute Scope 1 and Scope 2 GHG emissions by 54.6% by FY2033–34, from FY2023–24 base year. This target reflects our operational decarbonization efforts and has been validated by SBTi.

Scope 3 Emissions:

CitiusTech also commits to reduce Scope 3 GHG emissions by 61.1% per USD value added by FY2033–34, from FY2023–24 base year. This target addresses emissions across our value chain and supports broader climate action.



CitiusTech's financial statements are currently undergoing an independent audit.. Accordingly, as per indicators that rely on financial data, the reported figures are provisional. In the event of significant deviations following the completion of the audit, we will restate the relevant indicators to reflect the final, verified financial statements.

When confronted with potential risks or uncertainties related to ESG, we take proactive and preventive measures to avoid or mitigate harm. We place a high priority on the health and well-being of our employees, the environment, and the communities in which we operate. By adopting the precautionary approach, we ensure that responsible and ethical practices are at the heart of our decision-making processes, safeguarding a sustainable future for all stakeholders.

We apply this principle through our Enterprise Risk Management (ERM) system and align with various ISO standards and other frameworks referenced throughout the report to effectively manage environmental, health, and safety risks.

Data Accuracy and Assurance

The key material issues and relevant information presented in this report have been gathered through engagements with both internal and external stakeholders. Our senior management and functional teams have exercised diligent care to ensure the accuracy of all data provided. This report has been prepared in reference to the Global Reporting Initiative (GRI) to maintain standardized content and quality. Additionally, we have engaged DNV Business Assurance India Pvt. Ltd., an external assurance provider, to independently assess and validate the information presented in this report. Apart from assurance, certification, and recertification services, we do not render any other services. The assurance statement provided by DNV Business Assurance India Pvt. Ltd. is added under Annexure section adds an additional layer of transparency to this report.



Availability:

Our sustainability report for the previous fiscal year is publicly accessible on our website at <https://www.citiustech.com/commitment-to-society>.



Feedback

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

Economic Value Creation

Addressing Material Risks and Ensuring Business Sustainability

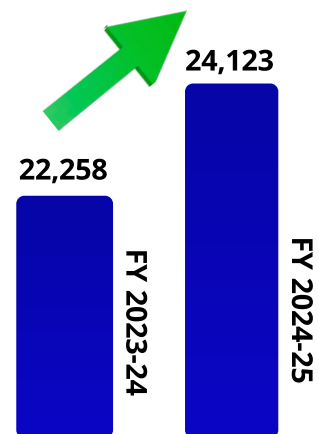
At CitiusTech, we have proactively addressed key material risks, particularly those impacting business sustainability. The current economic landscape, characterized by geopolitical uncertainties, inflation, and recessionary pressures, has posed significant challenges. Despite these hurdles, CitiusTech has demonstrated remarkable resilience in sustaining performance during the reporting period. Our strategy for business sustainability hinges on establishing a robust economic foundation and continuously adapting to technological advancements. This approach ensures that we remain relevant and valuable to our customers.

Commitment to Employee Well-being

We place a high priority on the long-term well-being of our employees. By offering competitive compensation and comprehensive benefit plans, we strive to foster a motivated and satisfied workforce. Even amidst market volatility, we have maintained stable salary distribution, with an 8.4% increase in employee salary investment, including subsidiaries added this year. This investment is crucial for employee motivation, job satisfaction, and overall success, which in turn drives the growth of CitiusTech.

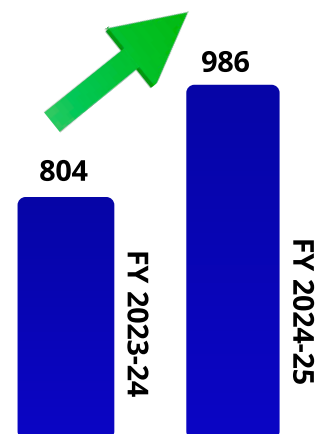
At CitiusTech, we are dedicated to ensuring that all our employees and those within our supply chain receive competitive compensation that goes above a living wage. This commitment reflects our dedication to fostering a work environment where everyone can thrive and achieve a decent standard of living, with additional financial benefits that enhance their overall well-being.

A living wage enables workers and their families to afford essential needs such as food, housing, healthcare, education, and transportation. By implementing living wage policies, we aim to promote economic stability, reduce inequalities, and enhance the overall well-being of our workforce. We continuously review and adjust our wage structures to align with regional cost-of-living differences and industry standards. Our goal is to create a more equitable and sustainable future for all stakeholders involved.



Direct economic value distributed (employee wages and benefits in INR millions)

In the fiscal year 2024-25, we increased our expenditure on defined benefits and retirement plans to INR 986 million, up from INR 804 million in 2023-24 i.e. 23% increase as compared to previous year. This strategic investment underscores our commitment to efficiently allocating resources while enhancing employee well-being. By ensuring a balanced approach, we continue to prioritize the motivation, satisfaction, and overall success of our employees, which remains essential for the sustained growth and success of CitiusTech.



The value of defined benefits and retirement plan (in INR millions)



Ethical and Governance Business Practices



Proactive Risk Management



Compliance with Regulatory Standards



Commitment to Data Privacy and Security



Protection of Stakeholder Interests



Enhancement of Long-Term Operational Efficiency



Promotion of Ethical Business Practices



Fostering a Culture of Transparency and Accountability



William Winkenwerder Jr. (Chairman)

(Non executive)



Hari Gopalakrishnan

(Non executive)



Jimmy Mahtani

(Non executive)



Pavninder Singh

(Non executive)



Anne M McGeorge

(Non executive)



T Devin O'Reilly

(Non executive)



Steven Van Kuiken

(Non executive)



Sudhir Kesavan

(Executive)

Corporate Governance

At CitiusTech, our governance strategies are firmly rooted in comprehensive frameworks, policies, procedures, and practices that guide our operational decisions. These robust foundations enable us to build a business that is sustainable, transparent, and grounded in ethical practices.

Board Composition

Our board composition adheres to corporate governance regulations and aligns with contemporary industry practices and committee charters. William Winkenwerder Jr. serves as the Chair of the Board as a Non-Executive Director. As of March 31, 2025, our board consists of eight members, out of which seven are non-executive directors and one is an executive director. During the reporting period, the board convened four times to conduct thorough performance reviews and assessments.

Board Diversity

The Board's diversity spans a broad spectrum of skills, knowledge, and field experience, ensuring independent and balanced judgment. This diversity provides valuable perspectives, particularly on strategy, performance, risk management, resource allocation, key appointments, and standards of conduct. These insights help us meet the evolving needs of our clients in dynamic market conditions. The Board includes members from multiple ethnic groups. For more information about the Board and its members, please visit our website at: <https://www.citiustech.com/about-us/leadership>

Gender Diversity



MALE
7



FEMALE
1

By Age

<30 years
0

30-50 years
3

>50 years
5

We currently have 12.5% of women representation in our board committee.

Selection of the Board

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

Role of the Board

Corporate governance at CitiusTech is crucial in enhancing stakeholder value, trust, and operational efficiency. We have established Board-level Committees to provide independent oversight and ensure the effectiveness of various functions. The Audit and Risk Committee, chaired by Anne McGeorge, meets quarterly to assess risks and monitor compliance requirements. This committee is responsible for investigations, overseeing due diligence, ensuring security certifications, and assessing environmental, social, and governance (ESG) issues, as well as ensuring overall compliance within the organization. Additionally, other Board-level committees meet regularly to oversee specific business functions. Shareholders' meetings are held annually to review audit reports and financial statements. Through these governance practices, we uphold our responsibilities and strive for excellence in all aspects of our operations.



Audit and Risk Committee To review and investigate I. Financial reporting and the disclosure of financial information II. ESG III. Information Security and Risk Management



Compensation Committee To manage the overall administration of employee stock option schemes, stock-based compensation plans, and employee remuneration



Corporate Social Responsibility Committee To assist the Board in achieving the CSR commitments of the company



Finance Committee To approve day-to-day financial matters that are not expressly referred to the Board of Directors or the Shareholders for approval



Nomination and Corporate Governance Committee To appoint and evaluate the Board and the Board- level Committees



Business Practices

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

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

During the onboarding process, all employees at CitiusTech, including contractors, senior management, and board members, receive comprehensive training on the business ethics and Code of Conduct, including anti-corruption policies and procedures, and sign relevant documents. This ensures that 100% of our workforce is aligned with our ethical standards from the outset. Additionally, 100% of our employees are covered under our Health & Safety Management System. We perform comprehensive background checks on all employees, including temporary employees to verify age, qualifications, and other requirements, ensuring due diligence. This process ensures that each employee is compliant with legal requirements and adheres to the principles outlined in our policies. To maintain ongoing awareness and compliance, we provide refresher training and tests semi-annually.

CitiusTech has joined the United Nations Global Compact (UNGC) as a part of our broader commitment to sustainability and ethical business practices. By participating in the UNGC, we align our operations with its ten principles, which cover critical areas such as human rights, labor standards, environmental protection, and anti-corruption measures. This initiative helps us integrate these principles into our corporate strategy and day-to-day operations, ensuring that we contribute positively to global sustainable development goals. We believe that this step enhances our transparency and accountability, fostering trust among our stakeholders and encouraging a culture of continuous improvement within our organization.



Commitment to Human Rights and Equal Opportunity

CitiusTech is an equal opportunity provider committed to respecting human rights. Our inclusive approach ensures a fair and diverse work environment for everyone, without any discrimination based on age, race, color, nationality, sexual orientation, gender, marital status, disability, religion, or any other protected factor as per laws and regulations.

Our policy on Labor Practices and Human Rights outlines our commitment to upholding the rights mentioned in the United Nations Universal Declaration of Human Rights, as well as other relevant local and international conventions and standards. As part of this commitment, we ensure that no worker under the age of eighteen is employed within our organization. We are committed to 0% child and forced labor as outlined in our labor and human rights policy. We maintain a strong stance against engaging with vendors and suppliers who employ child and/or forced labor in any capacity.

At all our offices, across all operations, we prioritize creating a safe and ethical working environment. Additionally, we focus on empowering at-risk and vulnerable groups through our CSR programs, which include support for marginalized populations, particularly in tribal-rural regions, persons with disabilities, trafficked women, and children in Slavery.

We ensure that 100% of our employees, regardless of location, receive comprehensive training on labor and human rights, as well as anti-discrimination policies, during their onboarding process. These training courses cover essential topics such as workers' rights, health and safety standards, anti-discrimination measures, and the prevention of forced labor and child labor.

Additionally, we conduct periodic refresher sessions to reinforce these essential topics. We are committed to maintaining a 100% training rate for all employees every year.

CitiusTech conducted a thorough risk assessment of its operations and suppliers to identify any risks related to forced or child labor. No significant risks were found during the reporting period. The company enforces strict labor standards through supplier contracts, audits, and employee policies, and maintains ongoing monitoring and grievance mechanisms to ensure compliance.

CitiusTech is committed to upholding the right to freedom of association and fostering an environment of open communication and direct engagement between employees and management. While we do not have collective bargaining agreements, or any employee representatives, we actively recognize, respect, and protect these rights.

Our policies ensure that employees can freely share grievances regarding working conditions and management practices without fear of reprisal or intimidation. In alignment with GRI standards, we report that during this period, all our employees have the freedom and right to join any associations, unions, or groups in accordance with local government regulations. We do not have any trade unions or collective bargaining agreements across all locations. Hence, we maintain a 0% risk rate across all geographic areas, reflecting our commitment to transparent and fair labor practices.



Our Policies and Codes

A comprehensive set of HR policies is implemented across all facilities, including our subsidiaries, prioritizing the well-being and satisfaction of our stakeholders while committing to responsible business conduct. These policies are designed to create a positive and supportive work environment. They are available on our internal communication platform, InterCT, where employees can access and refer to them. Our policy commitments also reach relevant external stakeholders through contractual agreements, newsletters, websites, and other communication channels. To ensure continuous compliance and effectiveness, our policies outline the frequency of commitment review. These policies undergo a rigorous review and approval process by the Senior Management and Board of Directors, with the CEO, and CHRO as the signatories. Updates are made to reflect changes in legal requirements, industry best practices, or organizational needs. Some key HR policies include:

- 1

CitiusTech Business Ethics and Code of Conduct
- 2

CitiusTech Confidentiality and Security Policies (CCSP)
- 3

CitiusTech Anti-Bribery and Corruption (ABC) Policy
- 4

CitiusTech Whistle Blower Policy
- 5

CitiusTech Disciplinary Action Policy
- 6

CitiusTech Sexual Harassment Policy
- 7

CitiusTech Disability Policy
- 8

CitiusTech HIV/AIDS Non-Discrimination Policy
- 9

CitiusTech Transgender Non-Discrimination Policy
- 10

CitiusTech Maternity & Paternity Leave Policy

CitiusTech

- 11

CitiusTech Labor Practices & Human Rights Policy
- 12

CitiusTech Sustainable Procurement Policy
- 13

CitiusTech Sustainability Policy
- 14

CitiusTech Diversity, Equity, and Inclusion (DEI) Policy
- 15

CitiusTech Anti Money Laundering Policy
- 16

CitiusTech Antitrust/Competition Compliance Policy
- 17

CitiusTech Background Verification Policy
- 18

CitiusTech Charitable Donations and Sponsorship (CDS) Policy
- 19

CitiusTech Gifts, Hospitality and Entertainment (GHE) Policy
- 20

CitiusTech Grievance Handling Policy
- 21

Supplier Code of Conduct
- 22

SOPs for Procurement, Recruitment, HR, Finance, and Other Corporate Business Processes

Organizational Level

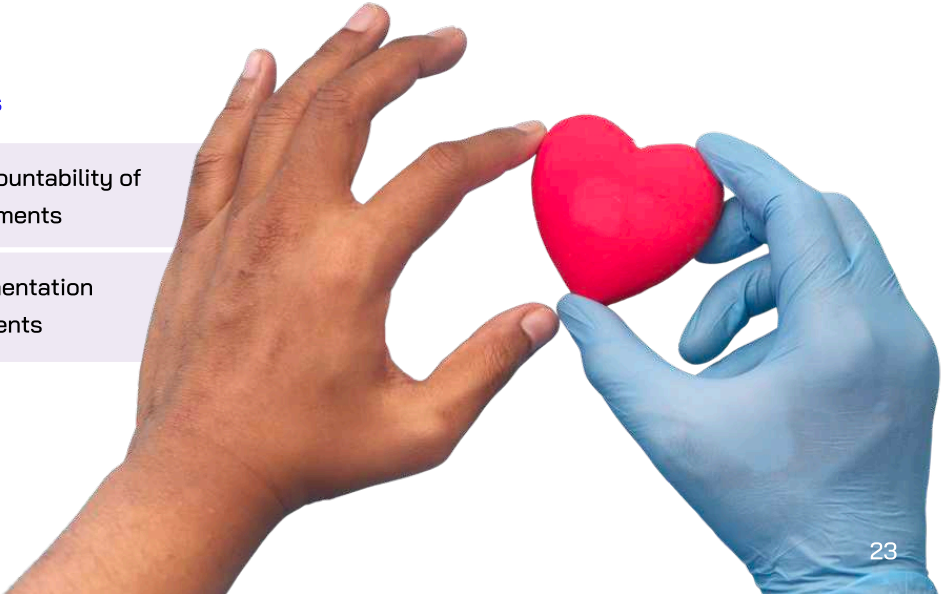
Board of Directors

Management Function
Teams, Employees

Responsibilities

Oversight and accountability of the policy commitments

Day-to-day implementation of policy commitments



Addressing Grievances

CitiusTech is dedicated to conducting business with fairness, upholding professionalism, honesty, integrity, and ethical behavior. CitiusTech is committed to addressing any negative impacts it causes or contributes to. We engage with stakeholders and take corrective actions aligned with global standards to ensure effective remediation. We involve stakeholders in designing and improving grievance mechanisms through consultations and feedback. These mechanisms are accessible, confidential, and regularly reviewed to ensure they meet user needs. During this reporting year, all our operational sites – 100% of our sites as mentioned in the scope section of this report - have reported zero instances of non-compliance or legal actions related to human rights violations, including discrimination, security incidents, corruption, anti-competitive behaviors, violations of anti-trust regulations, or monopoly legislations. No critical risks related to corruption have been identified across our operations for this reporting year.

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

GRCC (Grievance Redressal Core Committee) members will contact the stakeholder to understand the grievance based on its nature. The outcome will be communicated to the stakeholder within 10 working days. The GRCC will meet quarterly to review all grievances received during that period and submit a report to the management. The actions taken will depend on the specific nature of each grievance.

If the incident is not proven, the case will remain closed.

If the incident is proven,

Necessary actions are taken as per CitiusTech's Disciplinary Action Policy to remediate the negative impact and to avoid the recurrence of such incidents in the future. Precautionary measures are also taken.

The findings are communicated to the people concerned. If the outcome is found to be unsatisfactory by the aggrieved person, a direct appeal can be made to the Executive Management.

All received complaints and their findings are reported to the CECC, and significant complaints are reported to the Audit & Risk Committee during the quarterly review meeting.



Direct contact with HR market partner or any of the members of CECC



Email
cecc@citius.tech.com



Email infosec@citius.tech.com
(for information security incidents)



Email grc@citius.tech.com (for external stakeholders)



Ethicsline is a 3rd party helpline to report any potential or actual instances of ethical misconduct, malpractice, or non-compliance.



Email Ethics Helpline
<https://citius.tech.integritymatters.in>



"CT Feedback" link on Intranet Portal (for anonymous reporting)



Sustainability and Risk Management

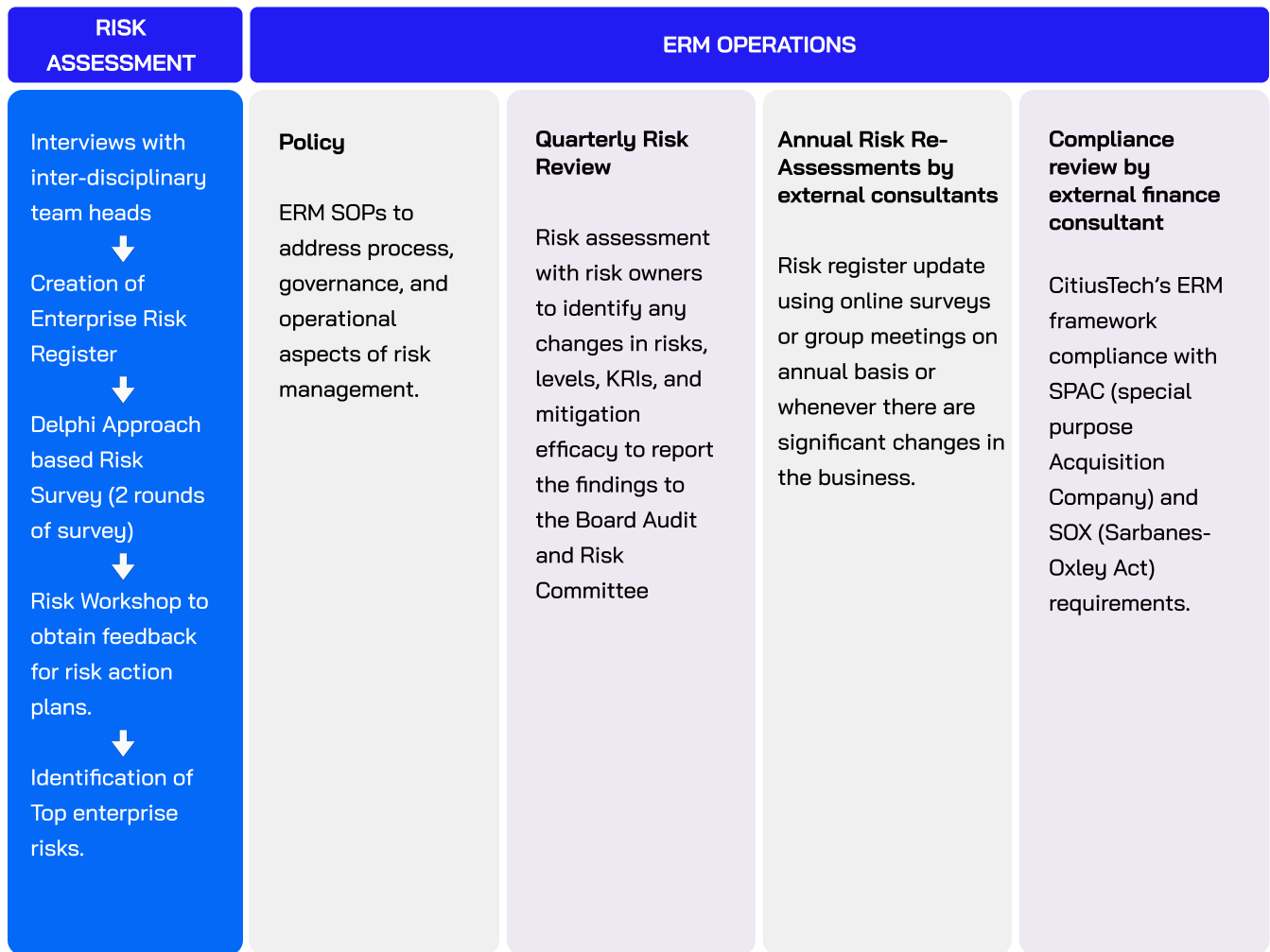
Enterprise Risk Management

We have implemented a comprehensive risk management framework that includes policies and processes designed to proactively identify and analyze potential risks to our business across various dimensions. This framework allows us to continuously review and enhance our risk management systems in response to the evolving business environment. Our enterprise risk management approach encompasses risk identification, assessment, response planning, monitoring, and evaluation. By employing a thorough strategy and rigorous risk management practices, we aim to optimize our business performance and operations. We believe that risk management is a collective responsibility across the organization. The Audit and Risk Committee evaluates and approves the strategic operational plan for the enterprise risk management function.

| GOVERNED BY | | RESPONSIBILITIES |
|--|----------------------------|---|
| Audit & Risk Committee (Board) | Risk oversight | <ul style="list-style-type: none">• Understanding and endorsing the ERM process• Supervising top risks and deploying resources to mitigate risks |
| ERM Steering Committee Chief Financial Officer (CFO), Chief Information Security Officer (CISO) | Risk management | <ul style="list-style-type: none">• Participation in annual risk assessment• Review, approval, and communication of risk ratings• Monitoring mitigation responses• Quarterly Review with the Board Audit & Risk Committee |
| Risk Manager & Facilitators (Process Excellence & Project Management Office (PMO) Team Members, Function SPOCs | Risk facilitation | <ul style="list-style-type: none">• Initiate and review the annual risk reassessment• Support the ERM Steering Committee in assessing the top risks• Collect the risk owner mitigation response & monitor the same |
| Management Team | Day-to-day risk management | <ul style="list-style-type: none">• Actively engages in the annual risk reassessment• Develop, implement, and monitor risk mitigation activities• Tracks Key Risk Indicators (KRIs) and conducts regular risk reviews• Reports progress to the ERM Steering Committee and Board of Directors |

To lead our enterprise risk management efforts, we have established an ERM Steering Committee. This committee collaborates with risk managers and owners to oversee the enterprise risk management team. Key Risk Indicators (KRIs) are continuously monitored and analyzed by the respective risk owners against predefined thresholds. The committee receives quarterly reports on changes in risk levels, and risk owners report on the progress of mitigation actions to senior management. Our Enterprise Risk Management SOP undergoes an annual review and encompasses various types of risks, including compliance risks, environmental risks, and top CT risks. Each risk is accompanied by a detailed mitigation plan.

Risk Management Framework



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

| SR. NO | RISKS | MITIGATION MEASURES |
|--------|--|--|
| 1 | Information and Cybersecurity Risk | <ul style="list-style-type: none"> Processes in place to detect and respond to cybersecurity threats and incidents Continuous monitoring and response to cyber risks Established as part of the information security management system; regularly assessed and adjusted to mitigate risks Ongoing efforts to foster a positive security culture and behavior |
| 2 | Generative AI (Gen AI) Risk | <ul style="list-style-type: none"> Comprehensive procedures and guidelines in place for the utilization, implementation, and advancement of generative AI A responsible use, deployment, and development of generative AI policy is in place A dedicated team established for managing Gen AI processes, innovative programs and risks Conducting regular trainings and awareness initiatives for employees on Gen AI |
| 3 | Employee Attrition and Engagement Risk | <ul style="list-style-type: none"> Integrating new talent and nurturing existing employees to foster growth and loyalty Enhancing practices for employee engagement and retention through feedback, recognition, and career development Ongoing training and professional development opportunities are in place Fostering an inclusive work environment that values contributions and encourages open communication |
| 4 | Climate Change Risk | <ul style="list-style-type: none"> Implementing and enforcing policies and regulations that promote sustainability Transitioning to renewable energy sources Launching internal awareness campaigns to promote eco-friendly habits and practices among employees Implementing energy efficiency infrastructure programs Implementing sustainable procurement practices |
| 5 | Employee Health & Well Being Risk | <ul style="list-style-type: none"> Established robust health and safety protocols Conducting regular training and emergency preparedness drills Providing access to healthcare services, webinars, and wellness programs Continuously monitoring and improving workplace safety standards |
| 6 | Business Continuity and Disaster Recovery Risk | <ul style="list-style-type: none"> Disaster recovery site at an alternate location Performing Business Impact Analysis and Risk Assessment at regular interval or in case of any major change Creating and keeping Business Continuity and Disaster Recovery Plan up to date Educating employees about continuity plans on a regular basis Regularly backup and replicate critical data Implementing redundant systems and infrastructure Performing regular Business Continuity and Disaster Recovery tabletop/ Simulations /Call tree tests |

Key initiatives for Risk Management

Partnership with Gen AI Providers
 Roll out tech excellence framework using H-T Studio
 Brand Model for acquired companies
 Programs to empower and mentor women achievers
 Purchase of renewable energy, implement energy efficiency initiatives

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

At CitiusTech, we conduct comprehensive risk assessments on 100% of our operational sites to ensure adherence to the highest standards of integrity and safety. These assessments cover critical areas such as business ethics, anti-competitive practices, corruption, information security, environmental sustainability, and employee health and safety. By evaluating our adherence to ethical business practices, preventing anti-competitive behavior, safeguarding against corruption, protecting sensitive information, minimizing our environmental impact, and ensuring a safe working environment, we are committed to maintaining the highest standards across all our operations. This holistic approach underscores our dedication to ethical conduct, security, sustainability, and employee welfare.

Stakeholder Engagement

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

| STAKEHOLDER | SIGNIFICANCE OF STAKEHOLDER GROUP | PURPOSE OF ENGAGEMENT | MODES OF COMMUNICATION | ENGAGEMENT FREQUENCY |
|-------------|---|--|---|--|
| Employees | Most invaluable assets, driving exceptional delivery of services, and solutions along whilst ensuring profitability | <ul style="list-style-type: none"> • Social and financial well-being • Equity and Equality • Learning and Career development • Rewards and Recognition | <ul style="list-style-type: none"> • Employee Feedback • ESAT Survey's (Employee Satisfaction Survey) • Grievance Redressal • CT Intranet portal • Best Place to work forum • Meet-ups with senior management | Formal and informal meetings as required -weekly/ monthly/ quarterly/ biannually/ and annually |
| Clients | End users of the solution, playing a pivotal role in shaping market-driven solutions | <ul style="list-style-type: none"> • Service quality • After-sales service support • Compliance with laws and industry standards • Data governance | <ul style="list-style-type: none"> • Client visits • Conferences • E-mails • Annual CSAT (Customer Satisfaction Survey) • Net Promoter score • Complaints Redressal mechanisms | Formal and informal meetings as required |

| STAKEHOLDER | SIGNIFICANCE OF STAKEHOLDER GROUP | PURPOSE OF ENGAGEMENT | MODES OF COMMUNICATION | ENGAGEMENT FREQUENCY |
|-------------------------------------|---|--|--|----------------------|
| Investors | Contributing vital capital support | <ul style="list-style-type: none"> • Market share • Corporate governance • Risk aversion | <ul style="list-style-type: none"> • Board meetings • Emails • Investor meetup • Business meetings | As required |
| Partners and collaborators | Valued collaborators on projects spanning technology services, learning and development, business services, and client engagements | <ul style="list-style-type: none"> • Partnerships • Law-complaint operations | <ul style="list-style-type: none"> • Meetings • Emails | As required |
| Regulators | Exerting influence on our operations through diligent policy enforcement | <ul style="list-style-type: none"> • Business conduct in line with the laws • Tax and royalties | Planned meetings | As required |
| Community & Implementation partners | Implementation partners actively support us in driving our CSR vision and the communities at large help maintain a mutually beneficial relationship | Initiatives in health, education, livelihood, and environment to enable sustained mutual growth | <ul style="list-style-type: none"> • Implementation partner discussion calls • Emails and phone calls | As required |
| Suppliers | Ensuring continuous operations and business readiness through quality, consistent and timely supply of resources and services | <ul style="list-style-type: none"> • Repeat orders • Local procurement • Price negotiations • Expectation management and customer satisfaction | <ul style="list-style-type: none"> • Emails and phone calls • Vendor meetings • Vendor evaluations/ assessments | As required |

Materiality Analysis

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

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

Methodology



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



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



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

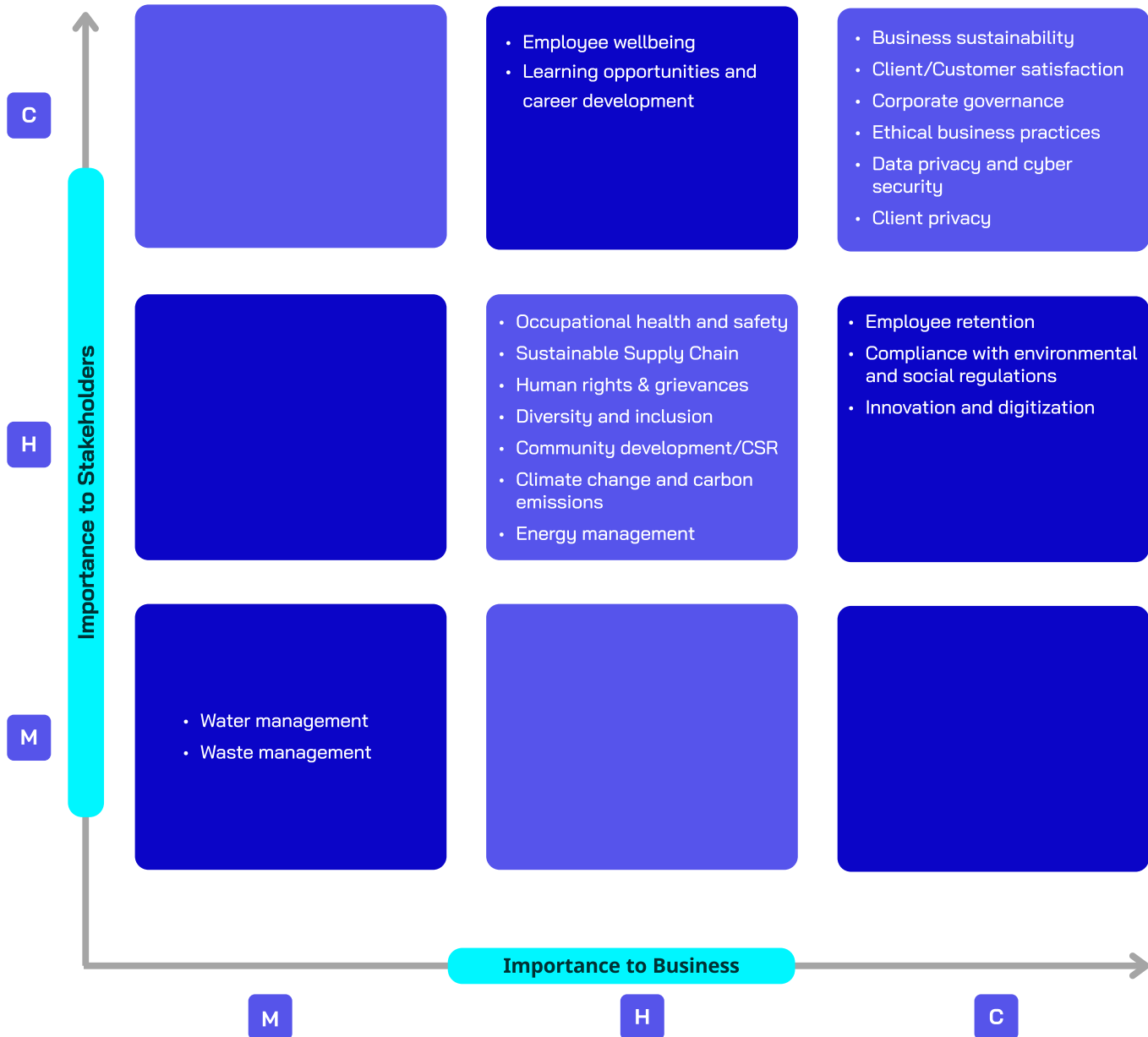


Validation and Review: We engaged with our top management in one-to-one discussions to validate and review the identified material topics. Their input and perspectives were crucial in shaping the final material assessment matrix.



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

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



M Medium **H** High **C** Critical

Management of Material Topics

| Material topic | Reason to be material | Key aspects | Boundary of impact | GRI disclosures | Management of material topics (Referenced) |
|--|---|--|-----------------------|---|---|
| Classification I – Critical | | | | | |
| Business sustainability | Improves investor's confidence | Economic performance, sustainability demand | Internal | Economic performance | Economic value creation |
| Client privacy | Improves stakeholder confidence | Compliance with industry regulations, Incident of breach | Internal and external | Client privacy | Information security |
| Corporate governance | Assures financial viability with ethical and lawful business operations | Disclosure and transparency, board oversight, avoidance of conflict of interest, effective risk management | Internal | Governance, anti-corruption, anti-competitive behavior 2016, general disclosure | Ethical business practices and governance |
| Ethical business practices | Positive impacts on the company's morale and stakeholders' relationships | Stakeholder relationship, value, ethics, and compliance | Internal | General disclosure | Ethical business practices and governance Sustainability and risk management |
| Data privacy and cybersecurity | Protection against data misuse, financial loss and cyber threats | Data protection, incident of breach | Internal and external | Customer privacy | Information security |
| Classification II– Critical-High Importance | | | | | |
| Employee Retention | Creates long-term value and better employee engagement and productivity | Parental leave, retention rates | Internal | Employment | Training and education • CTZen-focused • Employee safety and well-being |
| Compliance with environmental and social regulations | Uninterrupted operations without financial losses through fines and penalties | Compliance with local and central government's rules and regulations | Internal and external | General disclosure | Sustainability and risk management |
| Innovation and digitization | Quality and process efficiency improvement | Research and development | Internal and external | Non-GRI topic | Digital innovation |
| Employee well-being | Employee retention and care | Employee benefits, parental leave, healthcare, etc. | Internal | Employment | CTZen-focused • Employee safety and well-being |
| Learning opportunities and career development | Long-term value creation for employees | Training and development | Internal | Employment | CTZen-focused • Employee safety and well-being |

| Material topic | Reason to be material | Key aspects | Boundary of impact | GRI disclosures | Management of material topics (Referenced) |
|---|--|---|-----------------------|---|--|
| Classification III– High Importance | | | | | |
| Occupational health and safety | Assuring a safe working environment | Risk analysis and measures for mitigation | Internal | Occupational health and safety | Employee safety and well-being |
| Sustainable supply chain | Improves the overall performance across the value chain | Integration of sustainability into supply chain | Internal and external | Procurement practices supplier social assessment supplier environmental assessment | Sustainable supply chain |
| Human rights and grievances | Abuse-free system and uninterrupted process due to no labor strikes | Amalgamation of values such as dignity, fairness, equality, respect, and independence | Internal | Non-discrimination, freedom of association and collective bargaining, child labor, forced or compulsory labor | Ethical business practices and governance |
| Diversity and inclusion | Ensures equitable, discrimination-free workplace | Diverse workforce | Internal | Diversity and equal opportunity | Diversity, equity, and inclusion |
| Energy management | Reduction in energy consumption, loss, and cost | Reducing energy consumption | Internal | Emissions | Sustainable energy future, energy management |
| Climate change and carbon emissions | To reduce the impacts of global warming and improve the surrounding air quality | Emission reduction initiatives | Internal | Emissions | Sustainable energy future, energy management |
| Compliance with Community development/ CSR | Enhance the local community relations and the lives of vulnerable groups of people | Local communities | Internal and external | Local communities, indirect economic impacts | Powering the social systems |
| Classification IV– Medium importance | | | | | |
| Waste management | Reduces the burden on landfills | Waste reduction | Internal | Waste | Sustainable energy future, waste management |
| Water management | Efficient use of water without leakages | Water consumption and reduction | Internal | Water and effluents | Sustainable energy future, water management |

ESG Management

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

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

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

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

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

The board, with its knowledge and experience on sustainable development measures and reviews ESG performance. Also, the Board empowers the Audit and Risk Committee to investigate any ESG concerns (for the firm and its subsidiaries), access comprehensive corporate information from records, and seek expert assistance from external sources. This ensures that informed decisions are made related to ESG. Furthermore, we have established various channels and mechanisms to gather feedback and address concerns from stakeholders.

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



Information Security

Customer & Data Privacy

A key material risk we address revolves around Data Privacy. The risk has a notable impact, primarily concerning employees and business relationships, such as privacy breaches and identity theft. Client privacy and data confidentiality are paramount to us as a healthcare service provider, and we have a strong ethical commitment to safeguarding them. CT holds the ISO 27001:2022 certification, ensuring the highest standards in physical security, IT infrastructure and information security, and business continuity.

Along with ISO 27001, CitiusTech’s software services and facilities are certified for quality and security management with the following:

| | |
|--|---|
| CMMI – Dev v2.0 | CMMi Dev V2.0 High maturity level 5 appraisal |
| ISO 9001:2015 | Quality Management System certification |
| ISO 13485:2016 | Certification for Quality Management System for Medical Devices |
| SOC-1 Type 2 | Internal controls over financial reporting & operational controls for outsourced processes |
| ISO 27701:2019 | PIMS Privacy Information Management System |
| Data Privacy Framework (DPF) (Formerly Privacy Shield Certification) | Reliable mechanisms for personal data transfers to the United States from the European Union, United Kingdom, and Switzerland while ensuring data protection that is consistent with EU, UK, and Swiss law. |
| HITRUST CSF v11.2 | Validated certification against HITRUST Common Security Framework (CSF) |
| NIST | Cybersecurity framework identification, detection, and response to cyber-attacks |
| SOC-2 Type 2 | Trust services principles and criteria for security, confidentiality, processing integrity, availability, and privacy |

100% of leased operational sites within India are certified for all the above information security and data privacy certificates with 27001:2022 information security management system.



Upholding Cybersecurity Culture

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

- General Data Protection Regulation (GDPR)
- The India Digital Personal Data Protection Act (DPDPA)
- California Consumer Privacy Act (CCPA)
- The Personal Information Protection and Electronic Documents Act (PIPEDA) 2000
- Health Insurance Portability and Accountability Act (HIPAA)
- Data Protection Officer (EMEA/APAC/US)



Information Security Governance

CitiusTech maintains a robust and comprehensive cybersecurity program overseen by a dedicated Information Risk Management (IRM) Team. Our program follows a defense-in-depth approach, employing multiple layers of controls to ensure cybersecurity across various areas. This includes a strong cybersecurity strategy, supported by policies, processes, preventive, detective, and corrective controls. At the senior management level, we have a Chief Information Security Officer (CISO) who holds overall responsibility for our cybersecurity program. The execution of the program is overseen by our Board and Senior Management, working in collaboration with the CISO.

Information Security Management

We manage information security and data privacy through our central Confidentiality and Security Policy. Our policies address stakeholder grievances and potential breaches, ensuring client reporting and resolution. We have well-defined disciplinary measures, breach notification protocols, and regulatory reporting channels in place to handle data mishandling and fraud incidents. The CitiusTech User Security and IT Policy (CUSIP) provides guidelines for handling information security assets, while our Privacy Policy ensures that personal information is only used for authorized purposes. Our Incident Management procedure enables swift and effective response to mitigate risks. The Security Incident Response Team (SIRT) conducts biannual tests and updates of the incident response plan. Our corporate Business Continuity Plan (BCP) undergoes an annual test to identify critical resources and infrastructure redundancies. Additionally, our internal security testing team performs Vulnerability Assessment and Penetration Testing (VAPT) at least every six months to identify and address any defects. As a result of our effective data protection measures, we have received zero substantiated complaints, thefts, or leaks from regulatory bodies and stakeholders regarding breaches of customer privacy, as well as no financial losses related to customer data.

Data Confidentiality

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

| CATEGORY | SECURITY MEASURES |
|---------------------------------|--|
| Physical Security | <ul style="list-style-type: none"> • Video surveillance and visitor register • Secured data centers with restricted access • Fire detection and suppression systems • Biometric authentication • Asset management with license-based software allocation and custodian-tagged hardware assets • Deployment of certified systems and applications with prior security tests |
| Logical Security | <ul style="list-style-type: none"> • Security controls such as Firewall, IDS, IPS, NAT, content filtering • System hardening through configuration changes • Centralized antivirus and network infrastructure monitoring • 24X7 Security Operations Centre • Implementation of DLP solution for emails, web applications, and endpoint systems |
| Data Encryption | <ul style="list-style-type: none"> • Encryption of data at rest and in transit using SSL certificates, VPN, disk encryption • Encryption of data transmitted across a LAN/WAN with FIPS 140-2 compliant/equivalent encryption products • Encryption of desktops, laptops, media disks carrying confidential data, and remote access connections |
| Safe Access by Employees | <ul style="list-style-type: none"> • Unique user credentials maintained with Single Sign-On (SSO) scheme • Minimum access to network services, servers, and applications based on user credentials and logical segregation of environments • Network access via VPN and Multi-Factor Authentication (MFA) |
| Data Transfer with Stakeholders | <ul style="list-style-type: none"> • Processing customer contracts through Master Service Level Agreements (MSA), Business Associate Agreements (BAA), and NDAs • Supplier management through detailed service agreements, security addendums, NDAs, vendor registration, and vendor evaluation processes |
| Alternate Measures | <ul style="list-style-type: none"> • Data redundancy with recovery measures and alternate site availability • Alternate internet connectivity lines • Regular data backups |

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

Sustainable Supply Chain

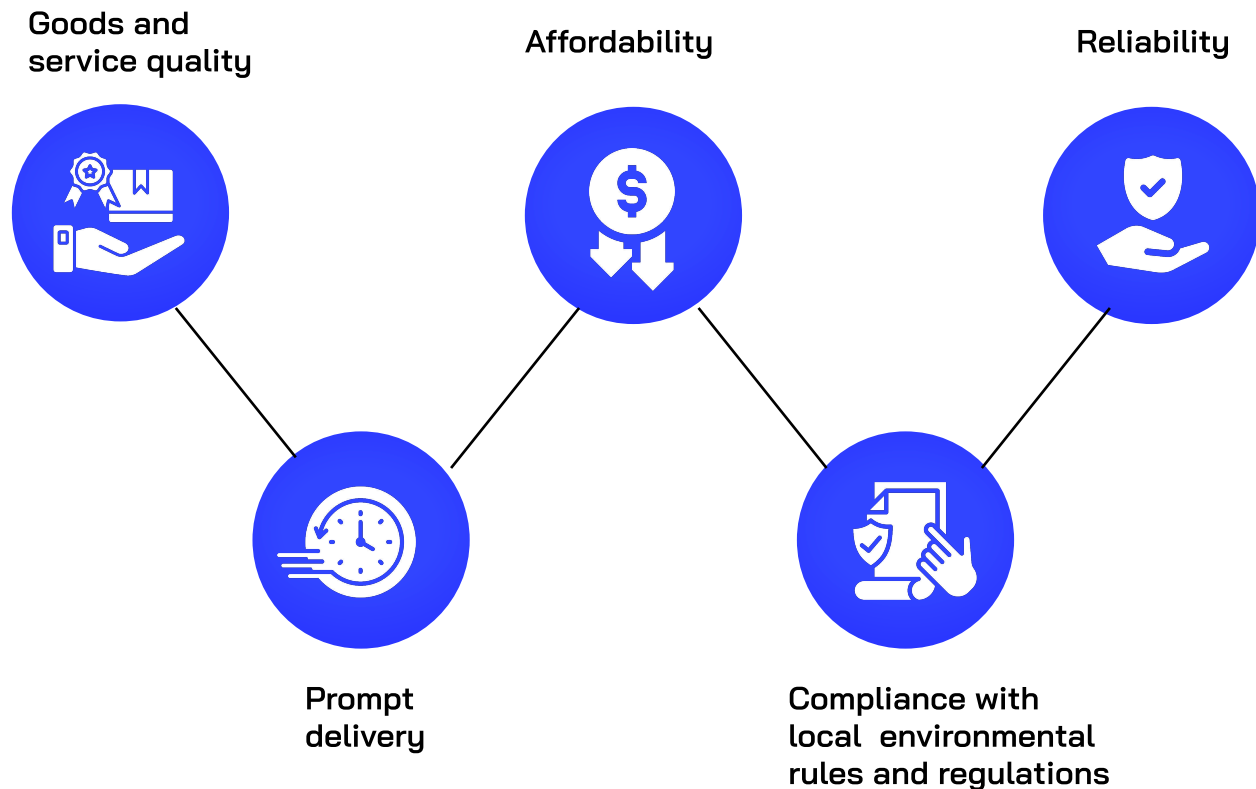
At CitiusTech, we prioritize collaborating with suppliers who align with our values and uphold fair and ethical business practices. CitiusTech has established a comprehensive supplier code of conduct that serves as a guiding framework for vendors to engage in ethical, responsible, and legal business practices. In FY 2024-25, we onboarded 123 suppliers. 100% of these suppliers signed the SCOC requiring the value chain to comply with all relevant environmental & human rights laws, regulations, and standards in conducting business operations.

Value Chain at CitiusTech

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

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





Supplier Engagement on ESG

We collaborate with our suppliers to enhance their environmental practices and lower emissions through our annual ESG survey questionnaire and training on sustainability and decarbonization. Our supplier contracts, including the Supplier Code of Conduct (CoC) and General Services Agreement (GSA), incorporate ESG clauses. We encourage all suppliers to join the Science Based Targets initiative (SBTi), United Nations Global Compact (UNGC), and recommend them to reduce and report their greenhouse gas emissions (GHGs), such as Scope 1, Scope 2, and Scope 3 through Carbon Disclosure Project (CDP) or any alternative. Additionally, all suppliers are expected to actively work towards reducing resource consumption, including water, energy, fuel, electricity, and other resources. It is also expected that suppliers will make efforts to minimize waste generated from their operations. By promoting these practices, we foster environmentally responsible behavior throughout our supply chain and contribute to sustainable resource management.

At CitiusTech, we are dedicated to mitigating sustainability risks throughout our supply chain. Our suppliers, including all new suppliers undergo an annual sustainability assessment, evaluating their Environmental, Social, and Governance (ESG) practices. If any supplier does not meet our standards, we collaborate with them to develop improvement plans. Our supplier code of conduct outlines the standards for human rights, labor, environmental impact, and business ethics that our suppliers must follow.

Additionally, we place a strong emphasis on thorough supplier due diligence and conduct periodic on-site audits for a range of suppliers, including those providing housekeeping, security, vehicle services, canteen operations, water supply, and facility management. These audits are conducted annually and include a comprehensive audit report that covers ESG and compliance clauses, in accordance with environmental, labor and human rights standards. We also conduct background checks during onboarding of these suppliers to ensure due diligence is upheld.

Given that CitiusTech operates in the IT consulting sector, information security and data privacy are critical risk areas. Consequently, our vendor registration process includes thorough evaluations to ensure vendor adherence to information security, data privacy, and business continuity standards for relevant products and services. During the evaluation process, we utilize checklists to assess risks, categorizing them into low, medium, and high levels. This rigorous approach helps us maintain the highest standards of security and privacy across our supply chain. Additionally, we orient our suppliers on social and environmental issues during the onboarding process. We conduct vendor evaluations annually to ensure adherence to our sustainability principles. The code of conduct ensures that our suppliers operate in alignment with our values, promoting transparency, integrity, and sustainability in their operations. Based on the assessments done during the reporting period, none of our suppliers were found to have any actual or potential negative environmental or social impacts. This means we had a 0% rate of such issues.

Resource Acquisition Adherence

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

As part of our procurement process and supplier contracts including Supplier Code of Conduct and General Service Agreement, suppliers are also required to adhere to our Anti-bribery policy, Labor practices, and human rights policy along with Sustainability & procurement policy. We expect our suppliers to comply with 0% child or forced labor. Compliance with these policies is essential. Additionally, suppliers are expected to provide an attestation that they possess all the necessary licenses and authorizations required to conduct business. By ensuring adherence to these guidelines, we foster transparency and efficiency in the procurement process.

Supplier Diversity

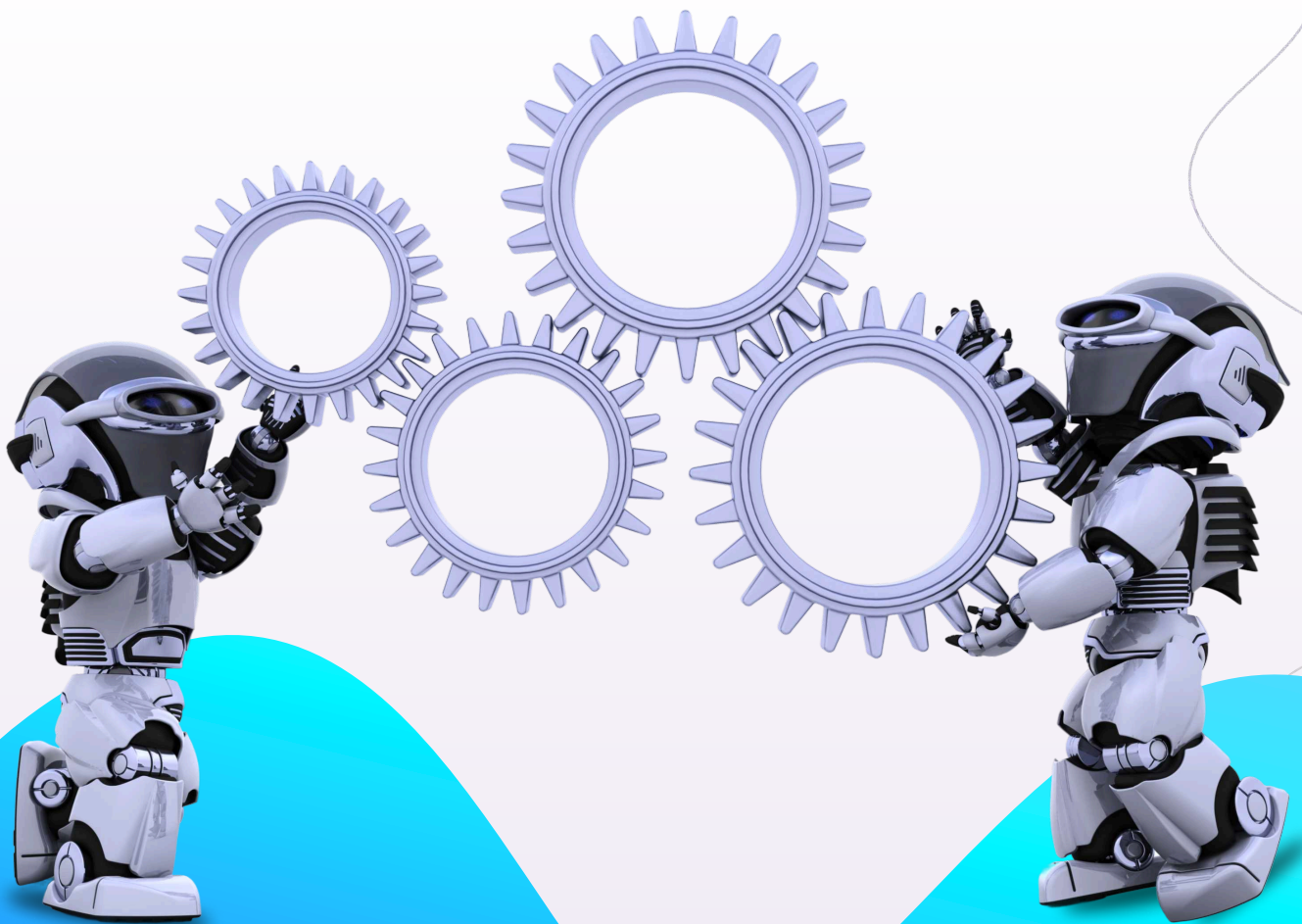
At CitiusTech, we recognize the importance of supplier diversity as a key component of our sustainability strategy. By fostering a diverse supplier base, we not only promote inclusivity and equity, but also drive innovation and resilience within our supply chain. Engaging with suppliers from various backgrounds and communities enhances our ability to adapt to changing market conditions and meet the diverse needs of our clients.

We are committed to building strong partnerships with minority-owned, women-owned, veteran-owned, LGBTQ+ owned, and differently abled-owned and diverse businesses. This commitment not only supports economic growth in underrepresented communities but also aligns with our core values of integrity, respect, and social responsibility. By prioritizing supplier diversity, we aim to create a more inclusive and sustainable business ecosystem that benefits all stakeholders. We are actively identifying and including more diverse suppliers in our database.

We encourage diverse suppliers to write to us at procurement@citiustech.com with subject line “Diverse Supplier Collaboration Request” and explore partnership opportunities.

Training and Development in Sustainable Procurement

At CitiusTech, we ensure that our procurement(buyer) team is well-versed in sustainable procurement practices. We provide training on sustainable procurement issues and decarbonization through our dedicated training module. Along with this, we have additional training on ESG and sustainability which is seamlessly integrated into our comprehensive code of conduct training. Both these training courses are provided to all buyers as well as employees during onboarding and reinforced through regular refresher sessions. By embedding sustainable procurement principles within our broader training framework, 100% of our employees are trained with the knowledge to make responsible procurement decisions considering environmental and social issues.



Our People, Our Strength:

Driving innovation and excellence

Talent Attraction, Engagement and Retention

At CitiusTech, talent management goes beyond merely attracting and onboarding skilled professionals. We are dedicated to investing in our people through comprehensive growth strategies that foster both personal and professional development. Diversity is a cornerstone of our hiring process, ensuring that all job requisitions and candidate pools reflect our commitment to inclusivity.

Our candidate selection process is designed to actively address and mitigate subconscious biases, promoting fair and inclusive hiring practices. We prioritize evaluating candidates based on their qualifications, skills, and potential fit with our organization, ensuring a fair assessment for all applicants

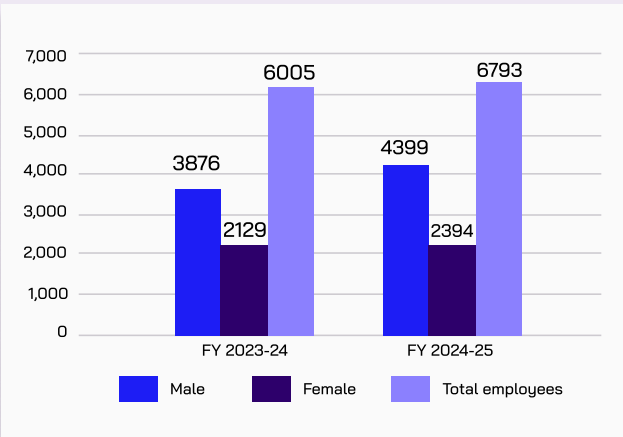
During this reporting period, we proudly welcomed 2325 new hires, with approximately 48% being young individuals under the age of 30. As of FY 2024-2025, our permanent employee strength stands at 6,793, with an additional 554 temporary employees across our operations in India and the USA, including subsidiaries

Our workforce is a vibrant tapestry of diverse nationalities and origins, predominantly comprising Indian nationals, but also including employees from the United States, Europe, and the Middle East. This diversity enriches our multicultural environment. Women represent 35% of our workforce, and we are proud to have 17% of women in top executive positions (excluding boards of directors).

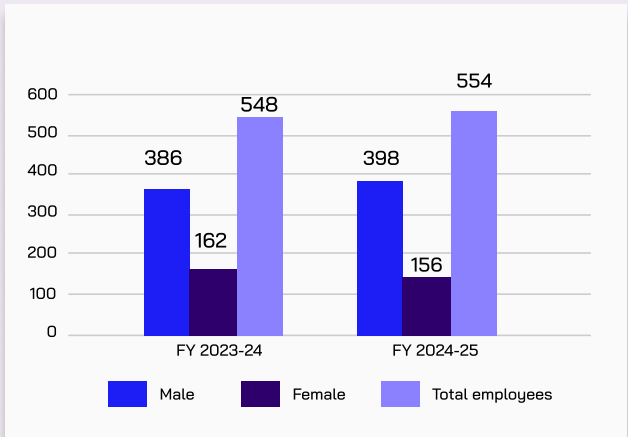
CitiusTech's hiring model is primarily based on full-time employment, with temporary employment offered for short-duration projects or contractual needs. We prioritize providing stable employment with guaranteed hours, ensuring a consistent and reliable workforce. This year, we observed a 17% increase in our workforce compared to the previous reporting year, which we view as an opportunity to streamline and strengthen our team.

Our organization relies solely on its dedicated workforce to drive operations, and we remain committed to fostering an inclusive and supportive work environment for all our employees. Together, we are building a brighter, more innovative future.

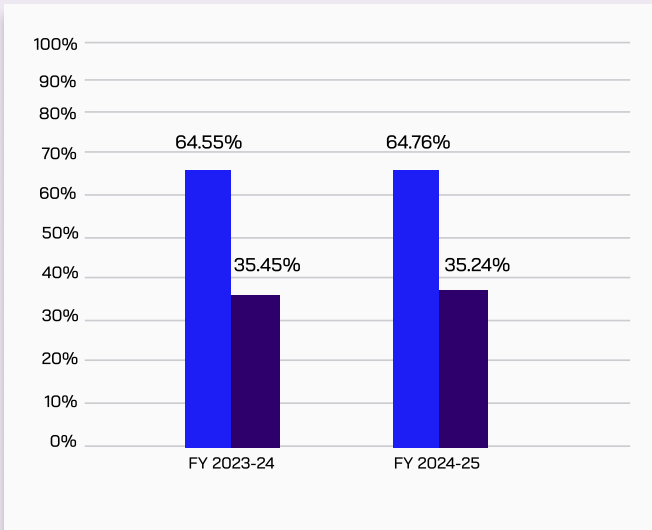
Permanent full-time employee



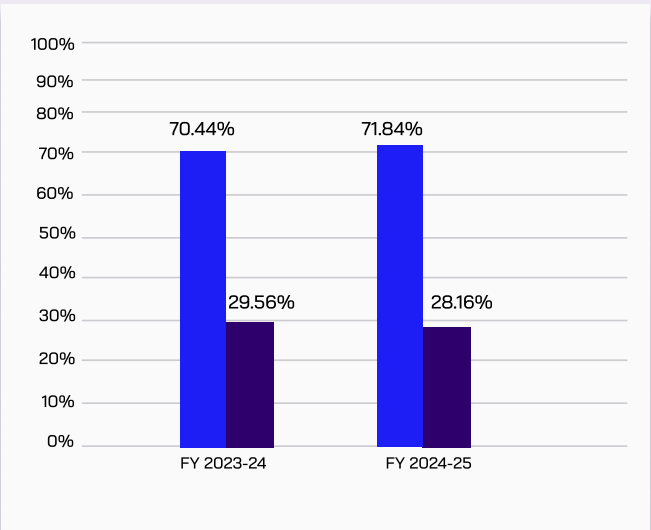
Temporary employee



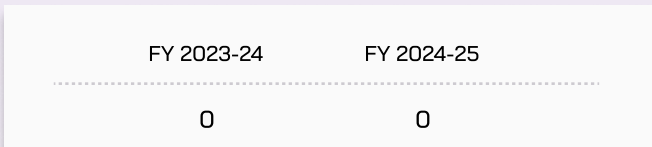
Permanent full-time employee



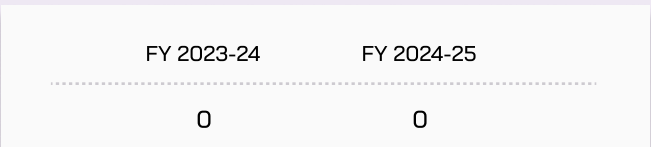
Temporary employee



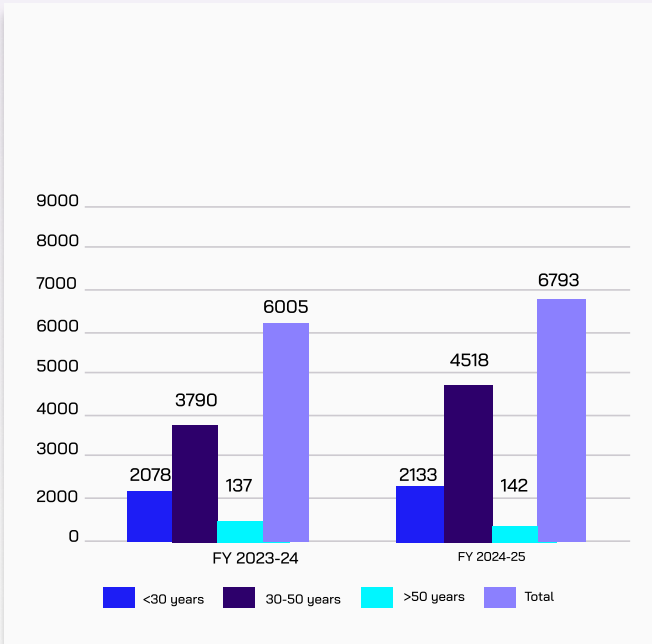
Non-guaranteed hours employee



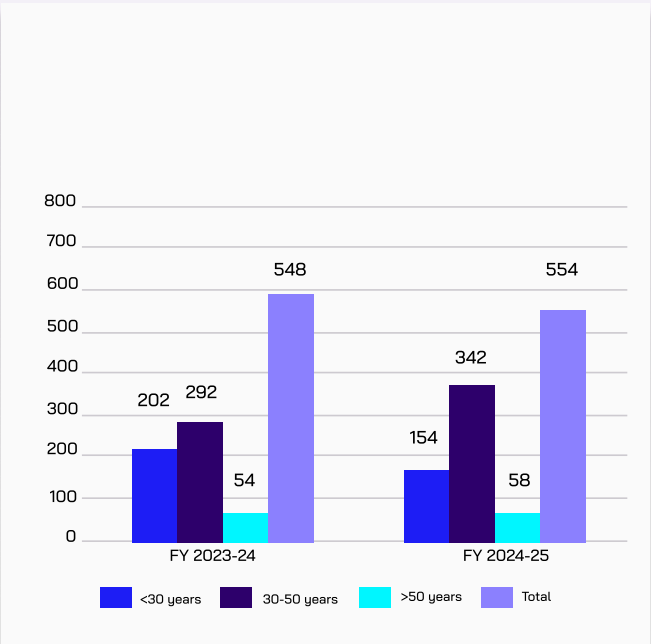
Temporary employee



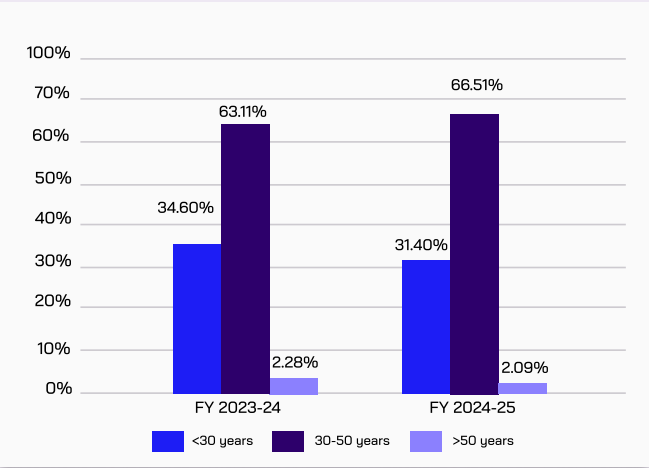
Permanent employee



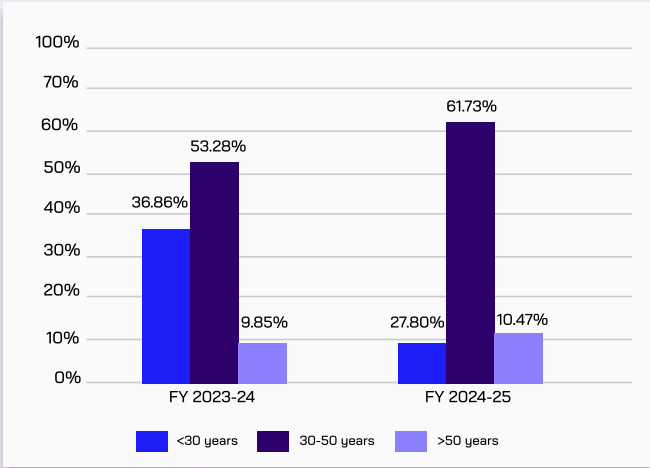
Temporary employee



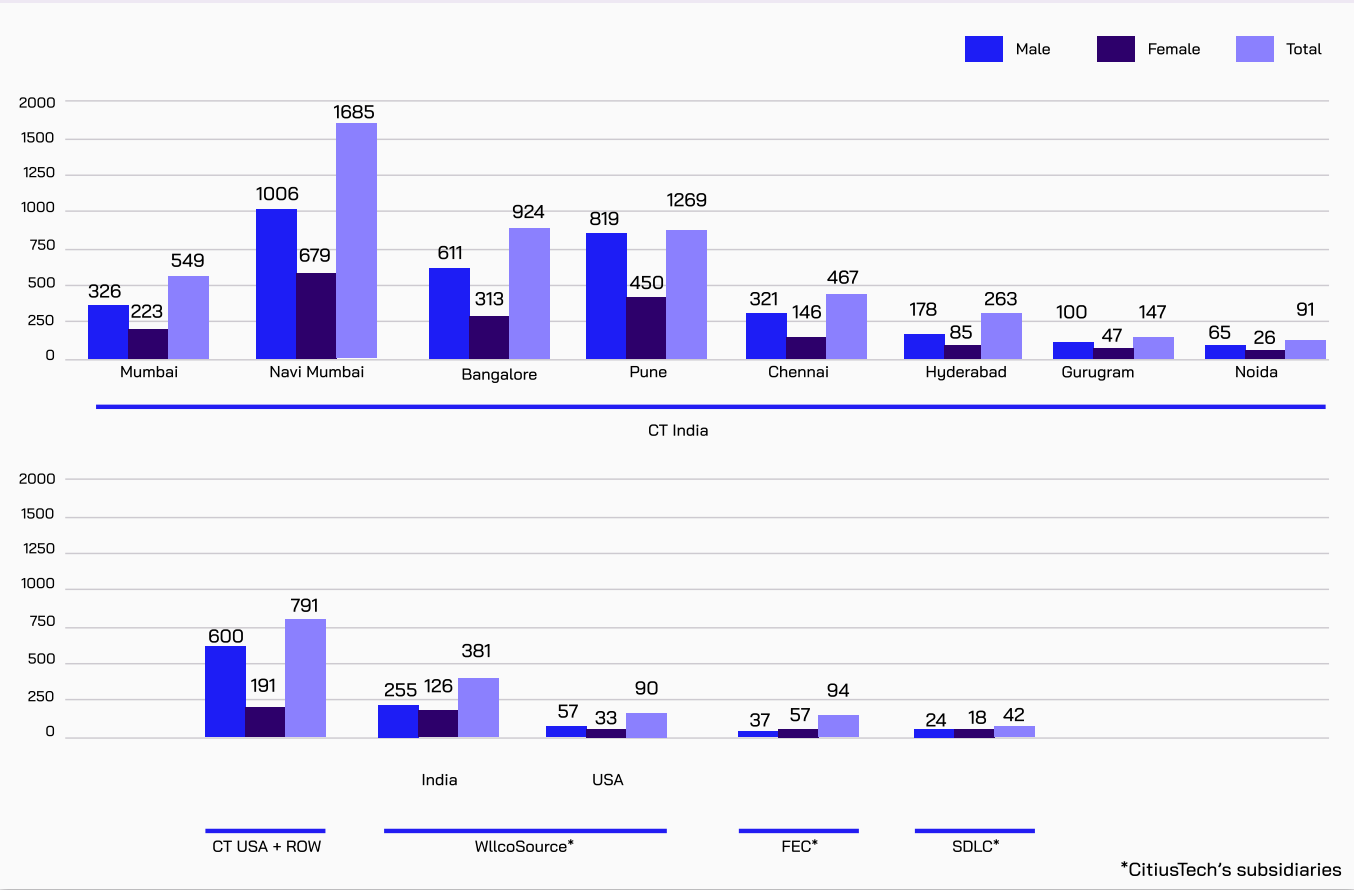
Permanent employee (percentage)



Temporary employee (percentage)



Total FTE by Region and Gender



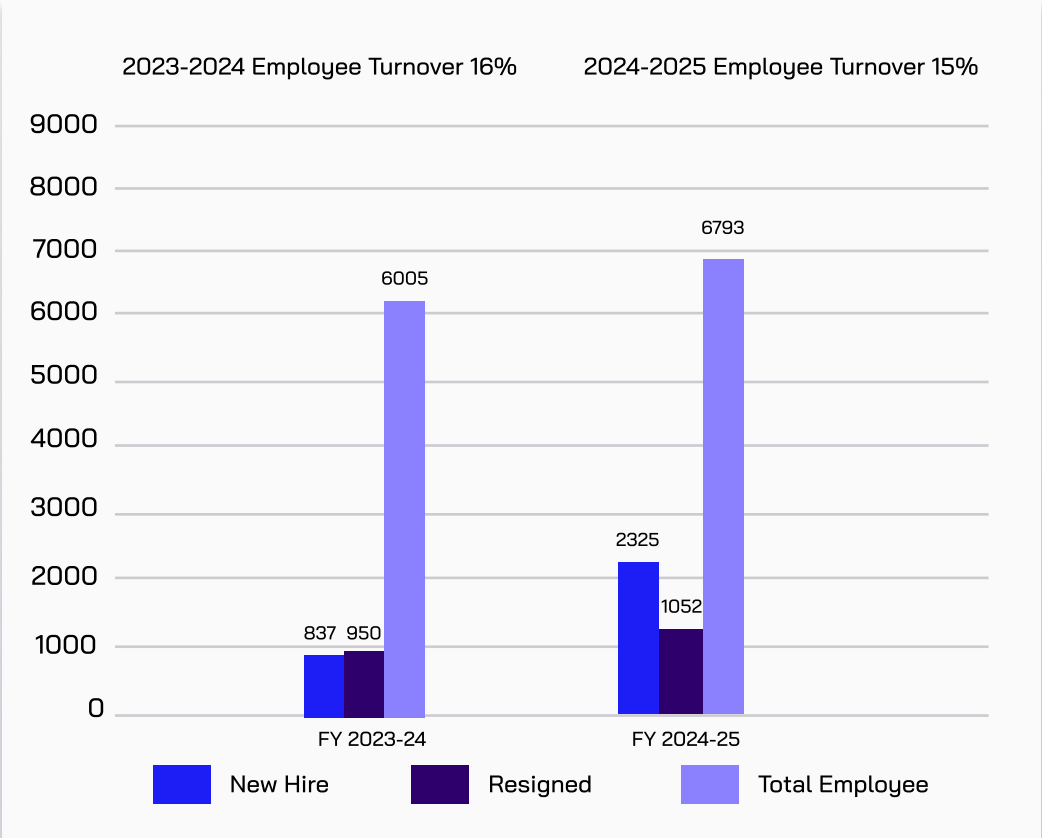
We invest in the development, promotion, encouragement, and retention of talented individuals. We believe in providing our employees with multiple engaging and exciting opportunities to enhance their skills, reinforce their learning, stimulate their imagination, and invigorate their passion.

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

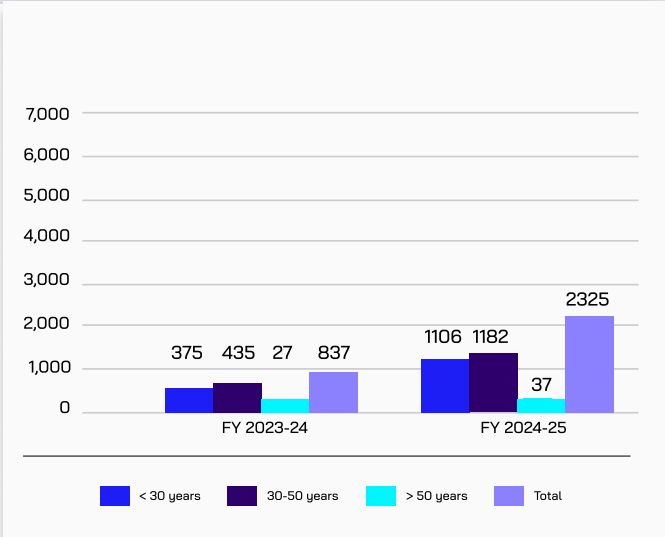
New Employees (FTE) Hires and Turnover

CitiusTech is dedicated to creating a supportive and thriving work environment. By offering competitive compensation packages, comprehensive employee development, growth opportunities, work-life balance programs, and mentorship support for career advancement, we have significantly enhanced employee satisfaction and morale. These initiatives have led to a remarkable 3% reduction in employee turnover over the past year, reflecting our commitment to our team’s well-being and professional growth.

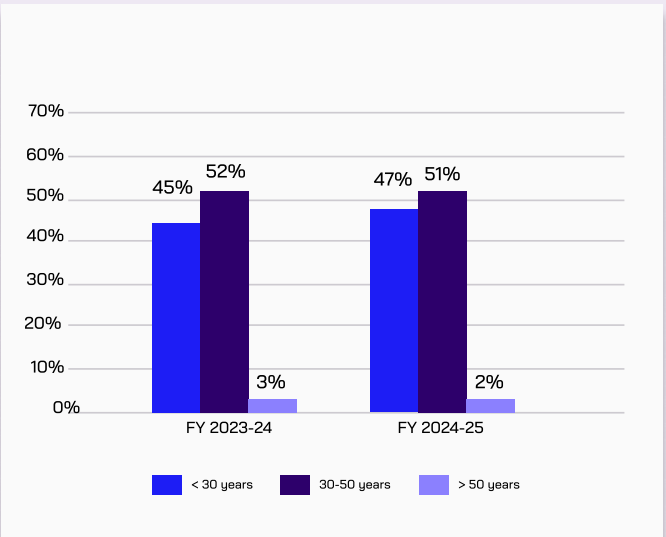
New employee hires



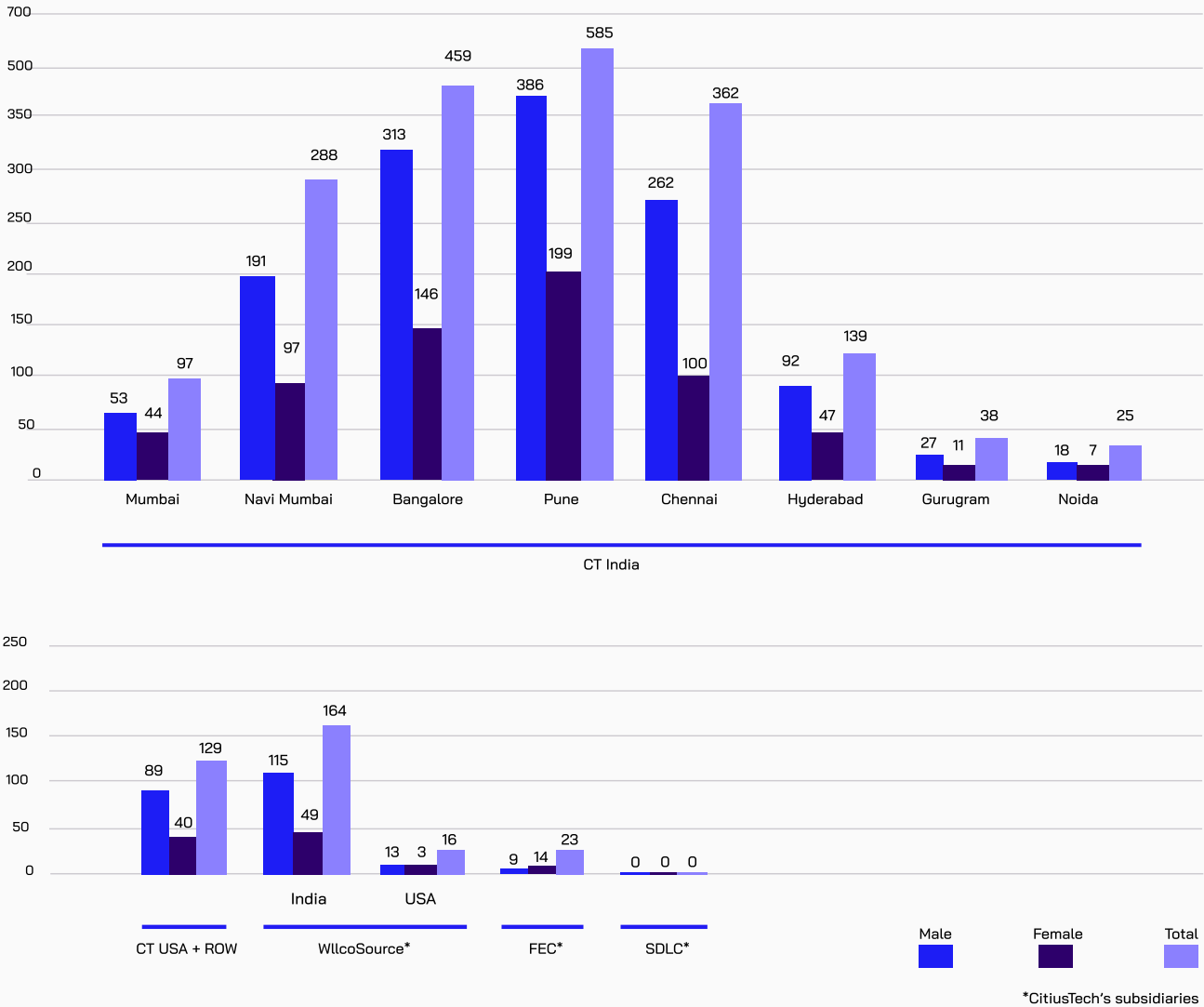
New employee (FTE) hires by age



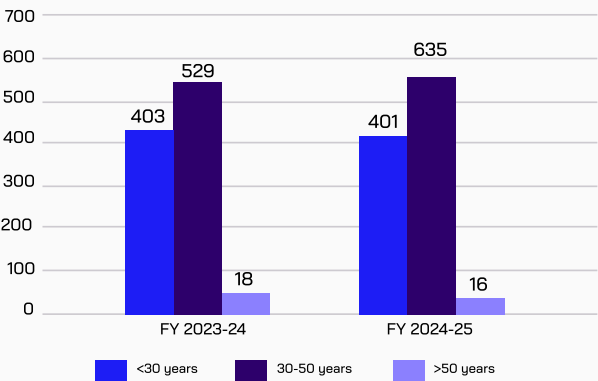
New employee (FTE) hires % by age



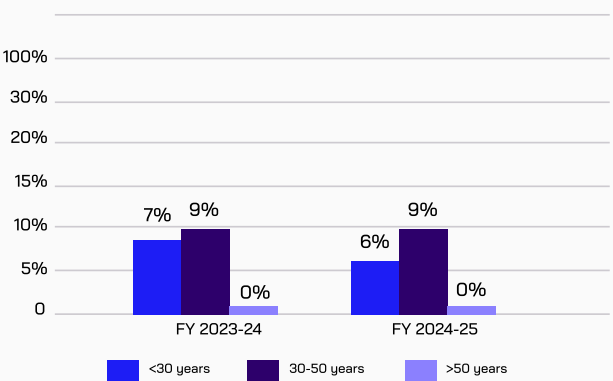
New Employee (FTE) Hires by Region and Gender



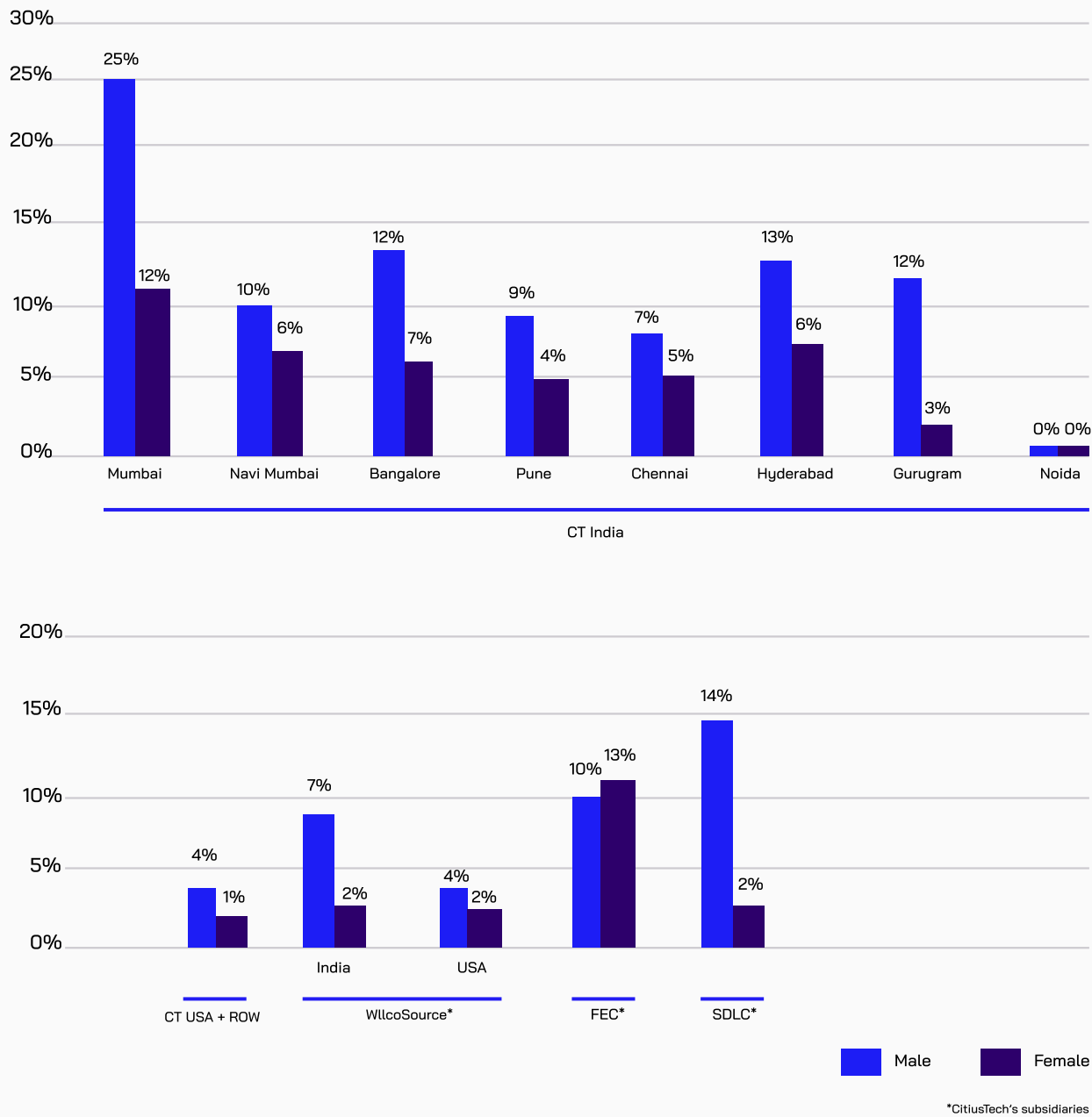
Employee (FTE) segregation by age



Employee (FTE) turnover % by age



Employee (FTE) Turnover % by Region and Gender



Employee Benefits

Employees serve as the backbone for us, playing a vital role in sustaining and expanding operations. Recognizing their significance, we are committed to ensuring that our employees are driven to achieve our organizational goals. We provide comprehensive support and resources to foster their growth, both professionally and personally. The quality of benefits offered to full-time employees is a crucial factor in retaining talent. As a permanent employee across all our offices, the following benefits are being entitled:

Competitive Compensation

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

Employee provident fund

CitiusTech matches employee contributions to the Provident Fund up to 12% of the basic salary

Niche skill bonus

A competitive salary component is offered to recognize and reward employees with niche skills.

Transparent compensation

Our employee benefit plan is transparent, with no hidden elements. Gratuity & health insurance components are in addition to the CTC.

Flexi benefit basket

New salary components in the current fiscal year were added, allowing employees to have more tax-saving options in their salary structure. These components include health/sports club memberships, professional development, telephone, internet expense reimbursement, and more.

Management incentive

As part of the compensation structure for Delivery Lead roles (senior management), we have a performance-based management incentive. The CEO personally addresses each leader, thanking them and their families for their support in making the year successful for CitiusTech.

CitiusTech project specific incentive

This incentive program aims to appreciate employees for their commitment and long-term association with specific projects. It drives performance, motivation, and focuses on project timelines, milestones, and deliverables.

Certification reimbursement policy

To encourage upskilling and professional development, CitiusTech provides a certification reimbursement policy. Employees can reimburse 50% of training costs or 100% certification costs, up to a prescribed limit. Additionally, for programs like Post Graduate Diploma in Business Management and M.Tech in Data Science, EMI options for enrolled employees are offered."

Health Coverage

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

Employee Medclaim

Our Group Medclaim policy provides pre-defined insurance coverage to employees and their dependents (spouse or co-habiting partner or LGBTQ+ partner and two children upto the age of 25) at no extra cost.

Personal accident cover

Employees are protected by a personal accident insurance policy

Parental policy

Employees can obtain parent policy coverage without the need for pre-medical check-ups, ensuring hassle-free insurance.

Insurance top-up

Employees have the option to enhance their medical coverage by purchasing additional insurance.

Term life insurance

This insurance provides compensation/payment up to a financial limit as assigned by the company, to the insured person if the insured person suffers death.

Time Off

Encompassing vacations, holidays, and personal days, are provided to all CTzens to rejuvenate and spend time with loved ones. We have accommodated access to these benefits to ensure that everyone can maintain a healthy work-life balance. CTzens are entitled to a leave and travel allowance, which can be reimbursed according to prescribed limits. This allowance makes it easier for CTzens to afford meaningful breaks. Ensuring ample time off and financial support for travel underscores CitiusTech's commitment to CTzens well-being and satisfaction. Encouraging them to take time off not only enhances their productivity but also promotes a positive and supportive workplace culture.

Professional Development

Professional development is actively promoted, offering CTzens access to a variety of training programs on the CT UNVERCT portal. This includes skill development initiatives designed to enhance their expertise and capabilities. Additionally, opportunities for career advancement are readily available through our intranet portal. CTzens are encouraged to take advantage of these resources to grow professionally and stay competitive in their fields. By investing in continuous learning, CitiusTech ensures that staff can achieve their full potential.

This commitment to development advances a culture of excellence and innovation, ultimately benefiting both employees and the organization.

Work-life Integration

CitiusTech promotes a flexible work environment that supports healthy work-life integration. This includes remote work options, allowing CTzens to balance personal and professional responsibilities. Flexible schedules enable CTzens to tailor their work hours to their needs, while work-from-home extensions are available for exceptional cases. CTzens also have the freedom to choose their work desk, enhancing comfort and productivity. By offering these accommodations, we aim to create a supportive and adaptable workplace. This flexibility not only improves job satisfaction but also promotes a more engaged and motivated workforce. Our commitment to work-life integration underscores our dedication to CTzens well-being and organizational success.

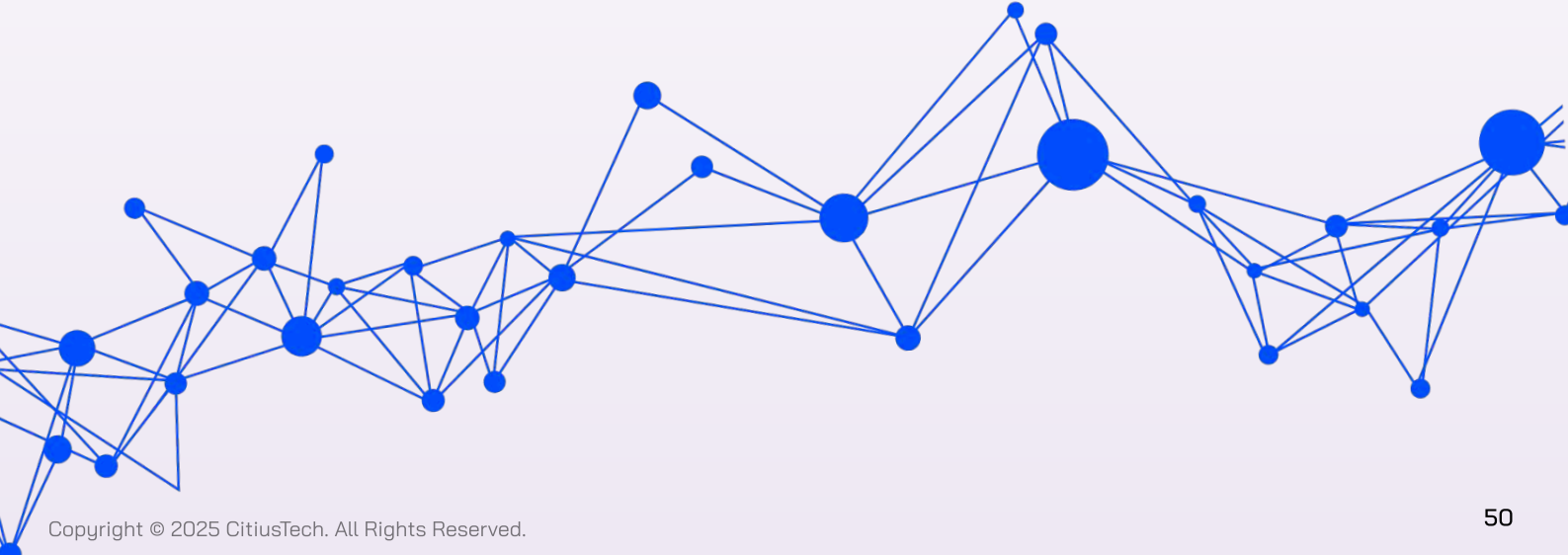
Parental Leave

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

Employee Parental Leave by Gender

| No. of Employees entitled to Parental Leave (working 80 days) | | No. of Employees that look Parental Leave | | No. of Employees who Returned to Work after Parental leave ended | | No. of employees who returned to work after Parental Leave ended who were still employed 12 months after their return | | Return to Work Rate (Percentage) | | Retention Rate (Percentage) | |
|---|--------|---|--------|--|--------|---|--------|----------------------------------|--------|-----------------------------|--------|
| Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female |
| 4001 | 2242 | 190 | 125 | 192 | 129 | 162 | 97 | 100% | 100% | 83.94% | 75.19% |

Note: Eligibility for Parental leave= Total FTE (2024-25) + Exits for (2024-25)



Moms We Care

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

Reserved parking area for expecting moms

Employees have the option to enhance their medical coverage by purchasing additional insurance.

Congratulatory gift hamper

New mothers receive a hamper to celebrate the joyous occasion.

Care health talk

Informative health talks are conducted to educate and support employees.

Travel reimbursement during last trimester

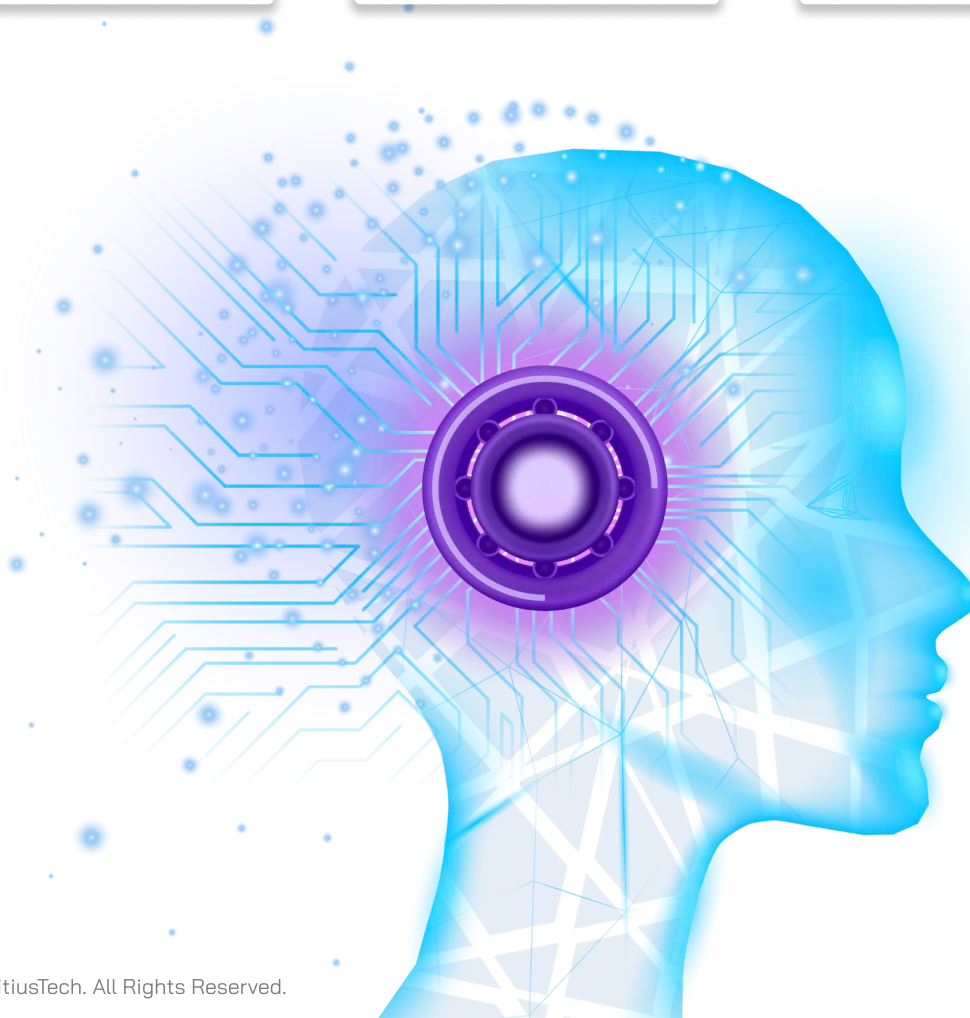
To support pregnant employees, we offer travel reimbursement for work-related travel during their last trimester. This benefit helps ease the physical and financial burden of commuting during this crucial time. By providing this assistance, we show our commitment to the comfort and health of expectant mothers. Our policy highlights the importance of a supportive and inclusive work environment.

Welcome back to work

We celebrate and acknowledge the return of new mothers from their maternity leave with a warm and encouraging email. This gesture shows our appreciation for their dedication and helps ease their transition back to the workplace. We are committed to creating an inclusive and welcoming environment for all returning parents.

Creche facility near the workplace

We offer a convenient and safe creche facility near selected workplace locations. This service ensures employees have access to quality childcare close to their work. The creche is designed to provide a nurturing environment for children. CitiusTech goal is to support working parents by making childcare more accessible. This initiative reflects our commitment to employee well-being and work-life balance.



Diversity, Equity, & Inclusion (DEI)

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

Commitment to a Diverse workforce with 40% women representation in workforce by 2027 Implemented Diverse Hiring Practices including programs like CT Shine

The panels focus on the following four pillars:



Gender and cultural diversity



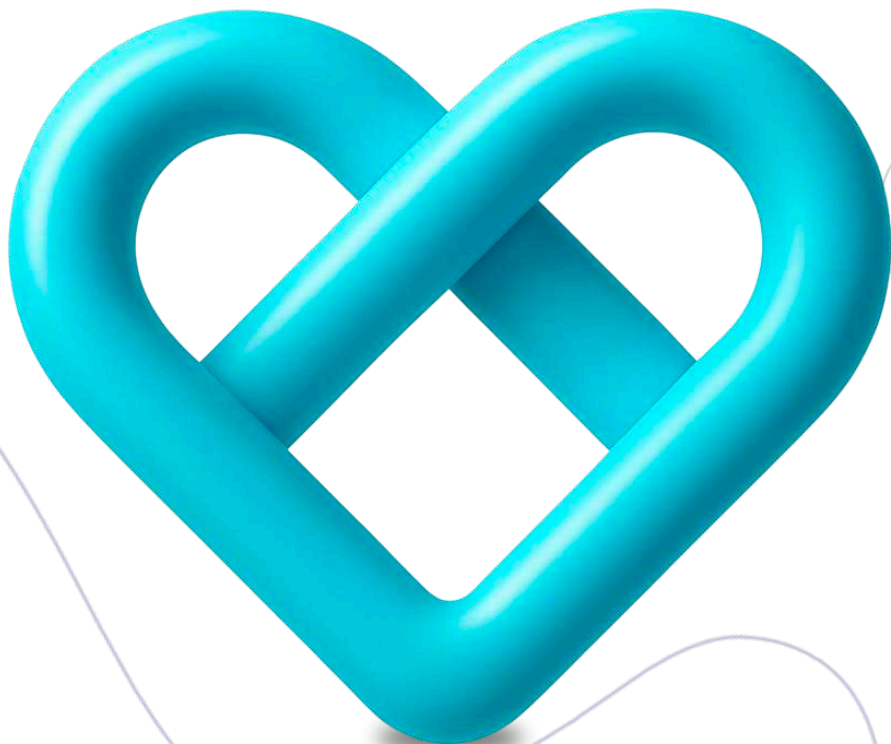
People with disabilities



LGBTQIA+



Supplier diversity



Gender and Cultural Diversity

This pillar emphasizes on the belief that diversity not only in gender but also in culture is imperative to business as it fosters creativity and a fresh perspective to thinking. We have initiated programs like speaker sessions, culture cafe, Women Empowerment Network, etc. to motivate our CTzens and improve cross skills and cross-cultural index. 35% of our workforce are women and we are committed to take this to 40% by 2027. We encourage people from all races, religions, and backgrounds to be a part of CitiusTech. We have a Women Empowerment Network (WEN) which works on empowering women to help each other. This is led by women and run by them for the betterment of other women.

Differently-abled People

CT focuses on creating a safe, accessible, and inclusive work environment. It addresses specific needs on PWD recruitment, talent development, employee engagement, growth, and retention of differently abled employees by promoting an inclusive workplace where skills and knowledge of each employee are valued, respected, and differences are embraced.

We have differently-abled people as a part of our workforce and we are consistently working to provide platform for engagement and empowerment for them.

LGBTQIA+

CitiusTech focuses on creating a friendly and welcoming environment for the LGBTQIA+ community. We have carefully curated policies to ensure inclusion, non-discrimination and well-being of those in the community. We have various Employee Resource Groups that form the Queer allyship group. Our benefits and well-being initiatives include LGBTQIA+ family members and extend the benefits to domestic and LGBTQIA+ partners as well.

Supplier Diversity

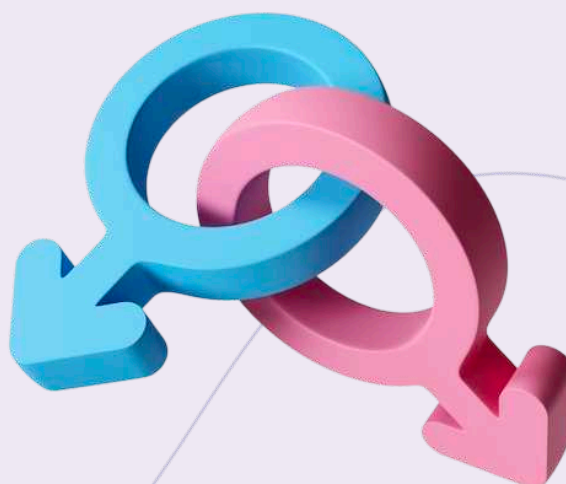
Our aim is to develop and expand relationships with diverse business owned by minorities, women, differently-abled people, LGBT, veterans, disabled veterans, and service-disabled veterans, and others.

DEI Initiatives Undertaken

The DEI initiatives are divided into two major segments – topical engagements and serial engagements. Serial engagements include tabletop discussions for women empowerment, speaker sessions, program for celebration and assistance to new mothers – Moms We Care, CT Shine – women manager coaching program, vendor diversity monitoring, Moms across the world – a coffee meeting discussing challenges in parenting where parents come together to help each other, LGBTQIA+ allyship group focus group discussions, etc. These sessions are aimed to provide a platform for all those seeking knowledge and opportunities to do good for the society.

The topical engagements are more celebratory in nature and thus work towards the awareness through topical celebrations. This ensures that all those interested in being a part of a bigger purpose/cause get to participate in the celebrations.

Career development training programs including CT Shine were organized to support women in their professional growth, aiming to increase female representation across all management levels. As an equal opportunity employer, we strive to ensure fairness in compensation.



Training and Education

At CitiusTech, fostering new knowledge is key to maintaining our competitive edge and empowering our employees. Our extensive learning resources span a wide range of topics, from technical expertise to soft skills, ensuring that our investment in development translates into improved business outcomes. Our skill programs, built on practice, collaboration, interaction, and education, promote the sharing and conversion of various types of knowledge. 100% of our employees across all locations have received career or skills-related training.

At CitiusTech, our organizational knowledge thrives on the dynamic interplay between tacit and explicit knowledge, fostered through both internal and external training interactions. We ensure job security for employees taking long leaves due to medical reasons or personal emergencies, with approval from business leads.

Additionally, we are proud to report that 100% of our employees across all locations receive training on diversity, discrimination, and harassment as part of their onboarding process, with periodic refresher sessions to reinforce these critical topics.



Professional Development Program

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

Health-Tech Specialization Program

This program identifies and upskills CTzens at three levels:

Level 1: Fundamentals of technology, with a target of certifying 80% of eligible CTzens by FY end 2026.

Level 2: Specialist training for CTzens already working in specific areas, aiming to certify 50% by FY end 2026.

Level 3: Advanced training for senior CTzens, targeting certification for 10% FY end 2025.

Each level includes feedback mechanisms to enhance our training programs.

GenAI Academy Program

Gen AI Academy is an innovative program designed to empower individuals from diverse backgrounds with advanced expertise in Generative AI technology. Through a meticulously crafted curriculum, candidates receive in-depth training in both foundational principles and specialized applications, ensuring a holistic understanding of the field.

The program spans 7-8 weeks of immersive classroom sessions combined with hands-on assignments to enhance practical skills and problem-solving abilities. Following this, participants undertake a dynamic 4-week Capstone project, where they work on real-world datasets. This critical phase bridges the gap between theoretical learning and practical implementation, preparing them to excel in future billable roles.

Our first batch of 15 participants have completed this and are ready for deployment. The second batch is WIP.

GenAI Champion/Coach Program

GenAI Champion / Coach program is a deep-dive 18 hours long program that covers foundation to advance topics on GenAI. This program is mandated for the senior leadership group, and we have 62% of participants out of 200+ nominee list who have completed the program. We are also working on revamping this program to cover the nuances of new constructs that are introduced in GenAI.

| Program Name | CTzens |
|----------------|--------|
| GenAI Academy | 16 |
| GenAI Champion | 65 |
| GenAI Coach | 33 |

Certification Program

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

| Type | Certificate |
|------------------------------|-------------|
| HL7 & FHIR, AHM | 14 |
| Scrum & PMP BA Certification | 10 |
| GCP | 32 |
| AWS | 48 |
| MSFT | 60 |
| Snowflake | 69 |
| Databrick | 91 |
| Total | 324 |

IntelleCT Repeatable Artefacts and Solutions

This program fosters a mindset geared towards sustainable progress, emphasizing leadership in strategy, executive roles, and execution. Our aim is to enhance expertise in the healthcare domain and technology through UniverCT (training/certification), empowering CTzens to contribute effectively.

We empower our CTzens to contribute effectively to the organization by enhancing their technical and functional abilities through CT Repeating Artefacts & Solutions. Personalized learning paths address skill gaps, with learners accessing dashboards to track their progress, goals, and learning routes. Leaders and managers benefit from quick access to customized reports for project and compliance training monitoring, while feedback evaluations continuously refine our training initiatives. By prioritizing these programs, we have observed positive impacts on economic performance, employee well-being, and business relationships.

| Categories | Total Trainings | User Count |
|-------------|-----------------|------------|
| Healthcare | 89 | 241 |
| Others | 10 | 241 |
| Soft Skills | 52 | 241 |
| Technical | 90 | 241 |

Average Hours of Training Per Year Per Employee

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

| Type | FY 2024-25 |
|---|------------|
| Senior Management | |
| Males | 07 |
| Females | 11 |
| Middle Management | |
| Males | 22 |
| Females | 20 |
| Contractual (FTA/Consultant/Advisor) | |
| Males | 05 |
| Females | 05 |
| Junior Management | |
| Males | 29 |
| Females | 28 |
| Trainees | |
| Males | 125 |
| Females | 122 |

Performance and Career Development Reviews

Regular performance and career development reviews enhance employee satisfaction and refine our training. In FY 24-25, 100% of our employees received these reviews.

| Parameter | FY 2024-25 |
|-------------------|------------|
| Senior Management | |
| Males | 100% |
| Females | 100% |
| Middle Management | |
| Males | 100% |
| Females | 100% |
| Junior Management | |
| Males | 100% |
| Females | 100% |
| Trainees | |
| Males | 100% |
| Females | 100% |



Employee Safety and Well-Being

Occupational Health and Safety Management System

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

Our approach includes workplace safety policies and procedures, regular safety training, incident reporting systems, and the formation of health and safety committee. These efforts have translated into tangible results. The responsibility for managing the implementation of the processes lies with multiple functional teams within our organization. CitiusTech's Occupational Health and Safety Management System covers 100% of its employees and all non-employee workers whose work and workplace conditions are directly controlled by the company.

CitiusTech adopts a proactive and integrated approach toward preventing and mitigating significant occupational health and safety (OHS) impacts that may arise through its operations and business relationships. CitiusTech mandates compliance with its policies among vendors and partners. We conduct regular risk assessments, and promotes a culture of safety through training, audits, and wellness initiatives. By fostering collaboration with stakeholders and embedding continuous improvement practices, CitiusTech ensures that health and safety considerations are central to its operational and service delivery frameworks.

Hazard and Risk Management

CitiusTech identifies and assesses the potential hazards and risks associated with the operations. Contingency action plans are developed and implemented to ensure optimal safety measures. Regular internal and external audits and certifications are conducted to monitor and enhance our processes and health and safety management systems. Our goal is to achieve zero incidents of work-related injuries and ill-health every year.



We have well-defined emergency plans and response procedures in place, which are implemented during critical situations. This includes facility management protocols and the necessary measures for emergency reporting, employee notification, evacuation, fire detection, suppression equipment, exit facilities, and recovery plans. Periodic mock drills are conducted with employees to train them and to test the effectiveness of these emergency protocols.^{55,56} CitiusTech uses the results of hazard identification and risk assessments to continuously evaluate and improve its Occupational Health and Safety Management System. Findings from routine inspections, audits, and incident investigations are reviewed by the facility management team and management to update safety protocols, training programs, and preventive measures. This ensures the system remains responsive and aligned with ISO 45001 standards. A formal joint management-worker health and safety committee hold quarterly meetings to promote workplace safety and identify potential hazards. To ensure 100% coverage, representatives from each location are a part of formal joint management-worker health and safety committee.

As part of our comprehensive Enterprise Risk Management (ERM) system, we have established health and safety (H&S) processes. These processes encompass all employees and service providers within our organization and are integrated into our overall management framework. We conduct quarterly reviews of all operations to identify any hazards or risks. 100% of our sites are assessed for Employee health and safety risk. Mitigation plans are then executed to minimize any potential impact on the environment and ensure the safety of all stakeholders. All our procedures are audited by an internal team once every six months and an external team once a year to ensure that policies are being implemented effectively.

To facilitate efficient communication and address health concerns, we have implemented a ticketing system on our intranet portal. This system allows employees to raise any health issues they may have, and the respective support team promptly analyzes and takes appropriate action to address these concerns. All reports are treated confidentially, and strict non-retaliation policies are in place to protect workers from any form of reprisal. CitiusTech empowers all workers to remove themselves from any work situation they believe poses a risk to their health or safety. This right is clearly communicated during onboarding and safety training. During this reporting period, there have been zero incidents of work-related injuries and ill-health.^{60,61} Additionally, we regularly communicate with employees through mailers, reminding them about the health and safety facilities and benefits available to them

Employee Safety

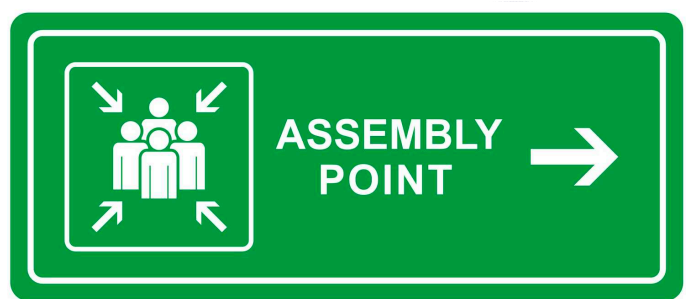
We are committed to fostering a safe, clean, comfortable, and hygienic working environment. Our air-conditioned workspaces are free from dust, equipped with ergonomic seating arrangements, and feature glass façades and windows that allow ample natural light. We conduct regular testing of food and water to maintain high standards of quality. On-site first-aid kits are available for immediate medical assistance.

To further support the health of all permanent employees, we provide comprehensive insurance coverage for all types of illnesses, accidents, and medical emergencies. This ensures that our employees have access to the necessary medical support and financial protection when needed.

To ensure security, we have physical guards on duty 24/7 and electronic security systems, including CCTV and Access Control Systems (ACS). We enforce a zero-tolerance policy for threats or violence, and strictly prohibit weapons, alcohol, and contraband substances on our premises. Additionally, our employee commute system is equipped with essential medical kits and fire safety equipment, ensuring safety during daily commutes.

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

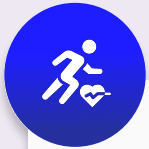
Canteen, security, driver, and office support employees undergo quarterly training to ensure optimal safety, security, and resource management by equipping them with skills to manage waste, chemicals, administer first aid, and operate fire extinguishing equipment. We have implemented a late-night home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



Employee Well-being

At CitiusTech, we recognize that the well-being of our employees is integral to our success and sustainability. Our commitment to holistic well-being is reflected in our comprehensive strategies and initiatives designed to support the physical, emotional, social, and financial health of our workforce. We leverage digital platforms to support our well-being programs, offering health-related webinars, training, and awareness/counseling sessions on a wide range of topics. This data-driven approach to healthcare makes our initiatives sustainable, scalable, and unique.

At CitiusTech, we prioritize our people's wellbeing and wellness through four key pillars:



Physical Wellness

- We focus on ergonomics with well-designed workstations, flexible chairs, and tables.
- We provide good quality headphones, adjustable monitors, proper lighting to avoid strain and AC temperature control feature in most of the locations to ensure optimum health and well-being.
- We provide dedicated spaces for activities like table tennis and carom board.
- Our employees can benefit from gym reimbursements under the flexi basket.
- We also offer yoga and Zumba classes to promote physical fitness.
- Our teams have shared tips to reduce fatigue in the hybrid work model, such as ending scheduled calls five minutes early to allow for breaks, scheduling fixed lunch breaks with no calls or meetings, setting a defined end-of-day time, starting meetings with casual conversations to check on well-being, and encouraging participation in wellness programs like yoga and Zumba.
- Our Fit @ 40 Policy, in partnership with Nova Benefits, offers annual health checkup benefits to employees aged 40 and above. For employees under 40, discounted health checkup packages are available.



Emotional Wellness

- Partnership with Nova Benefit, India's leading Employee Assistance Program provider. They provide telephonic counselling services to support our employees' mental health and wellbeing. These sessions are confidential, and we receive a monthly report analyzing the kind of services availed by employees.
- Motivational speaker sessions live on MS Teams are organized to inspire and educate our employees on stress management and well-being. These sessions are open to employees and their families.
- Awareness mailers are sent, and employees are encouraged to read mental health-related articles and attend sessions.



Social Wellness

- We create positive networks and strengthen relationships within the workplace.
- To prioritize employee safety, we have partnered with Nova Benefits. This initiative covers CitiusTech employees, their families residing with them, and parents residing in operational areas. Benefits include access to free ambulance services during medical emergencies, teleconsultation with certified doctors, and a 24/7 emergency call center.



Financial Wellness

- We provide tax and financial planning sessions to help our employees manage their finances effectively.
- Our flexi basket reimbursement sessions offer additional financial support and flexibility.

These initiatives ensure that our employees have a holistic wellness experience, covering all aspects of their wellbeing.

Powering the Social Systems

Corporate Social Responsibility

We continue to build positive community relationships to significantly enhance our reputation and improve social well-being. For over 17 years, CitiusTech has been dedicated to serving public and social-sector organizations, recognizing their critical role in driving societal and economic progress. We have collaborated closely with implementation partners to support and shape projects that have become foundational to the operations of these sectors today. Our expertise and commitment span a wide range of thematic areas, including healthcare, education, and environment.

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

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

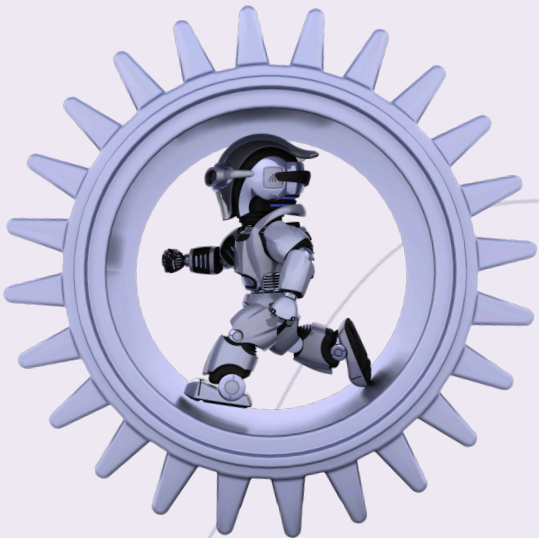
The committee is responsible for setting priorities, defining goals, and monitoring the progress of our CSR activities. None of the operations have any actual or potential negative direct or indirect impact on local communities, resulting in a 0% rate.

CSR Spend

Through our CSR efforts, we have allocated INR 97.95 million, particularly in the areas of Healthcare, Education and Environment, post analyzing the community need & probable impact assessment with the support of our implementation partners.

The total CSR expenditure includes both the direct costs of implementing CSR initiatives and the associated administrative expenses incurred during their execution. This ensures a holistic representation of all resources allocated towards fulfilling our corporate social responsibility commitments

| FY 2023-24 | FY 2024-25 |
|---------------------------|------------|
| Total Spend (INR Million) | |
| 83.72 | 97.95 |



| Sr No | Organisation Name | Thematic Area | Total Grant Amount |
|-----------------------|----------------------------|---------------|--------------------|
| 1 | Baru Sahib Project 1 | Healthcare | ₹1,00,00,000 |
| 2 | ISB D Labs | Healthcare | ₹95,45,000 |
| 3 | SEED | Healthcare | ₹1,06,82,000 |
| 4 | Armman | Healthcare | ₹95,50,526 |
| 5 | Yuva Unstoppable | Education | ₹1,22,57,025 |
| 6 | Child rights & you (CRY) | Education | ₹1,09,60,398 |
| 7 | Anudip Foundation | Education | ₹1,07,69,859 |
| 8 | Sujaya Foundation | Education | ₹27,70,000 |
| 9 | Kasegaon Education Society | Education | ₹1,14,63,160 |
| 10 | Children of God | Education | ₹27,70,000 |
| 11 | Baru Sahib Project 2 | Environment | ₹50,00,000 |
| Total CSR expenditure | | | ₹9,57,67,968 |

Initiatives

In alignment with our ESG objectives, we have forged impactful partnerships to support local communities in both rural and urban areas of India. These collaborations are integral to our commitment to creating a socially inclusive and sustainable society. For the fiscal year 2024-25, we joined forces with various reputable implementation partners to drive positive change and address pressing social challenges. Few of our many impactful stories include:

| Name of the NGO | ARMMAN |
|---------------------|---|
| Thematic Area | Digital Healthcare |
| Area of Work | Reducing Maternal and Child Mortality and Morbidity in India |
| Initiative | <p>ARMMAN implemented the Kilkari program in all blocks of Pune district in partnership with CitiusTech. The objective of the Kilkari program is to provide preventive critical care information to pregnant women and new mothers of children up to the age of 1 through Interactive Voice Response (IVR) calls to enable them to adopt better health behaviours, anticipate problems and seek timely care for themselves and their children.</p> |
| Impact (in numbers) | We have achieved our annual target by onboarding 207,666 subscribers as on 31st March 2025. |
| Impact (in detail) | <p>All the 2,07,666 beneficiaries are receiving timely critical care information based on their gestation and infancy periods through the Kilkari calls.</p> <p>Through the Kilkari program, we have also worked on system strengthening to ensure that all the beneficiaries are enrolled in the program and regularly listen to the Kilkari calls, thereby resulting in increased uptake of the Kilkari program among pregnant women and new mothers of children up to the age of 1 year.</p> <p>1. Capacity Building Sessions & Review Meetings with Accredited Social Health Activists (ASHAs) and Auxiliary Nurse Midwives (ANMs)</p> <p>These sessions served as a cornerstone in deepening frontline health workers' (FLWs) understanding of the Kilkari program. As a result:</p> <ul style="list-style-type: none"> • ASHAs and ANMs actively promoted registration of pregnant women at the Reproductive and Child Health (RCH) portal. • Systematic challenges, such as incorrect mobile number entries and registration issues, were identified and addressed in the review meetings. • Sensitization efforts among the ASHAs and ANMs led to increased Kilkari listenership. |

| Name of the NGO | ARMMAN |
|--------------------|--|
| Impact (in detail) | <div data-bbox="635 293 1292 358">2. Data Sharing with Government Officials in Review Meetings at Block and District Levels</div> <div data-bbox="635 367 1267 470"><p>Regular presentation of Kilkari subscribers list and listenership data to district and corporation level government officials in review meetings led to:</p></div> <div data-bbox="608 501 1350 784"><ul style="list-style-type: none">• Evidence-based decision-making by district and municipal health authorities.• Identification and correction of gaps, such as replacing ASHA/self-numbers with actual beneficiary numbers in the RCH system.• Kilkari was formally included as an agenda item in review meetings, boosting accountability and data quality at the district and corporation levels.</div> <div data-bbox="635 831 1153 862">3. State-Level Workshop (February 2025)</div> <div data-bbox="635 898 1386 1001"><p>The first in-person Maharashtra level workshop brought together RCH officers from across all districts and municipal corporations. The key outcomes of the meeting:</p></div> <div data-bbox="608 1037 1340 1245"><ul style="list-style-type: none">• In-person orientation on Kilkari program to ensure clarity in program goals and processes.• Facilitated peer learning and exchange of best practices across districts of Maharashtra.• Strengthened collaborative problem-solving and on-ground implementation.</div> <div data-bbox="635 1310 1252 1375">4. Information, Education & Communication (IEC) Activities in Pune</div> <div data-bbox="635 1429 1407 1532"><p>The objective of the IEC objectives was to boost awareness of the Kilkari program and increase listenership of Kilkari calls, especially in low-performing urban areas. The activity has:</p></div> <div data-bbox="608 1599 1348 1951"><ul style="list-style-type: none">• Improved understanding and engagement with Kilkari messages, especially among pregnant women and new mothers.• Increased ownership of the Kilkari program among local health workers leading to increased reach of the program in rural interiors and urban slum areas.• Strategic partnerships formed with local leaders, gram panchayats, and anganwadi workers led to broader integration of Kilkari into existing community health initiatives.</div> <div data-bbox="189 2020 424 2051">Timeline of Project</div> <div data-bbox="635 2020 1066 2051"><p>July 2024- March 2025 (9 months)</p></div> |

Name of the NGO

ARMMAN

Case Studies

Kilkari's guidance helps Lalita have a safe pregnancy

Lalita Kharate, a 26-year-old woman residing in Akurdi, Pune, is currently in the fifth month of her second pregnancy. Originally from Karnataka, she was married to her aunt's son as part of a traditional family custom. Unaware of the potential genetic risks associated with consanguineous marriages, she faced complications during her first pregnancy. Limited awareness of maternal healthcare and a lack of regular antenatal care (ANC) visits further exacerbated her challenges.

During her second pregnancy, Lalita started receiving calls from the Kilkari program. However, being unfamiliar with the service, she initially blocked the calls, assuming they were unwanted disturbances. This decision could have prevented her from accessing crucial health information needed for a safer pregnancy.

Recognizing the gap in awareness, an Accredited Social Health Activist (ASHA) worker visited Lalita's home and sensitized her about the Kilkari program. She explained how the weekly voice messages provide essential information on pregnancy care, nutrition, danger signs, and the importance of institutional deliveries.

The ASHA worker reassured Lalita that the messages were free and designed to support expectant mothers like her. Encouraged by this guidance, Lalita unblocked the Kilkari calls and started listening to them regularly. One of the messages delivered by Dr. Anita on Kilkari emphasized the importance of Iron and Folic Acid (IFA) supplementation to prevent anemia and ensure a healthy pregnancy. Lalita realized she had not been taking IFA tablets consistently, which could have impacted both her and her baby's health. Motivated by the information, she began taking IFA tablets daily and also started attending her Antenatal Care (ANC) check-ups more regularly at the nearby health facility.

With increased awareness and access to Kilkari's informative messages, Lalita now follows the recommended dietary guidelines, consumes IFA tablets regularly, and visits the hospital for routine check-ups.

Name of the NGO

ARMMAN

**Kilkari enables Pallavi to ensure her child receives timely essential vaccinations**

Pallavi Salunkhe, a 22-year-old new mother from Pune, lives in a nuclear family with her husband. As a young and inexperienced mother, she lacked knowledge about essential pregnancy and postpartum care. Without the guidance of elderly family members, she often felt overwhelmed and uncertain about making the right health decisions for herself and her baby.

During pregnancy, Pallavi began receiving calls from Kilkari. Initially unaware of their significance, she ignored the messages. It was only after an Accredited Social Health Activist (ASHA) worker visited her and explained their importance that she started listening attentively.

The ASHA worker educated Pallavi on maternal healthcare and the value of Kilkari's weekly voice messages. Encouraged by this, she and her husband began listening together, gaining insights on nutrition, safe delivery, breastfeeding, and postpartum care.

One of Kilkari's most impactful features for them was the immunisation reminders. Without elders' guidance, they feared missing vaccination dates for their newborn. Kilkari's timely alerts ensured their baby received all necessary immunisations, safeguarding against preventable diseases.

Name of the NGO

ARMMAN

With Kilkari's support and the ASHA worker's guidance, Pallavi gained confidence in managing pregnancy and early motherhood. She learned about exclusive breastfeeding, newborn care, and postpartum health, while her husband became actively involved in childcare.



1. IEC Van Activity in Pune:

Three IEC Vans have been deployed on field since 1st March, 2025 which are covering all 13 blocks of Pune and Pimpri Chinchwad Municipal Corporation areas. The vans are disseminating information about the Kilkari program along with accounts from real life beneficiary interview who availed the services and got benefitted from them.



Name of the NGO

ARMMAN



4. Donor Field Visit

ARMMAN arranged a donor field visit Pune to experience the impact of the Kilkari program on-ground and engage with pregnant women, new mothers, ASHAs, ANMs, and the Medical Officer. The visit included a tour of the Jijamata Hospital in Pimpri Chinchwad Municipal Corporation area, offering insights into how beneficiary information is uploaded on the RCH portal and how Kilkari supports maternal and child health.



| Name of the NGO | CHILD RIGHTS & YOU (CRY) |
|-----------------|---|
| Grant Amount | <p>Total Grant amount: INR 1,09,60,398/- (One Core Nine Lakh Sixty Thousand Three Hundred Ninety-Eight Only)</p> <p>Phase I: INR 1,01,90,398/- (Once Crore One Lakh Ninety Thousand Three Hundred Ninety-Eight Only)</p> <p>Phase II: INR 7,70,000/- (Seven Lakh Seventy Thousand Only)</p> |
| Thematic Area | STEM Education, Education, Health and Malnutrition, Protection |
| Area of Work | <p>InnovateIndia: STEM Education for a Brighter Future:</p> <ul style="list-style-type: none"> • STEM Education Access and Infrastructure • Enhancing Learning Outcomes in Science and Mathematics • Student Engagement and Exposure through Events • Parental and Community Involvement • Promoting Girl Child Education and Gender Inclusivity <p>Empowering Futures: Integrated Approach to Combat Child Labor, Female Foeticide, and Malnutrition in Salem and Dharmapuri:</p> <ul style="list-style-type: none"> • School Retention & Learning Outcomes • Prevention of Female Foeticide • Child Labor Reduction & Child Protection • Nutrition Awareness & Growth Monitoring • Gender Empowerment through Collectives |
| Initiative | <p>InnovateIndia: STEM Education for a Brighter Future:</p> <ul style="list-style-type: none"> • Conducted identification and screening of schools for establishing STEM and Digital Learning Centers. • Set up 5 new centers and upgraded 2 existing centers to enhance access to STEM education. • Facilitated orientation sessions and developed schedules to ensure regular student access to centers. • Trained science and math teachers to effectively integrate STEM models into classroom instruction. |

Name of the NGO

CHILD RIGHTS & YOU (CRY)

Initiative

- Organized life skills sessions to build children's confidence and equip them with 21st-century skills.
- Conducted regular theoretical and practical sessions to strengthen conceptual understanding.
- Conduct Coding Classes for Children in Digital Learning Center.
- Supported student participation in science fairs and competitions, encouraging hands-on learning.
- Promoted student-led model creation and demonstrations to foster scientific thinking and creativity.
- Ensured equal participation of girls in all STEM-related activities.
- Formed and strengthened child collectives through continuous life skills and leadership development sessions.
- Conducted Employee engagement activities like wall painting and Gardening in schools and community level.
- Launched awareness campaigns such as "Poori Padhai," IGCD, and other community engagements focused on girl child education.
- Initiated community-level awareness on Girl Interruption under the Girl Child Complete Education campaign.
- Produced 'My Visiting Card', a motivational film encouraging girls to complete their education, dream big, and amplify their voices via social media.
- Created a comic books to inspire and empower girls by building their confidence and aspirations.
- Created a success story film showcasing the impact of the Digital Learning Center to raise awareness and inspire community participation.

Name of the NGO

CHILD RIGHTS & YOU (CRY)

Initiative

Empowering Futures: Integrated Approach to Combat Child Labor, Female Foeticide, and Malnutrition in Salem and Dharmapuri:

- Created awareness at the household and community level to re- enroll dropouts and support children through evening supplementary classes.
- Worked closely with teachers and School Management Committees (SMCs) to support children's learning and exam readiness, including encouragement for higher education.
- Conducted life skills and awareness sessions with children and adolescents, covering resilience-building, menstrual hygiene, and psychosocial wellbeing.
- Identified and supported high-risk mothers to prevent female foeticide and ensure access to maternal health services and government schemes.
- Mainstreamed child laborers into formal education and connected children to scholarship programs to reduce financial barriers.
- Monitored and supported the nutrition of young children by tracking malnutrition and working with Anganwadi workers for timely intervention.

Impact (in numbers)

- 6 schools and 1 Digital Education Centre benefitted.
- 1423 Direct Children benefitted through STEM & DLC.

Mumbai STEM - 300

Pune STEM – 400

Bangalore STEM- 145

Hyderabad STEM - 468

Hyderabad DLC -110

699 Direct children covered under Integrated Approach to Combat Child Labor, Female Foeticide, and Malnutrition in Salem and Dharmapuri.

Name of the NGO**CHILD RIGHTS & YOU (CRY)****Impact (in detail)****Bangalore**

- 70 boys and 75 girls from STD 6th - 8th continue in attending the STEM classes as per their timetable subject-wise - science and maths classes with practical and theoretical learning.
- 118 students in Bangalore participated in a science demonstration.
- 8 Sessions were conducted on science and math's for 118 children.
- Household/community level awareness sessions have been conducted by the team on the importance of education of children especially girl children.

Hyderabad

- 86 students in Hyderabad joined a science fair. 47 models/projects presented.
- 110 children continued to access Digital Education Centre.
- 468 children in 6th to 9th class are accessing STEM center.
- 10 parents participated in science fair activity to see the projects done by the children.
- 2 meetings with child collectives conducted involving 38 adolescents- 22 boys;16 girls
- 10 Life skill sessions covering 87 children (39 Boys & 48 Girls) at DEC, Hyderabad

Pune & Mumbai

- 700 children from 4 schools (2 in Pune, 2 in Mumbai) are actively engaging with STEM centers. DIY kits were distributed to 8th, 9th, and 10th-grade students across both locations.
- DIY kits were distributed among students of 8th, 9th, & 10th Std across both the locations (Pune & Mumbai)
- 2 Sessions on science and math were conducted in Mumbai and 3 Sessions in Pune.
- Awareness session conducted with children in Pune and Mumbai on child protection and importance of education during regular monitoring visits by project team members.

Name of the NGO

CHILD RIGHTS & YOU (CRY)

Impact (in detail)

Salem & Dharampuri

- 102 out-of-school children were successfully enrolled in mainstream schools, ensuring their continued learning.
- Prevented 24 female feticide cases, registered 39 pregnant women, and supported 20 mothers in accessing healthcare and government schemes.
- Continued engagement with 16 AGCs and 272 collective members.
- 23 children moved from SAM to MAM through regular intervention.
- 10 children moved from MAM to Normal through regular intervention.
- Conducted life skills sessions to build resilience and leadership of 157 children.

Timeline of Project

Phase I: 17th September 2024 to 25th March 2025

Phase II: 1st December 2024 to 25th March 2025

Case Studies

Case study 1: A Journey Back to Education

Problem Statement:

Gogikara Akshaya, a semi-orphan and a 9th-standard student from Giriprasad Nagar, had to drop out of school due to poor health, repetitive infections, and continued medication. After her recovery, she was motivated to resume her education. However, in 2025, teachers denied her admission into the 10th standard as she had not completed her 9th standard. She did not want to lose a year by repeating the 9th standard, putting her at risk of becoming a long-term dropout and potential child laborer.

Solution and Implementation Details:

The team informed her about open schooling, which would allow her to enroll directly into the 10th standard and complete her education within the same year. However, her financial constraints made it difficult to pay the required admission fees. To support her, the team mobilized funds from local donors, ensuring she could secure admission into open schooling.

Name of the NGO**CHILD RIGHTS & YOU (CRY)****Impact (in detail)**

Additionally, she was enrolled in the Digital Education Centre (DEC), where an assessment identified the need for additional support in Mathematics, English, and Science. The DEC provided personalized academic assistance through digital classes and regular practice sessions, enabling her to strengthen her subject knowledge. She also participated in Java training conducted at the center to enhance her digital skills.

Outcome of intervention:

With consistent support from teachers and access to digital learning resources, Akshaya showed steady academic improvement. She is now determined to graduate 10th standard with high marks and transition into formal education by securing admission into an intermediate course at a government college. The intervention not only prevented her from becoming a long-term dropout but also equipped her with the necessary skills to continue her education successfully.

Case study 2: Drop out girl mainstreamed Problem statement:

Pitla Kalyani aged 13 years is the youngest of two girls in her family that resides at Gabbilalpeta slum in Jewaharnagar Municipal Corporation. She is a bright student doing her primary schooling in a private school at Gabbilalpeta Slum. However, her situation turned dire as her father Swamy gradually got addicted to alcohol and could not shoulder his responsibilities. At this moment, her mother Radha had to shoulder the responsibility of whole family by working as a domestic worker and rag picker. When it turned difficult for her mother to run the family, Kalyani's dreams got ruined pushing her in a cycle of labor and responsibility. She did not complete her 5th class turning a child labor. Alongside her mother, she toiled as a domestic child laborer for five hours daily. When her mother fell ill, Kalyani shouldered the burden alone.

Name of the NGO

CHILD RIGHTS & YOU (CRY)

Impact (in detail)

Solution and Implementation Details:

CRY DI-Consultant Ms. Manjula identified that the child had dropped out and counselled Kalyani's family to secure her future. Radha, though initially hesitant, recognized the importance of education. She requested help to send Kalyani to a government hostel, ensuring daily school attendance of the child. Despite four counselling sessions, Radha wavered, citing distance of the local Balaji Nagar high school as an excuse. However, with persistence and support from the CRY project team, Kalyani was enrolled in Digital Education Centre and also re-enrolled in MPPS Gabbilalpet high school. Special care is being taken to ensure to address learning loss. She is regular to both School and Digital Education Centre.

Outcome of intervention:

With newfound determination, Kalyani joined 5th class in MPPS Gabbilalpet. Each morning, she walked through the gates, embracing a chance to reclaim her childhood and build a brighter tomorrow. As Kalyani settled into her new routine, her younger sister looked up to her, inspiring hope for a better life. The once-neglected child now flourished, with her potential unfolding with each passing day.



Name of the NGO

The Kalgidhar Trust

Thematic Area

Healthcare and Renewable Energy in Akal Academy Schools.

Area of Work

Punjab, Haryana, Rajasthan, Uttar Pradesh and Himachal Pradesh

Initiative

Akal Drug De-addiction and Sustainable Energy Initiative

Our multifaceted initiative is dedicated to sustaining and enhancing the impact of Akal Drug De-addiction Centers, ensuring accessible and compassionate healthcare for underserved communities across Punjab, Himachal Pradesh, and beyond. Through structured rehabilitation programs, counseling, and awareness campaigns, we aim to restore hope and dignity to individuals struggling with substance abuse.

To complement our mission of social upliftment, we are also committed to promoting Sustainable Energy Solutions for Educational Infrastructure. By integrating solar energy into Akal Academies, we reduce operational costs, enhance energy efficiency, and create an environmentally responsible learning environment for thousands of students and educators in rural areas.

CSR Support by CitiusTech

This initiative has been significantly strengthened through the Corporate Social Responsibility (CSR) support of CitiusTech, a global leader in healthcare technology solutions. Their generous contribution has played a crucial role in:

- Expanded the Reach of Akal Drug De-addiction Centers: Enhanced rehabilitation facilities, increasing patient intake, and conducted large-scale awareness campaigns impacting 70,000+ students, teachers, and rural populations.
- Empowered Educational Institutions with Solar Energy: Implemented solar power solutions across six rural Akal Academies, benefiting 3,000+ students and teaching/non-teaching staff, and significantly lowering energy expenses.

Name of the NGO**The Kalgidhar Trust**

This initiative continues to drive positive change, fostering healthier communities and a sustainable future for rural education. We remain committed to expanding these efforts, ensuring long-term impact in the fight against drug addiction and the transition toward clean energy in education.

Impact (in numbers)

Impact Numbers Under the Akal Drug Deaddiction Project:

- Patients Treated: 2,500+
- Awareness Campaign Reach: 70,000+ students, teaching staff, and rural community members

Impact Numbers Under Solar Project:

- Beneficiary Institutions: 6 Rural Akal Academies
- Direct Impact: 3,000+ students, teaching, and non-teaching staff

Impact (in detail)

February 1, 2025 to February 28, 2025

At the Akal Drug De-Addiction Centre, Cheema (Punjab) 13 indoor and 104 new outdoor patients were successfully detoxified for various drugs and alcohol addictions. The number of old visiting OPD patients was 822.

209 persons received individual counseling which included 105 indoor and 104 outdoor patients. A total of 7 group therapy sessions of indoor patients were carried by the Cheema Centre. And 127 family counseling sessions were held, which included 23 indoor and 104 outdoor cases.

At Baru Sahib (H.P.) Akal Drug De-Addiction Centre, 2 indoor and 1 new outdoor patient were successfully detoxified for various drugs and alcohol addictions. 21 old OPD patients received follow-up treatment.

32 persons received individual counseling which included 22 indoor and 10 outdoor patients. A total of 13 group therapy sessions of indoor patients were carried out by the Baru Sahib Centre. 5 family counselling sessions were held, which included 4 indoor and 1 outdoor cases.

Name of the NGO

The Kalgidhar Trust

A total of 15 indoor and 105 new outdoor patients were successfully detoxified for various drugs and alcohol addictions at both the centres. 843 old OPD patients received follow-up treatment.

241 patients received individual counseling which included 127 indoor and 114 outdoor patients at both our centres. 20 group therapy sessions of indoor patients were carried out at both our centers in Cheema (Punjab) and Baru Sahib (Himachal Pradesh). 132 family counseling sessions were held successfully, including 27 indoor and 105 outdoor cases at both the centres.

Timeline of Project

September 2024 to March 2025

Case Studies

We present here an encouraging case study of a patient, namely Sukhjinder Singh (name changed), aged 32 years from district Malerkotla, who is on the way to successful recovery from poly-substance use disorder. Previously admitted to the Akal Drug De-Addiction Centre, Cheema, twice in 2021 and 2022, the patient was again admitted to the center on September 20, 2024.

The patient has a history of intravenous drug use as well as opioid dependence, including tramadol, street heroin, crude opiate (bhukki), codeine syrup, and mephentermine (IV). He had relapsed six months prior. Currently, the patient is compliant and regularly following up with the prescribed treatment in the OPD. He has been doing well for the last six months and is recovering satisfactorily.



| Name of the NGO | SUJAYA FOUNDATION | |
|---------------------|--|---|
| Thematic Area | Digital Healthcare / STEM Education | |
| Area of Work | <ul style="list-style-type: none"> • Digital Literacy • Soft Skills • Placement Support • Higher Education in commerce stream | |
| Initiative | <p>Three months skill training for youth with hearing and speech impairments and mild intellectual disabilities.</p> <ul style="list-style-type: none"> • Spoken English • Digital Literacy Skills (Word, Excel, PowerPoint, Internet) • Computer Typing • Life Skills (Soft Skills) - Periodic sessions by industry experts for all round development • Key life skill orientation in goal setting and road map to success, career guidance • Arranged Quizabled in Maharashtra for West Region for children/youth with disabilities in Ahmedabad. • Mental Health and Counselling sessions • Etiquette and Grooming <p>Activities under the Higher Education Project:</p> <ul style="list-style-type: none"> • Identified hearingand speech-impaired youth who have completed SSC • Tutored them for Grade 11 and Grade 12 Commerce subjects of the Maharashtra Board • Tutored them for GradeFY. B.com, S. Y. B.com. and planning to continue up to graduation • Soft skills enhancement for the students in the topics such as Time Management, Problem Solving, Adaptability and Stress Management, Economics and Business law, and Health Care. | |
| Impact (in numbers) | 101 Students Served in Skill Development training program | 24 Students enrolled in the Higher education program |
| Impact (in detail) | <ul style="list-style-type: none"> • 101 students have improved English skills • 101 students gained Digital Literacy skills • 101 students Improved their confidence • 90% of students started travelling independently • 10 students got jobs | |
| | | <ul style="list-style-type: none"> • 24 Students have improved their Basic IT skill • 24 Students have improved their Accountancy skills • 24 Students have learnt key life skills • 6 students have completed their grade 12 Board Examination. • 10 Students have completed their grade 11. • 3 completed their grade FY.B.Com. • 5 students have completed their grade S.Y.B.Com. |

Name of the NGO**SUJAYA FOUNDATION****Timeline of Project**

Soft skill Project 3 months to 6 months,
Higher Education 1 Year

Case Studies**Personal Information:**

Name: Pankaj Singh

Age: 31 years old Disability: Moderate intellectual disability (75%), permanent but non progressive

Family: Father employed with the Indian NAVY, one employed graduate sister, one sister currently in 12th std.

Education and Employment:

- Completed 10th grade through NIOS in October 2013
- Ran a grocery store, "Pankaj Enterprises," for two years until its closure on August 31, 2023
- Joined Sujaya Foundation
- Currently employed for scanning-related work in Noor Hospital.

Skills and Development:

Shows good ability in language, math, general knowledge, and data entry. Typing speed has improved significantly—from 1 w.p.m. to 23 w.p.m. Communicates effectively with trainers and fellow trainees. Enjoys watching tennis and football on TV, as well as YouTube videos on current topics.

Name of the NGO

SUJAYA FOUNDATION

Social and family interactions:

Normal interactions with father and siblings who support and encourage his independence
Travels independently to Sujaya Foundation

Health and well-being:

Engages in daily exercise and meditation for 30 minutes, improving focus and physical health
Introduction to exercise and meditation at Sujaya Foundation has positively impacted his calmness and composure

Hygiene and self-care:

Learned and implemented basic hygiene practices such as washing hands before and after meals, after restroom use, cleaning up after himself, and making his bed
Pankaj's journey at Sujaya Foundation showcases significant personal growth and development, both in terms of skills acquisition and overall well-being. Through supportive interventions and opportunities for independence, he has made strides towards leading a fulfilling and independent life. Successfully interviewed and selected for the scanning work in Noor Hospital. He is very happy to do his work.

Case Studies

Fahim Ghaswala

Educational Development:

Fahim's experience at the Sujaya Foundation began with basic skills such as typing. He acquired essential knowledge of computers through practical instruction and mentoring from the SF teachers. He has considerably improved in English and Mathematics. His strongest strength is mathematics. He now speaks English more confidently with better flow and grammar, through Sujaya Foundation's guidance and support.

Name of the NGO**SUJAYA FOUNDATION****Personal Growth:**

When Fahim joined SF he had the fear of travelling alone and hesitated coming to class. But, with counseling and guidance at SF gradually overcame same and now travels independently.

Communication Skills:

Sujaya Foundation's importance on regular practice of everyday English conversational phrases significantly improved Fahim's communication capacity. He now engages more confidently in social interactions. This transformation is remarkable considering his inherent introverted nature. His ability to communicate autonomously and express his thoughts clearly, signifies a considerable achievement.

Knowledge Enhancement:

Fahim lacked familiarity in general knowledge and mathematics. He has progressed considerably with help at SF.

Technological Proficiency:

With dedicated guidance and consistent practice at SF and his hard work, Fahim, has improved in his computer skills and improved his typing speed, from 12 to 30. With his commitment and unwavering assistance from Sujaya Foundation, Fahim successfully secured a year-long position at Cinegence, a VFX company in Borivali. Throughout his tenure, he specialized in utilizing Protopie and meticulously editing video to remove unwanted elements, accruing valuable experience and fostering meaningful connections with colleagues.

Fahim joined Sujaya Foundation. His journey from a beginner to a skilled individual in different areas demonstrates the indispensable contribution of SF in empowering individuals to unleash their full potential and thrive in lives filled with fulfillment.

Name of the NGO

SUJAYA FOUNDATION

Case Studies

Ruchika Pawar

Ruchika Pawar is a determined student who has overcome significant challenges posed by her 100% hearing impairment. Despite the communication barriers she faces, Ruchika has consistently demonstrated commitment to her academic growth and personal development.

Educational Development:

Ruchika’s academic journey is marked by her focused approach to learning and the specialized support she receives. Utilizing adaptive learning strategies and assistive technologies, she has been able to engage effectively with her curriculum, ensuring that her unique needs are met.

Personal Growth:

Ruchika’s progress is a testament to her resilience. Her improvement from a 56.4% score in the 10th standard to 75.6% in the 11th standard underscores her dedication and the positive impact of tailored educational interventions. This steady upward trend reflects her growing confidence and determination to excel.

Communication Skills:

Although hearing impairment poses communication challenges, Ruchika has adapted by using alternative methods such as sign language and visual aids. These tools have not only facilitated her academic interactions but also helped her build effective relationships with peers and teachers.

Health:

Ruchika is 100% hearing impaired. With the use of assistive devices and the supportive environment provided by her educators, she continues to make strides in her academic and personal life.

Name of the NGO

SUJAYA FOUNDATION

Results:

Her academic performance shows a remarkable improvement, moving from 56.4% in the 10th standard to 75.6% in the 11th standard. This significant progress is a clear indicator of her hard work and the robust support system that surrounds her. Ruchika’s case study highlights her determination to overcome obstacles and achieve academic success, serving as an inspiring example of resilience and growth.

Name of the NGO

Yuva Unstoppable

Thematic Area

STEM Education/ Healthcare

Area of Work

The STEM lab initiative has been implemented in the location like Mumbai, Bangalore, Pune, Chennai, Hyderabad.

Initiative

A STEM Lab is a hands-on learning space where students explore science, coding, robotics, electronics, and engineering through practical activities. It enhances critical thinking, creativity, and problem-solving skills, preparing students for future careers in technology and innovation.

Similarly, WASH development in schools includes the installation of drinking water facilities, dishwashing areas, and separate sanitation facilities for boys and girls, complemented by educational murals that promote better hygiene practices among students. These improvements create a healthier and more conducive learning environment, ensuring both educational and infrastructural advancements in schools.

| Name of the NGO | Yuva Unstoppable |
|---------------------|---|
| Impact (in numbers) | 20000+ beneficiaries |
| Impact (in detail) | <ul style="list-style-type: none">• Hands-on Learning – Encourages practical understanding of Science, Technology, Engineering, and Math (STEM).• Bridging the Digital Gap – Provides access to modern technology, coding, robotics, and AI.• Boosts Creativity & Innovation – Students design and prototype real-world solutions.• Improves Learning Outcomes – Enhances critical thinking and problem-solving skills.• Increases Student Engagement – Makes learning interactive, reducing dropouts.• Empowers Teachers – Provides training for modern teaching methodologies.• Career Readiness – Prepares students for future tech-driven careers.• Community Impact – Encourages local problem-solving and awareness of STEM opportunities. |
| Timeline of Project | 9 months project and 3 months project |
| Case Studies | <p>Ishvari Santoshi Thavre, a 6th-grade student, shared how the STEM Lab has revolutionized her learning experience. Previously challenging science concepts are now accessible and enjoyable through interactive experiments and technology-driven lessons. The lab has sparked a new level of excitement and curiosity among students, turning traditional learning into an inspiring adventure.</p> |

Name of the NGO

Yuva Unstoppable



Name of the NGO

Anudip Foundation for Social Welfare

Thematic Area

STEM Education – Skilling and Livelihood

Area of Work

Training in Data Analysis and soft skills and providing Livelihood opportunities

Initiative

Skill Development & Employability for Underprivileged Youth with Data Analysis using Python & Gen AI Analyst training program was launched in Chennai, Tamil Nadu; Hyderabad, Telangana; and Pune and Mumbai, Maharashtra with the aim to train 500 graduate/undergraduate youth on Data Analysis using Python and Gen AI Analyst and to create direct employment pathways, ensuring at least 70% job placements in relevant industries.

Impact (in detail)

The program set a target of enrolling 500 students and successfully exceeded it by enrolling 509 students, achieving 101.8% of the goal. Similarly, 508 students completed their training against the target of 500, reaching 101.6% achievement. Women constituted 50% of the enrolled and trained candidates.

The placement process is progressing as planned, with 142 students successfully placed in relevant job roles by March 31st, accounting for 28.4% of the trained students. This represents 40.5% of the overall placement target of 350. Notably, 62.67% of the placed candidates so far are women. The average salary of the placed student is Rs 16156.

Following a phased approach, additional students are expected to secure employment in the coming months. The program continues to provide career support, employer linkages, and placement assistance to enhance employment outcomes.

Impact (in numbers)

| Enrollment Target | Enrollment Achieved | Trained Target | Trained Achieved | Placement Target | Placement Achieved |
|-------------------|---------------------|----------------|------------------|------------------|--------------------|
| 500 | 509 | 500 | 508 | 350 | 142 |

Timeline of Project

September 17 2024, 2024 – March 31 2025, 2025 (Placement Spill-over – April May 2025)

Name of the NGO**Anudip Foundation for Social Welfare****Case Study**

Dindu Vineela, from Julur village in Nalgonda, Telangana, belonging to a socially and economically marginalized community, has always believed that education is the key to breaking both financial and societal barriers. Growing up in an environment where opportunities for women were often shaped by tradition, she was determined to prove that her education would not go to waste. Her father, a farmer, was the sole earner, supporting a family of four on a monthly income of ₹9,500. With a strong desire to support her family and gain financial independence, Vineela enrolled in Anudip's Data Analysis using Python training program at her college. The program equipped her with in-demand technical skills, career readiness training, and industry exposure, preparing her for opportunities in the tech sector.

Her dedication, coupled with Anudip's guidance and job placement support, led her to secure a role at an IT company as a Software Intern, with a starting salary of ₹29,000 per month—a 205% increase in her family's total income. Vineela's success highlights how skill development and the right guidance can empower individuals to overcome economic and social constraints. With her career now set in motion, she not only supports her family financially but also inspires others in her community, proving that with the right opportunities, aspirations can drive lasting change.



Students who have completed their training in Hyderabad

Name of the NGO

Anudip Foundation for Social Welfare



Campus Placement Drive in College



Students attending training in Maharashtra



Convocation Ceremony in Chennai

| Name of the NGO | DLabs Incubator Association |
|---------------------|---|
| Thematic Area | Digital Healthcare |
| Area of Work | Healthcare and life sciences sector: Healthcare Innovation, Digital Health & AI, MedTech & Assistive Technologies, & Healthcare Access & Affordability. |
| Initiative | <p>I- Heal 3.0 is a flagship initiative, designed to support startups in the healthcare and life sciences sectors. focusing on last-mile healthcare delivery in the country and scaling innovative solutions to make healthcare accessible and affordable for all. In our efforts to support breakthrough healthcare innovations by startups in India, the program.</p> <ul style="list-style-type: none"> • Healthcare startup acceleration: 15 startups having at least a tested prototype were accelerated in their journey through product engineering and development, clinical validation support, deep need-based mentorship, regulatory advisory, market access, and fundraising opportunities. • Hackfest: Created a platform to solve real-world healthcare challenges by bringing together healthcare professionals, technologists, students, and startups. • Digital training for the healthcare workers: Organized an exclusive Training Session on Digital Transformation in Care Delivery in Hyderabad and Bangalore, designed to equip healthcare workers with essential knowledge on digital tools, and cutting-edge innovations. • Healthcare Conclave: As an ecosystem activity brought together the investors, startups, ecosystem enablers and hospital partners to collaborate. The conclave saw some interesting panel discussions and knowledge sharing sessions. |
| Impact (in numbers) | <ul style="list-style-type: none"> • Healthcare startup acceleration: 15 startups received access to 12 Hospitals, 180+ Healthcare Professionals, 15+ Mentors and 25+ Investors. • Hackfest: To the 5 pressing pain points of the Healthcare industry, 10 innovators through the daylong hackathon, 3 of the solutions are now being supported through the grant towards product development. • Digital training for the healthcare workers: 157 Healthcare workers and 13 Doctors were trained on digital tools from portfolio startups and some advanced trends and technologies in healthcare. • Healthcare conclave: The 15 cohort startups were given a platform to make their product launch in the presence of 39 Investors, Mentors, 9+ hospital partners and the 500+ attendees of the event. Through various knowledge sharing sessions, panel discussions and Fireside chats. |

Name of the NGO

DLabs Incubator Association

Impact (in detail)

- **Impact by the cohort startups** (Till Date): Total funds raised collectively: 14.5 Cr Total employment generated: 106
- 15 startups received access to capacity-building sessions & workshops organized during the program.
- 157 Healthcare workers and 13 Doctors were trained on digital tools from the portfolio startups and some advanced trends and technologies in healthcare in Bangalore and Hyderabad.
- 15 startups got post-program support in negotiations, term sheets & Financial Modelling.
- 3 startups gained access to new markets
- 10 teams participated in building solutions for the problem statements given by the hospitals and Mentors through the day-long hackathon and 3 teams further received a grant to build the product.
- Conclave brought together 35+ investors 300+ startups 200+ students' innovators and ecosystem enablers and hospital partners.

Timeline of Project

August 2024 – March 2025

| Name of the NGO | DLabs Incubator Association |
|-----------------|--|
| Case Studies | <p data-bbox="624 302 1270 333">Case study 1. Chrogene Aarogyam Biotech Pvt Ltd</p> <p data-bbox="624 367 1302 432">Problem: Need for affordable Sickle Cell Disease (SCD) screening.</p> <p data-bbox="624 468 1382 533">Solution: Non-invasive, point-of-care device using LED probe and sensor.</p> <p data-bbox="624 539 1329 604">Market: Primary health centers, NGOs, ambulances, rural schools.</p> <p data-bbox="624 611 954 642">Business Model: B2B, B2G.</p> <p data-bbox="624 649 1297 714">Strengths: Affordable, non-invasive, scalable for mass screening.</p> <p data-bbox="624 721 1267 752">Challenges: Regulatory approvals, market adoption.</p> <p data-bbox="624 804 1378 907">Chrogene Aarogyam Biotech Pvt. Ltd. focuses on R&D to innovate affordable, accessible healthcare products for both domestic and global populations.</p> <p data-bbox="624 913 1406 1016">Partnering with institutions of excellence, the company strives to create a healthier future through high-quality, eco-friendly solutions, aiming for a healthier lifestyle and well-being for all.</p> <p data-bbox="624 1068 1393 1386">Mission and Activities: Chrogene Aarogyam aims to enhance healthcare accessibility and affordability, particularly in the Indian subcontinent. To achieve this, the company collaborates with esteemed institutions to leverage collective expertise. Beyond product development, it actively engages in extending knowledge and key skills to academia and industries, facilitating industry- academic partnerships, and conducting workshops and skill development programs in the life sciences, pharmaceutical, and biotechnology sectors.</p> <p data-bbox="624 1429 1382 1494">Support from I-Heal 3.0: Chrogene Aarogyam Biotech Pvt Ltd really benefited from the I-Heal 3.0 cohort.</p> <p data-bbox="624 1536 1394 1639">Refined Business Model: The program helped sharpen their go-to-market approach, which is crucial for scaling in a highly regulated space like medical diagnostics.</p> |

Name of the NGO

DLabs Incubator Association

Compliance Support: Given the complexities of healthcare regulations, having expert guidance would have been invaluable for streamlining approvals and ensuring the product meets industry standards.

Investor Interest: Connecting with 15+ investors and receiving interest from 4 is a strong validation of the business potential. This could lead to strategic partnerships or funding that accelerates commercialization.

Case Study 2: Prodoc AI (Growth Hacker Consulting Pvt Ltd)

Problem:

Hospitals face revenue losses due to fragmented patient engagement, leading to poor communication, missed appointments, and inefficient care coordination.

Solution:

An AI-driven patient engagement platform that integrates seamlessly with Hospital Information Systems (HIS) and Hospital Management Systems (HMS) to automate patient communication and enhance revenue recovery. Market: Hospitals, healthcare providers, and clinics aiming to improve patient engagement and financial efficiency.

Business Model:

Enterprise SaaS (Software-as-a-Service) and AI as a Service. Strengths: Automation of patient communication and follow-ups. Revenue recovery through optimized patient engagement. Seamless integration with existing hospital IT infrastructure.

Challenges:

Competition with existing patient management solutions. Hospital adoption and workflow integration.

Name of the NGO

DLabs Incubator Association

Support from I-Heal 3.0 Refined Business Model

Participating in the I-Heal 3.0 cohort helped Prodoc AI fine-tune its business model, making it more scalable and aligned with market needs. The structured sessions and feedback from industry experts allowed the company to position its product effectively in the healthcare IT ecosystem.

Market Access and Validation

Connected with 20 investors, leading to potential funding and strategic partnerships. Demonstrated and trained 80+ healthcare professionals on using the platform, gaining valuable real-world insights. Got introduction to 9 hospitals, receiving first-hand market feedback, improving product-market fit, and establishing credibility in the industry.

Mentorship and Guidance

Received focused mentorship from various domain experts, helping refine their strategy, enhance product usability, and navigate hospital procurement challenges. Guidance on scaling AI adoption in hospitals, ensuring smooth implementation and maximizing impact

Impact and Future Growth

With strong investor interest, real-world validation in hospitals, and positive adoption by healthcare professionals, Prodoc AI is well-positioned to scale its solution across hospitals nationwide. The company continues to enhance its AI capabilities, improve integration with hospital systems, and expand its reach in the healthcare sector.

Name of the NGO

DLabs Incubator Association



Glimpses from Investment Bootcamp



Glimpses from the Healthcare Conclave @ I-Connect



Name of the NGO**DLabs Incubator Association****Glimpses from the Masterclass****Glimpses from the Demo day****Glimpses from the Digital Training sessions for the healthcare Workers - Hyderabad & Bangalore**

| Name of the NGO | Society for Educational Welfare & Economic Development |
|-----------------|--|
| Thematic Area | Digital Healthcare |
| Area of Work | Urban Slums and Hyderabad and Bengaluru |
| Initiative | <p data-bbox="624 510 810 539">Key Initiatives:</p> <p data-bbox="624 577 1276 645">1. Capacity Building Training Program for Frontline Healthcare Workers (FLWs):</p> <p data-bbox="624 701 1390 1167">The Capacity Building Training Program successfully enhanced the knowledge and skills of 1,000 frontline healthcare workers (500 in Hyderabad and 500 in Bengaluru) on critical health topics. These included gynecological issues, cervical and breast cancer, malnutrition, non- communicable diseases (NCDs), good touch & bad touch awareness, and the effective use of digital healthcare technologies. The program was conducted in collaboration with local health authorities such as the ICDS (Integrated Child Development Services), WCD (Women and Child Development), Health Commissioner, and CDPOs (Child Development Project Officers), ensuring alignment with government health priorities.</p> <p data-bbox="624 1216 1337 1283">2. Digital Health & Telemedicine Integration for Primary Healthcare Access:</p> <p data-bbox="624 1317 1390 1603">Following the capacity-building training, DocOnline played a pivotal role in integrating digital healthcare solutions to empower frontline health workers (FLWs) in underserved communities. The initiative introduced a web-based telemedicine platform, enabling FLWs to facilitate free online doctor consultations, particularly benefiting slum populations. By equipping FLWs with digital healthcare tools, the program:</p> |

Name of the NGO**Society for Educational Welfare & Economic Development**

- Strengthened their ability to provide primary healthcare services efficiently.
- Bridged the gap in healthcare accessibility for marginalized communities.
- Reduced the burden on traditional healthcare facilities.
- Promoted health equity by ensuring access to timely medical advice.

Impact of Telemedicine:

- The platform facilitated early disease detection, leading to reduced out-of-pocket expenses for beneficiaries by minimizing the need for costly hospital visits and advanced treatments.

3. Health Camps for Community Well-being:

To complement the capacity-building efforts, multiple health camps were organized in slum communities, providing basic health check-ups, doctor consultations, eye and dental screenings, and cervical and breast cancer screenings. These camps addressed immediate healthcare needs, raised awareness, and empowered communities with preventive healthcare knowledge. The initiative successfully reached and benefited a large number of underserved individuals, reinforcing the program's impact on early disease detection and preventive care.

4. Swasthya Mitra Program-: Ensuring Sustainability through Community-Level Entrepreneurs:

To ensure the sustainability and continuation of healthcare accessibility beyond the project period, DocOnline introduced the Swasthya Mitra Program, which identified and trained 50 Community-Level Entrepreneurs (CLEs) (25 each from Hyderabad and Bengaluru). These entrepreneurs were equipped with essential training in basic healthcare, digital healthcare tools, and the DocOnline telemedicine platform.

Name of the NGO

Society for Educational Welfare & Economic Development

Impact (in numbers)

By empowering local community members as health entrepreneurs, the initiative has strengthened the last-mile healthcare delivery system, ensuring that the communities continue to have access to telemedicine services, preventive healthcare, and essential health awareness programs.

This model not only enhances long-term healthcare access in underserved areas but also creates sustainable livelihood opportunities, making healthcare delivery more community-driven and self-sufficient.

Impact Summary
Capacity Building Training

A total of 39 capacity-building training sessions were conducted, successfully reaching 1,005 frontline healthcare workers (502 in Hyderabad and 503 in Bangalore).

Additionally, 11 refresher training sessions were organized for the frontline healthcare workers in both cities to reinforce their knowledge and skills.

Telemedicine Services

The project aimed at providing 50,000 tele-consultations in both the cities, providing critical healthcare access to underserved communities.

Health Camps

- 6 General Health Camps were conducted, benefiting 679 individuals by providing essential health checkups and doctor consultations
- 4 Cervical and Breast Cancer Screening Camps were organized, reaching 231 beneficiaries, facilitating early detection and awareness.

| Name of the NGO | Society for Educational Welfare & Economic Development |
|--------------------|--|
| | <p data-bbox="632 322 1187 351">Community Awareness and Public Outreach</p> <p data-bbox="632 387 1334 450">9 geo-tagged Facebook posts were published to amplify outreach efforts.</p> <p data-bbox="632 504 1388 566">20 health-related content pieces were disseminated through WhatsApp to engage the community digitally.</p> <p data-bbox="632 620 1370 723">300,000 pamphlets were distributed across urban slums in Hyderabad and Bangalore to raise awareness about healthcare services.</p> <p data-bbox="632 786 1350 815">Swasthya Mitra (SMs)– Sustainable Healthcare Initiative</p> <p data-bbox="632 862 1370 1032">50 Community-Level Entrepreneurs or Swasthya Mitras (SMs) were identified and trained under the Swasthya Mitra Program to ensure long-term healthcare accessibility and create sustainable livelihood opportunities in their communities.</p> |
| Impact (in detail) | <p data-bbox="632 1088 987 1117">Capacity Building Trainings:</p> <p data-bbox="632 1187 1386 1395">The team collaborated with multiple external stakeholders, including the WCD Commissioner, to secure necessary permissions from government officials for including frontline workers (FLWs) in the capacity-building trainings. Approvals from the respective WCD officials in Hyderabad and Bengaluru were received in early December 2024.</p> <ul data-bbox="632 1460 1367 1621" style="list-style-type: none">• In Hyderabad, 500 FLWs were trained under four different CDPOs (Child Development Project Officers).• In Bengaluru, 503 FLWs were trained under six different CDPOs. <p data-bbox="632 1677 1353 1776">The on-field team coordinated with the respective CDPOs, scheduled the training sessions, and successfully conducted them.</p> |

Name of the NGO

Society for Educational Welfare & Economic Development

Digital Health & Telemedicine:

Telemedicine services were introduced in urban slums of Hyderabad and Bengaluru to bridge primary healthcare gaps.

Health Camps:

- Frontline workers residing in the slums, along with additional manpower, were deployed to high-footfall areas to facilitate daily teleconsultations.
- The project aimed at delivering 50,000 telemedicine consultations.
- The doctor consultations have helped in the early detection of diseases, reducing out-of-pocket expenses for beneficiaries by minimizing the need for expensive hospital visits and advanced treatments.

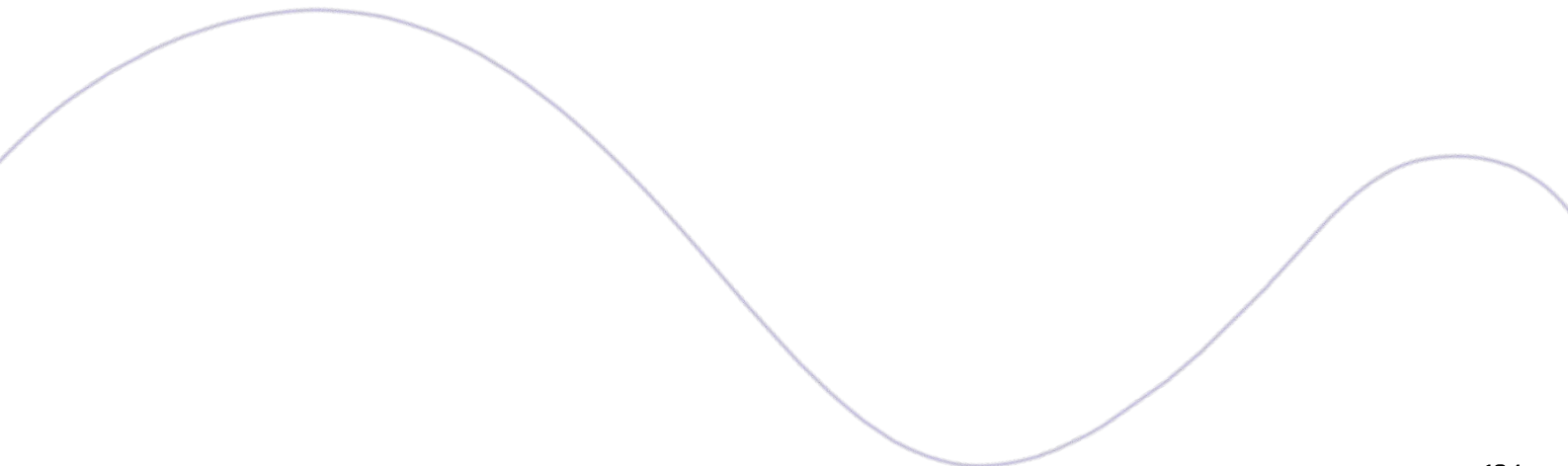
Basic Health Camp Details:

A total of 10 health camps were conducted, covering 910 beneficiaries across Hyderabad and Bengaluru.

- 6 General Health Camps were conducted, benefiting 679 individuals.
- 4 Cervical & Breast Cancer Screening Camps were conducted, benefiting 231 women.

| S. No | Camp Date | Camp Type | Location | City | Beneficiaries Covered |
|-------|-------------|---------------------|------------------------------|-----------|-----------------------|
| 1 | 12-Dec- 24 | General Health Camp | DJ Halli | Bengaluru | 115 |
| 2 | 22-Jan-25 | General Health Camp | DJ Halli | Bengaluru | 101 |
| 3 | 26-Feb-25 | General Health Camp | J J Nagar | Bengaluru | 130 |
| 4 | 09-12- 2024 | General Health Camp | Surbhi Colony, Sriligampally | Hyderabad | 71 |
| 5 | 24-01- 2025 | General Health Camp | Kesar Nagar | Hyderabad | 125 |
| 6 | 27-02-2025 | General Health Camp | Gagularamram | Hyderabad | 137 |
| Total | | | | | 679 |

4 Cervical and Breast cancer health camps were conducted covering 231 Beneficiaries.



Name of the NGO

Society for Educational Welfare & Economic Development

Public Announcement:

- 9 Geo tagged face book posts were posted.
- 20 contents were disseminated on WhatsApp.
- 3 lakhs pamphlets were distributed among the urban slums of Hyderabad and Bangalore.

Swasthya Mitra - Community-Level Entrepreneurs:

To ensure the sustainability of healthcare accessibility, we introduced the Swasthya Mitra initiative, training 50 Community Level Entrepreneurs or Swasthya Mitras (SMs) as part of a livelihood program.

- 25 SMs were identified and trained in Hyderabad and 25 in Bengaluru.
- These Swasthya Mitras are now equipped to facilitate telemedicine consultations, helping bridge last-mile healthcare gaps.
- Operating on a revenue-sharing model, they charge a nominal fee for each consultation, creating a sustainable income source while ensuring healthcare services continue in these communities.

Timeline of Project

Oct'24 to Mar'25.

| S. No | Camp Date | Camp Type | Location | City | Beneficiaries Covered |
|-------|------------|-----------------------------|-------------|-----------|-----------------------|
| 1 | 27-Feb-25 | cervical breast cancer Camp | J J Nagar | Bengaluru | 54 |
| 2 | 04-Mar-25 | cervical breast cancer Camp | Vijinapura | Bengaluru | 56 |
| 3 | 29-12-2024 | cervical breast cancer Camp | Nehru Nagar | Hyderabad | 73 |
| 4 | 02-02-2025 | cervical breast cancer Camp | Kesar Nagar | Hyderabad | 48 |
| Total | | | | | 231 |



Name of the NGO

Society for Educational Welfare & Economic Development

Case Studies

Hazira Begam battled a persistent skin condition that left her feeling self-conscious and disconnected from others. After numerous unsuccessful treatments, she learned about a new teleconsultation service in her local area, Keshar Nagar, offering personalized care with advanced technology.

Curious and optimistic, Hazira decided to give it a try. Within days, she was connected with a doctor who conducted virtual appointments to assess her skin and create a customized treatment plan. The General Physician combined cutting-edge creams with a holistic approach to wellness, providing guidance every step of the way.

As weeks turned into months, Hazira was amazed to see her skin gradually clear. She embraced the changes, not only in her appearance but also in her mindset. With the support of the clinic's community, she learned about nutrition and self-care, celebrating each small milestone.

Hazira's journey with the digital health clinic didn't just improve her skin—it transformed her life, showing her that with resilience and support, profound change is possible.

Name of the NGO

Society for Educational Welfare & Economic Development

Case Studies

Nayeem Pasha had been consulting various doctors for his back and neck pain, but none of the treatments seemed effective, leaving him feeling hopeless.

Eventually, he decided to try teleconsultation with a specialist, which turned out to be a game- changer. The doctor took the time to listen to his concerns and conducted a thorough evaluation. The customized treatment plan was easy to follow, with clear instructions on exercises and posture improvement.

Since starting the plan, Nayeem has experienced a significant reduction in pain and improved mobility. The convenience of teleconsultation allowed him to seek medical advice without disrupting his work schedule. The follow-up sessions have been highly supportive, giving him confidence in his recovery. He is extremely pleased with the service, which has positively impacted his health, and he highly recommends teleconsultation to others facing similar issues.

Launch in Bengaluru



Launch in Hyderabad



Name of the NGO

Society for Educational Welfare & Economic Development

Cancer Screening Camp



Name of the NGO

Society for Educational Welfare & Economic Development

Public Announcements



Tele Medicine



| Name of the NGO | Children of God Foundation |
|---------------------|---|
| Thematic Area | Digital Healthcare / STEM Education |
| Area of Work | ATGAON-MUMBAI-MAHARASHTRA |
| Initiative | <ul style="list-style-type: none"> • Education & Hostel • Capacity Building • Natural Resource Management • Health, Nutrition & Sanitation |
| Impact (in numbers) | <ul style="list-style-type: none"> • Education & Hostel 26 children-brick kiln 16 boys-residential care 39 children- tuition class • Capacity Building 16 women- tailoring class. 11 people-mushroom farming 6 people-composting 3 people- Plant Nursery Management • Natural Resource Management 2564 seed bombs planted 715 fruit sapling planted 385 water recharge pit dug 1 water bodies renovated, benefiting 300 families. (1600 individual) • Health, Nutrition & Sanitation 416 people benefited- 11 medical camp 25 womens attended 12 nutrition training |

Name of the NGO

Children of God Foundation

Impact (in detail)

- 26 children enrolled from brick kiln- 135 days class was taken
- 16 boys enrolled in residential care and are pursuing their studies
- 39 children enrolled for tuition class, 257 days class was conducted
- 352 days meals provided to residentials. 276 days meals provided to POW children
- 416 people benefited from 11 medical camps at different villages, hamlets , local schools, and Primary Health Center (PHC)
- 25 womens attended nutrition training program on 12 different topics- Chana Masala, Drumstick soup, Beetroot Juice, Orange Murrabba, karela ka pakoda, Curry leaf chutney, Dudhi ka paratha, Methi Dal, Kothimbir Chutney, Neem Leaf Baji, carrot bhaji
- 1 common water bodies renovation, benefiting 300 families of 4 village pads (Chaudaripada/Tumbadepada/ Ambatpada/ Nangaon) - population around 1600 and their livestock
- 2564 seed bombs planted- seeds included custard apple, ram phfal, mahua, tetu, tamrind,papadi, sewal. 715 fruit saplings planted in the community- Black Jamun, Banana, papaya, rose, mogra, coconut, jackfruit 385 water recharge pits dug
- 16 women enrolled in tailoring class. 11 people enrolled in mushroom farming 6 people enrolled in composting, 3 enrolled in Plant Nursery Management

Timeline of Project

1 year

Name of the NGO

Children of God Foundation

Case Studies

Chaudharipada and nearby villages suffered from severe water scarcity, especially in summer. The only sources—an old broken well, a small pond, and a seasonal river—were inadequate and unclear. Villagers, including those from Tumbadepada, Ambatpada, and Nandgaon, had to walk miles for water. The lack of a stable water supply also hindered farming, particularly Mogra cultivation, impacting livelihoods.

Children of God Foundation’s Project Pragati took the following measures to address the issue:

- Constructed an 8 Meter diameter RCC (Reinforced Cement Concrete) well to ensure a reliable water source.
- Renovated the existing pond area to enhance water retention and quality.
- Excavated the seasonal river to regulate water flow and prevent overflow or damage to the well.
- Designed the project to support both villagers and their livestock, ensuring long-term sustainability.
- Reliable Water Access: 300 families across four padas (Chaudharipada, Tumbadepada, Ambatpada, and Nandgaon) now have a steady supply of clean water.
- Reduced Hardship: Women and children no longer endure long walks for water, saving time for productive activities.
- Enhanced Farming: With a consistent water supply, Mogra farming has improved, boosting livelihoods.
- Livestock Sustainability: Adequate water now supports livestock, further stabilizing the local economy.

This initiative has transformed the community, ensuring long-term water security and economic growth.

Name of the NGO

Children of God Foundation

Case Studies

In Saverdav, a remote village in atgaon young girls like Mohini Kishor Khujad face challenges in pursuing education or vocational training. Mohini, a 17-year-old completed her education till 10th grade in Marathi medium, excelled in household responsibilities and assisted her mother in farming activities. However, her academic performance and the absence of accessible skill-based programs restricted her prospects for personal and economic growth. Mohini expressed a strong desire to learn stitching, reflecting the unmet demand for vocational training among young girls in the community. To address this, Project Pragati by COGF launched a stitching class in Saverdav after identifying local demand. Seven girls, including Mohini, enrolled in the program, which provided hands-on training in stitching with a focus on blouse-making. Regular sessions with an experienced instructor ensured that the girls gained valuable skills to improve their livelihood prospects. The initiative empowered Mohini and her peers with practical skills, boosting their confidence and opening pathways to financial independence. Mohini now works toward mastering blouse stitching, positioning herself for potential self-employment. The stitching class fostered growth, self-reliance, and hope for a better future for young girls in the community.



| Name of the NGO | Kasegaon Education Society |
|---------------------|---|
| Thematic Area | STEM Education |
| Area of Work | Robotics and Automation |
| Initiative | The work is initiated to establish the Center of Excellence in Automation and Robotics by installing state-of-the-art research facilities / equipment to benefit the students, faculty members, industries and society. Total 13 research facilities / equipment / training kits are to be installed in the Center of Excellence to enable faculty and student training, connect with different industries to get training, internship and placement opportunities to the students and expect research outcomes in terms of research publications and patents. |
| Impact (in numbers) | <ul style="list-style-type: none"> • Number of industries connected : 05 • Number of industry visits of the students to the industries: 02 • Number of interactions of the faculty members with different persons in the institute: 08 • Number of faculty visits to different industries: 09 • Participation of industry persons for curriculum design: 02 |
| Impact (in details) | <p>Industry connects and collaboration activities:</p> <p>At present 05 industries have been connected and students have visited two of these industries (I Robotics and Automation, Pune and Zimmer Group, Pune) to help them connect the theoretical concepts with their practical applications in the industries.</p> <p>The industries connected are:</p> <ol style="list-style-type: none"> 1. I Robotics and Automation, Pune 2. Zimmer Group, Pune 3. SVR Robotics, Pune 4. Intelitek Edu Solution Pvt. Ltd, , Bangalore 5. Rosversity, Pune |

Name of the NGO**Kasegaon Education Society****Interaction with industry persons:**

Industry persons have visited the institute and faculty meetings were conducted with them for interaction and exposure to the Robotics and Automation Technologies used in the industries.

Faculty visits to the industries:

Faculty members have visited different industries and interacted with industry persons and have seen different equipment and research facilities to get an exposure to the Robotics and Automation Technologies used in the industries.

Participation of industry persons for curriculum design:

Industry persons have attended the curriculum design meeting and contributed for curriculum design of Robotics and Automation Program. The student and faculty training on all the equipment will begin from the month of June 2025. The impact in terms of skills developed in the student and faculty members and outcomes in terms of connect with different industries, internship and placement opportunities to the students, research publications and patents will be achieved during the academic year 2025-26 and 2026-27.

- 30 students of Robotics and Automation admitted to the program in the academic year 2023-24. These students will get benefitted for the period from 2024-25 to 2026-27.
- 60 students of Robotics and Automation admitted to the program in the academic year 2024-25. These students will get benefitted for the period from 2024-25 to 2026-27.
- 60 students of Robotics and Automation that will be admitted to the program in the academic year 2025-26. These students will get benefitted for the period from 2025-25 to 2026-27.
- 60 students of Robotics and Automation that will be admitted to the program in the academic year 2026-27. These students will get benefitted during the academic year 2026-27.
- 10 Faculty members of Robotics and Automation Department.

Name of the NGO**Kasegaon Education Society****Timeline of the project**

The overall duration of the project entitled “Center of Excellence in Robotics and Automation” is projected to span over a period of five years. The project will be rolled in multiple phases to ensure systematic development and implementation.

This phased approach will enable systematic and structured development of the Centre, ensuring its success and long- term sustainability.

Industry connect and collaboration activities :**Industry Visit of Second Year Robotics and Automation Students to I Robotics and Automation, Pune**

Name of the NGO**Kasegaon Education Society**

Interaction of faculty members with industry representatives from different industries



Faculty Visits to different industries



Future of Sustainable Energy

Environmental Compliance

CitiusTech is committed to addressing climate change through proactive environmental initiatives targeting our key areas of impact. We aim to achieve carbon neutrality and ensure that we have established environmental goals that are reviewed periodically to ensure continuous progress. Our Environment Management System (EMS) monitors our operations and mitigates potential environmental harm.

Before undertaking any activities, our teams conduct thorough Environmental Assessments to identify and address significant environmental risks. This process allows us to implement measures to reduce or eliminate these risks, ensuring minimal environmental impact. We are dedicated to adopting, developing, and promoting innovative methods to reduce greenhouse gas emissions, lower energy consumption, and effectively manage water and waste.

Our efforts align with the UN Sustainable Development Goals related to affordable and clean energy consumption and climate action. 100% of our employees across all locations receive training on environmental issues as part of their onboarding process, with periodic refresher trainings. Additionally, 100% of our operational sites in India have undergone environmental risk assessments, reinforcing our commitment to sustainability, and environmental stewardship.

Our management team recognizes the critical importance of environmental management. We are committed to complying with environmental laws, legal requirements, and other statutory obligations. Our manual on Environment Management System (EMS) provides clear guidance and support for environmental management initiatives within the organization.

100% of CitiusTech's Indian leased operational sites are certified with ISO 14001 Environmental Management System Standard.

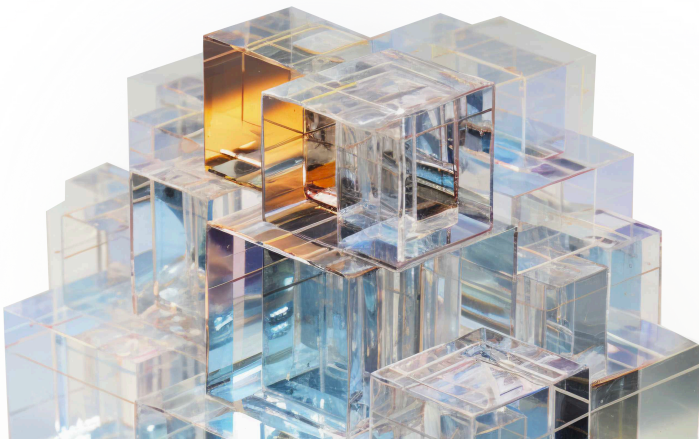
Our EMS is developed in accordance with the ISO 14001:2015 Environmental Management System standard and ISO 31000:2009. We have maintained ISO 14001 certification since 2014, covering 100% of our Indian leased operational sites. This certification underscores our dedication to sustainable practices and continuous improvement in environmental performance.



Biodiversity

As a responsible IT company, we are dedicated to conserving and protecting biodiversity. To achieve this, none of our operational sites are leased, managed in, or adjacent to protected areas or regions of high biodiversity value. We conducted an internal biodiversity assessment using the Key Biodiversity Areas (KBA) database.

To create biodiverse ecosystems and accelerate forest growth, we executed Miyawaki Dense Forest Plantation project in Manekpur, Valsad District, which boasts 10,114 trees. This plantation includes 32 different local plant species. Miyawaki method is an innovative afforestation technique that involves planting a variety of native tree species close together in a small area. By enhancing soil quality and promoting rapid growth, this method helps restore degraded land, increase biodiversity, and mitigate climate change by sequestering carbon dioxide. The survival rate is 96% as of March 2025.



Energy Management

CitiusTech has set a Near-term science-based target with baseline year as FY23-24

Target Year: FY33-34

Target Type – Scope 1 and 2

Reduce absolute Scope 1 and 2 GHG emissions by 54.6% by FY33-34 from a FY23-24 base year, in line with a 1.5°C scenario.

Target Type – Scope 3 (Economic Intensity)

Reduce Scope 3 Economic Intensity (Revenue) by at least 61.1% by FY33-34 from a FY23-24 base year, in line with WB2D* scenario.

*Well below 2 degrees

CitiusTech is now committed to the Science Based Targets initiative (SBTi) and achieving significant reductions in greenhouse gas (GHG) emissions. The company has set ambitious near-term science-based targets, with FY23-24 as the baseline year. By FY33-34, CitiusTech aims to reduce absolute Scope 1 and 2 GHG emissions by 54.6%, aligning with a 1.5°C scenario. Additionally, the company is targeting a reduction in Scope 3 Economic Intensity (Revenue) by at least 61.1% within the same timeframe, in line with the Well Below 2°C (WB2D) scenario. These targets reflect CitiusTech's dedication to sustainable practices and its proactive approach to mitigating climate change impacts through measurable and accountable actions.

In FY24-25, we increased our investments in green energy and energy-efficient equipment, while also replacing outdated or inefficient conventional equipment. These efforts include procuring International Renewable Energy Certificates (I-RECs) to support our renewable energy goals, optimizing the load capacity of our Uninterruptible Power Supply (UPS) systems and implementing strategies to manage the power consumption of our HVAC systems and Electricity. Additionally, CT offices are equipped with motion sensors, to reduce electricity usage by ensuring lights is only on when needed. Board rooms and data centers have separate AC units installed, which can be switched on only when needed. These efforts are integral to our transition towards a sustainable planet. By consistently integrating clean technologies into our operations and client solutions, we are actively minimizing our environmental impact and contributing to a more sustainable future.

Other energy-saving initiatives implemented by CitiusTech include periodic illumination surveys, annual maintenance contracts of equipment which have helped improve energy efficiency and reduce consumption within our premises. Additionally, we have installed 100% LED lights across all locations, resulting in improved energy efficiency. To further minimize energy usage, monitors and laptop screens are set to turn off automatically within 10 minutes of inactivity. These measures collectively contribute to our commitment to sustainability and reducing our environmental impact.

During this fiscal year, CitiusTech also undertook comprehensive Energy Maturity Assessments across all our leased sites in India. These assessments reviewed our current energy management practices, highlighting strengths and areas for improvement in policies, data management, operational practices, and employee engagement. This initiative has bolstered our energy efficiency and aligns with our long-term sustainability goals.

Renewable Power Purchase

CitiusTech also conducted comprehensive Renewable Energy Opportunity Assessments across all our leased sites in India during this fiscal year. These assessments pinpointed specific opportunities to enhance energy performance, prioritizing the most effective energy-saving measures and implementing improvements.

Following the Renewable Energy Opportunity Assessment, we decided to procure International Renewable Energy Certificates (I-RECs) to support our renewable energy goals. I-RECs provide a reliable framework for certifying and tracking renewable energy generation, ensuring transparency and accountability. By purchasing I-RECs, we can demonstrate our commitment to sustainable energy practices, support global renewable energy goals, and contribute to a cleaner, more sustainable future. This decision not only helps us meet our sustainability targets but also enhances our reputation as a responsible and forward-thinking organization.

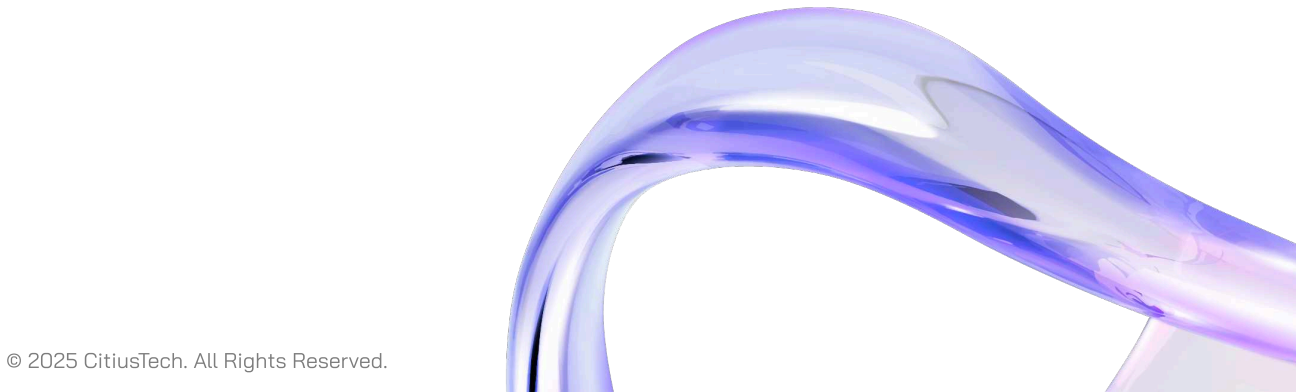
To comply with the Science-Based Targets initiative (SBTi) requirements, we have decided to exclude the previously reported renewable energy figures. Consequently, we have adjusted our reporting to reflect this change. Our renewable energy portfolio now consists solely of I-RECs, and we continue to look for additional renewable energy options.

Energy Consumption Inside Organization (in GJ)

| Particulars | Unit | FY 2023-2024 | FY 2024-2025 |
|------------------------------------|------|--------------|--------------|
| Natural Gas | GJ | 271.51 | 211.76 |
| Diesel Generator | GJ | 72.46 | 44.70 |
| Electricity Non-Renewable | GJ | 8,092.74 | 9,105.67 |
| Electricity (HVAC) - Non-Renewable | GJ | 7,746.90 | 7,979.67 |
| Total Energy Consumption | GJ | 16,183.61 | 17,341.81 |

Compared to the base year 23-24, our total energy consumption has increased by 7.2% in FY24-25. This increase is primarily due to higher occupancy levels at our Navi Mumbai and Chennai facilities, which were only partially occupied in the previous year.

CitiusTech has procured International Renewable Energy Certificates (I-RECs) for FY24-25, totaling 1800 MWh. This procurement is used to offset our scope 2 (market based) emissions.



Energy Intensity

Energy intensity is calculated by dividing the total annual energy consumption i.e. summation of electricity from grid, natural gas, diesel and cooling (HVAC) within the organization in gigajoules (GJ) by the total annual count of permanent full-time employees. In this calculation, temporary employees are not included. The focus is on measuring the energy intensity specifically related to the permanent employee count to accurately assess the energy efficiency of our office operations. Compared to our base year of 2023-24, the energy intensity for this fiscal year has been reduced by 5.3%.

| Particulars | Unit | FY 2023-2024 | FY 2024-2025 |
|-------------------------------|---------------------|--------------|--------------|
| Energy intensity per employee | GJ/No. of employees | 2.70 | 2.55 |

GHG Management

At CitiusTech, our commitment to sustainability is at the core of our operations. As part of our comprehensive approach to environmental stewardship, we prioritize the management and monitoring of greenhouse gas (GHG) emissions. Our GHG Inventory Report, included in our annual GHG Inventory Plan, is essential to this effort. In this report, we collect emissions data in accordance with the GHG Protocol and identifying key emission sources. We update our GHG Inventory Plan atleast once in a year. By leveraging insights from this report, we implement targeted strategies to effectively reduce our carbon footprint. Our initiatives, such as tree plantation drives, investment in renewable certificates, energy saving initiatives and energy efficiency assessments, reflect our dedication to mitigating climate impact and promoting a sustainable future.

Our collaboration with SBTi involves rigorous validation of our emission reduction strategies, including Scope 1, 2, and 3 emissions. This process not only enhances the credibility of our sustainability initiatives but also provides a clear roadmap for achieving our near-term science-based targets by 2033-34. By setting ambitious targets and leveraging advanced tools for accurate emissions reporting, we ensure that our efforts align with the latest climate science and contribute meaningfully to global sustainability goals.

CitiusTech is committed to reducing greenhouse gas (GHG) emissions and has allocated a dedicated financial budget to implement GHG emissions management practices. This budget is detailed in various documents, including Board deck, internal meeting minutes emails, etc. These documents collectively demonstrate our ongoing efforts and financial commitment to sustainability and environmental responsibility.

Scope 1 Emissions

Scope 1 emissions at CitiusTech are primarily derived from the use of refrigerants in air conditioning systems, refilling of CO2 in fire extinguishers, and natural gas used for heating purpose in US location to maintain the office temperature, mainly during winters. In 2024-25, CitiusTech reported Scope 1 emissions of approximately 11.13 metric tons of CO2 equivalent. To reduce these emissions, CitiusTech has implemented several initiatives, including regular maintenance for air conditioning systems to minimize refrigerant leakage. Additionally, we are transitioning to more environmentally friendly refrigerants with lower global warming potential (GWP) and investing in advanced air conditioning technologies to enhance energy efficiency. These efforts are part of CitiusTech’s broader commitment to sustainability and reducing their environmental impact.

| Particulars | Unit | FY 2023-2024 | FY 2024-2025 |
|----------------------------------|-------|--------------|--------------|
| Fire Extinguisher (CO2 cylinder) | tCO2e | 0.39 | 0.37 |
| Fugitive-Gas | tCO2e | 16.00 | 0.00 |
| Natural Gas | tCO2e | 13.79 | 10.76 |
| Total Scope 1 | tCO2e | 30.17 | 11.13 |

Compared to the base year 23-24, our Scope 1 emissions have decreased by 63% in FY24-25. This significant reduction is primarily due to the absence of F-gas leakages in our air conditioning systems, resulting in no refilling needed during FY24-25.

Note:

The calculations for:

- Fire Extinguishers (CO₂) is based on CO₂ refilled or released, using GHG Protocol emission factors.
- Natural Gas is calculated using calorific values and DEFRA 2024 emission factors.
- F-Gases is estimated from refrigerant use, following GHG Protocol and IPCC AR6 methodologies.

Scope 2 Emissions

During the reporting period from April 2024 to March 2025, our Scope 2 emissions, primarily generated from direct electricity, diesel consumption at our offices, amounted to 2,132.86 tCO₂e (tons of carbon dioxide equivalent).

We are implementing several other measures to further reduce our Scope 2 emissions. These include:

- Reducing overall electricity consumption through energy-saving initiatives
- Maintaining energy-efficient LED lighting across all our facilities
- Encouraging energy-saving practices among employees
- Installing motion sensors and timers to ensure lights and equipment are only used when needed

By taking these steps, we aim to significantly lower our carbon footprint and enhance our sustainability efforts.

| Particulars | Unit | FY 2023-2024 | FY 2024-2025 |
|------------------------------|--------------------|--------------|--------------|
| Diesel Generator | tCO ₂ e | 14.41 | 9.04 |
| Electricity | tCO ₂ e | 1,834.69 | 518.32 |
| Thermal Energy (HVAC) | tCO ₂ e | 371.83 | 383.01 |
| Total Scope 2 (Market Based) | tCO ₂ e | 2,220.93 | 910.37 |

| Particulars | Unit | FY 2023-2024 | FY 2024-2025 |
|--------------------------------|--------------------|--------------|--------------|
| Diesel Generator | tCO ₂ e | 14.41 | 9.04 |
| Electricity | tCO ₂ e | 1,597.98 | 1,825.88 |
| Thermal Energy (HVAC) | tCO ₂ e | 371.83 | 383.01 |
| Total Scope 2 (Location Based) | tCO ₂ e | 1,984.22 | 2,217.93 |

Compared to last year, our Scope 2 emissions have been reduced by 59% due to purchase of I-RECs (International Renewable Energy Certificates).

Note:

The Scope 2 emissions for FY24-25 calculated using a **market-based approach**, incorporating the following data sources and methodologies:

- Electricity emissions are calculated using calorific values and conversion factors from Green-e® Residual Mix Emission Rates (U.S.) and CEA CO₂ Baseline Database 2024 (India).
- Purchase of IRECs: Emissions associated with the purchase of International Renewable Energy Certificates (IRECs) have been considered as zero, in line with market-based accounting principles.
- Diesel generator emissions are based on CEA CO₂ Baseline Database 2024 (India) guidelines.
- Thermal energy (HVAC) emissions are based on UNFCCC methodology for cooling.

The Scope 2 emissions for FY24-25 calculated using a **location-based approach**, incorporating the following data sources and methodologies:

- Electricity emissions are calculated using calorific values and conversion factors from US EPA eGrid (U.S.) and CEA CO₂ Baseline Database 2024 (India).
- Diesel generator emissions are based on CEA CO₂ Baseline Database 2024 (India) guidelines.
- Thermal energy (HVAC) emissions are based on UNFCCC methodology for cooling

Total Scope 1 and 2 emissions

| Particulars | Unit | FY 2023-2024 | FY 2024-2025 |
|------------------------------|--------------|-----------------|---------------|
| Scope 1 | tCO2e | 30.17 | 11.13 |
| Scope 2 | tCO2e | 2,220.93 | 910.37 |
| Total Scope 1 & 2 | tCO2e | 2,251.10 | 921.50 |

Our total of scope 1 & 2 emissions has been reduced by 59% in FY24-25 as compared to the base year FY23-24.

Scope 3 Emissions

CitiusTech has expanded its Scope 3 emissions reporting to provide a more comprehensive view of our environmental impact. This expansion includes emissions from a wider range of activities, reflecting our commitment to transparency and sustainability. Since FY23, there has been a significant increase in Scope 3 emissions due to the inclusion of emissions from purchased goods and services, capital goods, fuel and energy-related activities, upstream transportation and distribution, waste generated in operations, employee commuting, upstream leased assets, and investments. Previously, we only reported emissions from business travel.

To calculate these emissions, we have employed the spend-based method for purchased goods and services, capital goods, and business travel. For other categories, we have used the activity-based method.

Our top four categories contributing the most to our total Scope 3 emissions are Employee Commuting, Business Travel, Capital Goods and Purchased Goods and Services.

Scope 3 Emission Categories

| Particulars | Unit | FY 2023-2024 | FY 2024-2025 |
|--|--------------|-----------------|-----------------|
| Upstream: | | | |
| Purchased goods and services | tCO2e | 2,524.41 | 3,635.61 |
| Capital goods | tCO2e | 1,236.29 | 191.48 |
| Fuel and energy-related activities | tCO2e | 364.61 | 400.90 |
| Upstream transportation and distribution | tCO2e | 0.00 | 15.74 |
| Waste generated in operations | tCO2e | 0.29 | 0.31 |
| Business travel | tCO2e | 1,469.51 | 1,661.54 |
| Employee commuting | tCO2e | 2,287.11 | 1,846.27 |
| Upstream Leased assets | tCO2e | 410.47 | 383.50 |
| Downstream: | | | |
| Investments | tCO2e | 9.17 | 0.00 |
| Total Scope 3 | tCO2e | 8,301.86 | 8,135.35 |

Our total of scope 3 emissions has been decreased by 2% in FY24-25 as compared to the base year FY23-24.

Note:

- Scope 3 emissions are calculated using a combination of spend-based and activity-based approaches.
- C1 (Purchased Goods & Services), C2 (Capital Goods), C3 (Upstream Transportation), and C6 (Business Travel) use a spend-based method aligned with NAICS classifications.
- Other categories follow DEFRA 2024, IEA 2024 and GHG Protocol guidelines, ensuring comprehensive value chain coverage.

To effectively reduce Scope 3 emissions, CitiusTech is focusing on several key areas across the categories:

- **Hybrid Working Model and Sustainable Commuting:** We encourage hybrid working model to reduce the need for daily commuting to office. We support public transportation, carpooling, and ride-sharing programs, and promote walking and cycling by encouraging the employees.
- **Virtual Meetings and Low-Carbon Travel:** We prioritize virtual meetings and remote collaboration tools to minimize the need for business travel. We encourage the use of direct flights with lower carbon emissions, and thus encourage employees to choose eco-friendly travel options. We are in the process of identifying accommodations that qualify as eco-friendly green hotels. This initiative aims to ensure our stays are sustainable and environmentally responsible.
- **Supplier Engagement and Circular Economy:** We collaborate with our suppliers to enhance their environmental practices and lower emissions through our annual ESG survey questionnaire and training on sustainability and decarbonization. Our supplier contracts, including the Supplier Code of Conduct (CoC) and General Services Agreement (GSA), incorporate ESG clauses. We encourage suppliers to join the Science Based Targets initiative (SBTi), United Nations Global Compact (UNGC) and recommend them to reduce and report their greenhouse gas emissions (GHGs) such as Scope 1, Scope 2, and Scope 3 through Carbon Disclosure Project (CDP) or any alternative.
- **Fuel and Energy-Related Activities:** We optimize energy use by investing in renewable energy sources and improving energy efficiency in our operations. We implement energy-saving measures and technologies to reduce emissions from fuel and energy-related activities.
- **Waste Management:** We implement comprehensive waste management strategies to reduce emissions from waste generated in operations. We promote recycling, composting, and waste reduction initiatives.

GHG Emissions Intensity

In our GHG intensity calculation for FY24-25, we have considered Scope 1, Scope 2 and Scope 3 emissions. During the reporting period, our GHG emission intensity was determined to be 1.33 tCO2 (tons of carbon dioxide) per employee. To calculate energy intensity, we divided the total of Scope 1, 2 and 3 in tons of carbon dioxide by the total count of permanent full-time employees.

As compared to the previous year, the GHG emissions intensity has been decreased by 24% due to decrease in Scope 1,2&3

| Particular | FY 2023-2024 | FY 2024-2025 |
|--|--------------|--------------|
| GHG emission intensity in tCO2e per employee | 1.76 | 1.33 |

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

GHG Emissions Reduction Progress Against the Target

CitiusTech is committed to the Science Based Targets initiative (SBTi) and has set ambitious near-term targets to significantly reduce greenhouse gas (GHG) emissions. Using FY23-24 as the baseline year, the company aims to reduce absolute Scope 1 and 2 GHG emissions by 54.6% by FY33-34, aligning with a 1.5°C scenario. Additionally, CitiusTech targets a reduction in Scope 3 Economic Intensity (Revenue) by at least 61.1% within the same timeframe, in line with the Well Below 2°C (WB2D) scenario.

For FY24-25, we have made notable progress compared to the baseline year of FY23-24. For Scope 1 emissions, we achieved a 63% reduction by optimizing our energy consumption in company-owned facilities. Scope 2 emissions saw a 59% decrease due to increased use of renewable energy sources. In terms of Scope 3 emissions, our Economic Intensity (Revenue) has reduced by 8% due to decreased spends on business travel, purchased goods and services. This progress is detailed in our annual GHG Inventory Plan.

| Particulars | Unit | FY 2023-2024 | FY 2024-2025 |
|-------------------|-------|--------------|--------------|
| Scope 1 | tCO2e | 30.17 | 11.13 |
| Scope 2 | tCO2e | 2,220.93 | 910.37 |
| Total Scope 1 & 2 | tCO2e | 2,251.10 | 921.50 |

| Particulars | Unit | FY 2023-2024 | FY 2024-2025 |
|------------------------------|-------------------|--------------|--------------|
| Scope 3 | tCO2e | 8,301.86 | 8,135.35 |
| Economic Intensity (Revenue) | tCO2e/USD Million | 19.43 | 17.87 |

CitiusTech's Decarbonization Roadmap

CitiusTech's decarbonization roadmap outlines a robust strategy aimed at reducing its carbon footprint and enhancing sustainability through a series of targeted initiatives and responsible business practices. The plan prioritizes the reduction of greenhouse gas (GHG) emissions across all operations, with a focus on specific initiatives categorized into immediate, mid-term and forward-looking goals and ambitions. Additionally, it emphasizes engaging suppliers on decarbonization and climate change efforts to tackle scope 3 emissions. This comprehensive roadmap is detailed in our annual GHG Inventory Plan. Below is a brief overview of CitiusTech's decarbonization roadmap:

| | 2025 (Immediate) | 2026 – 2030 (Mid – term) | Beyond 2030 (Forward-looking ambition) |
|--------------------------------------|---|--|---|
| Setting Climate targets and ambition | SBTi Commitment & Validation | SBTi Commitment & Validation | Commit to long-term/ Net-Zero targets in line with the 1.5C scenario no later than 2050 |
| | UNGC Commitment | | |
| | Carbon disclosure Project (CDP) Reporting | Carbon disclosure Project (CDP) Reporting | |
| Decarbonization Roadmap | Secure the sustainability budget for decarbonization levers | | Renewal Energy sourcing, Power purchase agreements |
| | Acquire iRECs | Assess opportunities forprocuring renewable electricity | Carbon removal programs |
| | Energy Efficiency Initiatives <ul style="list-style-type: none">• Optimization of UPS load management• Adjustment of AHU temperature set points• Programs focused on reducing waste and water consumption | Continue implementing energy conservation measures | Neutralization of residual emissions no later than 2050 |
| Supplier Engagement | Launch supplier engagement program | Continue identifying and implementing Scope 3 decarbonization levers | |
| | | Continue supplier engagement program and Prioritize suppliers with verified sustainability credentials | |
| | Collating supplier/product-specific emissions data for further analysis | | |

Water Management

Water Consumption Management

As a software technology organization, our water consumption is limited to internal domestic purposes, resulting in minimal water-related impacts. We prioritize responsible water usage and management practices to ensure efficient utilization, working closely with our suppliers and other stakeholders. By focusing solely on internal needs, we minimize any significant effects on water resources, such as the depletion of natural resources and contamination of water. Our offices operate out of multi-tenant buildings, where water consumption and bills are shared among tenants based on the square footage occupied, which serves as our methodology for capturing these details. This arrangement allows us to manage our water consumption effectively while collaborating with other tenants to ensure sustainable practices are maintained throughout the building. We source our water from local authorities, utilizing both surface and groundwater, as well as commercial drinking water suppliers. In some cases, we also purchase water specifically for drinking purposes.

In FY24-25, CitiusTech recorded a total water consumption of 25.88 Mega Litres (ML). Of this, 0.25 ML was accounted for the Chennai office, based on actual data from water tanker invoices. The remaining 25.63 ML was estimated for other offices using the National Building Code (NBC) 2016 and Bureau of Indian Standards (BIS) guidelines, which recommend a per capita usage of 45 litres per person per day. This estimation approach was necessary due to the absence of exclusive water billing data at these locations and ensures consistency and transparency in our water usage.

Water Discharge Management

At our India campuses, including Mumbai, Navi Mumbai, Bangalore, Chennai, and Pune office sites, the responsibility for compliance with local water regulations lies with the landlord. The landlord has implemented Sewage Treatment Plants (STP) at these locations, ensuring that discharged water is treated for non-drinking domestic purposes. This multi-tenant arrangement ensures that water quality is maintained and there is no negative impact on the environment. At other sites outside India, the landlord ensures compliance with local authorities. As all our facilities are equipped with Sewage Treatment Plants (STPs), there is no direct discharge of untreated wastewater. Treated water is either reused or managed in accordance with regulatory standards, resulting in a net water discharge of zero.

With the implementation of Sewage Treatment Plants, we have successfully processed wastewater for reuse in various applications such as flushing, landscaping, and soft water usage. In our commitment to sustainability, we have replaced plastic bottled water with glass bottles, promoting eco-friendly practices. Furthermore, CitiusTech has introduced a waterless Urinal Program, which enhances hygiene and contributes to water conservation. Additionally, the installation of sensors and aerators on taps helps us reduce water consumption and achieve greater efficiency across all our campuses.



Employee Engagement in Water Conservation

Our employees play a crucial role in our water conservation efforts. We have launched awareness campaigns and training sessions to educate our staff on the importance of water conservation and the steps they can take to contribute. Employees are encouraged to report leaks and suggest improvements for water-saving measures. We also promote the use of reusable water bottles and provide facilities for refilling them, reducing the reliance on single-use plastics.

These conservation initiatives reflect our dedication to making a positive impact on the environment. We are currently in the process of defining our water goals, which will be reported in the upcoming years.

Waste Management

We have implemented effective waste management practices to minimize waste generation and enhance waste management processes. As we do not manufacture physical products, we do not use any hazardous or toxic chemicals in our work processes. We only procure supplies for daily operations such as workplace consumables, electronic equipment, etc. Our offices primarily generate dry, wet, and electronic waste. To ensure proper waste management, we have established segregation processes and collaborate with local authorities and Pollution Control Board-authorized vendors for waste collection and disposal. We collect, process, and monitor our waste-related data through waste logs and sheets maintained across locations.

In addition, the landlords of our office buildings have waste segregation and recycling systems in place. As part of our commitment to compliance, we strictly adhere to all relevant regulations for the disposal and recycling of both hazardous and non-hazardous waste. We prioritize sustainable practices by promoting a circular economy, optimizing material usage, and implementing recycling, reusing, and waste reduction measures. Through responsible waste disposal and recycling in accordance with applicable norms, we strive to contribute to healthier ecosystems.

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



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

| Waste generated | Unit | FY 2023-2024 | FY 2024-2025 |
|--------------------------------------|------|--------------|--------------|
| Total hazardous waste generation | MT | 5.32 | 7.24 |
| Total non-hazardous waste generation | MT | 9.95 | 33.59 |

We have safely handed over approximately 7.24 metric tons (MT) of battery e-waste to authorized vendors for further processing. By partnering with trusted professionals, we ensure these materials are effectively managed, minimizing potential environmental harm. The purchase of electronic devices requires internal approval and is done only on a need basis to reduce environmental impact. Additionally, we have segregated and collected around 33.59 MT of non-hazardous waste generated through our operations. This waste is carefully transported to an approved designated location for proper disposal and recycling procedures. By doing so, we contribute to reducing environmental impact while promoting a circular economy.

Following a two-year period of COVID-19, CitiusTech experienced a slight increase in waste due to the implementation of a hybrid working model, which commenced in July 2022.

A total of 7.24 MT hazardous e-waste has been sent for recycling, and 19.24 MT of non-hazardous waste has been sent for composting and 14.35 MT non-hazardous waste has been sent for recycling.



E-Waste

To minimize e-waste, we ensure that electronic equipment with the latest configuration is procured and from well-established supplier organizations. Similarly, equipment is purchased with an extended warranty to ensure maximum life cycle. By responsibly recycling e-waste through Pollution Control Board-authorized vendors, we help conserve valuable resources and reduce pollution. The waste generated from our operations is disposed of in an environmentally friendly manner, strictly adhering to applicable laws and regulations, including the E-waste management and Handling Rules 2016 and the Solid Waste Management Rules 2016.

Solid and Plastic Waste

At each location, our non-hazardous waste is meticulously categorized into wet and dry waste streams. In Bangalore, the dedicated Building Management Systems (BMS) team at Embassy Tech handles the segregated waste for proper disposal. In Mumbai, the authorized corporation, BMC is responsible for collecting and managing the waste. At our Navi Mumbai office, we have partnered with the Matrix Building Management Systems team to manage the recycling process effectively. Similarly, in Pune, the Building Management Systems teams at Qubix (Embassy) and EON (Panchshill) offices ensure proper handling and disposal of canteen waste. In Chennai, the dedicated Building Management Systems (BMS) team takes care of the waste management process.

As part of our ongoing efforts, we have implemented a streamlined waste segregation system for canteen waste across all our offices. To minimize plastic waste, we have replaced plastic bottles in all our meeting rooms with eco-friendly glass bottles. In compliance with the Maharashtra Plastic and Thermocol Products Notification, 2018, we ensure that no thermocol products are used within our offices. Additionally, awareness posters and food waste boards are strategically placed across all locations, reminding everyone of the importance of minimizing waste and making conscious choices. Our canteens offer a half-plate menu option, allowing employees to choose smaller portions and reduce food waste.

Paper Waste

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



INDEPENDENT ASSURANCE STATEMENT

to the Management of CitiusTech Healthcare Technology Private Limited

CitiusTech Healthcare Technology Private Limited (Corporate Identity Number CIN - U72100MH2005PTC153862, hereafter referred to as 'CitiusTech' or 'the company') has commissioned DNV Business Assurance India Private Limited ("DNV", "us" or "we") to conduct an independent assurance of its non-financial sustainability disclosures in its Sustainability Report for Financial Year (FY) 2024-25 (hereafter referred to as 'Report').

Scope of Work and Boundary

The agreed scope of work is a Limited Level of assurance of non-financial sustainability disclosures in the Report for the reporting period 01/04/2024 to 31/03/2025. The reported topic boundaries of non-financial performance are based on the materiality assessment covering CitiusTech's operations as brought out in the section 'About the report' of the report.

The reporting and assurance boundary covers the performance of CitiusTech's operations across all global locations that fall under the direct operational control of the Company's Legal structure.

Reporting Criteria and Standards

The disclosures have been prepared by CitiusTech

- with reference to requirements of Global Reporting Initiative (GRI) standards 2021
- Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard.

Assurance Methodology/ Standard

DNV carried out assurance engagement in accordance with DNV's VeriSustain™ protocol (V6.0), which is based on our professional experience and international assurance practice, and the international standard in Assurance Engagements, ISAE 3000 (revised) - *Assurance Engagements other than Audits or Reviews of Historical Financial Information*. Apart from DNV's VeriSustain™ protocol (V6.0), DNV team has also followed ISO 14064-3 - *Specification with guidance for the verification and validation of greenhouse gas statements* to evaluate disclosures wrt. Greenhouse gases.

Basis of our conclusion

As part of the assurance process, a multi-disciplinary team of assurance specialists performed assurance work for selected sites of CitiusTech. We carried out the following activities:

- We adopted a risk-based approach, that is, we concentrated our assurance efforts on the issues of high material relevance to the Company's business and its key stakeholders.
- Reviewed the disclosures in the report. Our focus included general disclosures, GRI topic specific disclosures and any other key metrics specified under the reporting framework.
- Understanding the key systems, processes and controls for collecting, managing and reporting the non-financial disclosures in report.
- Walk-through of key data sets. Understand and test, on a sample basis, the processes used to adhere to and evaluate adherence to the reporting requirements.
- Collect and evaluate documentary evidence and management representations supporting adherence to the reporting requirements.
- Interviews with the senior managers responsible for management of disclosures. We were free to choose interviewees and interviewed those with overall responsibility of monitoring, data collation and reporting the selected GRI disclosures.
- DNV audit team conducted on-site and remote audits for corporate office and other offices (refer Annexure II). Sample based assessment of site-specific data disclosures was carried out. We were free to choose sites for conducting our assessment.
- Reviewed the process of reporting as defined in the assessment criteria.

Our competence, and Independence

DNV applies its own management standards and compliance policies for quality control, which are based on the principles enclosed within ISO/IEC 17029:2019- Conformity Assessment - General principles and requirements for validation and verification bodies and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements. DNV has complied with the Code of Conduct during the assurance engagement. DNV's established policies and procedures are designed to ensure that DNV, its personnel and, where applicable, others are subject to independence requirements (including personnel of other entities of DNV) and maintain independence where required by relevant ethical requirements.

This engagement work was carried out by an independent team of sustainability assurance professionals. During the reporting period i.e FY 2024-25, DNV, to the best of its knowledge, was not involved in any non-audit/non-assurance work with the Company and its Group entities which could lead to any Conflict of Interest. DNV was not involved in the preparation of any statements or data included in the Report except for this Assurance Statement. DNV maintains complete impartiality toward stakeholders interviewed during the assurance process.

- Verification of the consolidated reported performance disclosures in context to the Principle of Completeness as per VeriSustain™ Protocol, V6.0 for limited level of assurance for the disclosure.

Our Conclusion:

On the basis of the assessment undertaken and agreed scope of work, nothing has come to our attention to suggest that the disclosures are not fairly stated and are not prepared, in all material aspects, with reference to the reporting criteria.

Principles as per DNV VeriSustain™ Protocol (V6.0):

1. Materiality

The process of determining the issues that are most relevant to an organization and its stakeholders.

The Report explains the materiality assessment process carried out by the Company which has considered concerns of internal and external stakeholders, and inputs from peers and the industry, as well as issues of relevance in terms of impact for CitiusTech's business.

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

2. Stakeholder inclusiveness

The participation of stakeholders in developing and achieving an accountable and strategic response to Sustainability.

The Report brings out the stakeholders who have been identified as significant to CitiusTech, as well as the modes of engagement established by the Company to interact with these stakeholder groups. The key topics of concern and needs of each stakeholder group which have been identified through these channels of engagement are further brought out in the Report.

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

3. Responsiveness

The extent to which an organization responds to stakeholder issues.

The Report adequately brings out the Company's policies, strategies, management systems and governance mechanisms in place to respond to topics identified as material and significant concerns of key stakeholder groups.

Nothing has come to our attention to believe that the Report does not meet the requirements related to the Principle of Responsiveness.

4. Reliability/Accuracy

The accuracy and comparability of information presented in the report, as well as the quality of underlying data management systems.

The Report brings out the systems and processes that the Company has set in place to capture and report its performance related to identified material topics across its reporting boundary. The majority of information mapped with data verified through our on-site and remote assessments with CitiusTech's management teams and process owners at the Corporate Office and sampled sites within the boundary of the Report were found to be fairly accurate and reliable. Some of the data inaccuracies identified in the report during the verification process were found to be attributable to transcription, interpretation, and aggregation errors. These data inaccuracies have been communicated for correction and the related disclosures were reviewed post correction.

Nothing has come to our attention to believe that the Report does not meet the principle of Reliability and Accuracy.

5. Completeness

How much of all the information that has been identified as material to the organization and its stakeholders is reported?

The Report brings out the Company's performance, strategies and approaches related to the environmental, social and governance issues that it has identified as material for its operational locations coming under the boundary of the report, for the chosen reporting period while applying and considering the requirements of Principle of Completeness.

Nothing has come to our attention to suggest that the Report does not meet the Principle of Completeness with respect to scope, boundary and time.

6. Neutrality/Balance

The extent to which a report provides a balanced account of an organization's performance, delivered in a neutral tone.

The Report brings out the disclosures related to CitiusTech's performance during the reporting period in a neutral tone in terms of content and presentation, while considering the overall macroeconomic and industry environment.

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

7. Sustainability Context

This addresses the requirement related to the presentation of the organization's performance in its own sustainability and general

The Report outlines how the Company monitors and evaluates its impacts across local, regional, and global sustainability contexts. It reflects the Company's efforts to align its performance with broader societal needs and planetary boundaries to monitor, measure and evaluate its significant direct and indirect impacts linked to identified material topics across the Company, its significant value chain entities and key stakeholder groups.

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

Responsibility of the Company

CitiusTech has the sole responsibility for the preparation of the Report and is responsible for all information disclosed in the Report. The company is responsible for maintaining processes and procedures for collecting, analyzing and reporting the information and ensuring the quality and consistency of the information presented in the Report. CitiusTech is also responsible for ensuring the maintenance and integrity of its website and any referenced disclosures on their website.

DNV's Responsibility

In performing this assurance work, DNV's responsibility is to the Management of the Company; however, this statement represents our independent opinion and is intended to inform the outcome of the assurance to the stakeholders of the Company. DNV disclaims any liability or co-responsibility for any decision a person or entity would make based on this assurance statement.

Use and distribution of Assurance statement

This assurance statement, including our conclusion, has been prepared solely for the Company in accordance with the agreement between us. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Management of the Company for our work or this assurance statement. We have not performed any work, and do not express any conclusion, on any other information that may be published outside of the Report and/or on Company's website for the current reporting period.

The use of this assurance statement shall be governed by the terms and conditions of the contract between DNV and the CitiusTech and DNV does not accept any liability if this assurance statement is used for an alternative purpose from which is intended, not to any third party in respect of this assurance statement.

Inherent Limitations

DNV's assurance engagement assume that the data and information provided by the Company to us as part of our review have been provided in good faith, is true, complete, sufficient, and authentic, and is free from material misstatements. The assurance scope has the following limitations:

- The assurance engagement considers an uncertainty of $\pm 5\%$ based on materiality threshold for estimation/measurement errors and omissions.
- DNV does not take any responsibility of the financial data reported in the Sustainability Report of the Company. We have not reviewed third party audited financial report during the audit process as the final financial audit was not completed at the time of our audit. DNV's opinion on financial related data is solely based on the information (provisional Profit and Loss (P&L) and Fixed Asset Register (FAR) reports) shared by the Company.
- The assessment is limited to data and information within the defined Reporting Period. Any data outside this period is not considered within the scope of assurance.
- Data outside the operations specified in the assurance boundary is excluded from the assurance, unless explicitly mentioned otherwise in this statement.
- The assurance does not cover the Company's statements that express opinions, claims, beliefs, aspirations, expectations, aims, or future intentions. Additionally, assertions related to Intellectual Property Rights and other competitive issues are beyond the scope of this assurance.
- The assessment does not include a review of the Company's strategy or other related linkages expressed in the Report. These aspects are not within the scope of the assurance engagement.
- The assurance does not extend to mapping the Report with reporting frameworks other than those specifically mentioned. Any assessments or comparisons with frameworks beyond the specified ones are not considered in this engagement.
- Aspects of the Report that fall outside the mentioned scope and boundary are not subject to assurance. The assessment is limited to the defined parameters.
- The assurance engagement does not include a review of legal compliances. Compliance with legal requirements is not within the scope of this assurance, and the Company is responsible for ensuring adherence to relevant laws.

For DNV Business Assurance India Private Limited,

| | |
|---|---|
| <p>Panda, Tapan Kumar</p> <p>Digitally signed by Panda, Tapan Kumar Date: 2025.08.29 11:31:20 +05'30'</p> | <p>Sharma, Anjana</p> <p>Digitally signed by Sharma, Anjana Date: 2025.08.29 12:37:11 +05'30'</p> |
| <p>Tapan Kumar Panda Lead Verifier</p> | <p>Anjana Sharma Assurance Reviewer</p> |
| <p>Assurance Team- Mohanakrishnan R, Ankita Parab, Thyagaraj Subbarayan, Poornachander Maratha</p> | |

29/08/2025, Bangalore, India

Annexure I

GRI Disclosures assured for Limited level of assurance:

- GRI 2: General Disclosures 2021
- GRI 3: Material Topics 2021- 3-1, 3-2
- GRI 201: Economic Performance 2016- 201-1,201-2,201-3
- GRI 202: Market Presence 2016 - 202-1
- GRI 203: Indirect Economic Impacts 2016- 203-1,203-2
- GRI 204: Procurement Practices 2016- 204-1
- GRI 205: Anti-corruption 2016 - 205-1,205-2, 205-3
- GRI 206: Anti-competitive Behavior 2016- 206-1
- GRI 302: Energy 2016 - 302-1, 302-3
- GRI 303: Water and Effluents 2018 - 303-1,303-2,303-4,303-5
- GRI 304: Biodiversity 2016 - 304-1
- GRI 305: Emissions 2016 - 305-1*, 305-2**, 305-3***, 305-4, 305-5
- GRI 306: Waste 2020 - 306-1, 306-2, 306-3,306-4,306-5
- GRI308: Supplier Environmental Assessment 2016- 308-1,308-2
- GRI 401: Employment 2016 - 401-1, 401-2,401-3
- GRI 403: Occupational Health and Safety 2018 - 403-1, 403-2, 403-3,403-4,403-5 ,403-6,403-7,403-8,403-9,403-10
- GRI 404: Training and Education 2016 - 404-1,404-2,404-3
- GRI 405: Diversity and Equal Opportunity 2016 - 405-1
- GRI 406: Non-discrimination 2016 - 406-1
- GRI 407: Freedom of Association and Collective Bargaining 2016- 407-1
- GRI 408: Child Labor 2016- 408-1
- GRI 409: Forced or Compulsory Labor 2016-409-1
- GRI 413: Local Communities 2016 - 413-2
- GRI 414: Supplier social assessment 2016 - 414-1, 414-2
- GRI 418: Customer Privacy 2016 - 418-1

* Scope 1 GHG emissions is calculated based on conversion factors, emission factors from the Intergovernmental Panel on Climate Change (IPCC) 2006 dataset and GWP from IPCC sixth assessment report, emission factor of Natural Gas from DEFRA 2024.

** Scope 2 GHG emissions for Indian operations are calculated based on the Grid Electricity EF - Central Electricity Authority, Govt. of India, CO2 baseline database for Indian Power Sector, version 20, December 2024 , United States, US Residual mix and UNFCCC GHG emissions calculator for thermal energy (HVAC)

*** Scope 3 GHG emissions are calculated for Category 1, 2, 3, 4, 5, 6, 7, and 8. Scope 3 emissions are calculated Supply Chain Greenhouse Gas Emission Factors v1.3 by NAICS-6, UK DEFRA - Conversion Factors 2024, IEA 2024 and Central Electricity Authority, Govt. of India, CO2 baseline database for Indian Power Sector, version 20, December 2024.

Annexure II - Sites selected for audit

| S.no | Site | Location |
|------|------------------------------------|--|
| 1. | Corporate Office | Mumbai- Onsite |
| 2. | India offices (onsite audits) | One IT SEZ Park- Chennai L&T Business Park- Mumbai MS Building 8&14- Navi Mumbai |
| 3. | International Sites (remote audit) | US Minesota, Rochester |

Glossary

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

Glossary

| | | | |
|----------------|--|----------------|--|
| IREC | International Renewable Energy Certificate | QMS | Quality Management System |
| IRM | Information Risk Management | R&D | Research and Development |
| IRT | Indian Recruitment Team | RCM | Revenue Cycle Management |
| ISO | International Organization for Standardization | RFP | Request for Proposals |
| ISVs | Independent Software Vendors | RnR | Rewards and Recognition |
| IT | Information Technology | RPA | Robotic Process Automation |
| KRI | Key Risk Indicators | ROW | Rest of the World |
| KWH | Kilowatt – hour | SaMD | Software as a Medical Device |
| LAN | Local Area Network | SASB | Sustainability Accounting Standards Board |
| LED | Light-emitting-diode | SBTi | Science Based Targets Initiative |
| LGBTQ | Lesbian, gay, bisexual, transgender and queer | SCOC | Supplier Code of Conduct |
| MedTech | Medical Technology | SDG | Sustainable Development Goals |
| MFA | Multifactor Authorization | SIRT | Security Incidence Response Team |
| ML | Machine Learning | SOC | Service Organization Control |
| MSA | Master Service Level Agreements | SOP | Standard Operating Procedure |
| MT | Metric Ton | SOX | Sarbanes-Oxley Act |
| MTECH | Masters of Technology | SPAC | Special Purpose Acquisition Companies |
| MVP | Minimum Viable Product | Sq. ft. | Square Foot |
| NASCOMM | National Association of Software and Service Companies | SSL | Secure Sockets Layer |
| NAT | Network Address Translation | SSO | Single sign-on |
| NBC | National Building Code | STEM | Science, Technology, Engineering and Mathematics |
| NDA | National Defence Academy | STP | Sewage Treatment Plants |
| NGO | Non-governmental Organization | tCO2 | Tonnes of Carbon Dioxide |
| NGRBC | National Guidelines on Responsible Business Conduct | tCO2e | Tonnes of Carbon Dioxide Equivalent |
| NIST | National Institute of Standards and Technology | Tech | Technology |
| NPS | Net Promotor Score | UAE | United Arab Emirates |
| ODS | Ozone Depleting Substances | UI/UX | User Interface/User Experience |
| OECD | Organization for Economic Cooperation and Development | UK | United Kingdom |
| OEMs | Original Equipment Manufacturers | UN SDGs | United Nations - Sustainable Development Goals |
| ORT | Onsite Recruitment Team | UNGC | United Nations Global Compact |
| PHI | Protected Health Information | UPS | Uninterrupted Power Supply |
| PII | Personal Identifying Information | USA | The United States of America |
| PIMS | Privacy Information Management System | USEPA | U.S. Environmental Protection Agency |
| PIPEDA | Personal Information Protection and Electronic Documents Act | VAPT | Vulnerability Assessment & Penetration Testing |
| PMO | Project Management Office | VMS | Visitor Management System |
| PMP | Project Management Professional | VPN | Virtual Private Network |
| PwD | People with Disabilities | WAN | Wide Area Network |
| | | WASH | Water, Sanitation and Hygiene |
| | | WEDI | Workgroup for Electronic Data Interchange |

GRI Content Index

| GRI Standard | Disclosure | Sustainability Report Section | Page Numbers |
|--|--|---|--------------|
| GRI 2: General Disclosures 2021 | 2-1 Organizational details | Organization Profile | 9 |
| | 2-2 Entities included in the organization's sustainability reporting | Scope | 15 |
| | 2-3 Reporting period, frequency and contact point | Reporting Boundary | 15 |
| | 2-4 Restatements of information | Reporting Boundary | 15 |
| | 2-5 External assurance | Data Accuracy and Assurance | 17 |
| | 2-6 Activities, value chain & other business relationships | Scope, Sustainable Supply Chain | 15 38 |
| | 2-7 Employees | Talent Attraction, Engagement & Retention | 42 |
| | 2-9 Governance and selection of the highest governance body | Board Composition | 19 |
| | 2-10 Nomination and selection of the highest governance body | Selection of the Board | 20 |
| | 2-11 Chair of the highest governance body | Board Composition | 19 |
| | 2-12 Role of the highest governance body in overseeing the management of impacts | Board Composition Role of the Board | 19 20 |
| | 2-13 Delegation of responsibility for managing impacts | Role of the Board | 20 |
| | 2-14 Role of the highest governance body in sustainability reporting | ESG Management | 34 |
| | 2-15 Conflicts of interest | ESG Management | 34 |
| | 2-16 Communication of critical concerns | ESG Management | 34 |

| GRI Standard | Disclosure | Sustainability Report Section | Page Numbers |
|------------------------------------|--|---|--------------|
| | 2-17 Collective knowledge of the highest governance body | ESG Management | 34 |
| | 2-19 Remuneration policies | Employee benefits | 48 |
| | 2-20 Process to determine remuneration | Ethical Business Practices and Governance | 19 |
| | 2-22 Statement on sustainable development strategy | Message from CEO | 06 |
| | 2-23 Policy commitments | Business Practices Our Policies and Codes | 21 23 |
| | 2-24 Embedding policy commitments | Our Policies and Codes | 23 |
| | 2-25 Processes to remediate negative impacts | Addressing Grievances | 24 |
| | 2-26 Mechanisms for seeking advice and raising concerns | Our Policies and Codes Addressing Grievances | 23 24 |
| | 2-27 Compliance with laws and regulations | Addressing Grievances | 24 |
| | 2-28 Membership associations | Memberships and Associations | 12 |
| | 2-29 Approach to stakeholder engagement | Stakeholder Engagement | 28 |
| | 2-30 Collective bargaining agreements | Commitment to Human Rights and Equal Opportunity | 22 |
| ECONOMIC PERFORMANCE | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 30 |
| | 3-2 List of material topics | Methodology | 30 |
| | 3-3 Management of material topics | Economic Value Creation, Management of Material Topics | 18 32 |

| GRI Standard | Disclosure | Sustainability Report Section | Page Numbers |
|--|--|--|--------------|
| GRI 201: Economic Performance 2016 | 201-1 Direct economic value generated and distributed | Economic Value Creation | 18 |
| | 201-2 Financial implications and other risks and opportunities due to climate change | Risk Management Framework | 26 |
| | 201-3 Defined benefit plan obligations and other retirement plans | Economic Value Creation | 18 |
| MARKET PRESENCE | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 30 |
| | 3-2 List of material topics | Methodology | 30 |
| | 3-3 Management of material topics | Management of Material Topics, Economic Value Creation | 32 18 |
| GRI 202: Market Presence 2016 | 202-1 Ratios of standard entry level wage by gender compared to local minimum wage | Economic Value Creation | 18 |
| INDIRECT ECONOMIC IMPACTS | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 30 |
| | 3-2 List of material topics | Methodology | 30 |
| | 3-3 Management of material topics | Management of Material Topics, Economic Value Creation | 32 18 |
| GRI 203: Indirect Economic Impacts 2016 | 203-1 Infrastructure investments and services supported | Powering the Social Systems | 62 |
| | 203-2 Significant indirect economic impacts | Powering the Social Systems | 62 |
| PROCUREMENT PRACTICES | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 30 |
| | 3-2 List of material topics | Methodology | 30 |

| GRI Standard | Disclosure | Sustainability Report Section | Page Numbers |
|--|---|--|--------------|
| | 3-3 Management of material topics | Management of Material Topics, Economic Value Creation | 32 18 |
| GRI 204: Procurement Practices 2016 | 204-1 Proportion of spending on local suppliers | Sustainable Supply Chain | 38 |
| ANTI-CORRUPTION | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 30 |
| | 3-2 List of material topics | Methodology | 30 |
| | 3-3 Management of material topics | Management of Material Topics, Economic Value Creation | 32 18 |
| GRI 205: Anti-corruption 2016 | 205-1 Operations assessed for risks related to corruption | Addressing Grievances Risk Management Framework | 24 26 |
| | 205-2 Communication and training about anti-corruption policies and procedures | Business Practices | 21 |
| | 205-3 Confirmed incidents of corruption and actions taken | Addressing Grievances | 24 |
| ANTI COMPETITIVE BEHAVIOR | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 30 |
| | 3-2 List of material topics | Methodology | 30 |
| | 3-3 Management of material topics | Management of Material Topics, Economic Value Creation | 32 18 |
| GRI 206: Anti-competitive Behavior 2016 | 206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices | Addressing Grievances | 24 |
| ENERGY | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 30 |
| | 3-2 List of material topics | Methodology | 30 |

| GRI Standard | Disclosure | Sustainability Report Section | Page Numbers |
|--|---|--|--------------|
| | 3-3 Management of material topics | Management of Material Topics, Economic Value Creation | 32 18 |
| GRI 302: Energy 2016 | 302-1 Energy consumption within the organization | Energy Management | 121 |
| | 302-3 Energy intensity | Energy Intensity | 123 |
| WATER AND EFFLUENTS | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 30 |
| | 3-2 List of material topics | Methodology | 30 |
| | 3-3 Management of material topics | Management of Material Topics, Economic Value Creation | 32 18 |
| GRI 303: Water and Effluents 2018 | 303-1 Interactions with water as a shared resource | Water Management | 131 |
| | 303-2 Management of water discharge-related impacts | Water Management | 131 |
| | 303-4 Water discharge | Water Management | 131 |
| | 303-5 Water consumption | Water Management | 131 |
| BIODIVERSITY | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 30 |
| | 3-2 List of material topics | Methodology | 30 |
| | 3-3 Management of material topics | Management of Material Topics, Economic Value Creation | 32 18 |
| GRI 304: Biodiversity 2016 | 304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas | Biodiversity | 120 |

| GRI Standard | Disclosure | Sustainability Report Section | Page Numbers |
|------------------------------------|--|--|--------------|
| | 304-3 Habitats protected or restored | Biodiversity | 120 |
| EMISSIONS | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 30 |
| | 3-2 List of material topics | Methodology | 30 |
| | 3-3 Management of material topics | Management of Material Topics, Economic Value Creation | 32 18 |
| GRI 305: Emissions 2016 | 305-1 Direct (Scope 1) GHG emissions | GHG Management | 123 |
| | 305-2 Energy indirect (Scope 2) GHG emissions | GHG Management | 123 |
| | 305-3 Other indirect (Scope 3) GHG emissions | GHG Management | 123 |
| | 305-4 GHG emissions intensity | GHG Management | 123 |
| | 305-5 Reduction of GHG emissions | GHG Management | 123 |
| WASTE | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 30 |
| | 3-2 List of material topics | Methodology | 30 |
| | 3-3 Management of material topics | Management of Material Topics, Economic Value Creation | 32 18 |
| GRI 306: Waste 2020 | 306-1 Waste generation and significant waste-related impacts | Waste Management | 132 |
| | 306-2 Management of significant waste-related impacts | Waste Management | 132 |

| GRI Standard | Disclosure | Sustainability Report Section | Page Numbers |
|--|--|--|--------------|
| | 306-3 Waste generated | Waste Management | 132 |
| | 306-4 Waste diverted from disposal | Waste Management | 132 |
| | 306-5 Waste directed to disposal | Waste Management | 132 |
| SUPPLIER ENVIRONMENTAL ASSESSMENT | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 30 |
| | 3-2 List of material topics | Methodology | 30 |
| | 3-3 Management of material topics | Management of Material Topics, Economic Value Creation | 32 18 |
| GRI 308: Supplier Environmental Assessment 2016 | 308-1 New suppliers that were screened using environmental criteria | Sustainable Supply Chain | 38 |
| | 308-2 Negative environmental impacts in the supply chain and actions taken | Supplier Engagement on ESG | 39 |
| EMPLOYMENT | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 30 |
| | 3-2 List of material topics | Methodology | 30 |
| | 3-3 Management of material topics | Management of Material Topics, Economic Value Creation | 32 18 |
| GRI 401: Employment 2016 | 401-1 New employee hires and employee turnover | New Employee Hires and Turnover | 45 |
| | 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees | Employee Benefits | 48 |
| | 401-3 Parental leave | Parental Leave | 50 |

| GRI Standard | Disclosure | Sustainability Report Section | Page Numbers |
|---|---|--|--------------|
| OCCUPATIONAL HEALTH AND SAFETY | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 30 |
| | 3-2 List of material topics | Methodology | 30 |
| | 3-3 Management of material topics | Management of Material Topics, Economic Value Creation | 32 18 |
| GRI 403: Occupational Health and Safety 2018 | 403-1 Occupational health and safety management system | Occupational health and safety management system | 59 |
| | 403-2 Hazard identification, risk assessment, and incident investigation | Employee Safety Employee Well Being | 60 61 |
| | 403-3 Occupational health services | Employee Safety Employee Well Being | 60 61 |
| | 403-4 Worker participation, consultation, and communication on occupational health and safety | Employee Safety Employee Well Being | 60 61 |
| | 403-5 Worker training on occupational health and safety | Employee Safety Employee Well Being | 60 61 |
| | 403-6 Promotion of worker health | Employee Well-Being | 61 |
| | 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | Occupational Health and Safety Management System | 59 |
| | 403-8 Workers covered by an occupational health and safety management system | Occupational Health and Safety Management System | 59 |
| | 403-9 Work-related injuries | Occupational Health and Safety Management System | 59 |
| | 403-10 Work-related ill health | Occupational Health and Safety Management System | 59 |
| TRAINING AND EDUCATION | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 30 |
| | 3-2 List of material topics | Methodology | 30 |

| GRI Standard | Disclosure | Sustainability Report Section | Page Numbers |
|---|--|--|--------------|
| | 3-3 Management of material topics | Management of Material Topics, Economic Value Creation | 32 18 |
| GRI 404: Training and Education 2016 | 404-1 Average hours of training per year per employee | Average hours of training per year per employee | 57 |
| | 404-2 Programs for upgrading employee skills and transition assistance programs | Training & Education | 54 |
| | 404-3 Percentage of employees receiving regular performance and career development reviews | Performance and Career Development Reviews | 58 |
| DIVERSITY AND EQUAL OPPORTUNITY | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 30 |
| | 3-2 List of material topics | Methodology | 30 |
| | 3-3 Management of material topics | Management of Material Topics, Economic Value Creation | 32 18 |
| GRI 405: Diversity and Equal Opportunity 2016 | 405-1 Diversity of governance bodies and employees | Board Diversity, Talent Attraction, Engagement and Retention | 19 42 |
| NON-DISCRIMINATION | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 30 |
| | 3-2 List of material topics | Methodology | 30 |
| | 3-3 Management of material topics | Management of Material Topics, Economic Value Creation | 32 18 |
| GRI 406: Non-discrimination 2016 | 406-1 Incidents of discrimination and corrective actions taken | Addressing Grievances | 24 |
| FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 30 |
| | 3-2 List of material topics | Methodology | 30 |

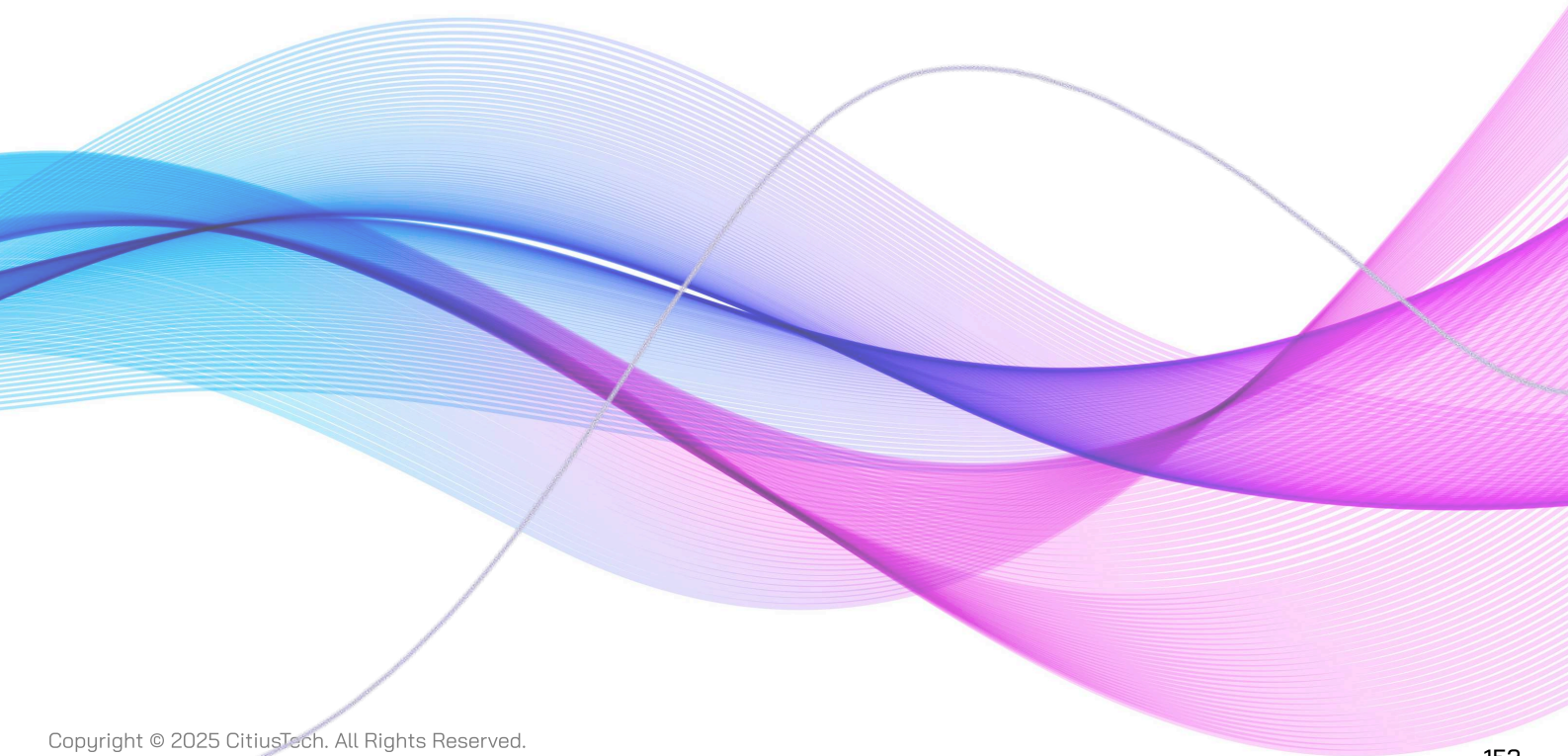
| GRI Standard | Disclosure | Sustainability Report Section | Page Numbers |
|---|--|--|--------------|
| | 3-3 Management of material topics | Management of Material Topics, Economic Value Creation | 32 18 |
| GRI 407: Freedom of Association and Collective Bargaining 2016 | 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk | Commitment to Human Rights and Equal Opportunity | 22 |
| CHILD LABOR | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 30 |
| | 3-2 List of material topics | Methodology | 30 |
| | 3-3 Management of material topics | Management of Material Topics, Economic Value Creation | 32 18 |
| GRI 408: Child Labor 2016 | 408-1 Operations and suppliers at significant risk for incidents of child labor | Commitment to Human Rights and Equal Opportunity | 22 |
| FORCED OR COMPULSORY LABOR | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 30 |
| | 3-2 List of material topics | Methodology | 30 |
| | 3-3 Management of material topics | Management of Material Topics, Economic Value Creation | 32 18 |
| GRI 406: Non-discrimination 2016 | 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor | Commitment to Human Rights and Equal Opportunity | 22 |
| LOCAL COMMUNITIES | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 30 |
| | 3-2 List of material topics | Methodology | 30 |
| | 3-3 Management of material topics | Management of Material Topics, Economic Value Creation | 32 18 |

| GRI Standard | Disclosure | Sustainability Report Section | Page Numbers |
|---|--|--|--------------|
| GRI 413: Local Communities 2016 | 413-2 Operations with significant actual and potential negative impacts on local communities | Corporate Social Responsibility | 62 |
| SUPPLIER SOCIAL ASSESSMENT | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 30 |
| | 3-2 List of material topics | Methodology | 30 |
| | 3-3 Management of material topics | Management of Material Topics, Economic Value Creation | 32 18 |
| GRI 414: Supplier Social Assessment 2016 | 414-1 New suppliers that were screened using social criteria | Sustainable Supply Chain | 38 |
| | 414-2 Negative social impacts in the supply chain and actions taken | Supplier Engagement on ESG | 39 |
| CUSTOMER PRIVACY | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Analysis | 30 |
| | 3-2 List of material topics | Methodology | 30 |
| | 3-3 Management of material topics | Management of Material Topics, Economic Value Creation | 32 18 |
| GRI 418: Customer Privacy 2016 | 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data | Information Security | 35 |

Mapping with UN SDGs

| UN Sustainable Development Goals | Sustainability Report Section | Page Numbers |
|--|---|----------------------|
| No poverty | Powering the Social Systems | 62 |
| Good health and wellbeing | Powering the Social Systems, Employee Safety, Employee Well-being, Employee benefits | 62 60 61 48 |
| Quality education | Powering the Social Systems Employee benefits | 62 48 |
| Gender equality | Diversity, Equity and Inclusion | 52 |
| Clean water and sanitation | Powering the Social Systems, Water Management | 62 131 |
| Affordable and clean energy | Powering the Social Systems, Renewable Power Purchase | 62 122 |
| Decent work and economic growth | Powering the Social Systems, Market Served, Commitment to Employee Well-being and Growth | 62 10 18 |
| Industry, innovation and infrastructure | Digital Innovation with Generative AI, Market Served, Commitment to Employee Well-being and Growth Powering the Social Systems | 13 10 18 62 |
| Reduced inequalities | Diversity, Equity and Inclusion, Our Policies & Codes, Business Practices, Powering the Social System | 52 23 21 62 |

| | | |
|---|--|-----------|
| Sustainable Cities and Communities | Powering the Social Systems, Renewable Power Purchase | 62 122 |
| Responsible consumption & production | Future of Sustainable Energy | 119 |
| Climate Action | Future of Sustainable Energy | 119 |
| Life on land | Future of Sustainable Energy, Powering the Social Systems | 119 62 |
| Partnerships for Goals | Membership and Associations | 12 |



Mapping with UNGC Principles

| Sr. No. | UNGC Principles | Sustainability Report Section | Page Numbers |
|-----------------|---|---|--------------|
| Human Rights | | | |
| 1 | Businesses should support and respect the protection of internationally proclaimed human rights | Business Practices | 21 |
| 2 | Business should make sure they are not complicit in human rights abuses | Business Practices, Addressing Grievances | 21 24 |
| Labour | | | |
| 3 | Business should uphold the freedom of association and the effective recognition of the right to collective bargaining | Business Practices | 21 |
| 4 | Businesses should uphold the elimination of all forms of forced and compulsory labour | Business Practices | 21 |
| 5 | Businesses should uphold the elimination of discrimination in respect of employment and occupation | Business Practices | 21 |
| 6 | The elimination of discrimination in respect of employment and occupation | Business Practices, Diversity, Equity and Inclusion | 21 52 |
| Environment | | | |
| 7 | Business should support a precautionary approach to environmental challenges | Precautionary Principle or Approach, Sustainable Energy Future | 16 119 |
| 8 | Businesses should undertake initiatives to promote greater environmental responsibility | Future of Sustainable Energy | 119 |
| 9 | Businesses should encourage the development and diffusion of environmentally friendly technologies | Future of Sustainable Energy | 119 |
| Anti-Corruption | | | |
| 10 | Business should work against corruption in all its forms, including extortion and bribery | Business Practices, Our Policies & Codes | 21 23 |

NGRBC Principles

Alignment With NGRBC Principles

| Sr. No. | NGRBC Principle | Sustainability Report Section | Page Numbers |
|---------|---|---|----------------|
| 1 | Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent and accountable | Business Practices, Our Policies & Codes | 21 23 |
| 2 | Business should provide good and services in a manner that is sustainable and safe | Business Practices, Addressing Grievances | 21 24 |
| 3 | Business should respect and promote the well-being of all employees, including those in their value chains | Employee Safety, Employee Well-Being, Value Chain at CitiusTech | 60 61 38 |
| 4 | Business should respect the interests of and be responsive to all its stakeholders | Stakeholder Engagement, Management of material topics | 28 32 |
| 5 | Business should respect and promote human rights | Business Practices, Our Policies & Codes | 21 23 |
| 6 | Business should respect and make efforts to protect and restore the environment | Future of Sustainable Energy | 119 |
| 7 | Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent | Business Practices, Our Policies & Codes | 21 23 |
| 8 | Business should promote inclusive growth and equitable development | Business Practices, Diversity, Equity and Inclusion | 21 52 |
| 9 | Business should engage with and provide value to their consumers in a responsible manner | Customer and Data Privacy | 35 |

Mapping with SASB

Alignment With NGRBC Principles

| Dimensions | Accounting Metric | Report Section | Page Numbers |
|---|---|---|--------------|
| Environmental Footprint of Hardware Infrastructure | Total energy consumed | Energy Management | 121 |
| | Percentage grid electricity | Energy Management | 121 |
| | Percentage renewable | Renewable Power Purchase | 122 |
| Data Privacy & Freedom of Expression | Description of policies and practices relating to behavioural advertising and user privacy | Our Policies & Codes, | 23 |
| | | Customer and Data Privacy, | 35 |
| | | Business Practices | 21 |
| Data Security | Number of data breaches Percentage involving personally identifiable information (PII) | Upholding Cybersecurity Culture, | 36 |
| | | Information Security Management, | 36 |
| | | Data Confidentiality | 37 |
| Recruiting & Managing a Global, Diverse & Skilled Workforce | Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards | Information Security | 35 |
| | | | |
| | | | |
| Intellectual Property Protection & Competitive Behaviour | Percentage of employees | Talent Attraction, Engagement and Retention | 42 |
| | Employee engagement as a percentage | New Employee Hires and Turnover | 45 |
| | Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees | Talent Attraction, Engagement and Retention, New Employee Hires and Turnover | 42 45 |
| Intellectual Property Protection & Competitive Behaviour | Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behaviour regulations | Business Practices, | 21 |
| | | Digital Innovation with Generative AI | 13 |