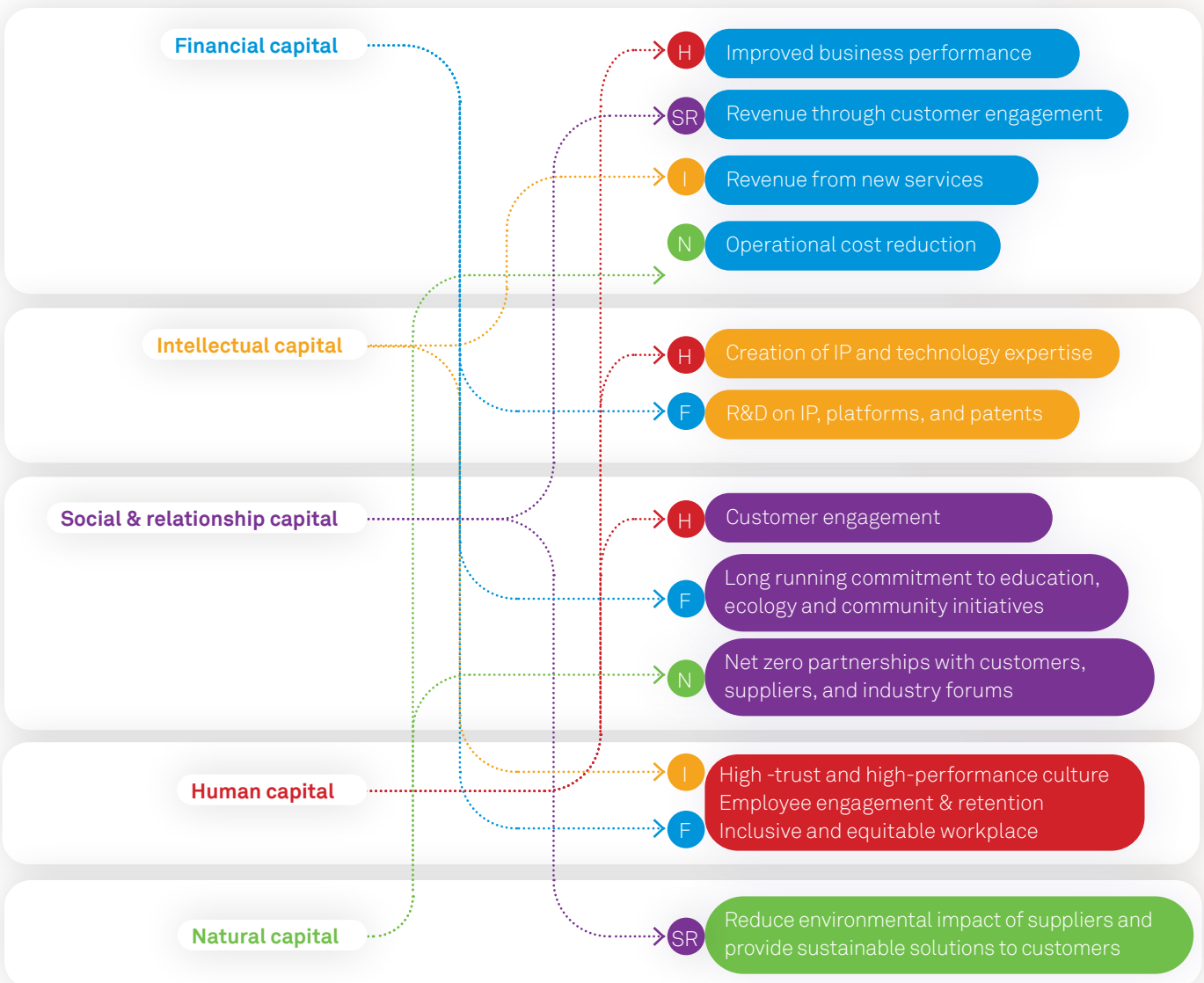# Our capitals

We have used capital framework namely Financial, Human, Intellectual, Social & Relationship and Natural capitals to report on value created by the organization across its value chain. We have classified key material issues under these five capitals and report on our approach, policies, process and initiatives implemented under each capital sections. The table below depicts the interconnectedness of capitals through the lens of material issues for the organization.

Interrelationship among Capitals

Financial capital
- (H) Improved business performance
- (SR) Revenue through customer engagement
- (I) Revenue from new services
- (N) Operational cost reduction

Intellectual capital
- (H) Creation of IP and technology expertise
- (F) R&D on IP, platforms, and patents

Social & relationship capital
- (H) Customer engagement
- (F) Long running commitment to education, ecology and community initiatives
- (N) Net zero partnerships with customers, suppliers, and industry forums

Human capital
- (I) High -trust and high-performance culture
- Employee engagement & retention
- (F) Inclusive and equitable workplace

Natural capital
- (SR) Reduce environmental impact of suppliers and provide sustainable solutions to customers

This is a representative set of interrelationships and is not an exhaustive list

Financial capital

Review of financial performance

(₹ in millions, except earnings per share data)

Consolidated results	Year ended March 31,		Year on Year change
	FY2021	FY2022	2022-21
Revenue [1]	622,425	795,289	**27.8%**
Cost of revenue	(423,205)	(555,872)	**31.3%**
Gross profit	199,220	239,417	**20.2%**
Selling and marketing expenses	(41,400)	(54,935)	**32.7%**
General and administrative expenses	(34,686)	(46,382)	**33.7%**
Other operating income/(loss), net [2]	(81)	2,186	**2798.8%**
Operating income	123,053	140,286	**14.0%**
Profit attributable to equity holders	107,946	122,191	**13.2%**
As a percentage of revenue:			
Gross margins [3]	32.0%	30.0%	**(199)bps**
Selling and marketing expenses	6.7%	6.9%	**26bps**
General and administrative expenses	5.6%	5.8%	**26bps**
Operating margin [3]	19.8%	17.6%	**(218)bps**
Earnings per share			
Basic	19.11	22.35	
Diluted	19.07	22.29	

1. For segment reporting, we have included the impact of exchange rate fluctuations in revenue. Excluding the impact of exchange rate fluctuations, revenue, as reported in our statement of income, is ₹ 619,430 million and ₹ 790,934 million for the years ended March 31, 2021 and 2022, respectively.

2. Other operating income represents: i) For the year ended March 31, 2021, change in fair value of the callable units upon partial achievement of cumulative business targets pertaining to the sale of our hosted data center services business. ii) For the year ended March 31, 2022, (a) ₹ 1,233 million towards change in fair value of callable units upon achievement of cumulative business targets pertaining to sale of our hosted data center services business, and (b) ₹ 953 million towards gain from the sale of Wipro's investment in Denim Group, which was accounted for using the equity method.

3. Gross margin and operating margin as a percentage of revenue have been calculated by including Other operating income/(loss), net with Revenue.

Results of operations for the years ended March 31, 2022

Revenue

Our revenue increased by 27.8%. Our IT Services segment revenue increased by 29.1%. The revenue for all SMUs grew during the year. The growth was led by a surge in demand for IT services by our customers, consummation of our acquisitions including Capco, a ramp up of our new deal wins and depreciation of the Indian Rupee against foreign currencies, including the USD, Pound Sterling, Australian Dollar and Canadian Dollar.

Revenue of the IT Products segment declined by 19.7%, which was primarily due to our focus on providing IT products as a complement to our IT services offerings, rather than selling standalone IT products and our adoption of a more selective approach in bidding for SI engagements.

Revenue of the ISRE segment declined by 18.1%, which was primarily due to completion of certain large SI deals during the year ended March 31, 2021.

Cost of revenues

In absolute terms, cost of revenues increased by 31.3%, primarily due to an increase in employee compensation Owing to the impact of salary increases and increase in headcount, including through acquisitions, incremental sub-contracting costs incurred to fulfil vacant positions, increase in facility expenses due to partial return of our employees to offices, and depreciation of the Indian Rupee against foreign currencies, including the USD, Pound Sterling and Australian Dollar.

Selling and marketing expenses

Our selling and marketing expenses as a percentage of total revenue increased from 6.7% for the year ended March 31, 2021 to 6.9% for the year ended March 31, 2022. In absolute terms, selling and marketing expenses increased by 32.7%, primarily because of the increase in employee compensation due to the impact of salary increases and increase in sales headcount and incremental amortization of intangibles recognized on acquisitions consummated during the year ended March 31, 2022.

General and administrative expenses

Our general and administrative expenses as a percentage of revenue increased from 5.6% for the year ended March 31, 2021 to 5.8% for the year ended March 31, 2022. In absolute terms, general and administrative expenses increased by 33.7%, primarily due to the increase in employee compensation due to the impact of salary increases and increase in headcount including acquisitions, increased recruitment costs due to headcount addition during the year ended March 31, 2022 and increase in legal and professional fees. These increases have been partially offset by the decrease in lifetime expected credit loss for the year ended March 31, 2022 as compared to the year ended March 31, 2021, due to collection of overdue accounts receivable and reduced credit risk of our customer portfolio.

Other operating income

During the year ended March 31, 2022 we recognized gain of ₹ 1,233 million towards change in fair value of callable units upon achievement of cumulative business targets pertaining to sale of our hosted data center services business, and ₹ 953 million towards gain from the sale of Wipro's investment in Denim Group, accounted for using the equity method.

During the year ended March 31, 2021, we recorded ₹ (81) million towards change in fair value of the callable units upon partial achievement of cumulative business targets pertaining to the sale of our hosted data center services business.

Operating income

As a result of the foregoing factors and acquisitions consummated during the year ended March 31, 2022, while our operating income increased by 14.0%, from ₹ 123,053 million for the year ended March 31, 2021 to ₹ 140,286 million for the year ended March 31, 2022, our results from operating activities as a percentage of revenue (operating margin) declined 218 bps from 19.8% to 17.6%.

Finance expenses

Our finance expenses increased from ₹ 5,088 million for the year ended March 31, 2021 to ₹ 5,325 million for the year ended March 31, 2022. The increase in borrowings during the year ended March 31, 2022, primarily, resulted in higher finance expense.

Finance and other income

Our finance and other income decreased from ₹ 20,912 million for the year ended March 31, 2021 to ₹ 16,257 million for the year ended March 31, 2022. The decrease is primarily due to a decrease in interest income by ₹ 5,328 million during the year ended March 31, 2022 compared to the year ended March 31, 2021.

Income taxes

Our income taxes decreased by ₹ 1,399 million from ₹ 30,345 million for the year ended March 31, 2021 to ₹ 28,946 million for the year ended March 31, 2022. Our effective tax rate has decreased from 21.8% for the year ended March 31, 2021 to 19.1% for the year ended March 31, 2022. This decrease is primarily due to certain audit closures for the past years.

Profit attributable to equity holders

As a result of the foregoing factors, our profit attributable to equity holders increased by ₹ 14,245 million or 13.2%, from ₹ 107,946 million for the year ended March 31, 2021 to ₹ 122,191 million for the year ended March 31, 2022.

Analysis of revenue and results by segment

IT Services

Operating results of the IT Services segment are as follows:

(₹ in millions)

	Year ended March 31,		Year on Year change
	FY2021	**FY2022**	**2022-21**
Revenue [1]	605,815	**781,824**	**29.1%**
Gross profit	197,404	**238,399**	**20.8%**
Selling and marketing expenses	(40,985)	**(54,688)**	**33.4%**
General and administrative expenses	(33,488)	**(46,819)**	**39.8%**
Other operating income	(81)	**2,186**	**2798.8%**
Operating income /(loss), net [2]	122,850	**139,078**	**13.2%**
As a percentage of revenue:			
Gross margins [3]	32.6%	**30.4%**	**(218)bps**
Selling and marketing expenses	6.8%	**7.0%**	**22bps**
General and administrative expenses	5.5%	**6.0%**	**46bps**
Operating margin [3]	20.3%	**17.7%**	**(254)bps**

1. For the purpose of segment reporting, we have included the impact of exchange rate fluctuations amounting to ₹ 2,955 million and ₹ 4,355 million for the years ended March 31, 2021 and 2022, respectively, in revenue.

2. Includes other operating income of ₹ 1,233 million towards change in fair value of callable units upon achievement of cumulative business targets pertaining to sale of our hosted data center services business, and ₹ 953 million towards gain from the sale of Wipro's investment in Denim Group, accounted for using the equity method.

3. Gross margin and segment results as a percentage of revenue have been calculated by including Other operating income/(loss), net with Segment Revenue.

Strategic market unit wise performance mix
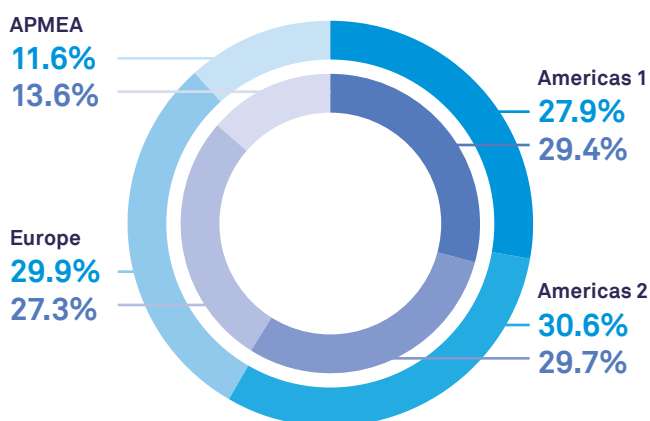
APMEA
11.6%
13.6%

Americas 1
27.9%
29.4%

Europe
29.9%
27.3%

Americas 2
30.6%
29.7%

	Growth YoY% in reported currency	Growth YoY% in constant currency
Americas 1	20.9%	20.7%
Americas 2	31.2%	30.4%
Europe	39.1%	38.6%
APMEA	8.8%	8.9%
Total	**27.3%**	**26.9%**

Inner Circle: FY2021 percentage of revenues

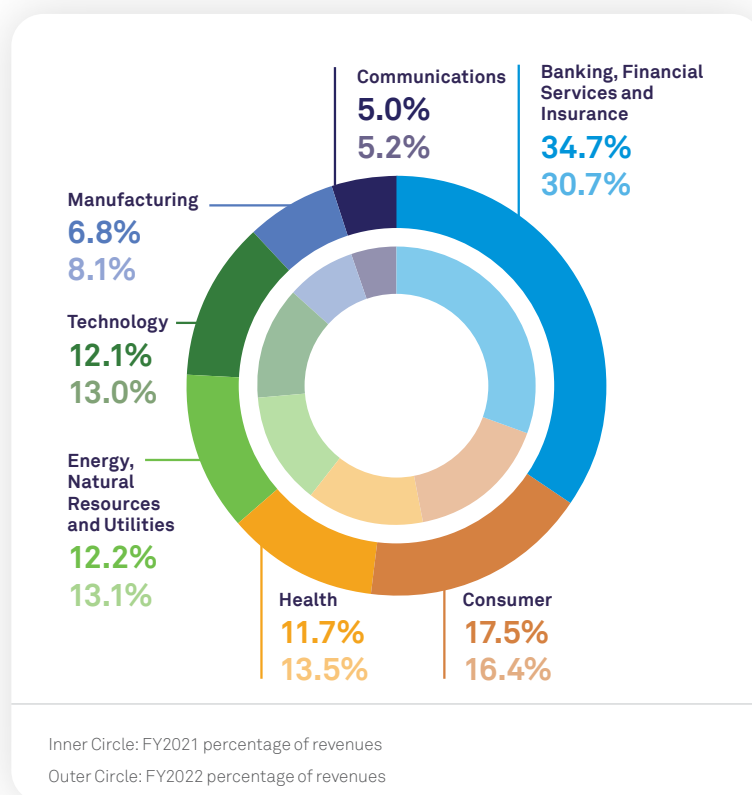Outer Circle: FY2022 percentage of revenues

Sector-wise performance mix

The IT Services segment revenue increased by 29.1% for the year ended March 31, 2022 compared to our revenue for the year ended March 31, 2021. The revenue for all SMUs grew during the year. The growth was led by a surge in demand for IT services by our customers, consummation of acquisitions, including Capco, a ramp up of our new deal wins and depreciation of the Indian Rupee against foreign currencies, including the USD, Pound Sterling, Australian Dollar and Canadian Dollar. Our acquisitions consummated during the year ended March 31, 2022 contributed revenues of ₹ 72,730 million.

Our gross profit as a percentage of our revenue from our IT Services segment decreased by 218 bps, primarily due to the increase in employee compensation costs by ₹ 99,239 million due to the impact of salary increases and increase in headcount, including through our acquisitions, incremental subcontracting costs of ₹ 29,871 million, and the increase in facility expenses by ₹ 4,724 million due to partial return of our employees to offices.

Selling and marketing expenses as a percentage of revenue from our IT Services segment increased from 6.8% for the year ended March 31, 2021 to 7.0% for the year ended March 31, 2022. In absolute terms, selling and marketing expenses increased by ₹ 13,703 million primarily because of increase in employee compensation costs by ₹ 10,248 million due to the impact of salary increases and increase in sales headcount and incremental amortization of intangibles of ₹ 1,510 million recognized on acquisitions consummated during the year ended March 31, 2022 and increase in marketing and brand building expenses by ₹ 999 million.

General and administrative expenses as a percentage of revenue from our IT Services segment increased from 5.5% for the year ended March 31, 2021 to 6.0% for the year ended March 31, 2022. In absolute terms, general and administrative expenses increased by ₹ 13,331 million, primarily due to an increase in employee compensation costs by ₹ 8,463 million due to the impact of salary increases and the increase in headcount, including through our acquisitions, incremental recruitment costs of ₹ 4,515 million due to additions to headcount and increases in legal and professional fees by ₹ 1,797 million. These increases

Communications 5.0% 5.2%	Banking, Financial Services and Insurance 34.7% 30.7%
Manufacturing 6.8% 8.1%	
Technology 12.1% 13.0%	
Energy, Natural Resources and Utilities 12.2% 13.1%	
Health 11.7% 13.5%	Consumer 17.5% 16.4%

Inner Circle: FY2021 percentage of revenues

Outer Circle: FY2022 percentage of revenues

have been partially offset by the decrease in lifetime expected credit loss by ₹ 1,906 million. Lifetime expected credit loss for the year ended March 31, 2022 decreased compared to the year ended March 31, 2021 due to collection of overdue accounts receivable and reduced credit risk of our customer portfolio.

Customer size distribution for IT Services

	Number of clients in Year ended March 31,	
	2021	2022
> $100M	11	19
> $50M	40	50
> $10M	167	194
> $5M	257	297
> $1M	566	679

Performance against guidance

Historically, we have followed a practice of providing constant currency revenue guidance for our largest business segment, namely, IT Services in dollar terms. The guidance is provided at the release of every quarterly earnings when revenue outlook for the succeeding quarter is shared. The following table presents the performance of IT Services Revenue against outlook previously communicated for the past six quarters. Our revenue performance has outperformed in first two quarters of fiscal year 2022 and has been within the guidance range in last two quarters of fiscal year 2022 and two quarters of fiscal year 2021.

Guided outlook versus actuals

(In $ million)

Quarter ending	Guidance	Achievement in guided currency	Reported currency revenue
31st Mar 2022	2,692-2,745	2,720.4	2,721.7
31st Dec 2021	2,631-2,683	2,656.9	2,639.7
30th Sep 2021	2,535-2,583	2,611.0	2,580.0
30th Jun 2021	2,324- 2,367	2,410.0	2,414.5
31st Mar 2021	2,102-2,143	2,133.7	2,152.4
31st Dec 2020	2,022-2,062	2,059.0	2,070.8

IT Products

(₹ in millions)

Year ended March 31,	FY2021	FY2022
Revenue [1]	7,685	6,173
Gross profit	220	(106)
Selling and marketing expenses	(109)	(104)
General and administrative expenses	(66)	325
Operating income	45	115
As a percentage of revenue:		
Gross margins	2.9%	(1.7)%
Selling and marketing expenses	1.4%	1.7%
General and administrative expenses	0.9%	(5.3)%
Operating margin	0.6%	1.9%

1. For the purpose of segment reporting, we have included the impact of exchange rate fluctuations amounting to ₹ 20 million and ₹ Nil for the years ended March 31, 2021 and 2022, respectively, in revenue.

Our revenue from the IT Products segment decreased by 19.7% in the year ended March 31, 2022 compared to our revenue in the year ended March 31, 2021. The decline was primarily due to our focus on providing IT products as a complement to our IT services offerings rather than sell standalone IT products, and our adoption of a more selective approach in bidding for SI engagements.

Our gross profit as a percentage of our IT Products segment revenue decreased by 458 bps. In absolute terms, gross profit decreased by ₹ 326 million primarily due to decrease in revenue.

Selling and marketing expenses as a percentage of revenue from our IT Products segment increased from 1.4% for the year ended March 31, 2021 to 1.7% for the year ended March 31, 2022. In absolute terms, selling and marketing expenses decreased by ₹ 5 million.

General and administrative expenses as a percentage of revenue from our IT Products segment decreased from 0.9% for the year ended March 31, 2021 to (5.3)% for the year ended March 31, 2022. In absolute terms, general and administrative expenses decreased by ₹ 391 million primarily due to reduction in lifetime expected credit loss, which was due to collection of overdue accounts receivable.

As a result of the above, segment results as a percentage of our revenue from our IT Products segment increased by 127bps, from 0.6% to 1.9%. In absolute terms, the segment results of our IT Products segment increased by ₹ 70 million.

ISRE

(₹ in millions)

	Year ended March 31,	
	2021	**2022**
Revenue [1]	8,912	**7,295**
Gross profit	1,630	**1,232**
Selling and marketing expenses	(294)	**(133)**
General and administrative expenses	(275)	**74**
Operating income	1,061	**1,173**
As a percentage of revenue:		
Gross margins	18.3%	**16.9%**
Selling and marketing expenses	3.3%	**1.8%**
General and administrative expenses	3.1%	**(1.0)%**
Operating margin	11.9%	**16.1%**

1. For the purpose of segment reporting, we have included the impact of exchange rate fluctuations amounting to ₹ 5 million and ₹ Nil for the years ended March 31, 2021 and 2022, respectively, in revenue.

Our revenue from the ISRE segment decreased by 18.1% in the year ended March 31, 2022 compared to our revenue in the year ended March 31, 2021, primarily due to the completion of certain large SI deals during the year ended March 31, 2021.

Our gross profit as a percentage of our ISRE segment revenue decreased from 18.3% for the year ended March 31, 2021 to 16.9% for the year ended March 31, 2022. In absolute terms gross profit decreased by ₹ 398 million primarily due to decrease in revenue.

Selling and marketing expenses as a percentage of revenue from our ISRE segment decreased from 3.3% for the year ended March 31, 2021 to 1.8% for the year ended March 31, 2022. In absolute terms, selling and marketing expenses decreased by ₹ 161 million. This was primarily a result of the Company's cost efficiency efforts.

General and administrative expenses as a percentage of revenue from our ISRE segment decreased from 3.1% for the year ended March 31, 2021 to (1.0)% for the year ended March 31, 2022. In absolute terms, general and administrative expenses decreased by ₹ 349 million. This was primarily a result of the Company's cost efficiency efforts and reduction in lifetime expected credit loss by ₹ 79 million. Lifetime expected credit loss for the year ended March 31, 2022 decreased compared to the year ended March 31, 2021 due to collection of overdue accounts receivable.

As a result of the above, segment results as a percentage of our revenue from our ISRE segment increased by 417 bps, from 11.9% to 16.1%. In absolute terms, the segment results of our ISRE segment increased by ₹ 112 million.

Liquidity and capital resources

(₹ in millions)

	Year ended March 31,	Year on Year change
	2022	**2022-21**
Net cash generated from / (used in):		
Operating activities	110,797	**(36,753)**
Investing activities	(224,495)	**(232,234)**
Financing activities	46,586	**175,426**
Net change in cash and cash equivalents	(67,112)	**(93,561)**
Effect of exchange rate changes on cash and cash equivalents	1,282	**2,172**
Cash and cash equivalent at the end of the period	103,833	**(65,830)**

As of March 31, 2022, we had cash and cash equivalent and short-term investments of ₹ 345,491 million. Cash and cash equivalent and short-term investments, net of loans and borrowings, was ₹ 193,795 million.

In addition, we have unutilized credit lines of ₹ 56,685 million. To utilize these lines of credit, we require the consent of the lender and compliance with certain financial covenants. We have historically financed our working capital and capital expenditures through our operating cash flows and through bank debt, as required.

Cash generated from operating activities for the year ended March 31, 2022 decreased by ₹ 36,753 million while profit for the year increased by ₹ 13,667 million during the same period. The decrease in cash generated by operating activities is primarily due to increased working capital requirements. Increase in our trade receivables, unbilled receivables and contract assets contributed ₹ 43,229 million towards the decrease in cash generated by operating activities. This was partially offset by an increase in trade payables and contract liabilities.

Cash used in investing activities for the year ended March 31, 2022 was ₹ 224,495 million. Cash utilized towards payment for business acquisitions consummated during the year amounted to ₹ 129,846 million. Cash utilized towards purchase of investments (net of sale) amounted to ₹ 61,751 million. We purchased property, plant and equipment amounting to ₹ 20,153 million, which was primarily driven by the growth strategy of the Company. We also deposited an amount of ₹ 27,410 million into a specified account for payment of the interim dividend of ₹ 5 per equity share declared by the company on March 25, 2022.

Cash generated from financing activities for the year ended March 31, 2022 was ₹ 46,586 million. This is primarily on account of net inflow from loans and borrowings of ₹ 68,310 million, including cash inflow from the Notes. This was partially offset by payment towards lease liabilities of ₹ 9,730 million, interim dividend of ₹ 5,467 million and interest and finance expenses of ₹ 5,089 million.

We maintain a debt/borrowing level that we have established through consideration of a number of factors including cash flow expectations, cash required for operations and investment plans. We continually monitor our funding requirements, and strategies are executed to maintain sufficient flexibility to access global funding sources, as needed.

As of March 31, 2022, we have deferred certain payroll related tax liabilities in certain countries pursuant to COVID-19 relief measures enacted by the governments of the respective countries. We do not anticipate any liquidity challenges in paying these liabilities in the future.

As of March 31, 2022, we had contractual commitments of ₹ 11,376 million ($149.9 million) related to capital expenditures on construction or expansion of software development facilities and ₹ 22,767 million ($300.1 million) related to other purchase obligations. Plans to construct or expand our software development facilities are determined by our business requirements.

We completed our acquisition of CAS Group on 11th April 2022 and the payment of upfront cash consideration of ₹ 3,922 million was funded through cash and cash equivalents.

We completed our acquisition of Rizing on May 20, 2022, and the payment of upfront cash consideration of ₹ 44,622 million was funded through borrowings and cash and cash equivalents.

As discussed above, cash generated from operations is our primary source of liquidity. We believe that our cash and cash equivalents along with cash generated from operations will be sufficient to meet our working capital requirements as well as repayment obligations with respect to debt and borrowings. Our choices of sources of funding will be driven with the objective of maintaining an optimal capital structure.

We will rely on funds generated from operations and external debt to fund potential acquisitions and shareholder returns. We expect that our cash and cash equivalents, investments in liquid and short-term mutual funds and the cash flows expected to be generated from our operations in the future will generally be sufficient to fund the growth aspirations, as applicable.

In the normal course of business, we transfer certain accounts receivables and net investment in finance lease (financial assets) to banks on a non-recourse basis. The incremental impact of such transactions on our cash flow and liquidity for the years ended March 31, 2021 and 2022 is not material.

Our liquidity and capital requirements are affected by many factors, some of which are based on the normal ongoing operations of our businesses and some of which arise from uncertainties related to global economies and the markets that we target for our services, as well as uncertainties around COVID-19. We cannot be certain that additional financing, if needed, will be available on favorable terms, if at all.

Risk management procedures

We manage market risk through a corporate treasury department, which evaluates and exercises independent control over the entire process of market risk management.

Other key risks:

Taxation risks

Our profits for the period earned from providing services at client premises outside India are subject to tax in the country where we perform the work. Besides, changes to these incentives and other exemptions, we receive due to government policies can impact our financial performance

Mitigation plan

- Most of our taxes paid in countries other than India can be applied as a credit against our Indian tax liability to the extent that the same income is subject to taxation in India.

- Currently, we benefit from certain tax incentives under Indian tax laws including tax holiday from payment of Indian corporate income taxes for our businesses operating from SEZs.

Wage pressure

Our wage costs in India have historically been significantly lower than wage costs in the U.S. and Europe for comparably skilled professionals, and this has been one of our competitive advantages. However, wage increases in India may prevent us from sustaining this competitive advantage and may negatively affect our profit margins.

Mitigation plan

- We may need to increase our employee compensation more rapidly than in the past to retain talent. Once the effective date is notified by the GoI, we may also experience increased costs in future years for employment and post-employment benefits in India as a result of the issuance of The Code on Social Security, 2020.

Foreign currency risk

We operate internationally and a major portion of our business is transacted in several currencies, The exchange rate risk primarily arises from foreign exchange revenue, receivables, cash balances, forecasted cash flows, payables and foreign currency loans and borrowings.

Mitigation plan

- We evaluate our exchange rate exposure arising from these transactions and enter into foreign currency derivative instruments to mitigate such exposure.

- We follow established risk management policies, including the use of derivatives like foreign exchange forward/option contracts to hedge forecasted cash flows denominated in foreign currency.

- We designate certain derivative instruments as cash flow hedges to mitigate the foreign exchange exposure of forecasted highly probable cash flows. Periodically, we may also designate foreign currency denominated borrowings as a hedge of net investment in foreign operations

Credit risk

Credit risk arises from the possibility that customers may not be able to settle their obligations as agreed

Mitigation plan

- We periodically assess the financial reliability of customers, considering the financial condition, current economic trends, analysis of historical bad debts and ageing of accounts receivable. Individual risk limits are set accordingly.

- No single customer accounted for more than 10% of the accounts receivable as of March 31, 2022 or revenues for the year ended March 31, 2022. There is no significant concentration of credit risk.

Shareholder returns

We have always strived to enhance shareholder value for our investors. The Company's policy has been to provide regular, stable and consistent distribution of return. The Company's policy of capital allocation includes payout of minimum 45%-50% of net income for period of trailing three year. There is no change in our philosophy on shareholder return.

Cash dividends

The cash dividend paid during the year ended March 31, 2021 was ₹ 1 per equity share. The cash dividend paid during the year ended March 31, 2022 was an interim dividend of ₹ 1 per equity share. Further, the Board at its meetings held on March 25, 2022, declared an interim dividend of ₹ 5 per equity share, which was subsequently paid on April 19, 2022. The Board recommended the adoption of the interim dividends of ₹ 1 and ₹ 5 per equity share as the final dividend for the year ended March 31, 2022.

Key ratios

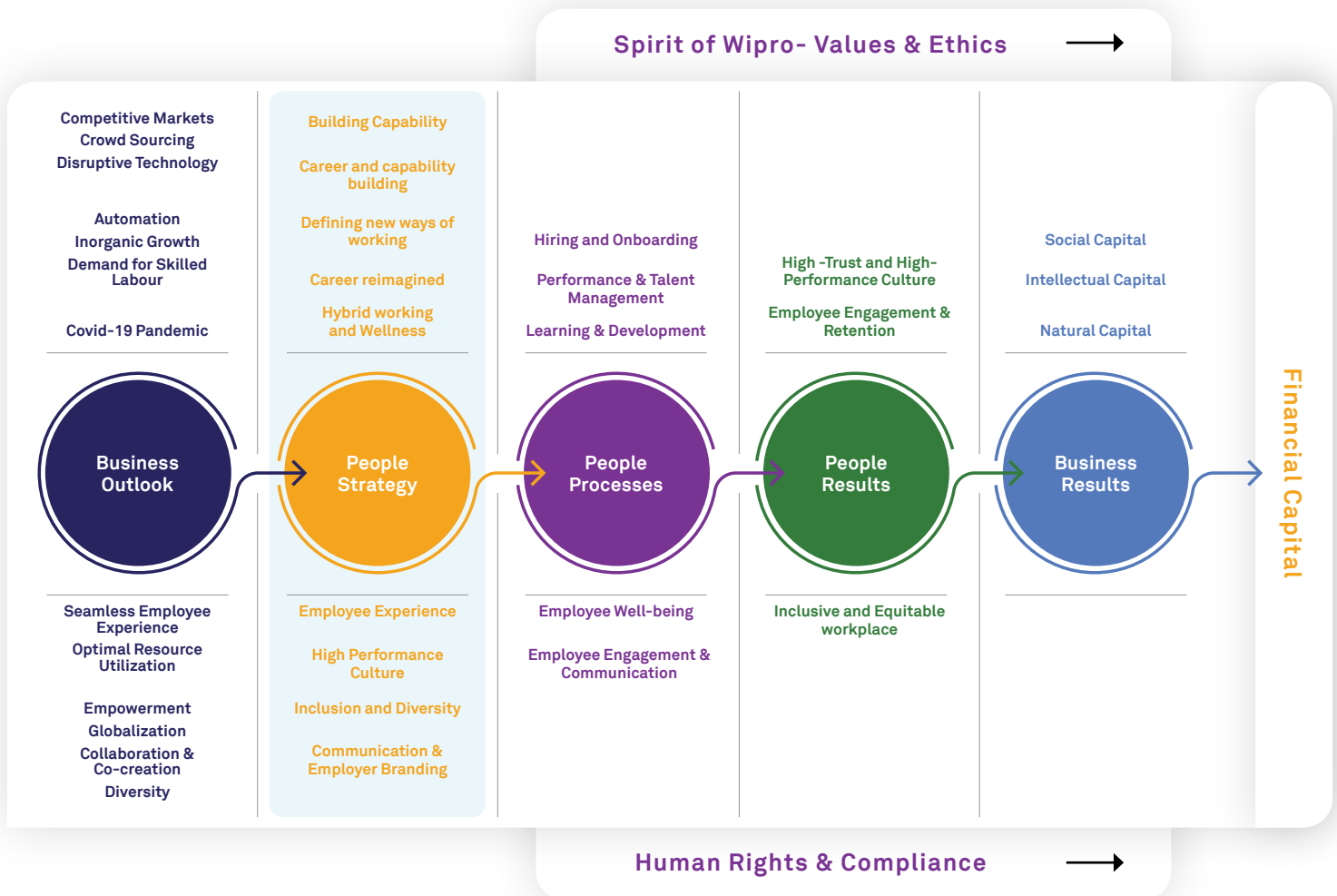| Particulars	FY 2021	FY 2022	YoY Change	
Revenue in ₹ million	622,425	795,289	27.8%	F
IT Services operating margin	20.3%	17.7%	(2.6)%	A
Net income margin	17.3%	15.4%	(1.9)%	A
Earnings per share in ₹	19.11	22.35	17.0%	F
Price earning ratio (times)[1]	21.7	26.5	4.8	F
Return on networth[2]	19.4%	20.2%	0.8%	F
Current ratio (times)	2.3	2.0	(0.3)	A
Debtors turnover (times)	6.3	6.6	0.3	F
Free cash flow as % of net income[3]	119.3%	74.8%	(45.5)%	A
Debt-equity (times)[4]	0.15	0.23	0.08	A
Interest coverage ratio (times)	28.6	26.3	(2.3)	A

F Favourable   **A** Adverse

Reasons for significant changes:

1. Price earnings ratio is computed as Market share price as on 31st March of respective years by Earnings per share. The increase in PE ratio reflects the share price increase by 43% at year end set off by EPS growth of 17% in FY'22

2. Return on Networth is computed as Net Profit by average Networth. The increase in the Net income from ₹ 107,946 million in FY'21 to ₹ 122,191 million in FY'22 has resulted in improvement of Return on Networth.

3. Our Free Cash flow is computed as operating cash flow less net capital expenditure. Our operating cash flow was low due to increased working capital requirements during the year ended 31st March, 2022.

4. Debt equity is computed as long term and short term borrowings by total equity. The increase in total borrowings from ₹ 83,332 million in FY'21 to ₹ 151,696 million in FY'22 has resulted in adverse ratio.

Human capital

Spirit of Wipro- Values & Ethics →

Business Outlook

Competitive Markets
Crowd Sourcing
Disruptive Technology

Automation
Inorganic Growth
Demand for Skilled Labour

Covid-19 Pandemic

Seamless Employee Experience
Optimal Resource Utilization

Empowerment
Globalization
Collaboration & Co-creation
Diversity

People Strategy

Building Capability

Career and capability building

Defining new ways of working

Career reimagined

Hybrid working and Wellness

Employee Experience

High Performance Culture

Inclusion and Diversity

Communication & Employer Branding

People Processes

Hiring and Onboarding

Performance & Talent Management

Learning & Development

Employee Well-being

Employee Engagement & Communication

People Results

High -Trust and High- Performance Culture

Employee Engagement & Retention

Inclusive and Equitable workplace

Business Results

Social Capital

Intellectual Capital

Natural Capital

Financial Capital

Human Rights & Compliance →

Key material issues:

- Recruiting Best Talent
- Talent Engagement & Retention
- Inclusion & Diversity
- Learning & Development
- Talent Management

Building resilience in the new normal

The COVID-19 crisis has transformed the way businesses operate and people connect at work and in life. The at-scale shift to new ways of working posed its own challenges. Throughout it all, though, we made employee well-being a top priority and a strategic focal area. We have re-evaluated our strategy, policies and systems as we transitioned to hybrid working to understand and protect the safety and health of our employees while ensuring business continuity. Our HR processes such as hiring, performance management, learning and development, employee engagement, employee

well-being , inclusion and diversity and people-result indicators have been redesigned to create a differentiated employee experience while also maximizing shareholder value. We are constantly striving to improve gender and ethnic diversity in our leadership ranks across the organization. Certain things, such as our unwavering commitment to the Spirit of Wipro values, our culture transformation powered by the Five Habits, and our commitment to the globally recognized principles of business responsibility, human rights, and corporate governance, have remained at the core of how we work as we continue to transform.

People strategy

Our people strategies are geared towards creating an unparalleled employee experience through diverse learning opportunities, great careers, and a strong brand. We believe in creating an inclusive environment that welcomes everyone and nurtures an overall sense of belonging.

Culture – global and inclusive

Culture and values

Wipro has been guided by the belief that purpose drives business and vice versa since its inception in 1945. Wipro's Founder Chairman Azim Premji has been instrumental in laying this foundation and the values at Wipro have been the moral compass guiding us all to do the right thing for decades. This has further strengthened our commitment and encouraged us to create a more inclusive workplace for our employees, vendors, and clients, as well as contribute to the creation of a more equitable, humane, and sustainable society. While our company has transformed through the years, our core principles, the Wipro Spirit, have stayed unchanged. In early 2020, Chairman Rishad Premji introduced the Five Habits, which are our values in action, to promote a growth mindset. The Five Habits are relevant more than ever in today's situation since they encourage us to be reflective, supportive, and collaborative. Over 29,000 leaders from around the world have participated in 94 immersive and interactive workshops on the Five Habits thus far. As each Wiproite demonstrates the organization's culture, the Five Habits have the potential to change how we all perceive and experience Wipro.

Inclusion and Diversity (I&D)

At Wipro, inclusion is a way of life. We are committed to integrating diversity into all aspects of our work and encourage all Wiproites to always be their authentic selves. We value the great ability and potential of people from all walks of life and foster a sense of belonging

by embracing all forms of diversity through equitable practices. Our I&D journey is an ongoing effort and involves constantly working on various pillars of inclusivity. While the Wipro I&D Council, led by the CEO, offers strategic direction, the Business Unit and geography specific I&D Councils drive organizational and unit charters. A network of Inclusion champions assists the councils.

We observed that while in entry-level roles, there is almost equal representation of men and women, the representation of women keeps dropping as we get higher up the career ladder. Finally, the percentage drops to single digits for leadership roles. This is a common challenge across the globe and industries. To tackle this challenge, in FY'21, we aimed to increase gender representation in senior leadership levels to 20% by 2025. To achieve this goal, we set a yearly target of 10% gender diversity by FY'22. We defined unit-wise Diversity KPIs (Qualitative and Quantitative) for top leaders. The progress was continuously tracked through a monthly and quarterly scorecard published to our CEO and the Wipro Executive Committee. This structured approach, continued commitment and drive from leaders have increased women's representation at the senior leadership level from 7.3% in FY'21 to 12.4% in FY'22. While this goal gives us direction towards improving our gender representation, we believe it is equally important to foster a culture of inclusion through various programs and initiatives. Last year, we launched several new initiatives in the space of Gender Inclusion like Enrich (sponsorship Program for Women leaders), Begin Again (Second career program for women, W-Connect forum, Women of Wipro (WoW) Quarterly Connects with CEO. On International Women's Day 2022, we launched the I&D page on wipro.com to demonstrate our dedication to being an inclusive employer.

We have re-strategized digital accessibility charter to amplify inclusivity levels for employees with disability. According to the 2016 Harmonized Guidelines for the Rights of Persons with Disabilities Act, our campuses are substantially accessible. We conducted a thorough examination of each location and devised a recommended plan to make them more accessible when necessary. This year, we plan to add a new dimension to the disability charter by embarking on Neurodiversity hiring. We're setting up the ecosystem to launch a pilot project to hire talented neurodivergent people. Also, we will run another batch of Train-to-Hire to improve the representation of employees with disability. In parallel, we will continue strengthening the Accessibility charter as it reinforces the inclusion of our employees with disability.

People processes: key highlights FY'22

Hiring and onboarding

An organization is only as good as its people, and we're making sure we bring extraordinary people to Wipro. Propelled by this recruitment philosophy, we hire diverse talent across the organization — from global early talent programs, to experienced lateral hires, to senior leadership roles. The pandemic has taught us to work in a remote environment driving our hiring growth and building strong candidate experience. The digitalization drive that started in late 2020, has helped us hire better, faster and leverage technology to collaborate, assess, select and on-board seamlessly. We adopt a multi-channel recruitment approach which leverages our careers website, social media, employee referral programs, advertisements, job boards, placement consultants, and walk-ins. We periodically revisit our re-hiring guidelines with a clear objective of making attractive and fair propositions to re-hire top talent, as well as maintain a structured approach towards compensation and band fitment considering their experience in Wipro, past performance, and experience gained outside Wipro. We do all this while maintaining parity between retained and rehired employees. To facilitate employee growth within the company, new openings are also made available to our existing employees. Through internal mobility and redeployment, we open up a world of opportunities and retain our best talent.

Performance and talent management

In line with our strategic priorities, our talent management processes drive high performance across the organization. Leaders play a key role in setting ambitious business plans and leading their teams to meet those goals. They demonstrate high accountability towards outcomes for themselves and their teams. Our talent differentiation is sharp and based on outcomes. Performance differentiation is enabled by clear rating definitions which demand high performance. Rewards are closely linked to performance outcomes. Career growth is based on sustained high performance. We believe values and performance must go hand in hand. We consider our Five Habits as our values in actions. Our quarterly review process continues to be a strong platform to encourage candid, constructive and meaningful feedforward discussions between employees and managers. During the annual review the process enables fairness and objectivity by taking into account holistic feedback through the analytics on differentiation across diversity.

There is an annual 360-degree feedback survey where employees in mid and senior level roles receive feedback from their teams, peers, internal customers, managers, and external customers. At Wipro, succession planning is a bi-annual exercise. Talent is grouped in terms of performance and potential; successors are identified for critical roles and development actions are framed. Executive coaching is provided to senior leadership to facilitate their all-round development. The process helps identify top talent across the organization, with a clear focus on gender-diverse talent that we can engage and groom to take up leadership roles in the future. The purpose is to create a robust, future-ready, and agile leadership pipeline delivering improved business results. Career building is an important pillar of our employee value proposition. Our promotion and rotation policies have been strengthened to ensure more employees can take up internal roles and build a career that they aspire for.

Learning and development

The Learning and development function has strategically aligned itself to Wipro's vision of a bold and resilient organization focusing on investments that make learning accessible and relevant for all. We've built a wide portfolio of offerings through Virtual Instructor-Led Trainings (VILTs), self-paced modules, virtual learning journeys, social learning, gamified interventions and e-summits to cater to various learning needs. We have enabled over 185,000 employees in foundational, intermediate and advanced digital skills. We have also created six e-learning modules on Work from Home (WFH) readiness, work etiquette, managing stress in times of crisis, staying positive in trying times, leading in a crisis situation and empathy in difficult times. Over 1.5 lakh employees across the globe have completed these modules since the start of the Pandemic till March 2022. We have enabled access to Udemy courses to employees by procuring 60,000 licenses. 1,438 first-time people managers went through platform-based learning journeys as they transitioned from individual contributors to people managers. Over 8,100 women employees underwent career building and leadership programs exclusively tailored for them. We've also curated other interventions. For example, our Global 100 (G100) program selects management graduates from top B-schools around the world for a 15-month learning program to prepare them as digital leaders of the future; our iRise program provided experiential learning to 204 management graduates from premier B-schools in India to hone and upskill their Design Thinking and Influencing skills. A 30-day virtual learning program was completed by 17,464 campus hires to improve their presentation skills, customer centricity, and professional etiquette. Over 79,000 employees are members of TopGear, a social learning and crowdsourcing platform. Through this platform, more than 42,100 real-world project challenges were completed by employees in FY'22. To foster a culture of ongoing development, some of our senior leaders in essential roles have been assigned executive coaches and have enrolled in executive leadership programmes at premier business schools across the world. To strengthen capability across critical roles in Delivery and Consulting, we offer host of training programs like, on client consulting skills, a dedicated forum for delivery head with virtual trainings. We also provide transition assistance programs to

facilitate continued employability and management of career endings resulting from termination of employment.

Employee well-being

With the ongoing pandemic, employee well-being has become an area of strategic focus for Wipro. Our employee wellness programs encompass the three areas of employee well-being , namely physical, emotional and financial well-being .

Physical well-being

Wipro provides a safe and healthy workplace for all employees. Risk management has always been one of our key focus areas. We conduct periodic and annual assessments of our campuses/offices, employees, stakeholders and service providers as a part of this process. All campuses maintain a conducive work environment in line with Indian/International standards. A Food Safety Standards Authority of India (FSSAI) license is mandatory for vendors operating within Wipro owned locations in India. Environment, Occupational Health & Safety (EHS) management systems in our campuses conform to international standards such as 14001& 45001 and are certified by accredited third party agencies. All our facilities have safety committees, which meet quarterly and participate in risk assessments, safety inspections, incident investigations and hygiene audits. Both permanent and contract employees undergo necessary Health, Safety & Environment (HSE) training to ensure they meet with the standard of competence required by law in performing their duties. More than 8,000 permanent and contract employees participated in committees on safety, food, transport, etc. across India, to represent the interests of the workforce. Over 100,000 employees were covered in 21 locations in India and 8 locations outside India under ISO 14000 and ISO 45001 certifications and we aim to cover all employees by FY 23. As an ISO 45001:2018 certified organization, we conduct a Hazard Analysis and Risk Assessment annually or anytime there is a change in process, new equipment, or service, and build risk mitigation plans as an ISO 45001:2018-certified firm. We also have processes for employees to report work-related hazards they may notice.

The following steps are taken to assess risks and hazards:

- Break down the job into successive steps or tasks
- Identify the hazards associated with each step and task
- Identify controls in place for each hazard
- Identify applicable legal obligations relating to risk assessment and implementation of necessary controls
- Estimate the potential Severity of an incident associated with each hazard for both safety and health aspects
- Estimate the probability of an incident occurring for each hazard (given existing controls)
- Calculate the risk and identify possible additional controls needed for these hazard

All Wipro campuses adhere to Indian and International standards for hygiene, lighting, ventilation and effective controls on noise and dust. Wipro has 24 Occupational Health Centres with adequate medical staff to monitor occupational health and provide immediate relief as required. We also provide non-occupational medical and healthcare services to employees. During FY'22, more than 20,196 employees participated in health drives and awareness programs. Off-the-job safety and road safety sessions were also held. Bureau Veritas, a global leader in testing, inspection, and certification services, has also awarded us platinum certification for our hygiene management and pandemic practices. The audit rated us on six essential components of hygiene management, including leadership, risk management, compliance management, personal hygiene, facility hygiene, and monitoring measurement and analysis.

COVID-19 business continuity process

We took several measures to preserve business continuity during these trying times, putting employee safety first. We established protocols for controlling prevention, reporting, and tracking infections, quarantine procedures, premise sanitization, and return to work following recovery. We have COVID task forces at both the location and organizational level. Cross-functional leadership constantly monitors identified risks and mitigation plans. All of our facilities have taken precautionary steps in accordance with government rules and best practices. With hybrid working becoming the new normal, vaccinated staff from all bands can work from our India campuses three times a week. All safety standards and guidelines are rigorously followed.

Emotional well-being

To ensure the emotional and mental well-being of our employees, we have partnered with leading global employee assistance program (EAP) providers across the globe. It enables employees to reach out to counsellors 24x7 in-person and/or on phone to seek assistance for issues pertaining to personal or professional life. We conducted multiple sessions on topics including COVID-19, Work from Home and Emotional Well-being to enable employees cope with the new ways of working and remain emotionally strong. Key policy changes in the Financial Year includes leaves, medical assistance and insurance.

We provide the below key benefits to ensure employees can strike a work-life balance:

- Our flexible working policy and work from home options enable employees to adjust their hours based on their personal commitments; more than 95% of our employees were working from home during the pandemic
- Globally, Wipro commits to provide 12 weeks of paid maternity leave to female employees across the globe; 5 days of paid leave to male employees/secondary caregivers

to be availed within first 90 days of childbirth and 4 weeks of paid leave for adoption/surrogacy. Parents also have the option of the extended parental leave (90 days on unpaid basis) to care for and bond with their new-born. Earlier the extended leave post childbirth was only available to women, now we have included even new fathers under the purview of this policy to enable them to take the extended parental leave for 90 days anytime within the first year of childbirth. In the event that the local legislative standards are more beneficial, the local legislative standards would apply. Apart from these, we also have day care and breast-feeding/lactation facilities for all our full time and contract employees in India. At present, we have 10 on campus day care centres and tie ups with over 100 centres pan India

- All our employees in India are covered under the medical and accident insurance policies. These benefits are also provided to employees across geographies as per the applicable laws of the land

Financial well-being

We continually strive to provide our employees with compensation packages commensurate with their skills and experience in accordance with laws of the land. Our salaries determined by market prices and also the cost of living in a particular city/state/country. This approach ensures that we are pay fairly and justly to all employees, maintaining a certain standard of living. The offered package for both full time and contract employees is well above the statutory minimum wage. Our benefits program follows an integrated approach and provides a range of options for better financial and social security, including efficient tax-management options, life and accident insurance, and medical packages. Apart from this, periodic webinars are conducted to raise awareness on financial planning, investments, and more. We provide long-term incentives (LTI) by granting restricted stock units (RSUs) and Performance Stock Units (PSUs) to employees at senior leadership roles holding key positions. Our LTI plans are aimed at motivating and retaining key leaders. We continue to drive a high-performance and growth-oriented culture through our variable pay programs. Our management compensation is closely aligned with organizational objectives and priorities and rewards for high performance. We also conduct monthly audit of all labour standards for all full-time and part-time employees. To ensure all our Value chain partners are remitting statutory dues to the employee and the authority regularly, we conduct regular audits of all third-party vendors by internal auditors and external labour consultants.

Employee experiences, engagement and communication

Employee communication

As we move towards a hybrid way of work, the need to foster a culture of connectedness and belonging within the organization becomes more critical than ever. Our people are our strength and at the center of everything we do, and the core of this is ensuring we create a workplace where each Wiproite feels heard, included, and respected. Our communication strategy focuses on building trust, pride, transparency, and authenticity. We inspire colleagues to live our purpose and uphold our values while creating differentiated experiences for them.

In line with this strategy, given the plethora of information available to Wiproites, we follow an evaluation process of the messages that need to be communicated with employees, so that every Wiprotie has all the latest information and updates they need to do their job.

Last year, we launched the myCommunication platform that gives users the freedom to choose the updates and information they want to receive when they want it. This platform also gives employees the ability to send us feedback, which is then relayed to the right stakeholders for action. Within six months of its launch, the platform has more than 200,000 users with over 8,45,000 engagement actions (like, view, share, bookmark).

While our colleagues are now starting to come back to office, last year was predominantly a Work from Anywhere model. And that meant we were engaging with our teams virtually. From celebrating national and international days that unite colleagues across regions, to increasing awareness of peoples with different abilities, to having a bit of fun on National Donut Day, we supported our colleagues with a host of initiatives that enabled them to engage at multiple levels. We encouraged colleagues to give back to the community and be socially responsible. We also brought families together by actively encouraging participation to some of our events. The goal was to ensure colleagues have access to the information they need, wherever they need it. And to stay connected with each other and with the organization wherever they are.

Other ways in which we drive employee communication and connectedness include:

- Wipro OnAir –our flagship global podcast series, launched in 2017 to showcase our culture and people, has received over 820,000 hits across 110 podcasts
- Yammer, our enterprise social platform since 2014, currently has over 200,000 users who have shared more than 3.2 million messages and formed thousands-strong communities within Wipro. It continues to be the largest social engagement platform at Wipro.

- MS Teams act as an effective collaborative tool as remote working became the norm. It continues to be used to set up meetings, instant messaging, group messaging, data sharing, and collaboration across geographies and time zones. The platform has over 200,000 users with over 64 million conversations per month.

As a central internal communications team, keeping in mind global labour laws, we share important safety-related messages with our contractors and temporary staff through appropriate channels as needed.

Employee Experience Survey (EES) and Employee Insights

EES is a purposefully designed active listening mechanism to understand employee experience at the organizational level. Covering the entire employee lifecycle, the survey gauges the overall engagement and satisfaction on aspects such as career, work life balance, enabling environment, and more. The annual EES was put on hold in 2020 due to the onset of the pandemic. However, this year again, we rolled out the annual Employee Experience Survey. Here are the key highlights from the survey:

- **Over 115,000 employees** participated vs over 106,000 participation in 2019
- The overall engagement score received was **80.1%**, an increase of 5.1% compared to FY19
- There has been **an increase in scores for all six engagement drivers** over FY19
- **Engagement scores of women at 82.9% is higher than that of men at 79.1%**
- **The overall experience score has increased by 7.9%** from FY19 to 75.2%, indicating an increased sense of belonging at the workplace
- **Support during the pandemic has emerged as the highest scoring experience driver, followed by Meaningful Role**
- **Remote work environment, Training/Learning & Development** are the top two areas of strength in the qualitative feedback, while Role / Career and Rewards & Recognition are areas that need more focus

Digitalization and talent analytics

We continue to digitalize and transform our internal systems to drive business outcomes and enhance employee experience. Relevant analytics and insights are made available to HR business partners and business to enable decision-making based on data.

Human Rights & Values at Wipro
Commitment to Human Rights

Wipro is committed to protecting and respecting Human Rights and remedying rights violations in case they are identified; for example issues relating to human trafficking, forced labour, child labour, freedom of association, the right to collective bargaining, equal remuneration and discrimination. Providing equal employment opportunity, ensuring distributive, procedural, and interactional fairness in all what we do, creating a harassment-free, safe environment and respecting one's fundamental rights are some of the ways in which we ensure the same. As an equal opportunity employer, we do not discriminate on the basis of race, colour, religion, sex, national origin, gender identity, gender expression, sexual orientation or disability. Our Code of Business Conduct (COBC), Supplier Code of Conduct and Human Rights Policy are aligned to globally accepted standards and frameworks like the U.N. Global Compact, U.N. Universal Declaration of Human Rights and International Labour Organization's Declaration on Fundamental Principles and Rights at Work (ILO Declaration). They cover all employees, suppliers, clients, communities and countries across geographies where we do business. Wipro is also one of the founding members of CII's Business for Human Rights Initiative.

Freedom of association

We respect the right of employees to freely associate without fear of reprisal, discrimination, intimidation or harassment. Our employees are represented by formal employee representative groups in certain geographies including Continental Europe and Latin America which constitute 1.8% of our workforce with a further 2.4% under collective bargaining agreements. Our HR representatives ensure legislative awareness and compliance and meet these groups periodically to inform and consult on any change that can impact their terms and conditions or work environment.

Risk identification process

We have established committees and processes like the Ombuds, Prevention of Sexual Harassment Committee, Employee Experience Survey, Audit/Risk & Compliance committees, EHS, an Inclusion & Diversity Council and Culture council to review progress and formulate strategies to address issues pertaining to compliance, safety and a harassment-free workplace. These processes are periodically reviewed by the top management. We keep our employees informed about these processes regularly through trainings, mailers and internal social media platforms. We have identified the need for a continuing Human Rights due diligence program, which we plan to carry out this year. The human rights requirements form part of our business agreements and contracts. Also, a detailed due diligence is done before each merger or acquisition which outlines compliance and governance risks.

Identified risks

Through various projects, audits and feedback we have identified the following as potential risks to Human Rights:

- A level playing field across key pillars of diversity specifically for Employees with Disability and LGBTQ+ community
- Evaluate the benefits and engagement of extended/contract workforce
- Eliminate unconscious bias at the workplace

Mitigation policies/processes

We have created specific interventions to tackle these issues:

A level playing field across key pillars of diversity specifically for Employees with Disability and LGBTQ+ community

Inclusion champions and allies from the business have been trained to conduct awareness sessions for employees across units. These sessions cover themes like understanding gender and sexual orientation, inclusive language and behavior at the workplace, becoming an ally, among others. We are also creating an LGBTQ+ toolkit that will act as an important reference and aid to enhance understanding of the LGBTQ+ community. It will also act as a helpful guide on working with and managing colleagues from the LGBTQ+ community. To foster more inclusion of colleagues with disability, we have developed in-house awareness modules and workshops on aspects such as inclusive procurement, digital accessibility plus Web Content Accessibility Guidelines 2.1 standards, inclusive recruitment, and more. Customized workshops are conducted periodically to raise awareness and equip employees on non-discrimination, accessible workplace, communicating in sign language, awareness on reasonable accommodation and workplace solutions to strengthen the inclusivity quotient.

Contract employee engagement

We engage contract employees for supporting our projects in India for short-term assignments. The duration of such engagements varies depending on the project and the role. We ensured insurance coverage for these employees during the COVID-19 pandemic. We have also ensured complete compliance on processes like internal mandatory trainings (i.e. Information Security, Data Privacy, and Prevention of Sexual Harassment, among others) as well as background verification. The resignation portal for contract employees has been modified to include asset declaration. Processes like reimbursement and invoicing have been digitalized to provide contract employees with a faster and more seamless experience. We have also implemented a new tool "Simplify Vendor Management System (VMS)" which manages Purchase Orders for our contingent workforce.

Sensitization on unconscious bias

We have an e-learning module to raise awareness among employees on how they can eliminate biases at the workplace. At present, over, 180,000 employees have completed the Unconscious Bias E-module.

People results

We have a culture of transparent and voluntary reporting across capitals which include the Business Responsibility and Sustainability Report, the Sustainability Report, the Dow Jones Sustainability Index, Ethisphere Institute to name a few. This has strengthened our employer brand and internal business processes, creating differentiated people outcomes. Leaders who significantly influence human capital strategies of the organization are measured on the performance of key indicators in this area. The indicators provide insights into the effectiveness of human capital strategies and are reviewed regularly both at organizational and individual business unit levels.

Intellectual capital

Intellectual capital is core to Wipro's strategy. It creates value for the customers and drives sustained growth, differentiation, non-linearity, and profitability for Wipro.

Wipro's Intellectual Capital comprises of domain and technology Business Solutions that are powered by IPs built by its R&D teams leveraging partners, academia, and start-up ecosystem.

Wipro has been awarded CII Industrial Innovation Awards 2021 under the category "Special Recognition - Large Enterprise in Service Sector".

Wipro was evaluated for its capabilities around innovation offerings and IP management maturity.

One of the five strategic priorities for our organization is, to lead with Business Solutions by focusing beyond the IT office and by leveraging our industry and technology expertise. In alignment to this priority, Wipro has a comprehensive portfolio of Business Solutions, that spans across industries and technologies with implementation success stories across geographies. Targeted to solve specific business challenges of our customers, these solutions are composites that have IP-based assets at their core and are packaged along with our people-based expertise and capabilities from our partners, start-ups and alliances. Our Business Solutions are easily consumable and are offered in flexible and simplified outcome-based and as-a-service commercial constructs.

Wipro has a separate funding program called Horizon Funding Program. As a part of this, we identify and incubate disruptive business ideas, thereby helping to drive significant growth and differentiation for Wipro from a 2-3 year horizon standpoint. The key objective of this program is to build disruptive solutions with focus on building platforms, products and solutions of the future; and also to develop competencies through co-innovation.

Wipro runs an idea-hunting program called 'The Great Blue Heron' (The bird – Great Blue Heron is a great fisher and fishing is used as a metaphor for idea hunting) for capturing high-potential opportunities across customers, domains and technologies. The Great Blue Heron's HaBBIT Framework is then leveraged to add the solution to the portfolio. Through HaBBIT, the solutions can be incubated using any of the five ways - Harvest & co-Innovate (E.g. Wipro Nuage), Build IP

(E.g. Wipro virtuadesk), Buy IP (E.g. ITI), Invest through Wipro Ventures and Technology Enablement by acquisitions (Capco - Digital and technology consulting provider for BFSI, Edgile - Cybersecurity consulting provider).

Some of the assets from our Business Portfolio are - Health Plan Services, Digital Workplace (virtuadesk), Medicare Advantage 360, Digital Lending with NetOxygen, Topcoder (Talent Cloud), ITI Products (CADfix, CADIQ, DEXcenter), Wipro Holmes and Wipro FullStride Cloud Studio.

The assets newly added to our portfolio of Business solutions are: Wipro VisionEDGE (Video & Digital content display and signage solution), Wipro SearchNxt (Cloud Native Knowledge Management platform), Wipro Nuage (Smart on-prem & multi-cloud orchestrator for HPC Workloads using AI/ML), Digital Value Accelerator (End to end automation lifecycle management platform), ModerniZ (Legacy to cloud application modernization).

Intellectual property

We believe that IP is increasingly a strong driver of business competitiveness and profits, especially in a knowledge intensive industry. Our IP portfolio is key to our strategy to drive non-linearity, and we believe that our IP will differentiate our products and services, introduce new benefits, reduce costs and improve products and services quality. We rely on a combination of patent, copyright, trademark and design laws, trade secrets, confidentiality procedures, adherence to Wipro IP policy, and contractual provisions to protect our IP.

We have invested in developing IP across business solutions, products, platforms and service accelerators. This IP development enables us to provide standardized solutions to our customers and obtain significant time-to-market advantage over the general preference for customized solutions that entail higher cost and longer timelines. Using our IP, we are able to offer innovative commercial models in delivering services. We own and retain such IPs and majorly engage in licensing such IPs to our customers. Whereas our clients usually own the IP in the software deliverables (customizations, specific application development) that we specifically developed for them under a contract.

As of March 31, 2022, we have 1,092 granted patents in various countries. We have filed 41 patents during the year ended March 31, 2022, and currently have approximately 982 patent applications pending grant in various jurisdictions across the world.

As of March 31, 2022, we held 366 registered trademarks including registered community trademarks in India, Japan, the United States, Malaysia and over 70 other countries. Over 13 trademark applications are pending for registration in various jurisdictions across the world.

We require employees, independent contractors and, whenever possible, vendors to enter into confidentiality agreements upon the commencement of their relationships with us. These confidentiality agreements generally provide that any confidential or proprietary information being exchanged or developed by us or on our behalf be kept confidential. These agreements also provide that any confidential or proprietary information disclosed to third parties in the course of our business be kept confidential by such third parties.

While we invest resources in developing, maintaining and protecting our IP, we deeply respect the IP held by our customers, vendors and other business partners.

Open innovation

Our Open Innovation programs further enrich our innovation capabilities by co-opting an extended innovation ecosystem of start-up partners, academia and expert networks. During the year ended March 31, 2022, we signed partnership agreements with University of Haifa and IIT Roorkee for jointly working on identifying possible quantum computing approaches to complicated business problems. Wipro's research teams work with the University of Texas at Austin, IIT Bombay, IIT Madras, IISc Bangalore, , IIT Patna, Tel Aviv University and the Institute of Wood Sciences, Bangalore, among others, on various topics in AI, Natural Language Processing (NLP), encryption, 5G, blockchain, autonomous vehicles, Computer Vision (CV) and other critical new technologies. We also continued to incubate new innovative start-up partnerships and scale existing relationships through joint engagements.

Our innovation centres, the Technovation Centre at Bengaluru, India and the Silicon Valley Innovation Center in Mountain View, California are state of the art innovation incubation centres that build technology-led innovations to realize the 'art of the possible' in emerging business environments for our enterprises around the world. These centres bring together an innovation ecosystem, a set of best practices, IP and research and development resources to help our clients develop successful initiatives. To overcome the constraints created by the COVID-19 pandemic we created digital 'twins' of our innovation centres and became truly virtual, through which we hosted a number of our customers and other visitors over the last year and showcased our best technologies and solutions. Additionally, the Technovation Centre has developed human-free and autonomous industry solution concepts at the convergence of information technology, operations technologies, engineering technologies and industrial game technologies. These are rendered into the CAVE and holographic systems, which are both room scale VR environments. Business technology needs, such as hybrid augmented intelligence, Augment Virtuality, intelligent mechatronics and an integrated approach to simulation and modelling are driving research activities.

Our Advanced AI Research Center works at the cusp of ongoing research in the field of AI and its applications. The team focuses on diverse research areas such as Responsible AI, AI for security, AI for hyper automation, Generative AI etc. The team is collaborating with academic institutions, such as UT-Austin, IIT-Patna, and IIIT-Delhi on some of the research areas. Some of the accelerators the team is working on are a self-supervised approach for document segmentation using less training data, curb fake news and hate speech in social media, CodeMix language modelling to create intelligent mixed languages conversational engine and explaining emotions in speech and answering questions with information spread across paragraphs using multi Hop

QA We have also ventured towards the goal of making AI transparent by focusing on model explainability and data privacy using homomorphic encryption. The research lab created proof of concept for one of our large logistic services clients to improve text extraction accuracy by 70% for invoice processing. Other client engagements include developing document classification algorithms for accurate key value entity extraction, utility infrastructure drawing extraction and technical manual translation from German to English using machine translation.

Robotics

In Robotics we are developing 3 platforms; Wooden utility pole inspection, drone-based stock-take and AMR based material transportation. For wooden utility Pole inspection, we have developed an AI based internal defect detection and localized algorithm at an accuracy of 92%. Pilot testing of this with a customer is in progress. We are currently testing our custom drone-based warehouse stock take platform in a warehouse setup. We have developed multi AMR based order servicing in collaboration with a research institute in Germany as part of AMR based transportation platform. One of the IPs developed has been deployed in production with a logistics customer in USA. This is currently helping customer to classify non-standard packages at an accuracy of 95%.

Blockchain

The blockchain capability at Wipro has been consistently ranked in the Leader segment by global industry analysts such as Everest Group, IDC and Avasant. We have helped organizations realize value from blockchain initiatives by offering services in the areas of creating new markets, re-distributing markets, and streamlining existing processes. Our strategy is to create a Minimum Viable Ecosystem to help our customers to jump start their blockchain innovation journey. In the blockchain advisory and consulting space we help customers create their roadmap for their blockchain journey and identify expected ROI from blockchain initiatives. We offer smart contract and distributed application development services amongst others in our application services offering. We have created three platforms – the Supply Chain, Digital Assets and Decentralized Identity platforms – to help customers accelerate founder-led networks. To accelerate our progress, we have partnered with leading technology and business consortia such as Hyperledger, Enterprise Ethereum Alliance, Hedera Hashgraph, Energy Web Foundation, Blockchain in Transportation Alliance, among others. Over the years, we have helped organizations create new revenue streams through a peer to peer energy trading consortium, have enabled redistribution of existing market operations and have built traceability platforms for our customers.

Quantum computing

Quantum computing has disruptive possibilities in areas like encryption, optimization problems, and simulations for the pharmaceutical, oil and gas and health industries. Quantum computing is a hotbed for research and experimentation is currently led by big technology vendors, academia and start-ups. At Wipro, we have formed a 'center of excellence' to research applications of quantum computing in the areas of ML and optimization. We have also built collaborations with leading academic institutions and have an active quantum computing community. We have launched a dedicated quantum computing practice in our Engineering Research and Development ('ER&D') department to accelerate go-to-market, and have had proactive conversations with banks and oil and gas customers. Our existing practices, including Cloud Infrastructure Services, Wipro Digital, and ER&D have been built capabilities on various market platforms and pursuing industry use cases that can be best solved by quantum computing.

Open source

Open source is the dominant technology model today. Every technology innovation is open source or open source-based; from cloud computing to digital transformation to AI and 5G. Global enterprises are adopting, contributing to, and creating open source at a dramatic pace trying to leverage its strategic, technological, operational and financial benefits. As more and more enterprises attempt to redefine themselves as technology companies, they are identifying open source technologies and methods as a way to drive transformation and become a more innovative and agile organization. As more organizations recognize that open source is a strategic asset, they require the needs of a partner with broad and deep open source experience and offerings to be able to manage potential risks and realize the full benefits. Wipro is ideally placed with a set of offerings that assist organizations throughout their open source journey; from our unique strategy and technical consulting and maturity model, to best-of-breed open source solutions delivering accelerated time to market automated provisioning, observability and monitoring. Wipro's Unified Monitoring and Observability Solution provides a contextualized end-to-end blueprint for complete aggregation of systems and software enhanced by AI. Our PaaSForge solution offers accelerated automated provisioning of a contextualized, curated, pre-integrated open source-based PaaS solution. Wipro's investments in upskilling thousands of resources, engaging deeply in the open source ecosystem and building unique services have made us the trusted open source partner for organizations across the globe.

Talent cloud

We have invested in crowdsourcing through Topcoder, a Wipro Company, the world's largest technology network and on-demand digital talent platform with more than 1.5 million developers, designers, data scientists, and testers around the globe. Topcoder empowers organizations to leverage the flexibility of its key enterprise offerings around Enterprise Crowdsourcing (Design, QA, Dev, Data Science), TaaS, and Workforce Transformation (Strategic Consulting). Our community and our customers come together on the Topcoder platform to collaborate and build enterprise grade digital assets. Enterprises distribute work through the platform where community members develop innovative solutions, win money, gain experience, and earn recognition. Topcoder became a part of Wipro Limited in November 2016.

> **Topcoder has worked with about 470 customers, developing IP for them across the spectrum of design, development, and data science. This spans over 2,100 projects and 34,000 challenges/tasks that the Topcoder community helped produce deliverables and IP.**

We are also investing in TopGear, our social learning and crowdsourcing platform. TopGear is a powerful learning platform, focusing on workforce transformation in Digital and "in-demand" skills. It consists of over 2,000 learning assignments and case studies across 200 skills in addition to live projects. It provides hands-on experience to employees on emerging digital skills that enable them to become customer-deployable on those skills. Employees can self-select projects that interest them and prepare themselves for future projects. TopGear also enables workforce transformation through structured learning paths aligned to business-specific needs.

Metaverse

Internet Revolution driven by Metaverse will disrupt the entire business model. There will be a paradigm shift in the way consumers, suppliers, partners & employees would interact to create, buy, sell, spend, learn & collaborate in the new boundless creator economy controlled by user communities who will be the value creators in the Metaverse economy. This will also foster an open innovation culture and create significant opportunities for the new generation crowd (Gen X/Gen Y) for entrepreneurship where they own the creation of digital assets (content/3D Designs/Models) and brands will have to adopt to the new change by being a value exchange entity to market and sell their product in the creator economy.

While the initial adoption of Metaverse is across Media & Entertainment, Consumer, Sports, Virtual Events, Learning & Development, it will evolve, and other industry sectors can be seen embarking on the journey soon. As the first step, forward looking companies are investing in enabling technologies which includes immersive (3D Design, AR.VR.MR.BCI, XR) , Headless Commerce, Digital Twin, Block Chain, Networks(5G/Edge), Cloud & AI (for synthetic media) to adopt , be relevant & sustain in the creator economy.

Wipro has full-fledged solutions on AR and VR which are transforming the information sharing process, field force training, upskilling, modernizing, on-job support and on time support processes for enterprises and consumers. Our four industrial transformation platforms, Connect, connect+, Coalesce and Cicerone, are improving workers performance, efficiency and compliance for a new generation of workers by enabling field service teams and subject matter experts to collaborate in real time, providing augmented information on physical products, providing novel ways of training and also provide directions to people in places without GPS connectivity. We have also developed multiple proof of concepts in the field of AR/VR/Mixed Reality out of our innovation labs focusing on field assistance, worker training, and spatial experiences for high value purchases. Our CAVE Industrial VR setup enables us to collaborate with multiple stakeholders at the same time and operate remote command centres demonstrating the future of work in complex industrial environments.

Further, the adoption trends in digital identities, commerce (increase in brands adoption to headless commerce), crypto currencies, tokenization (NFT) & crowdsourcing will create more opportunities and enable Metaverse to be the mainstream. Enterprises who have developed capabilities across these technologies will have an edge & find a seamless acceptance as a value creator in the creator economy. This will bring businesses to a new world where the constant, enhanced interactions between the users and the products will drive more engagement and adherence to brands while progressively changing the way we live and communicate. With increasing customer interests in the metaverse, Wipro is striving to bridge the gap between physical reality and the digital world and open a doorway to a whole new world.

Social and relationship capital

Organizations earn and maintain their societal license to operate by adopting an integrated perspective and co-create social value by engaging with its customers, business partners, vendors, investors, communities and civil society. To this, we also add another key stakeholder– future generations, helping bring a perspective from the unrepresented future, but that is core to creating a sustainable society. We talk about each of these stakeholders in brief below.

Customers

We believe in creating value for the customers that goes beyond our contractual obligations. This stems from our relationship approach based on trust and collaboration. Active engagement at multiple levels is critical to meet and understand the expectations of our customers.

The Customer Satisfaction Survey (CSAT) questionnaire has been revamped to address areas relevant for growth, viz. Strategic, Forward looking, Delivery led growth, New Models of working, Digital Roadmap, Value Delivery. Our half-yearly reimagined CSAT Survey is conducted through an external partner to get an independent view of customer engagement. It captures the voice of customers at various strata i.e., Decision makers or CXO's, Influencers or Senior Leadership and Middle Management or Operational leadership team for various engagements at the account level. We also continuously capture feedback from customers through direct interactions, informal meetings, governance meetings and senior management interaction with the client. We continually look for avenues to create value for customers through initiatives like BVM (Business Value Meter) and Joint Innovation Council framework to identify customer priorities and business challenges which are jointly addressed by leveraging the larger ecosystem of both customer organization and Wipro.

Net Promoter Score is an index used to assess customer's likelihood to recommend Wipro. Based on the CSAT survey, our CXO Net Promoter Score for FY'22 has increased by 508 bps and overall NPS score has improved by 249 bps from FY'21. Furthermore, there has been a 38% YoY reduction in new customer escalations.

Enabling customer experience and productivity in the new way of working

The majority of employees continue to work remotely or in a hybrid mode. Through the pandemic, with the priority of uninterrupted continuity of customer service, we continued to provide integrated support for our 200,000+ employees working remotely through helpdesk, location-wise IT teams, asset management, problem management, reporting & compliance/quality monitoring for seamless end user experience. This required setting up of 24/7 service desk for technical support, 24/7 Laptop Walk-in Centre (LWC) across locations as a one-stop place to address IT issues as well as remote Service Desk with Chat & Voice Options. We also set up new employee onboarding IT support teams for enhanced user experience. The ticket response time has been reduced to less than 3 minutes and consistently reduced the average resolution time across all incident categories to less than 90 minutes.

Ensuring cyber-security and data privacy compliance continues to be a priority issue, especially in the new work-from-home scenario. Our out-of-office end-point compliance percentage has improved from 63% in May'21 to 91% in Mar'22. The average Compliance percentage across all critical postures is currently trending at 98%+. We have introduced self-help solutions for the end users to maintain their asset compliance automatically.

Emerging issues and trends

The latest Global Risk Report by the World Economic Forum has highlighted social and environmental risks as the most critical, while technological risks such as digital inequality and cybersecurity failure are other critical short- and medium-terms threats. We aim to engage and collaborate with customers by bringing together our experience and strategic investments to solutions in areas like **Net Zero, decarbonisation and sustainability, data privacy, open source, and crowdsourcing of talent (Top Gear)**. Wipro has put in place a rigorous carbon accounting and management program over the past two decades. Wipro is committed to achieving Net-Zero GHG emissions by 2040 and is part of leading industry networks working on the subject like Transform to Net Zero, WEF and Open Footprint. Data privacy is a key material issue for customers. With increasing digitalisation of businesses and the shift to hybrid ways of working, business data is susceptible to more risks than before. Wipro has an enterprise-wide robust data privacy framework in place to ensure the safeguarding of data at all levels. Open source plays a key role in Wipro's strategy. Top coder which is our on-demand technology talent crowd sourcing platform, has 1.5 million strong community technologists.

Partnering with customers on their sustainability and ESG journey

With the risk of catastrophic climate change, sustainability is an existential challenge that every organization must come to terms within the near future. Yet, rather than viewing sustainability merely as a problem, Wipro sees it as a unique opportunity to rethink business as usual and embark on a path of genuine, holistic business transformation.

At Wipro, sustainability is imperative to the core of our business. From our own internal operations to our product and service lines, it touches every aspect of the company.

Sustainability challenges are often technological challenges, and Wipro enables client transformation in their Net Zero journeys by strategically harnessing the power of technology, domain expertise, and experience across the following three dimensions:

- Wipro's own efforts in reducing its Scope 1-3 GHG emissions to achieve net zero by 2040
- Supporting the evolution of clients and partners towards Green IT operations by modernizing operations and in energy transition
- Comprehensively engaging with clients across their value chains to enable sustainable operations and product-service capabilities through business value chain transformation (less carbon-intensive business models through circular supply chains, waste recovery and recycling, and product lifecycle extension)

With more than 30 sustainability-aligned services and offerings, our capabilities are integrated, comprehensive and customizable across every industry, including Manufacturing and Heavy Industry, Banking Financial Services & Insurance, Electricity, Oil & Gas, Transportation & Logistics, Health Care and Life Sciences, and Consumer Goods. A few that we have recently implemented include integrated energy management for a large warehouse company, platform transformation and systems consolidation for a large oil and gas company, better user experience for electrical and gas infrastructure monitoring, devices and services for smart energy management by end customers, P2P trading in renewables for energy companies, sustainability reporting systems, full material disclosure portal for large electronics company and integrated workplace management with a global industrial supplier.

These offerings draw from Wipro's expertise in cloud, sustainable IT, sustainable design, innovation and experience, sustainable finance, engineering, cybersecurity and other lines of businesses to offer the type of unified transformation that clients need to achieve their sustainability and Net Zero goals. Our two entities Designit and CAPCO provide design-led sustainability consulting across sectors and sustainable finance solutions for financial sector clients respectively. Technology partnerships are a key enabler, and Wipro's alliances with many of the world's leading enterprise software providers, cloud computing, and technology companies allow us to create unique and comprehensive solutions for our clients.

For more information, refer to
https://www.wipro.com/sustainability/

We have 120+ customers who are part of independent raters like CDP Supply Chain, Ecovadis and industry-led consortiums that assess company's performance on sustainability related aspects, which include human rights, environment, supply chain, labor practices, etc.

Open Source

Developing, using and contributing to open-source software is a proven sustainable approach to software development. Open source is present in 96% of all software used today, and all global enterprises use open source one way or another. We estimate that at least 50% of all Wipro projects/engagements have some element of open-source components in them. Open source enhances innovation, delivers higher quality software and is an efficient way to attract and retain talent. When an organization uses and contributes back to the open-source software they use enhances the ecosystem which benefits all who are involved. This model of collaboration is the most efficient and effective way of developing software. Organizations like the Red Cross, UNESCO, WHO and the EU have designated open source as a strategic technology and as a way to bring knowledge and skills to all countries and citizens. The United Nations has specifically called out open source as a way to make information more broadly available in developing countries and meet Sustainable Development Goals.

Engagement in the The open-source ecosystem—from key industry foundations and corporate-sponsored communities, to individual, unaffiliated projects—is an important strategic activity for Wipro. Through consistent engagement, we upskill our developer resources, drive and collaborate on shared internal and external innovation, and further strengthen Wipro's brand as an industry thought leader. Our engagement is, and will always be, respectful, collaborative, and focused on supporting the long-term viability of the open-source ecosystem.

IT security and data privacy

Wipro's IT infrastructure is certified under the ISO 27001 standard which provides assurance in the areas of information security, physical security and business continuity. We benchmark our processes to meet the EU's General Data Protection Regulation (GDPR) and SOX IT compliance requirements.

Data privacy is an integral part of Wipro's Code of Business Conduct (COBC), emphasizing the importance of privacy in business transactions. The COBC applies to all employees and members of the Board of Directors of the Company. It also applies to individuals who serve the Company on contract, subcontract, retainer, consultant or any other such basis.

In addition to Code of Business Conduct, Wipro has a robust enterprise-wide data privacy framework that includes but not limited to various governance mechanisms, corporate policies, training and awareness programs, thorough privacy impact assessments, privacy by design, data mapping, vendor due diligence, incident management and awareness. This approach ensures that our data privacy program continues to be agile and is able to adapt to the upcoming international regulatory challenges and developments in an efficient manner along with the ever-evolving customer expectations. The dynamic, modular, risk-based data privacy framework is in line with the cyber and information security framework, enabling Wipro to comply with the relevant regulations and industry-best privacy practices allowing the Company to have a competitive edge in the market to enable business.

Wipro has a dedicated central Global Data Privacy Team headed by the Chief Privacy Officer who reports to the Chief Risk Officer & General Counsel. The Data Privacy Function at Wipro proactively manages and implements appropriate and effective measures and ensures compliance with privacy regulations applicable to Wipro as an organization. The Team is also actively involved in providing support to all the client delivery functions and facilitate compliance with the internally established privacy frameworks when personal data is processed for our customers. This Team also enables various business lines in integrating the privacy principles and methodologies to enhance the sophistication levels of privacy training and awareness throughout the organization.

Wipro's 'Privacy Statement' articulates the privacy and data protection principles followed by Wipro Limited and its entities around the world with regards to the personal information of its customers (including products, outsourcing and other services clients), partners, employees (current and former employees, trainees), applicants, contractors, prospects and vendors and current or former members of the Board of Directors. Wipro does not share personal information about customers with affiliates, partners, service providers, group entities and non- affiliated companies except in cases where we have the end-users' consent for a legitimate purpose or when legally required to do so.

Data privacy by design and default (PbD) is a key topic that has been addressed in most of the data privacy regulations worldwide. Privacy by design is one of the most critical elements of Wipro privacy program. The inclusion of PbD in the privacy program enables an organization to embed privacy requirements in the early stages of any project and continues throughout the lifecycle and ensures all the critical controls and elements of the privacy program are in place holistically. Wipro has a formalized PbD framework by developing a methodological procedure to guide the organization through the implementation process – including all Wipro in-house applications - in the capacity of a data controller.

Wipro has a dedicated 'privacy incident management team' to manage any potential or actual incident or data breach related to customer privacy or personal data of customers through our internal Security Incident Reporting (SIR) system. Due to the enormity of the risks associated with such incidents, Wipro prioritizes the detection, response, and recovery processes in the highest possible manner to ensure effective and efficient management of a given privacy incident. At Wipro, privacy incidents are managed through a comprehensive approach starting with its overall Privacy Incident management framework. Wipro has industry-leading solutions such as DLP to auto-detect incidents and technical vulnerabilities that could lead to leakage of personal data and triggers the communication to all required stakeholders. Wipro provides comprehensive training to all its employees on privacy incident-management and reporting. In addition to this a specialized branch of our Data privacy team manages privacy incidents 24/7 in a sensitive manner. There were no substantiated incidents concerning breaches of customer privacy, PII (Personally Identifiable Information) and / or loss of customer data during FY'22.

The Wipro data privacy framework upholds the importance of performing Privacy Impact Assessments (PIAs) on all the products and offerings, that includes but is not limited to the client delivery engagements, shared services platforms, products and platform, and internal corporate functions. The PIAs are performed using risk-based approach and borrows best practices from industry-leading global standards. In FY'21, the team as part of GDPR Compliance program and its commitment to 100% PIA efficacy, has completed the PIAs for 350+ internal Wipro applications.

Wipro has an established and well-defined process to handle subject access requests related to personal data, Wipro respects every data subject's right and has a robust DSR (Data Subject Rights) program in place to address the request from a data subject w.r.t. their right to be informed, access, correct, request deletion or request restriction, portability etc., as may be required under applicable law with timely resolution and highly efficient counselling support.

Wipro has adequate data transfer agreements executed with its customers and vendors and is committed to responsible transfer of data around the world.

The Data Privacy Office maintains the Wipro privacy policies and procedures at a regular stipulated frequency. All employees including contractors are required to complete the mandatory privacy training, to ensure that they understand key privacy concepts and principles, laws, best practices, and contractual obligations.

Talent as a Service

On-demand talent as a service is seeing rapid adoption over the past few years. Wipro acquired Topcoder in 2016-the world's largest technology network and on-demand digital talent platform with more than 1.5 million developers, designers, data scientists, and testers around the globe. Topcoder empowers organizations to leverage the flexibility of its key enterprise offerings around Enterprise Crowdsourcing (Design, QA, Dev, Data Science), TaaS, and Workforce Transformation (Strategic Consulting). Our developer community and our customers come together on the Topcoder platform to collaborate and build enterprise grade digital assets. Enterprises distribute work through the platform where community members develop innovative solutions, win money, gain experience, and earn recognition. In the reporting year, Topcoder has worked with about 175 customers, developing IP for them across the spectrum of design, development, and data science. This spans over 445 projects and 11,700 challenges/tasks that the Topcoder community helped produce deliverables/IP for.

Investors

Our endeavour is to, not merely, report true and fair financial results in a timely manner but also communicate the business outlook, risks and opportunities transparently to the investor community. Increasingly, discerning investors are interested in the longer-term strategy of the organization and ESG issues which are material to the industry. We deploy multiple channels of communications to keep investors informed about various development and events. In FY'22, we conducted 5 road shows, held 400 investors meetings and 4 earning conference calls. We also hosted our Investor Day in November 2021 through which we communicated update on our strategy, ambition and priorities. We also attended 24 investor conferences.

In addition, we participated in leading investor-led sustainability and ESG disclosures like Dow Jones Sustainability Index, Moody's ESG, FTSE Russell ESG, MSCI ESG and Carbon Disclosure Project. Wipro was selected as a member of the global DJSI 2020 for the twelfth year in succession and included in both the DJSI World and Emerging Markets Indices.

Suppliers

Our approach to our suppliers is one of progressive partnership, based on core business requirements of quality, price, speed in combination with non-negotiable principles of ethical and sustainable actions, e.g., zero tolerance for child labour. We consciously call our suppliers 'Partners' as they act as an extended workforce supplementing the core delivery framework of IT services and solutions by Wipro. The rest of our partners supply materials, equipment, finished goods, business support services and facility management services for our operations.

Summary of supplier sustainability engagement

Wipro's supplier sustainability revolves around the following three pillars:

Ethical

Wipro expects its partners to follow ethical procurement practices in line with core values of Wipro, the Code of Business Conduct (COBC), Spirit of Wipro Values and Supplier Code of Conduct (SCOC). All the vendors are onboarded only after signing Wipro's SCOC which includes mandatory anti bribery & anti-corruption declarations. We have system enabled database checks (Refinitiv Tool) for vendors across geographies, third-party tools to track labor compliance in India every month and credit scoring of suppliers customized for each category (S&P Capital IQ tool). We conduct annual sessions on anti bribery & anti-corruption to identify high-risk geographies and social compliance programs for manpower services providers.

Ecological

Our IT hardware procurement guidelines are in accordance with the Electronic Product Environmental Assessment Tool (EPEAT) standard from Green Electronic Council (GEC) since 2017. We have purchased more than 10,350+ products across desktops, laptops, displays, imaging equipment and mobiles in 2020. This is estimated to lead to a GHG reduction of 403 tons CO_2 equivalent, 15.01 MWh of energy savings and 2.3 million liters of water over the lifetime of products. We received this assessment from GEC in 2021.

Based on this, we are the only IT services and consulting organization globally to have received the EPEAT purchaser award in 2021 across 4 product categories. Read more: https://globalelectronicscouncil.org/epeat-purchaser-awards/.

Our green building program follows an integrated approach spanning design, engineering services, materials and equipment procurement that meet stringent environmental criteria – both, at the construction and at the operational stages. In addition, we continue to procure renewable energy through Power Purchase Agreements (PPAs) from RE generators across three states in India. In the reporting year, we also completed an assessment of RE generators in two states based on the principles of the 'Responsible Energy Initiative' set up by 'Forum for the Future'. These cover various social and environmental aspects in the setup and maintenance of power plants including impacts on local communities. Over the next few months, we plan to incorporate the learnings from the assessments in our present and future RE procurement engagements. We also annually assess our electronic waste recyclers on meeting recycling standards. Some of the improvement areas are in better labour standards compliance and Health & Safety practices.

Equity

Wipro is an inclusive organization in spirit and in practice. We have implemented inclusive procurement practices at all levels of the supply chain. Wipro mandates its partners to adhere to principles of human rights, employee welfare, health and safety, standards of minimum wages and maximum working hours.

Wipro being an Equal Opportunity employer is committed to procuring products and services which are developed based on universal design principles and accessibility standards such as Harmonized Guidelines (HG), 2016 Government of India for physical infrastructure and the WCAG (Web Content Access Guidelines) 2.1 AA meant for ICT products. We consider this is critical towards creating equitable opportunity for all users, in particular for our employees with disability.

Wipro has a robust global supplier diversity program which aims to promote equal entrepreneurial opportunities for historically disadvantaged small local businesses, enterprises owned by women, LGBTQ, persons with disability, minorities, and other similar groups.

Wipro has instituted two flagship programs for new as well as existing suppliers meeting certified norms of diversity: the 'Wipro Inclusion & Diversity Opportunity for Vendors (WINDOV)' series of virtual conclaves that enable direct access for small suppliers to present their capabilities to the global procurement team and the 'Wipro Inclusive Supplier Development and Mentorship (WISDOM)' program to strengthen these businesses by providing management as well as technical support to participating diverse suppliers.

To illustrate, WINDOV Conclaves have enabled us to source goods from remotely located Indian tribal women and American businesses located in Historically Underutilised Businesses (HUB) zones; WISDOM interactions have enabled us to identify addressable barriers to increase our spend with existing Wipro diverse suppliers.

On account of our supplier diversity initiatives, we were able to register 12% of our global spend with certified diverse and MSME suppliers during FY'22 and aim to increase our global diverse spend to 15% by 2024.

Community initiatives

Approach to CSR

Our approach to social responsibility and sustainability rests on three important pillars:

The Strategic: We choose domains and issues to engage with that are force multipliers for social change and sustainable development. Social responsibility is as much about being a sustainable organization as it is about external initiatives. Therefore, some of our areas of engagement lie at the convergence of business goals and social purpose.

The Systemic: Within the chosen domains, we choose to engage on systemic issues that require deep, meaningful and challenging work. Given the nature of social change, this implies commitment over the long term, typically for several decades, because genuine change does take that long to occur.

The Deliberative: Our emphasis on depth and long-term commitment imply a deliberative approach that precludes spreading ourselves thin or engaging in 'cheque book philanthropy.' By implication, this also means that we are wary of expanding and growing our social programs as ends in themselves. We will continue to adhere to this approach going forward.

At Wipro, we think that it is critical to engage with the social and ecological challenges that humanity is facing. It is our conviction that the engagement with social issues must be deep, meaningful, and formed on the bedrock of long-term commitment. This is the only way by which real change can happen on the ground. It is also reflective of the fact that such an approach serves both enlightened business interest and social good.

We have committed ourselves to an approach that is focused on bringing change inside out at four different levels: 1) Fulfilling basic duties and obligations, and practicing high levels of corporate governance and transparency; 2) Proactive approach in leading initiatives inside the organization that demonstrate commitment to a humane, sensitive and sustainable world; 3) Engaging with and contributing to relevant neighborhood community issues and initiatives in all regions and countries; 4) Using the power of communication and advocacy to influence the larger society.

The central tenet of our approach has been an emphasis on strong, meaningful work on systemic social issues. Our CSR (Corporate Social Responsibility) policy reflects principles and strategies that have informed our long history of corporate citizenship and social responsibility.

Wipro Foundation represents the Corporate Social Responsibility (CSR) initiatives of Wipro Limited. Going back over two decades, we focus on social initiatives in Education, Healthcare, Ecology, Disaster Response and Cities & Public Spaces.

Areas of intervention

The 'Spirit of Wipro' promotes integrity in all facets of our work. Fairness and respect in the workplace and community are some of our key values. Our projects in Education, Ecology, Healthcare, Disaster Response and Cities and Public Spaces honor these ideals. We work in these domains using an approach developed through decades of social sector interventions and with an objective of making structural transformations that can help us develop a humane, just and equitable society collectively.
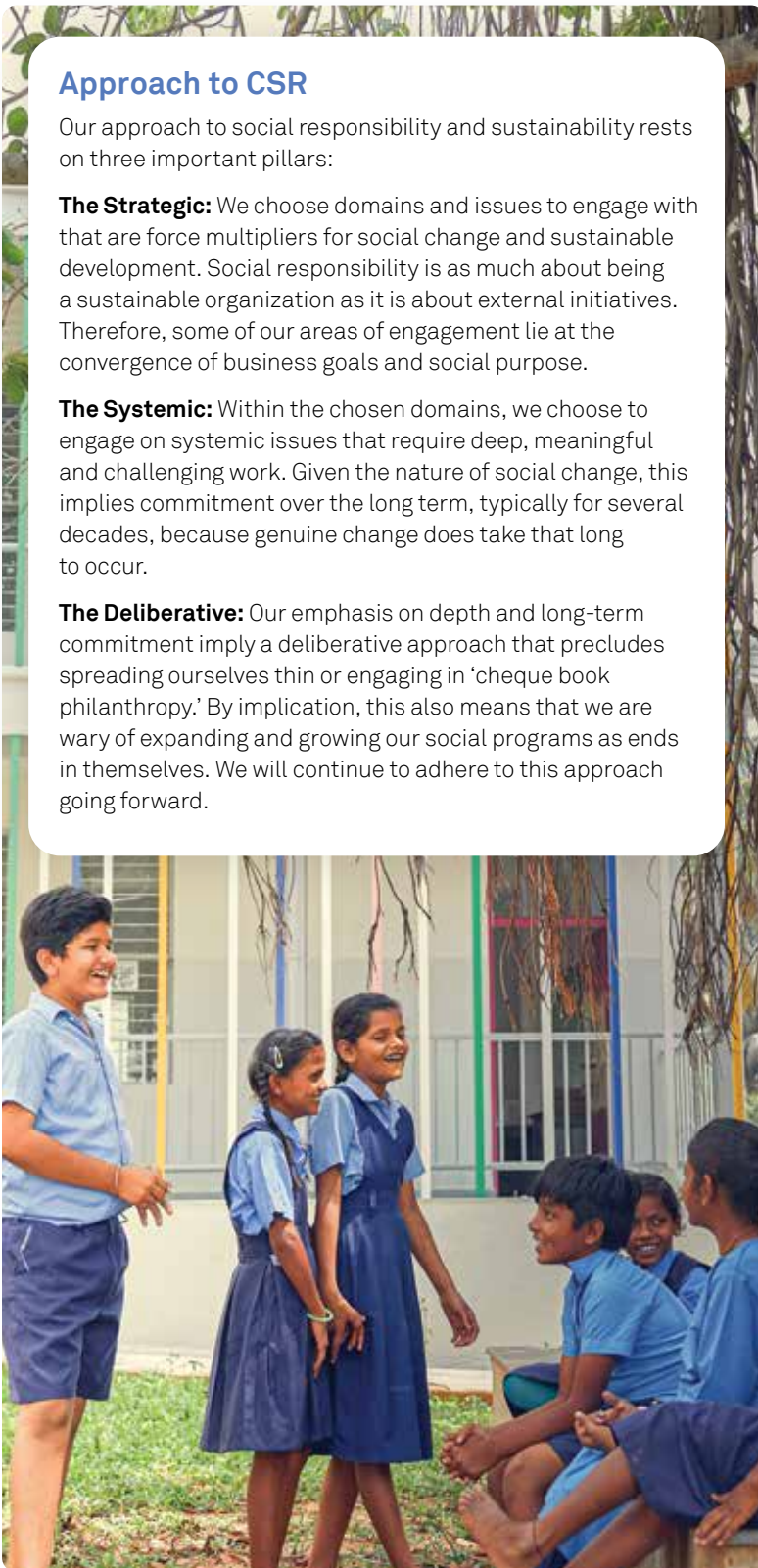
Education

School education

We support organizations working on school education to enhance students' learning experiences through the Systemic Education Reforms Program, the Wipro Education Fellowships (through which we seed new organizations), the Access to Education Program, the Children with Disabilities Program, and Wipro earthian. In FY'22, we reached out to ~130 partners through our various education programs.

Over the last seven years (2015-22), our focus has been on accelerated expansion of our partner network and simultaneous building of an effective capacity building/support ecosystem for our partners. Over the next 5 years, we plan to support 125-150 educational organizations additionally, while continuing to strengthen our support ecosystem. The larger goal is to help develop at least one good Educational Resource Organization for every five districts in India by 2030.

Till date, our work in School Education has supported 250+ educational projects reaching out to over a million children across 27 states and UTs in the country. These projects have focused on 10 thematic areas and engaged with over 20,000 teachers. The impact of this wide and diverse network of education organizations has been in the areas of access, equity, curriculum, textbooks, teacher capacity, sustainability education, and school leadership, among other aspects.

Higher education

Some of the main aspects of the strategy of our higher education interventions have been: Supporting the creation of a technology education ecosystem in the country that is diverse and responsive to the challenges of the times; Making sustainability research and training in higher education spaces a priority; Seeding sustainability thinking in students of higher education institutions; Addressing the higher education needs of students from underserved and underprivileged communities, especially those of women.

Started in 2011, our Wipro earthian Program, brings together two of our key concerns: education and sustainability. The national level school program engages educational institutions through a partner network of sustainability educators in 29 states and 3 union territories across India. Through this program we also host a national sustainability quiz program, a unique internship program for college students, and collaborate on long-term academic partnerships with leading higher education institutions such as IITB and IIMA in India.

Sustainability education

Wipro-earthian, now in its 11th year, is the only sustainability education program in India of its scale with diverse learning opportunities for both schools and colleges. This program has reached over 4,000+ colleges and 13,000+ schools since its inception. In 2021, the school program engaged 2,000+ schools and 4,000+ teachers in 187 districts across India and received 1,300+ submissions. In addition, we also run a large national sustainability quiz for college students which was launched in 2015 and has seen participation from 8,600 teams till date.

Strengthening Government Schools in Bengaluru

In April 2019, Wipro joined hands with the Government of Karnataka (GoK) in collaboration with Azim Premji Foundation (APF) to improve the infrastructure and learning environment at VV Puram (K-12) and MR Nagar (Grade 1-7) schools in the Bengaluru Urban South District. These schools were completely renovated by the first quarter of 2021. The objective has been to strengthen government schools in Bengaluru with a focus on improving teaching and learning outcomes. With the redevelopment of all important school facilities such as toilets, classrooms and laboratories in these two schools, there has been a renewed interest in communities. Enrolment at the VV Puram school, for example, has increased by 84 percent without any campaigns. Our infrastructure and learning resource interventions have been shared with the State Government. GoK is now using this project as a model to develop guidelines for 275 Karnataka Public Schools in the state.

SDGs for which we have direct positive impact through our programs

SDGs for which our work indirectly contributes to positive impact

Healthcare

Access to primary healthcare is a key determinant of an individual's trajectory in life. Through community initiatives, in partnership with nonprofits, we aim to build local communities' capacity to manage their own healthcare needs and support regular delivery of preventive and curative healthcare.

We currently focus on expanding our community healthcare interventions in urban low-income housing areas of major cities like Bengaluru, Mumbai, Delhi, Kolkata, Bhubaneswar and Kochi.

We have reached out to 800,000 people in Andhra Pradesh, Maharashtra, Karnataka, Kerala, Nagaland, NCR, Odisha and West Bengal through 10 projects in primary healthcare with a focus on maternal and child healthcare.

Ecology

At Wipro, we believe sustainable cities must be at the center of any strategy for building planetary ecological resilience. As a responsible corporate citizen, we have been working on making our business practices sustainable while simultaneously focusing on fostering ecological health in our proximate communities in the cities where we are based. Building sustainable cities involves making all the relevant stakeholders talk to each other on a regular basis on urban environmental issues that matter. Bengaluru Sustainability Forum is an attempt at doing this at a city-wide level in Bengaluru.

COVID-19 response

Repurposing IT Campus to care for COVID patients in Pune

In June 2020, Wipro and Government of Maharashtra opened the first Covid hospital in Pune. We repurposed our IT building in Hinjewadi, Pune, and offered 1.8 lakh square feet of space for the hospital near the first wave peak. It took five weeks to build the hospital. Over a period of 18 months, the hospital admitted over 6,400 patients, with a case fatality rate of 0.16%. To support the growing demand for oxygen in the second wave, a 250 LPM oxygen generation plant was set up in June 2021.

Wipro's Pune hospital was equipped with 504 beds, 18 ventilators, ICUs and other COVID-19 treatment capabilities. The hospital staff included 15 doctors and 70 nurses. As a part of this initiative, Wipro provided building, medical equipment, furnishings, ventilators, maintenance engineering services, boarding for doctors and nurses, patient and staff food, ambulance, etc.

For more information on our 'Ecology' initiatives, please refer to the 'Natural Capital' section.

Community Ecology

Under the community ecology initiative, we focus on creating ecological balance in our proximate communities. We do this by taking up projects that provide direct and tangible benefits for disadvantaged communities through empowering impacts on health, education and/or livelihood as well as those that have a positive effect on the environment.

Our project in agroforestry in rural Tamil Nadu has helped 400 farmers effectively implement integrated farming by planting 40,000 trees. Our projects in urban solid waste management in Bengaluru and Mysuru provide social, nutritional and health security to 25,000+ workers in the informal sector of waste management and provide a comprehensive skills upgradation program for these workers.

Disaster response

Natural disasters such as earthquakes, floods, and cyclones are an unfortunate reality of life, particularly in a geographically and climatically diverse country like India. Whenever these catastrophes occur, underprivileged groups are disproportionately impacted, as the already precarious nature of their livelihoods gets disrupted further.

Based on our assessment of the disaster, we support affected communities through relief aid or rehabilitation support, or both. Relief aid is provided immediately after the disaster, while a detailed assessment is conducted for a long-term rehabilitation project. The aim is to enable the affected communities to restore their livelihoods and stay resilient against future disasters.

In the past, we have helped rebuild the lives of people affected by Bihar Floods, the Japan Tsunami, Hurricane Sandy, Philippines cyclone, Gujarat earthquake (2001), Karnataka floods (2009), Uttarakhand cloud burst and floods (2013), Chennai floods, Tamil Nadu floods (2015), Kerala floods (2018), Odisha Phailin cyclone (2013) and Fani cyclone (2019), and Amphan cyclone (2020).

Cities and public spaces

The role of public spaces in cities and communities in creating and fostering important human values such as social integrity, inclusion, democracy, and empathy is well established. Public spaces build a strong sense of community, increase feelings of safety and security, and encourage community members to participate in collective affairs and undertake acts of civic responsibility. The concept of 'public space' here refers to not just physical spaces like public parks or lakes but to intellectual and social spaces that are inclusive in spirit as well.

Focusing on 'Public Spaces in Cities and Communities' became a part of our CSR charter in 2018. This charter supports fostering inclusive public spaces in our cities such as spaces for the arts, sports, theatre, etc. that are designed to be accessible to the public at large. We support two institutions – Museum of Art and Photography (MAP) and Bangalore International Center (BIC) – in major ways as a part of this endeavor.

Bangalore International Center (BIC)

In 2018, we contributed to the Bangalore International Center (BIC) with the greater goal of promoting socially inclusive, culturally dynamic, and democratic public spaces in cities. Since 2019, BIC has organized over 400 events in 20+ areas including Culture, Environment, Law, Music, Public Policy, Anthropology, Mythology, Philosophy, and others, generating over 3 lakh views for live and recorded events, including podcast listens.

Museum of Art & Photography (MAP)

In 2020, we had made a grant to the Museum of Art and Photography (MAP) Foundation which continued into 2021. MAP organized several digital-focused exhibitions in FY 21-22. A significant focus was on making art more accessible to People with Disabilities (PwDs), by producing Individual Supported Living (ISL) content and conducting research to understand expectations of People with Disabilities (PwD) from museums and cultural institutions. MAP also took part in the WINDOV (Wipro Inclusion & Diversity Opportunity for Vendors) Conclave 2021, which focused on small and medium enterprises belonging to or working for economically disadvantaged and socially marginalized sections of society, such as women, people with disabilities and LGBTQ+ communities.

Wipro Cares: community care through employee engagement

Wipro Cares is a not-for-profit trust that engages with our proximate communities on the issues of education for the underprivileged, including for children with disabilities, primary healthcare and the environment. In addition, the trust also works on long-term rehabilitation of affected communities after natural disasters.

Programs supported by Wipro Cares in these domains include 'Access to Education Program,' 'Education for Children with Disabilities,' 'Community Ecology Program,' 'Community Healthcare Program,' and 'Disaster Response Program'. In FY'22, Wipro Cares worked with 7 education partners, 5 projects in education for children with disabilities, 10 projects in primary healthcare, 3 projects in community ecology and 1 project in disaster rehabilitation.

Employee engagement is an integral part of Wipro Cares. Wipro encourages employees to volunteer with its partners and act as catalysts in bringing about positive change and learning in the process. The Wipro Cares governance framework is a great example of employees playing a key role, both in terms of volunteering and contributions.

Volunteering

Sundarbans, the last tiger-inhabited mangrove forest, is threatened by erosion and natural calamities. Wipro Cares' Kolkata location chapter has been planting mangroves in the Sundarbans since 2021. This action has indirectly assisted hundreds of local fishermen who rely on a variety of fishes and crabs that thrive because of the mangroves. More than 100 Wipro employees have volunteered over 1,600 hours to plant 3,000+ mangrove trees.

CSR initiatives by Capco, a Wipro Company

Capco, a Wipro company, is passionate about educational and financial inclusion for all. Capco's Impact Consulting initiative gives development sector organizations access to our people and expertise on a pro-bono basis. Capco's employee program allows employees to select charities and participate in activities that positively impact the communities they serve. All donations made to Capco-supported initiatives by employees are matched up to 50%. When possible, the firm also allocates funds for those negatively impacted by natural disasters.

Capco and Grameen Foundation's Bankers without Borders have collaborated on multiple projects since 2014, engaging Capco communities across Europe, APAC, and the Americas. These projects have covered many business aspects from product launches and impact reporting to developing business models and e-commerce strategies. Capco's largest partner for Impact Consulting projects is the Grameen Foundation's Bankers without Borders, an industry leader in using skilled volunteers to accelerate the scale, sustainability and impact of microfinance and poverty-focused organizations around the world. Since 2013, Capco has partnered with Room to Read (RtR) on a variety of initiatives with a shared goal of improving literacy, gender equality and access to education.

International programs

The Wipro Science Education Fellowship (SEF)

The STEM (Science, Technology, Engineering and Mathematics) programs in the US and the UK are intended for education professionals with backgrounds in science, mathematics, engineering and computing, and education policymakers. These assist them in developing disciplinary capacities while broadening their understanding of STEM subjects.

United States

Started in 2012, Wipro SEF USA is a two-year program designed to improve individual teacher practice, foster teacher leadership opportunities, and create a district corps of teacher leaders supporting sustainable, positive changes in science education. This program is anchored by University of Massachusetts Boston and has benefitted approx. 1,300 educators directly and hundreds of additional teachers indirectly, along with 250,000+ underserved students, across 35 school districts in seven states. It was adapted for online delivery due to the COVID-19 pandemic.

United Kingdom

The Wipro SEF program in the UK was launched in September 2018 with the goal of catalyzing improved STEM teaching practices among teachers and educators. It is being run in partnership with King's College, London (KCL) and Sheffield Hallam University (SHU). Both partners have managed to adapt their programs effectively in 2020. KCL has implemented a successful blended model of online sessions for STEM teachers combined with intensive personal tutoring. In 2021, we celebrated the graduation of the first cohort of the MA STEM Education program at King's College London (KCL). Over three years, our support has helped both these Universities to strengthen their STEM Education and Teacher Education programs. It has also directly benefitted over 115 teachers and teacher-mentors, and thousands of students.

🌿 Natural capital

The runup to COP26 saw a sharp increase in country-level commitments to Net Zero – 92 countries representing 78% of the total global emissions have made formal Net Zero commitments compared to just 29 countries representing 10% of emissions in 2019. We are also seeing a rapid upswing in corporate engagement on climate change – nearly 10,000 companies today disclose their carbon footprint to CDP while over 2,000 companies globally have formal Science Based Targets. There is a groundswell of venture capital interest, philanthropic funding, and policy incentives for achieving breakthroughs in alternative energy and energy storage technologies. However even with all these commitments and momentum, we will still be far above the 1.5 degree warming threshold above which scientists foresee run away climate change impacts. Climate change exacerbates changes in the water cycle and resulting stresses, loss of biodiversity and health of ecosystems - impacting the health and well-being of communities.

Natural capital is a framework that attempts to consider of how human activities impact the planet's ecosystem.

Wipro's approach to natural capital embraces the continuum of:

- Initiatives 'within the organization' that focus on reducing the energy, water, waste, and biodiversity footprint of our business operations; and
- Engaging on key external programs through a diverse set of partners on the issue of ecology

Governance

Our sustainability governance is informed by our strategic choice to work across both dimensions – business operations and with the larger community. The former is about ensuring that the ecological footprint of our operations is minimized, the organization is compliant with all regulations, and runs its business with integrity. The latter dimension goes beyond the boundaries of the organization and contributes towards development of the larger community.

All key organizational stakeholders, right from the board of directors, executive leadership and different functions have defined responsibilities related to planning, execution, review, evangelization, and advocacy of the sustainability charter. Strategic oversight of sustainability programs rests at the corporate level with our Chairman, Board of Directors, and Group Executive Council. The goals and objectives are jointly set with inputs from across functions. The quarterly reviews are attended by the Chairman, Chief HR Officer apart from the Chief Sustainability Officer and Global Head of Operations. We benchmark our performance with our global peers through extensive disclosures as well as a system of rigorous internal and external audits.

Board Chair: The Chairman, in collaboration with the Board of Directors and the CEO, oversees Wipro's sustainability program, which includes climate-related programs, through the 'Board Governance, Nomination, and Compensation Committee,' which is chaired by an independent director and is reviewed once a quarter. Here's an example of a recent climate-related decision: In July 2020, Wipro's CEO formally signed and joined the 'Transform to Net Zero' Initiative as a founding member. The initiative's goal is to create and distribute research, guidance, and actionable roadmaps to help all organizations reach net zero emissions. Transform to Net Zero will focus on facilitating the corporate transformation required to reach net zero emissions by 2050, as well as pushing larger change via policy, innovation, and financing.

Board Level Committee: The Board Governance, Nominations, and Compensation Committee is in charge of putting the CSR policy into action. Three independent directors make up the Committee. Our corporate social responsibility policy addresses 'Energy and Climate Change' as part of ecological sustainability and board governance.

Management approach

At Wipro, we have identified energy efficiency and Green House Gases (GHG) mitigation, water efficiency and responsible water management, pollution and waste management, and campus biodiversity as our most material issues and have developed programs around them.

Our Ecological Sustainability Policy, available at https://www.wipro.com/content/dam/nexus/en/sustainability/pdf/ecological-sustainability-policy.pdf forms the structural framework for our environmental programs and management systems. We have adopted EMS (ISO 14001:2015 standard) for nearly two decades now as one of the cornerstones of our implemented Environmental Management System (EMS). 21 of our campus sites in India and 8 in Australia are certified to ISO 14001 and ISO 45001 (Occupational Health and Safety) standards. Other campuses have also the same and are assessed as a part of our internal review/audit process. We were one of the early adopters of Green Building Design with 24 of our current buildings across campuses certified to the international LEED standard (Silver, Gold, and Platinum) during commissioning. We strive to maintain the same standards in the maintenance of our facilities.

Over the years, we have developed a comprehensive inventory of our GHG emissions across our value chain. Our participation in the Carbon Disclosure Project (CDP) Climate Change Investor and Supply Chain modules for over 15 years has greatly aided in this process. In addition, we apply the Natural Capital Protocol guidelines to arrive at the valuation of our natural capital (NCV) which we publish in our annual Environmental Profit and Loss account. In 2020, we joined the 'Transform to Net Zero' coalition as of one of 10 founding members – this cross-sector initiative aims to accelerate the transition to net zero with a goal for the world's 1,000 largest companies to have net zero targets backed by transformation plans. We are doing this through focused work on enabling transformation by leveraging existing efforts, building accountability, governance and led by science and best practice data and methods. Wipro is actively contributing to the publication of series of transformation guides and participation in its working groups. (https://transformtonetzero.org/) We are part of the advisory groups of CII's Climate Change Council and the India Climate Collaborative. We also chair the Bengaluru chapter of the CII-GBC Greenco chapter (activities and benefits)

Strategic partnerships are key to achieving our goals across the value chain. We work with renewable energy suppliers, energy efficient hardware manufacturers and service providers and other partners who help to reduce our overall GHG footprint including employee commute and business travel footprint.

Monitoring and management of climate related issues across organization:

- Climate related issues are monitored by our Chief Sustainability Officer and the Head of Global Operations with respect to organization's progress against energy and emissions targets for short term, medium term and long term.

- Our climate strategy is aligned with various global principles, for example Task Force on Climate Related Financial Disclosure (TCFD) and is dynamically recalibrated in line with emerging trends. The strategy is reviewed annually by the Chairman, CEO and the Chief Sustainability Officer while progress against the strategy is reviewed quarterly.

- The Corporate Business Continuity Team (CBCMT) and various other support groups monitor and assesses the risk arising due to climate change. The risks categorized on basis of impact on high, medium and low scale are placed in a severity matrix where controls are implemented. The Crisis Management Group is responsible to respond, recover, resume, return and restore from these situations.

The climate related risks identified are assessed twice a year and included in the annual strategic planning exercise, in which all senior leaders participate; a multiyear planning view is incorporated, and priorities are categorized as short, medium, and long term. Our business continuity policy is used to plan for climate related disruptions which could impact business objectives. The Corporate Business Continuity Team (CBCMT) governs and guides the standard risk assessment methodology at every location and helps identify risks which could potentially impact continuity of business and related financial parameters like revenue & profitability, reputation and legal parameters. This group collaborates with various support groups in the organization to assess risks for human resources, facilities & IT infrastructure with identified impacts, probability/likelihood & controls in place. A severity matrix of Low, Medium, and High impacts is defined, and an identified crisis management group is vested with the responsibility to respond, recover, resume, return and restore from these situations. The detailed climate modelling and impact assessment exercise will help in further calibrating our risk management program.

Environmental risks, impacts & assessment

The Enterprise Risk Management and Sustainability functions at Wipro jointly oversee environmental and climate change related risk identification and mitigation. The most important criteria considered for climate change risk identification are Planning for Business Continuity (in the case of extreme weather events), Energy and Water Scarcity accelerated by a gradual increase in average temperature and temperature ranges and precipitation variation and Health risks due to changes in temperature and related climate parameters.

In 2020, we completed a comprehensive climate change risk assessment program, encompassing both physical and transitional risks, for our major operational locations across the globe, covering India (12 cities), China, Philippines, Germany, Romania, the UK, and the US. This has been carried out for two scenarios (based on the IPCC defined RCP 4.5 and RCP 8.5) covering medium to long term (2030-2050) time frames. In both scenarios, we see increased probability of higher incidence of water stress, and heat waves across cities.

Below are the list of cities and regions where we see an increase in frequency of climate change risks under RCP 4.5 scenario (increase of global temperatures between 1.1 to 2.6 degree celsius relative to 1986-2005).

Water stress

Delhi	Hyderabad
Noida	Vishakhapatnam
Bengaluru	Mumbai
Chennai	Pune
Coimbatore	Kolkata

Heat waves

Delhi	Mysuru
Noida	Vishakhapatnam
Bengaluru	Mumbai
Kochi	

Extreme hot days

Delhi	Mysuru
Noida	Vishakhapatnam
Coimbatore	Mumbai
Kochi	

Urban flooding

Chennai
Visakhapatnam
Mumbai
Kolkata

Other than India, impact to Wipro from physical climate risks is more prominent in:

Philippines - cyclones, floods, fluctuating rainfall & humidity

China - coastal flooding

Romania - floods, droughts

US - tropical storms and tornadoes

Germany, US, UK, China and Romania - transitional risk

Risks identified with the potential to have a substantive financial or strategic impact over the next 5-10 years

Regulatory: Mandates and regulation of existing products and services which include an annual increase of 5% in cost of fuel and electricity and RPO (renewable purchase obligations).

Chronic physical – Rising mean temperatures can impact health and well being of employees. The financial impact is estimated based on projected number of extreme hot days based on RCP8.5 warming scenario for 12 locations affecting 10% of employees and the resultant revenue loss.

Acute physical – Increased severity and frequency of extreme weather events such as cyclones and floods

- Potential revenue loss due to increased employee absence from work due to disruption in the city infrastructure is estimated based on impaired inability to attend work for three or more days in the coastal cities of Chennai, Kochi, Kolkata, Mumbai and Vishakapatnam in India
- The cost of repair for damages to build infrastructure, electric equipment and disruption in electricity grids would result in increase in use of captive diesel generators in few locations.

Impacts identified using three key criteria listed

a) People safety: Any climate-related risk that might possibly endanger the safety of 1,000 or more of our personnel at any given time in any area is classified as having a significant financial effect. We have estimated this to be 0.5% of staff in specific cities.

b) Wipro infrastructure: Any climate-related risks that might need the relocation of more than 25% of personnel to other sites, as well as a 10% increase in infrastructure costs, are classified as having a substantial financial effect.

c) Customer delivery: Any climate-related risk that has the potential to influence our customer engagement by more than 25% of the relationship value is classified as having a substantial financial effect. Furthermore, any mission-critical service should be restored within the time frame agreed upon with clients. Our risk matrix categorises climate-related threats according to (i) impact and (ii) likelihood.

The cumulative financial impact of physical risks, regulatory risks and chronic risks over a five year period is estimated to be around 1.5% of expenses. This also accounts for cost of managing risks through increase insurance premia, water recycling and rain water management infrastructure, energy efficiency programs, increased cooling costs and employee relocation costs. We do not need to present a resolution at our AGM because we are not in a carbon-intensive industry and our emissions reduction program does not require any substantial modifications to our company strategy or operations.

Climate change related impacts

We see significant traction in decarbonization and ESG engagements across industry segments which include emission intensive Manufacturing and Heavy industries, Electricity Oil & Gas, Transportation & Logistics and Consumer goods as well as services sectors like Banking Financial Services & Insurance, Health Care and Life Sciences.

These offerings draw from Wipro's expertise in Cloud, Sustainable IT, Sustainable design, Innovation and experience (Designit), Sustainable finance (further enabled though the CAPCO acquisition), Engineering, Cybersecurity and other lines of business to offer the type of unified transformation that clients need to achieve their sustainability and Net Zero goals. We already see nearly 2% of revenue from core sustainability solutions and offerings; if we include our offerings in Cloud transformation, Domain consulting and Enterprise app modernization, the revenue contribution is multi-fold.

Energy efficiency & GHG mitigation

Targets

We have SBTI (Science Based Targets Initiative) approved Net Zero goals by 2040, one of the first 7 companies globally to participate in the pilot and have their targets formally approved. These are aligned with the objectives of the Paris agreement to limit temperature rise to 1.5 degree Celsius.

The following are our interim goals till 2030

- By 2030, reduce Scope 1 and 2 emissions by 59% from 2017 baseline and Scope 3 emissions in 3 categories (contributing to 80% of emissions) by 55% from 2020 baseline. In absolute terms, this means a reduction of 280,000 tons of CO_2 eq.

- Source 100% Renewable energy for purchased electricity by 2030

- Energy Intensity in terms of EPI (Energy Performance Index)
  Achieve EPI of 125 KwH per sq. mt by 2025 from baseline of 144 in 2021 and maintain EPI thereafter

- GHG Emission Intensity (Scope 1 and Scope 2) on Floor Area (FAR) basis
  Reduction of GHG intensity from 87 $KgCo_2$ eq./ Sq. Mt. (kgpsm) in 2020 to 50 kgpsm of Co_2 – eq by 2030

- Renewable Energy (RE)
  Renewable energy procurement to 150 million units by 2030 from the present average procurement of 75 million units

- Absolute reduction of 55% in Scope 3 emissions for Business Travel, Employee commute and Upstream fuel and energy related emissions by 2030

Our plan to meet the above goals is through a mitigation hierarchy that is primarily focused on emissions reduction activities in the value chain. As a first principle, we will defer carbon removal projects (offsets) to the net zero target year (2040). This is in line with the science-based targets approach of not using offsets for value chain emission.

Performance against goals

Absolute emissions

The absolute Scope 1 and 2 emissions (India) for FY'21 has decreased by 29% from 137,930 tons to 97,348 tons. This is due to low occupancy and resultant lesser conditioned area (50% reduction) at our offices. The dashboard below provides a summary of our Global and India GHG emissions, including data centers. The figures are net emissions for all years, after considering zero emissions for renewable energy procured.

Overall Scope 1 and 2 emissions

	FY2019-20	FY2020-21	FY2021-22
Offices	135,537	84,140	**72,884**
Data centers	2,458	13,207	**9,660**

Emissions intensity

Our India office space emissions intensity (Scope 1 and Scope 2) is at 87 KgCo2 eq. per Sq. Mt. per annum, down by 19.8% from FY'21 – for reasons mentioned in under 'Notes on FY'21 emissions'. We are not publishing people-based emissions intensity for this year due to the low occupancy of office space – and as well as the fact that area-based intensities is considered a more representative metric for buildings globally.

Energy consumption

The overall energy consumption from Scope 1 and 2 boundaries (operational and financial control) is 645.9 million Mjoules, compared to 661.5 million Mjoules in the previous year, a decrease of 2.35%. The total energy consumption - electricity and diesel-based backup power - for office spaces in India is 149.2 million units; after including the electricity consumption for leased spaces, our global electricity consumption is 189 million units. Data centers in India and Germany contribute another 20.8 million units.

For India operations, about 72.4 million units constitute renewable energy procured through independent PPAs (Power Purchase agreements) with private producers. Of these 67.1 million units is with green attributes (zero emissions). Another 13 million units is attributable to renewable resources for our downstream leased spaces. In total, the renewable energy footprint in our portfolio is 80 million units (47%).

Office emissions

Though the occupancy is low (around 5 to 10% across campuses), the building air conditioning, lighting and allied electrical systems load use would not be proportional. From an assessment of three large campuses representing 35% of total campus area, we see that the conditioned area average was around 50%. Around 70% of the energy consumption for offices is from air conditioning system. Hence, the absolute energy consumption and emissions for buildings is not commensurate with low occupancy. We have also considered 50% of building area for calculating the area intensities.

Energy intensity

EPI for company-owned office spaces, measured in terms of energy per unit area has decreased to 177.3 KwH units per sq. meter per annum (from previous years 194). Absolute energy consumption for offices has remained flat compared to last year even as we have commissioned new facilities in Bangalore and Hyderabad.

Scope 3 emissions

Our total scope 3 emissions for FY'22 is 410,203 tons of Co2 eq, which accounts for 83% of our total footprint. Out of the 15 categories of scope 3 reporting as per the new GHG corporate value chain standard, we are currently reporting on all the 8 categories applicable to us.

16,969
Employee Commute

20,456
Business Travel

153
Waste

71,650
Upstream Fuel+Energy emissions

253,955
Purchased goods / services (including capital goods)

10,381
Upstream and Downstream Leased Assets

36,639
Work From Home emissions

410,203
Total

All units in tons (CO2 eq.)

*Purchased goods and services are based on material group and category spend for Tier 1 suppliers. If we include all tiers, the emissions are estimated to be around 500,000 tons. We aim to engage with top suppliers (contributing to 80% of impact) to arrive at the next level of detail in understanding emissions breakdown and planning mitigating actions.

Work-from-home emissions - calculation methodology

During the reporting year, most of the employees in India and overseas worked from their places of residence. We have estimated the emissions due to WFH scenario for FY'22 and have included in our Scope 3 emissions portfolio.

For methodology, please refer our Annual Report FY'21.

The total emissions due to WFH globally is estimated at 36,639 tons of Co2 eq, with the US contributing to 39.5% and India contributing to 31%.

Though 80% of the employees are based in India, its contribution to emissions is less due to significant lower energy intensity per capita compared to other countries.

* Anthesis paper on Estimating Energy Consumption & GHG Emissions for Remote Workers

Total emissions

The overall GHG emissions across all scopes is 492,747 tons, the main contributors to which are: purchased goods and services (52%), Electricity – purchased and generated (15%), upstream fuel and energy emissions (15%) and work-from-home emissions (7%).

GHG mitigation measures

Our five-year GHG mitigation plan consists of three key elements – Energy Efficiency (Reduce), Renewable Energy (RE) Purchase (Replace) and Business Travel and Commute Reduction (Reduce and Replace); of this, RE procurement will contribute the maximum, 80% share to GHG emission mitigation strategy for Scope 1 and 2.

Energy efficiency

Our newer buildings in Bengaluru and Hyderabad are benchmarked against the global best – with an expected EPI of 85 (units per sq meter per annum) at full occupancy. These new buildings also avoid use of UPS batteries and eliminates the environmental impact pertaining to battery manufacturing and disposal. For existing campuses, measures include new retrofit technologies to improve Chiller and Air Handling Units (AHUs), UPS optimization, integrated design, and monitoring platforms. The Global Energy command center aggregates Building Management System (BMS) inputs on a common platform to optimize operational control and improve energy efficiency. Around 15 million square feet across India are connected to the BMS. The operations platform comes with ability to address every element of the system at the equipment level and provides advanced algorithms for analytics to monitor performance. Any deviation is tracked and rectified with in-house / OEM support. Key equipment AMC contracts are tied to outcomes in terms of energy efficiency and availability of the system. We have started a program for adoption of ISO50001 Energy management system across our campuses.

Server rationalization and virtualization program:

Virtual Desktop Infrastructure (VDI) provides high-capacity scalable infrastructure with on demand provisioning, high availability and high-performance Computing environment. We have enabled 9,333 VDI's to end users across locations. Out of these 8,500 VDI's were migrated from On-Prem to Cloud, resulting in decommissioning of 40 physical servers.

Quantum is a large transformation project we undertook impacting 230K+ users, 75 enterprise applications, it was re-inventing the various productivity applications and process to make them future-ready, integrated and provide superior user experience. With the Quantum Program 240+ SAP servers were migrated to Cloud.

Across our enterprise productivity applications portfolio, we have 11,486 Virtual Servers running on Cloud and 1,033 physical servers.

The decommissioning of 40 VDI servers and 60 SAP servers has resulted in annualized savings of 0.82 million units in reporting year. Thin clients being used in one of our locations, which consumes less energy (80% less) compared to desktop, resulting in savings of 1.2 million units.

Procurement

We have joined the CDP supply chain program – the first India based company to join the platform. Through the platform we aim to engage with 60 of our top carbon intensive suppliers and encourage measurement and disclosure of their environmental data on the CDP platform for the reporting period of FY'22, RE purchase contributed to approximately 80 million units or 47.3% of our total India energy consumption of which 13 million units are for downstream leased spaces. For details on green procurement in IT hardware and other categories, please see 'supplier section'.

Business travel and employee commute

The GHG inventory covers (i) travel by air, bus, train, local conveyance, and hotel stays for the category of business travel and (ii) personal cars two wheelers, public transport and Wipro arranged transport for employee commute. We have seen a 51% increase in business travel footprint from FY'21, due to opening of travel and requirements to meet customers post the critical phases of COVID-19. However, this is still less than a fifth of FY'20 (pre pandemic) We are putting in programs and processes to embed travel optimization and remote work models across key business units.

Over the past few years, we have taken steps to facilitate a shift towards improved access to public transport for employees (buses, commuter trains) and carpooling. Our carpooling initiative till FY'20 had over 1 lakh registered users across locations. Our employee commute footprint is nearly the same as last year – due to majority of employees choosing to work remotely. We are the first major Indian business to join EV100, a global initiative by The Climate Group, in our commitment to transition our global fleet to electric vehicles (EVs) by 2030. At present, we have EVs as part of our fleet in few cities – the majority in Bengaluru and Hyderabad. Currently, there are challenges in scaling up due to availability of charging infrastructure, battery capacity and our operational requirements. However, we are confident that we will be able to scale up by collaborating with stakeholders across the EV ecosystem to explore new models and technologies. We also have CNG fleet in 4 cities – in fact this contributes to over 50% of trips traversed; we see this as a lower air polluting transition fuel.

Challenges and work in progress

Presently, there are regulatory barriers in some states combined with supply-side constraints which constrain acceleration of Renewable Energy share. Increasing our RE footprint from the present 47% to 100% by 2030 will require that we re-assess the 'Group Captive' investment option. The Big 3 of our Scope 3 emissions – Air Travel, Employee Commute and Purchased Goods & Services – require different approaches as each one is in different stages of 'solutions maturity'. Rapid advances in electric mobility, the relatively high usage of public transport and car-pooling by employees pre pandemic have helped reduce our commuting related GHG emissions faster. The pandemic-induced virtual work models have helped reduce our business travel related emissions sharply. While this will ensure that we never go back to pre-pandemic levels of travel, there is likely to be some rebound effect as things normalize. Our Scope 3 goals will require an accelerated reduction of business travel emissions over the next 5 years. Given that sustainable aviation fuel is a few years away in terms of price parity, we plan to push the envelope on brining about behavioural changes on business travel. While we have started engaging with our key suppliers on carbon management, it will be a few cycles before we are able to build maturity and explore mitigation levers jointly.

Water efficiency and responsible use

At Wipro, we view water through inter-related lens of efficiency of use and conservation coupled with our approach of engaging with urban water as a boundaryless issue. Our articulated goals are therefore derived from this approach.

Targets

- Reduce both absolute and area-based intensity consumption of externally procured freshwater for our operations by 50% by the year 2030 with respect to baseline consumption of FY17.
- Contribute to deeper understanding of systemic challenges of urban water in the major cities in India we operate from.

Freshwater recycling and efficiency

Freshwater consumption dropped 8.95% from last year to 774 million liters. The recycled water generation was 382.4 million liters, with a recycling ratio of 33%. Due to the low average occupancy (<6%) of our offices due to the pandemic, the per capita consumption of water is not comparable. The freshwater consumption has come down due to the arresting of leakages at three locations and commissioning of STP at one location. We also have consolidated operations by closing three locations. Consequently, the freshwater area intensity at 0.920 KL per square meter has shown a decrease of 15 % compared to the earlier year. We have achieved 50% reduction in absolute freshwater consumption from FY17.

Freshwater use-India offices

Freshwater (KL)	
FY2021-22	774,036
FY2020-21	850,151
FY2019-20	1,621,501
Area intensity	
FY2021-22	0.920
FY2020-21	1.094
FY2019-20	1.044

Sourcing of water

Our water is from four sources – private water (mainly ground water delivered by tanker water suppliers), municipal water, water supplied by industry associations, in-situ ground water and harvested rainwater. The first two sources accounting for nearly 86% of the sourced water. Water purchased from private sources is primarily extracted from ground water. Ground water contributes to nearly 44% of our total freshwater consumption across cities in India.

38% Private water (mainly Ground water)	**5.6%** Ground water
55% Municipal and industry bodies	**1.4%** Rainwater Harvested

Our urban/ peri-urban facilities located in three states – Karnataka, Tamil Nadu, and Telangana, are in water stressed basins. The water supplied by the municipal bodies is sourced primarily from river or lake systems. The table below provides parentage of water sourced from different freshwater sources during the reporting year.

Use of recycled water

The major use of recycled water is for flushing 47%, landscape 39%, chiller 9.6%. Water treated and discharged to municipal sewers is 4% (from 2 locations PDC and GDC). The majority is from one of our locations in Pune which was converted into a Covid hospital (operational till Dec 2021) and based on the recommendations of the local authorities, treated water from the facility was let to municipal sewage network.

Collaborative advocacy on water

Our long-term projects on urban water in cities are providing key policy insights and levers for citizen engagement and advocacy on ground water management and its relationships to surface water flows and water bodies like lakes/tanks and wetlands. We bring together hydrogeologists, academia, government, citizen groups for a nuanced understanding of issues catalyzing citizen action on the ground.

We have consolidated all outputs of the work of the last seven years in Bangalore into an "Urban Waters' repository covering case studies, guidebooks, and content in other languages. The website continues to get good traction. In 2021, we had 28K new users and 57K page views.

In the reporting year, the focus was on catalyzing more on-ground engagements across the city on rainwater harvesting. This included documenting case studies, engaging with BWSSB and working on the national guidelines on RWH. We have also initiated a program with Water Institute in Bangalore University, who along with other engineering collages in the city will help monitor and estimate the ground water (shallow aquifer) potential for city, recommendations for better management and explore integration with utility supply.

In early 2020, we started a program with ACWADAM, a leading organization in groundwater- that addresses the incorporation of ground water into Pune's urban water management and governance through participatory aquifer mapping. City level recharge conducive aquifers have been identified and a program of Managed Aquifer Recharge is being implemented in collaboration with RWA's and the municipality (PMC/PCMC) in four areas as well as along river stretches. The project is also completing inventory of springs and water tanker supplies and provide ward-level groundwater source mapping and sources

This will closely work with citizen groups as well as the municipal authority to build appropriate capacities and catalyze on-ground interventions.

In **Chennai**, through the small grants program we are supporting three community-based interventions on water. A boot camp for 20 selected participants was conducted in the year – leading to the next call for community intervention projects. In **Hyderabad**, we are putting together a knowledge repository of water in the city – consumption, sources, water bodies, built infrastructure and impacts on water flows. We also aim to support three community intervention projects. One intervention project in a low-income settlement has been completed – and has been well received by the community.

Pollution and waste management

Pollution of air and water poses one of the most serious threats to community health and societal welfare. Managing these 'commons' in an urban context requires business organizations to look beyond its own boundaries and adopt an integrated approach.

Targets

100% of organic waste generated from business operations is recycled for effective reuse

To ensure by 2025 more than 98% of other categories of waste is recycled as per appropriate national standards with less than 2% reaching landfill (excluding construction and demolition waste)

Our waste management strategy includes:

Regular monitoring of air, water, and noise pollution to ensure they are well within regulatory and industry norms

Reducing materials impact on the environment through recycling and reuse

Arranging for safe disposal of waste that goes outside our organizational boundaries. To operationalize our strategy, we segregate and monitor waste processing across 13 broad categories and nearly 40 subcategories

The summary of our performance on solid waste management (SWM) is as follows:

80%

of organic waste is recycled in house and the balance sent as animal feed outside the campus

75%

of the total mixed solid waste and scrap is currently recycled and the rest sent to landfills, which is an improvement from 52% in the year before. Our target is to improve this to 80% next year.

100%

of the inorganic waste is recycled through approved partners

Biomedical and hazardous waste is incinerated as per approved methods.

All our E-waste is currently recycled by approved vendors.

Total waste disposed during the year was 2,700 tons – though this is an increase of 612 tons compared to the previous year, it is 15% less compared to FY'20 (pre pandemic). Campus occupancy has increased in the later part of FY'22 from the low base in FY'21 due to the pandemic – resulting in higher organic waste. In addition, some of the categories of waste like electronic waste, batteries and mixed metals generated in the previous year were disposed. Also, some of the campus refurbishment work was undertaken in the year. In the reporting year, we have identified health and safety compliance and labor practices as areas of improvement.

We monitor diesel generator stack emissions (NOX, SOX, and SPM), indoor air quality (CO, Co2, VOC's, RSPM), treated water quality and ambient noise levels across 25 key locations every month. All of these meet the specified regulatory norms.

For the reporting year, our safe disposal rate was 97% i.e. 3% of waste was landfilled (excluding construction and demolition debris)

Urban biodiversity

The twin primary aims of our campus urban biodiversity program have been to convert our existing campuses to biodiversity zones and to develop them as platforms for wider education and advocacy, both within our organization and outside.

Our biodiversity projects integrate multiple benefits of water conservation, ambient temperature reduction, air pollution mitigation and employee engagement. We started our first campus biodiversity program in Bengaluru with the Butterfly Park in 2013. We have integrated various ecosystem and educational aspects in our later projects – Wetland Park in Bengaluru and multi-thematic biodiversity project in Pune, both completed in 2019. We have now started work on a unique 40-acre reserve for endemic species of the Eastern Ghats in Hyderabad. Ex-situ conservation is one of the recommended methods to ensure the preservation of vanishing and threatened species and maintaining genetic diversity.

Collaborative advocacy on sustainability

We are actively engaged in several forums that advance advocacy on climate change and other related environmental impacts. Examples include the 'Transform to Net Zero Coalition', Forum for the Future's Responsible Energy Initiative, World Economic Forum's Climate Change working group, 'Business for Nature' coalition, India Climate Collaborative and 'CII Greenco'.

A specific city-level initiative we convened is the 'Bengaluru Sustainability Forum'.

Bengaluru Sustainability Forum (BSF)

The platform for urban sustainability deliberations and programs convened by Wipro has completed its 4th year and has gained good traction in seeding meaningful conversations and programs. The program is housed at the National Center for Biological Sciences and anchored by a steering committee drawn from ATREE, NCBS, BIOME, Wipro, Science Gallery, NIAS and Azim Premji University. Till date, we have completed four rounds of collaborative small grants – we have supported 29 projects out of which 11 are completed. We continue to work and explore collaborative opportunities with other organizations and programs in the city – the last in the year being the "Women and Environment Film Festival" from the Bangalore Film Society.

Wipro's Natural Capital Valuation Program

Natural capital valuation is a rigorous framework that assesses and quantifies impacts - positive and negative - on nature or natural capital on account of a company's operations and value chain. Natural Capital Impacts are calculated across six key performance indicators (KPIs) namely, GHG emissions, air pollution, water consumption, water and land pollution, waste generation and land use change. The methodology uses a value for the social cost of carbon that varies by country and geography – typically, it uses a higher discount rate for developing countries as compared to developed countries, given that the former need more 'ecological space' and time to fulfill their developmental imperatives.

A note on the methodology: For calculating impacts due to air pollution only human health impacts were considered as they contribute to 95% of total impact from air pollution. Land use valuation was based on net change in economic value due to loss of ecosystem service and was calculated only for the electricity procured from the grid mix, since for the direct operations, land use change is not considered to be material.

For calculating impact due to water consumption, the following factors were taken into consideration – impact on human health, incidence of infectious disease and impact of energy consumption.

In FY'22, the total environmental costs related to Wipro's operations and supply chain were quantified at $0.277 billion ($0.20 billion in FY'21 and $0.23 billion in FY'20), of which operational and supply chain impacts contribute 6% ($16.3 million) and 94% ($260 million) respectively. One of the main reasons for the increase is inclusion of work-from-home emissions in this year's valuation and increase in number of employees contributing to the same. Of the operational impacts, the highest contribution is from electricity consumption at 79% ($12.9 million). Within Wipro's upstream supply chain, purchased goods and services across all tiers of suppliers (82%; $214 million) and fuel and energy related activities (13%; $34 million) are the top two impact categories. In terms of the sources of impact, air pollution (58%; $161 million), greenhouse gas emissions (25%; $78 million) are the top two contributors.