



## 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 CO2 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.

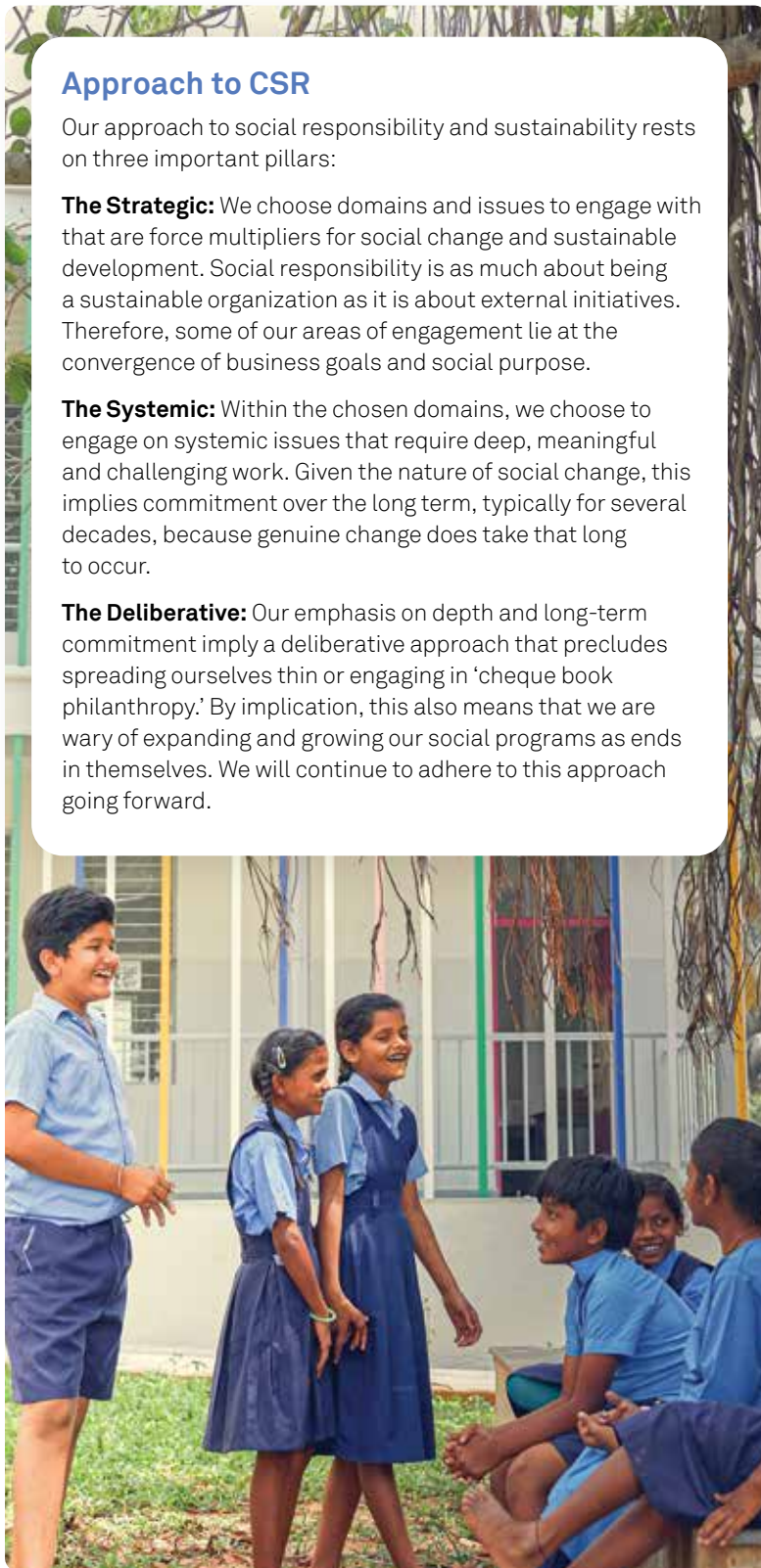
We have committed ourselves to an approach that is focused on bringing change inside out at four different levels: 1) Fulfilling basic duties and obligations, and practicing high levels of corporate governance and transparency; 2) Proactive approach in leading initiatives inside the organization that 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 11<sup>th</sup> 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.