Customer Stewardship.

Wipro's sustainability practice has seen significant traction in engagement related to 'Sustainability and Impact/ESG' across industry segments. We are helping our clients operationalize, accelerate, and advance their sustainability and impact journeys.

OUR SUSTAINABILITY & IMPACT PORTFOLIO

We realize this progress through Climate Transition Action Plans (CTAPs) based on Science-Based Targets initiative (SBTi) and by activating, engineering, and solving for impact reductions in operational, financial, customer, and supplier emissions.

Our Sustainability & Impact portfolio draws on Wipro's subject matter expertise in sustainability combined with our expertise in Data & Analytics, Responsible Finance (further enabled through the CAPCO acquisition), Energy Transition & Management, Sustainable Design & Engineering (further enabled with Designit) Sustainable Manufacturing & Supply Chain, and Sustainable Technology.

We already see nearly 2% of revenue from core sustainability solutions and offerings. If we include our broader ecosystem of offerings across our global lines of business, the revenue contribution is multi-fold.

PARTNERING WITH CUSTOMERS TO ACCELERATE THEIR PROGRESS

With the increasing recognition that progress towards transitioning to new global energy systems is not happening fast enough, Wipro focuses on driving tangible action and innovations with our clients to accelerate their progress on aspects related to 'Sustainability & Impact'.

With an integrated portfolio of services and offerings across our global business lines and sectors, our capabilities are aligned with international, regional and local sustainability and impact disclosure standards. We build on these foundation with distinct and innovative capabilities to drive impact progress.

Our work in this space spans establishing trusted sustainability data ecosystems to driving 'Sustainability & Impact' improvement initiatives and reductions. It also includes tracking progress to goals and targets with faster feedback loops, developing and engineering new technology solutions, to helping companies with holistic business transformation. We are especially focused on introducing and applying next-gen valuation frameworks and technologies with our clients to help them understand the more data-intensive and complex regulatory-reporting ecosystems to drive responsible business growth and impact improvements.

At Wipro, sustainability is imperative to the core of our business. It is something we have been doing since our founding. From our internal operations to our product and service lines, sustainability touches every aspect of our Company. We are committed to being a responsible supplier for our customers. We not only consider impact in our work on behalf of clients but also proudly share our best practices to help drive faster collective impact globally.

HELPING OUR CLIENTS TRANSFORM DIGITALLY AND SUSTAINABLY TO BECOME MARKET LEADERS AND GLOBAL CHANGEMAKERS.

A few examples of recently implemented capabilities include real-time sustainability data collection for a large chemical major to enable data-driven sustainability decisions, defining the sustainability operations for low-carbon business enablement for a large oil and gas major, Sustainability and EHS roadmap development for an Asian Oil & Gas major, platform consolidation and transformation consolidation for a large oil and gas company, building unique sustainability comparison between products for a building marketplace company in Europe, hazard prediction for a large middle

eastern based chemical company, P2P trading in renewables for energy companies, sustainability reporting systems, complete material disclosure portal for a large electronics company and integrated workplace management with a global industrial supplier.

Technology partnerships are vital in helping our customers accelerate their progress on 'Sustainability & Impact'. We are excited about the work we do with our partners, key alliances, and many of the world's leading enterprise software providers to integrate impact capabilities into our client's digital ecosystems. These capabilities help our customers accelerate impact reductions across their extended technology value chain while adding the rigor needed for more accurate and trusted impact disclosure and accounting.

For more information, refer to **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 companies performance on sustainability-related aspects, which include human rights, environment, supply chain, labor practices, and more.

SUSTAINABILITY SERVICE AREAS

Impact Assessment, Strategy, and Governance

Assessing and managing sustainability risks and opportunities and identifying areas for improvement initiatives. Setting sustainability governance, strategy, goals and targets, and roadmap.

Impact Accounting and Intelligence

Digitizing and accounting for your footprint using global metrics, sustainability data management ecosystem and visualization for improved compliance, disclosure, transparency and value realization.

Responsible Finance

Sustainability/ESG embedded into responsible banking and investment with sound data, risk management and regulatory tracking.

Sustainable Products and Services

Creating and enabling sustainable products, services, and experiences for customers.

Culture of Sustainability

Creating a diverse, equitable, and safe environment where employees and communities can thrive.

Sustainable Technology

End-to-end digitizing of your systems, with modern and innovative technologies and services, for a reduced footprint and improved services.

Sustainable Manufacturing and Supply Chain

Integrating sustainability strategies into our procurement, manufacturing, and supply chain practices to reduce impact.

Zero Transition and Management

Transforming and optimizing your extended value chain to reduce your natural resources (e.g., energy, waste, and water) impact.

▌Responsible   ▌Experience   ▌Social   ▌Low Impact

INNOVATING FOR OUR CUSTOMERS

Wipro continues to push the boundaries of research and development in order to bring cutting-edge technologies to clients.

With the rise of global communication, code-mixing has become a prevalent digital linguistic phenomenon. Code-mixing refers to us humans expressing ourselves in a mixture of two languages, e.g., Hindi and English. Our team has built high-performance models that recognize and generate code-mixed expressions. Our research aims to unlock the potential of code-mixing for various applications, including language learning, machine translation, and digital assistants. With over 60% of the world's population speaking more than one language, code-mixing abilities provide a more natural and more accessible interface for digital services. This in turn will enable our clients to provide more expensive and compelling services across many domains. In line with our commitment to worker safety, our research on wood pole health using sonic tomography and AI is advancing. Such poles are used across the world to support communications networks. With autonomous machines being developed to aid in measurement, workers can avoid climbing up dangerous wood poles, minimizing the risk of falls and injuries. Supporting worker safety enables our clients to run robust operations and reflects our core values as a corporation.

We are also developing robotics for indoor inventory management and movement. Our research has significant implications for packing, logistics, and other industries that require automated or assistive inventory management. Our research focuses on the development of robots that can work alongside human workers, improving efficiency and productivity.

Human expression has always been multimodal, with memes as a uniquely compelling example of that phenomenon. Against this background, we are investing in technologies that allow us to classify memes, supported by explanations. This offers our clients the ability to support meme content moderation, as well as engage in culturally sensitive marketing and messaging with their customers.

Wipro serves clients globally across many industries, and we are particularly proud of applied directed research carried out in collaboration with our client partners. Here, our research solves industry-specific challenges in a wide variety of areas, including healthcare, logistics, manufacturing, and many more.

Wipro Ventures, the strategic investment arm of Wipro, invests in enterprise software and cybersecurity start-ups. These investments span across the Enterprise IT stack, and include areas like, Analytics, Business Automation, Cloud Infrastructure, Cybersecurity, Data Management, DevOps, IoT (Internet of Things), Test Automation, among others. As of March 31, 2023, Wipro Ventures has invested in 30 companies, of which 7 have exited through successful M&A (Mergers & Acquisitions) transactions. In addition to direct equity investments in emerging start-ups, Wipro Ventures has invested in 8 enterprise-focused venture funds in India, Israel, and the US. New direct equity investments in FY23 include Securonix, Qwiet.ai, Kibsi, Kognitos, and Spartan Radar.

We continue to maintain and expand a rich tapestry of mutually productive relationships with academic institutions around the world, including UT Austin, IIT Patna, IISc, and more. The support of education and research for positive social impact is core to the Wipro organization, and our university collaborations play a key role in enabling sustainable R&D at Wipro for the benefit of our clients and the world at large.

Ambitions Realized.

PLATFORMS

DICE ID is a blockchain-enabled platform that helps issue and verify tamper-proof digital credentials with a vision to revolutionize credential exchange for a more trustworthy inclusive digital society. We built DICE ID to create trust ecosystems that help organizations to simplify their security models, create new revenue streams and reduce costs. Below are a few use cases in various industries:

- Edtech can leverage it to create talent exchange ecosystems through portable skill credentialization for learners and freelancers.

- Fintech are using DICE ID to handle users' consent and data sharing while preserving their privacy and confidentiality through secured credential exchange between ecosystem players.

- Healthtech start-ups are leveraging DICE ID to safeguard medical data enhancing patients' trust on their platform.

- Metaverse platforms are using DICE ID to create Sybil-resistant community through pseudonymous identities for avatars.

We had soft launched our product in August 2022 to check the product-market fit. In 6 months, we acquired 8 customers and achieved 300,000 transactions. Our strategy for FY24 is to accelerate the Skill Credentials Ecosystem in India through an industry advisory board in partnership with NASSCOM, enable DICE ID OEM ecosystem through Wipro customers, create sales playbooks, POVs for 5 identified use cases in FS, Healthcare, and Oil & Gas sectors. We also plan to upgrade the platform UX, security posture and scalability by enhancing user experience of DICE ID app and accelerating customer onboarding velocity by simplifying developer experience.

AToM is a platform to enable Web3 applications for a wide range of use cases. Its support for customizable digital asset ecosystems, including NFT marketplaces, allows for efficient token creation and management using widely accepted standards. Developers can use AToM to easily create and manage the lifecycle of digital tokens, making it a flexible solution for asset tokenization needs.

AToM's approach to asset tokenization would enable increased liquidity and secondary market opportunities for businesses. It's an excellent solution for use cases such as fractional asset ownership, decentralized finance,

LAB45 Global Innovation Centers

Wipro's global innovation centers are state-of-the-art facilities that deliver value to their client base by demonstrating best in class emerging, cutting-edge capabilities and thought leadership across multiple industry verticals to help clients envision the art of possible. These spaces were designed to be immersive, experiential environments where customers' industry specific challenges meet Wipro's insight and expertise to create high-value business outcomes. By maximizing technologies such as AI/ML, AR/VR, Blockchain, IoT, Robotics, 5G, and Cloud, the team collaborates, co-innovates, and co-creates with clients, thereby enabling them to think big, start small, and scale fast. This novel engagement model allows customers to touch, feel and experience technology solutions built to address their unique business context.

The centers accelerate the adoption of technology and innovation in partnership with hyperscalers, start-ups, and academia by identifying compelling use cases and developing proof-of-concepts. In response to the pandemic, our innovation centers rose to the challenge by creating digital twins and designing a truly immersive virtual experience that has received appreciation from customers, partners, analysts, advisors, and the broader ecosystem. This new platform gave the team flexibility across time zones and extended their audience and global reach.

tokenized securities, supply chain management, loyalty, and intellectual property ownership. With its comprehensive features and support for standards, AToM would be the ideal platform for businesses seeking to tokenize their assets and innovate in their respective industries.

ETHICS AND AI

Wipro is experiencing significant growth in AI development and deployment. We recognize the potential for both positive and negative impacts of this technology. Recent advances in user-friendly generative AI, capable of producing text, images, audio, and synthetic data, have raised concerns about privacy and misinformation. We take these concerns seriously.

To ensure responsible AI practices, we implement a privacy-by-design approach, prioritizing fair data handling and equitable AI outcomes. We have strict controls, provide training, education, and awareness programs, and adhere to global standards and principles. However, our commitment goes beyond guidelines and frameworks. We strive to develop solutions that address humanity's challenges and foster progress, education, and health for all. Our aim is to use AI responsibly for the greater good.

IT SECURITY AND DATA PRIVACY

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, members of the Board of Directors of our Company, and individuals who serve our Company on contract, subcontract, retainer, consultant or any other such basis.

In addition to the COBC, Wipro has a robust enterprise-wide data privacy framework that includes, but is 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 which is driven by a dedicated central Global Data Privacy Team of privacy professionals headed by the Chief Privacy Officer who reports to the General Counsel. Our data privacy program is agile and can 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. The Team enables various business lines in integrating 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 and is thus 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 initial stages of any project and continues throughout the lifecycle and ensures that 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.

We have 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 Data Loss Prevention (DLP) to auto-detect incidents and technical vulnerabilities that could lead to leakage of personal data, and trigger 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 24x7 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 FY23.

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 platforms, and internal corporate

Ambitions Realized.

functions. The PIAs are performed using risk-based approach and borrow best practices from industry-leading global standards. The team, as part of the General Data Protection Regulation (GDPR) Compliance Program and its commitment to 100% PIA efficacy, has completed the PIAs for 850+ applications used in Wipro. Wipro has an established and well-defined process to handle subject access requests related to personal data. Wipro respects every data subject's rights and has a robust DSR (Data Subject Rights) program in place to address the request from a data subject regarding 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 affiliates, customers and vendors and is committed to responsible transfer of data around the world.

The Global Data Privacy team 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. We are at 92% overall training completion in FY23.

CUSTOMER ENGAGEMENT

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, such as strategic, forward-looking, delivery-led growth, new models of working, digital roadmap, and 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 CXOs, influencers or senior leadership, middle management or operational leadership team.

We also continuously capture feedback from customers through direct interactions, informal meetings, governance meetings and senior management interactions with the clients. 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 the customer organization and Wipro. Net Promoter Score is an index used to assess customer's likelihood to recommend Wipro. Based on the CSAT survey, for FY23 overall NPS score has improved by 527 bps from FY22.

Enabling customer experience and productivity in the new way of working

In FY23, we have successfully transitioned to a hybrid way of work. We recognize the evolving needs and preferences of our workforce, and have taken proactive measures to embrace the flexibility and efficiency of a hybrid work model. Through strategic partnerships with leading technology providers and meticulous planning, we have implemented robust systems and tools to support seamless collaboration and communication across virtual and physical workspaces.

Our emphasis on digital transformation has allowed us to optimize workflows, enhance productivity, and create a cohesive work environment that transcends physical boundaries and provides continuing value to our 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.