

# Stakeholder Engagement.

At Wipro, stakeholders play a significant role in our decision-making process and operations, and in helping us understand the social, environmental, and economic context we operate in. Building a symbiotic relationship with our stakeholders leads us to better outcomes.

Our stakeholders include employees, investors, customers, and suppliers, and are identified based on factors such as impact, influence, legitimacy, urgency, and diversity of perspectives. In turn, stakeholder needs and expectations are considered while determining the organization's materiality to ensure fair representation of key material topics.



## Stakeholder Group



**EMPLOYEES**

The core of the organization



**INVESTORS**

Gain diverse perspectives on business strategy and performance



**CUSTOMERS**

Helps in understanding their business needs and emerging trends



**SUPPLIERS**

Help in reducing risks from quality and disruption of services



**GOVERNMENT AND POLICY NETWORK THROUGH INDUSTRY ASSOCIATIONS**

Bring about systemic societal changes through legislation, policies, and directives



**CSR IMPLEMENTATION AGENCY AND CIVIL SOCIETY NETWORK**

Imperative for businesses to engage deeply with communities and society

## Engagement Mode and Frequency

- Blogs-Daily
- 360-degree feedback-Annually

- Annual General Meeting
- Annual Report

- Strategic and operational reviews
- Customer meets
- Formal customer feedback and surveys

- Regular operational reviews
- Supplier meets
- Vendor surveys

- Planned meetings
- Taskforces and steering committees of industry network bodies
- Workshops

- Periodic meetings with partners
- Open meets with the community
- Partner newsletters

## Topics of Engagement

- Continuous learning
- Work-life balance
- Compensation and benefits
- Health and safety
- Diversity

- Corporate governance
- Financial performance
- Labor and human rights
- Attrition
- Compliance

- Quality and timeliness of delivery
- Impact on customer's business goals

- Ease of doing business with Wipro across the order-to-payment life cycle
- Ethical business conduct, and social practices

- Legislation policies on workplace inclusion
- Labor and human rights
- India's policies on climate change, energy efficiency, water, waste, and biodiversity, including SDGs
- The role of corporate social responsibility and taxation legislation in the countries we operate in

- Primary healthcare for rural communities
- Environment issues that affect disadvantaged communities
- Education for disadvantaged children
- Long-term rehabilitation for disaster-affected areas

## Outcomes

Feedback and employee perception enhance and improve people processes.

Communicate our strategy and performance

Partnerships with customers helped in meeting their present and emerging business information technology requirements

Partnerships with suppliers helped in meeting diverse business operations requirements

Meaningful participation and influencing policy directions for the larger social good

Engagement on systemic issues that are force multipliers for social change and sustainable development