

# Social & Relationship Capital



Key material issues	Key stakeholders
→ Data Security & IT Privacy	→ Customers
→ Customer Engagement	→ Communities
→ Supplier Evt/ Social Assessment	→ Shareholders
→ Community & Education	→ Employees
	→ Regulatory bodies

## Governance

We are committed to undertake a stakeholder inclusive governance approach and maintaining strong relationships with our stakeholders through transparent and effective communication. The Board takes overall responsibility for ensuring a stakeholder inclusive governance approach. During the year, we had various engagements with our stakeholder base.

## Social & Relationship Capital

### Customers

We assist our clients to create new possibilities at the intersection of design, domain, consulting and next-generation technologies. Our new operating model ensures adequate sector and domain-focused go-to-market and execution. It also combines global expertise with local geography-focus in building capabilities, and ensures dedicated sales presence, led by proximity to clients. We are creating value for clients through sector focused business solutions, digital and technology capabilities, cutting edge innovation, leveraging strategic partnerships and talent.

COVID-19 pandemic accelerated disruption in the global economy, healthcare, higher education, services, small businesses, and the enterprise. Seeing the fast spread of COVID-19 and its impact, we activated our business continuity plan. We started

aligning and reshaping our business strategy in order to implement business continuity plans, so as to minimize any possible disruption that might have occurred during the virus outbreak, without compromising the safety and security of our employees, clients and community.

We reaffirmed our passion and commitment towards our client's success, while ensuring the well-being of all the stakeholders and community. Given the contagious nature of COVID-19, Work from Home (WFH) was enabled from mid of March 2020. The CIO function diligently worked towards ensuring the business continuity in terms of providing the support and services to our customers and employees, and availability of the infrastructure for the business operation without compromising with security posture.

**13k+ new laptops  
procured within few weeks of the lockdown**

**Enablement of VDI/VPN access  
on the personal assets of our employees by  
installing the requisite software on their  
personal system**

**30k+ Wipro Desktops  
were moved from offices to residence  
of employees**

**15k+ dongles  
were provided to the employees and 4k USB  
Wi-Fi adaptors were provided for ensuring  
Internet connectivity**

Our standard operation team, helpline facility and support practices are designed to be ready to handle such situations without any redundancy or disruption to support the teams working from different geographical locations and time zones.

Active engagement at multiple levels is critical to meet and understand customer expectations. In the reporting year, we rolled out new reimagined CSAT survey stemmed from the changes in organization priorities, fast moving industry trends and feedback received from customers and leaders. The new survey has elements of both Feedback and Feed-forward, capturing client's experience as well as their future priorities and expectations. The 'Experience Index' is based on four dimensions – satisfaction, loyalty, advocacy and business value.

The key material issues for our customers continue to be Data privacy, IT Security and our approach on sustainability.

### IT Security

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

Data privacy is an integral part of the 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 defined 'Data Protection and Privacy' policy and procedures that adopt globally accepted data protection principles. The objective of this policy is to define the controls required during the lifecycle of processing of personal data including collecting, using, accessing, sharing, storing, transmitting, transferring, securely disposing and destroying data as per applicable laws and regulations. The privacy policies and procedures are reviewed internally at periodic intervals.

To demonstrate Wipro's commitment to the authority and independence of its compliance oversight efforts and to facilitate the effectiveness of those efforts, a Global Data Privacy team has been set up and reports into Enterprise Risk Management. In FY20, the team started through work towards assessing 250+ internal Wipro Application to drive GDPR compliance program. The team also inculcated the Privacy By Design in Wipro Data Privacy culture and conducted multiple workshops to imbibe the culture of Privacy By Design to take Wipro DP Compliance program to next stage.

Wipro has 'Security Incident Management' Policy (covering Data Privacy) which describe various channels available to the users for reporting security incidents; identify, contain, and manage security incidents which may have potential impact, and define a process for managing security incidents as part of Customer engagements.

Wipro '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 or former employees, trainees), applicants, contractors, prospects and vendors and current or former members of the Board of Directors, whose personal information are processed by Wipro. Wipro does not share personal information about customers with affiliates, partners, service providers, group entities and non-affiliated companies except: (a) to provide products or services you've requested; (b) when we have your permission or (c) under circumstances such as – being compliant with legal requirements. Refer to Privacy Statement for more details <https://www.wipro.com/privacy-statement/>

In addition, Wipro has 'Data Collection and Usage' Policy to govern collection, usage and disclosure of Wipro employees' and clients' Personal Data or Confidential Data as required to perform the processing of such data in line with the intended purpose, contractual requirements, and as mandated by applicable laws and regulations.

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). A Privacy Incident Management procedure has been established to identify and document roles and responsibilities of stakeholders. There were no substantiated incidents concerning breaches of customer privacy and / or loss of customer data during FY 2020-21.

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### Sustainability Related Aspects

The undeniable impacts of climate change, along with stakeholders' increasing attention to corporate sustainability, compel all responsible companies to develop a sustainability strategy. Concurrently, the world has never had a stronger focus on labor and human rights. Companies that adjust their business model with sustainability at its core can help address these issues while positioning themselves to succeed as the world encounters new challenges. At Wipro, we bring our global expertise and capabilities to address the immediate needs of achieving sustainability for our clients. Our sustainability solution domain includes



**Assessment and Sustainability Reporting**



**Circularity and Transition to a Sustainability Future**



**Operational Risk Management**



**Decarbonization**



**Energy Management**



**Environmental Data Management**

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

We have 100+ of our customers who are part of independent raters like CDP Supply Chain, Ecovadis and industry led consortiums (JAC, Quest) that assess company's performance on sustainability related aspects like human rights, environment, supply chain, labour practices, etc.

### Suppliers

**Wipro's supply chain ecosystem continues to create all-round socio-economic developmental opportunities in the communities it operates in. It emphasizes role of a mutually progressive partnership with suppliers in meeting its corporate objectives.**

Our procurement requirements caters to the entire gamut of the Information Technology related products and services, along with indirect spends that cater to our internal consumption to run the organization. As we take pride in calling our suppliers as Partners, a predominant part of our requirement is met through partners supplying extended workforce, which supplements core delivery of IT Services and Solutions by Wipro. This is also referred to as the Human Capital section. The other substantial group of partners supply material, equipment, finished goods, business support services and facility management services for our operations.

### Summary of supplier sustainability engagement

#### Ethical and accountable partnerships

In line with the core values of Wipro, the Code of Business Conduct (COBC) and the Spirit of Wipro values provide the ethical guidelines for conducting business with our partners. In addition to the COBC, the Supplier Code of Conduct (SCOC) further underlines our environmental and social expectations with the partners.

Wipro is an Equal Opportunity employer and it strongly advocates the same in its supply chain practice by encouraging supplier diversity. Our inclusive diversity programs promote the participation of small and medium enterprises, local or indigenous suppliers, businesses owned by women, LGBTQ, people with disabilities, minorities, etc. In Wipro, we believe that a diverse supplier base encourages innovation, supports local entrepreneurship, creates an inclusive business environment and contributes to the overall well-being of the society. During the times of the unprecedented pandemic, Wipro has strengthened its payment processes to ensure timely payments to the partners, to avoid any delay affecting sustainability of their businesses.

## Summary of initiatives in IT products and services

- > In 2019, we purchased more than +108,400 EPEAT Gold and over 590 EPEAT Silver and Bronze category products across desktops, laptops, displays, imaging equipment and mobiles. This led to GHG reduction of 15,566 metric ton of Co2 equivalent, energy savings of 25,967 MWh and water savings of 4.9 million liters
- > Till date we have migrated 20000 users from traditional physical desktop to Virtual Desktop Infrastructure (VDI) across 5 locations. This has led to reduction in energy consumption, easier operations and cost saving
- > Through proactive maintenance and upgrades, we have been able to reutilize 18% of the assets – desktops, laptops and thin clients post their scheduled end of life

Where possible our partners adapted to the COVID-19 situation through:

- (a) mohalla classes with the help of community volunteers and the partner organizations
- (b) worksheets and books distributed through schools when parents came to collect mid-day-meal supplies
- (c) Facilitate WhatsApp groups, community radio, online classes

## Investors

Wipro's endeavor 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 issues which are material to the industry. We deploy multiple channels of communications to keep investors informed about various development and events. In FY21, we conducted 5 road shows, held 404 investors meetings and 4 earning conference calls. We also hosted our first ever Virtual Analyst Day in November 2020 through which we communicated our new strategy and ambition. We also attended 14 investor conferences.

In addition, we participate in leading investor led disclosures like Dow Jones Sustainability Index, Vigeo, FTSE Russell ESG, MSCI ESG, Sustainalytics and Carbon Disclosure Project. Wipro was selected as a member of the global DJSI 2020 for the eleventh year in succession and included in both the DJSI World and Emerging Markets Indices. The Euronext Vigeo Emerging Market Sustainability Index also includes Wipro among the 70 most advanced companies in the Emerging Market Region. We are part of FTSE4Good and are a Global Sector leader.

## Communities and Civil Societies

At Wipro, we think it is critical for business to engage with the social and ecological challenges that face humanity in a deep and meaningful manner with long-term commitment; for that is the only way by which real change can happen on the ground. We engage with communities on issues that matter to them most. Wipro's social initiatives center on the three dimensions Education, Community Care and Ecology. Our programs on Ecology are covered in Natural Capital Section.

## Social & Relationship Capital

### Governance & Strategy for CSR

The Board Governance, Nomination and Compensation Committee is the apex body that oversees our CSR policy and programs. The committee comprises of all independent directors. The goals and objectives along with the annual budgets for CSR are discussed and signed off at the beginning of every year with the board CSR committee and the Board of Directors. This happens as part of the annual strategic and operating plan processes of the organization.

The implementation of the CSR programs happens through multiple channels – Wipro Foundation, a separate trust set up in April 2017, Wipro Cares, a trust for employee contributions that are matched by Wipro and in some cases, directly through functions and groups within Wipro Ltd. Wipro Corporate Social Responsibility policy is available at <https://www.wipro.com/investors/corporate-governance/>

### Our Key programs in Education

Our work in education covers a range of initiatives in school and higher education in India and overseas. The common vision that ties this together is our belief that good education is the primary enabler of change towards a better society.

#### Systemic reforms in School Education

Our School Education program, started in 2001, continues to be the cornerstone of our CSR initiatives. In 2015, we initiated the Wipro Education Fellowship program under the School Education programs. Our partners work on close to 10 thematic areas and the impact has been in the areas of curriculum, textbooks, teacher capacity, and school leadership among other aspects.

#### Education for underprivileged children

The program addresses a gamut of critical issues faced by disadvantaged communities when it comes to school education – starting from enrollment in schools to nutrition for children, counseling services for parents, remedial education, among others. These children are from some of the most vulnerable groups in our society – urban slums, HIV-affected families, migrant labor families, street children.

#### Education for Children with Disability

The program supports the educational and rehabilitative needs of children with disabilities from underprivileged backgrounds. We integrate enabling factors like availability of nutrition, community support, specially trained teachers, assistive technology, access to healthcare etc.

#### Highlights of the programs

- Supported 9 new organization based in 7 states and UTs in FY21 under education fellowship program
- Over 50,000 children through online and direct engagements were supported through our 97 Fellowship and Grant partners across 23 States and UTs
- 19th Partners' Forum was organized online on 'adaptations in the time of COVID-19'. The 2-day event saw 200+ participants from 100+ organizations
- Our community programs helped around 8,800 underprivileged children through 22 education projects in 9 states
- Supported the educational and rehabilitative needs of 2200+ underprivileged children with disabilities, through 14 projects in 5 states

## Adapting to the crisis

With the onset of COVID-19 crisis, about 50 of our **education partners**, were deeply involved in providing humanitarian relief – reaching out to over 1.1 Lakh beneficiaries in 14 states. Adhering to the safety and government norms, where possible, mohalla classes were started with the help of community volunteers and the partner organizations; worksheets and books were distributed through schools when parents came to collect mid-day-meal supplies; WhatsApp groups/ community radio/ online classes etc. were explored.

In another program - **Sustainability Education**, we introduced a new section to encourage students to take this opportunity to investigate the kind of stresses that are present in their respective village/town/city and understand how or what role the individuals and communities play in building a more resilient society. They were also encouraged to reflect on how this pandemic has changed for the better or for worse, the lives of people around them. Similarly, college students had to explore the three areas of Water, Waste, and Food through the lens of the pandemic and analyze the stresses created by it.

### Wipro Science Education Fellowship Program in USA

Started in 2012, the Wipro Science Education Fellowship (SEF) 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.

### Wipro Science Education Fellowship Program in UK

Started in 2019, we work with Kings College London (KCL) to offer UK's first Master's program in STEM education. We work with Sheffield Hallam (SHU) University to provide rigorous continuous professional development to STEM teachers through Wipro Teacher Fellowship and Wipro Teacher Mentor programs.

## Highlights of the programs

- Wipro Science Education Fellowship Program USA is running in partnership with 7 universities and is working with 600 teachers across 35 school districts in 7 states
- Wipro Teacher Fellowship and Wipro Teacher Mentor programs running in partnership with Sheffield Hallam University (SHU UK) to provide continuous professional development to STEM teachers, supported 50+ Fellows in two cohorts till date

## Sustainability Education

The flagship Wipro earthian brings together two of our key concerns, Education and Sustainability, into a nation-wide initiative for schools and colleges. Wipro earthian runs in two phases – the Wipro earthian outreach program and the Continuous Engagement Program (CEP).

## Highlights of the programs

- Wipro earthian Sustainability quiz conducted on a virtual quizzing platform with 4,800 college students registered for the 2020 quiz
- Wipro sustainability internships completed by 15 students from 6 colleges



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### TalentNext

The program offers Digital Technology courses to the faculty members of Engineering Colleges for 2 weeks on Industry relevant skills and certify them. They in turn leverage our course contents, platform, assignments, case studies and assessments to train their 6th semester students as part of the curriculum. The students trained by these faculty have to go through a 250-hour self-directed learning and must qualify coding challenge to participate in Wipro's campus selection process. The program also offers Digital leadership training program to academic leaders. We offered NASSCOM's FutureSkills for 10,000 students in 20 Engineering colleges in India. We also launched the second phase of FutureSkills program for 20,000 students from 50 colleges. The students would receive a joint certificate from Wipro and NASSCOM on successful completion.

### Community Care

Our community care interventions are channelled through Wipro Cares, a unique platform that is based on the operating model of employee contributions which are matched by Wipro Limited 1:1. During the reporting year, we significantly focused on addressing healthcare and humanitarian need arising due to the crisis. Below is our comprehensive response to the pandemic.



### Highlights of the programs

- Supported 37,000 students to pursue higher education in engineering through WASE, WiSTA and WIMS programs cumulatively
- 26,100+ students successfully completed M.Tech degrees over last two decades
- In FY21, the total number of new entrants into the work integrated learning program was 2,682 while the aggregate strength across 4 years was about 8,040
- Trained 60,000+ students and 100 faculty in digital technologies through our program TalentNext cumulatively
- Used project-based learning approach to train 400 professors from 169 engineering colleges in India
- In FY21, 18,000+ students trained through this approach and 1,100+ received Wipro's campus offer
- 200+ professors from 81 colleges trained on advances technologies such as AI, machine learning, big data analytics



### Vaccination drive in Wipro Campus



### Wipro Canteen



### Key Highlights of Integrated Response along with Azim Premji Foundation

Over the past 12 months, we have supported more than 1,561 projects covering humanitarian aid, integrated healthcare support, and livelihoods regeneration, cumulatively reaching over 10 million people through our coordinated and comprehensive COVID-19 response. Some of the key highlights of our integrated response are

**10.2 million people** received food, dry rations, and personal hygiene kits across 26 states and 3 union territories

**330 million meals** distributed

**396,000 PPE kits and N95 masks** distributed across 8 states

**8.2 million people** being helped for livelihood regeneration in 12 states

**500+ non-profit partners** involved in delivering humanitarian and healthcare aid

Our humanitarian and health care efforts have reached 505 Districts across 29 States and 1 Union Territory.

GCMC - curated a digital platform for doctors and healthcare experts to exchange emerging good practices in COVID-19 care.

Converted our Pune IT facility to a fully equipped and staffed 450 bed COVID-19 hospital.

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We also provide a brief on our existing programs - primary healthcare, disaster rehabilitation and community ecology below

### Primary Health Care

We work with partners who provide quality primary health care services to extremely disadvantaged communities in Nagaland, West Bengal, Karnataka, Delhi and Maharashtra. Through our projects we address the issues related to maternal and child health, adolescent health, nutrition, community hygiene and sanitation, preventive and curative care, health education & counselling. With the onslaught of COVID-19 pandemic, we recalibrated the work of our existing healthcare projects by integrating COVID-19 care along with the key primary healthcare interventions.

### Disaster Rehabilitation

Starting with the Gujarat earthquake in 2001, we have responded to several natural calamities wherein Wipro's employees have also risen to the occasion and played a sterling role. In past two years, we initiated disaster response projects for Cyclonic Storm Fani in 2019 and Amphan cyclone in 2020. Our program well adapted to the challenges exasperated while providing utilities and shelter needs to affected communities from natural disasters due to the COVID-19 pandemic.

# 4,500+

Affected families in Kolkata by Amphan were provided shelter and utilities



### Community Ecology

Our project in agro-forestry in rural Tamil Nadu help farmers in effectively implementing integrated farming practices. Urban solid waste management (SWM) projects at Bengaluru and Mysore provides comprehensive skills upgradation and social, nutritional and health security to workers in the informal sector of waste. Both the programs faced operational challenges due to ongoing pandemic. A number of adaptive measures were undertaken such as use of digital platforms for information sharing, trainings of staff and waste pickers, switch to online submission of application for social security.

#### Highlights of the programs

- > Over 1,30,000 people from disadvantaged communities have access to primary healthcare through 10 healthcare projects across 5 states in FY21
- > In response to cyclone Fani, provided fishing equipment and gear to 155 affected fishermen and livelihood training to 10 women Self Help Groups (SHGs) to Bhoi community of Puri, Odisha
- > Urban SWM project provides social, nutritional and health security to more than 13,000 workers in the informal sector
- > Helped 400 farmers in implementing integrated farming by planting 40,000 trees in Tamil Nadu

## The power of engaged employees

Employees are integral to many of our social programs in many ways. Providing them a platform to engage develops a sense of citizenship and larger responsibility towards society. Wipro employees are currently engaged with Wipro Cares either through volunteering or by way of monetary contributions or both. In FY 2021, 25,000 Wipro employees contributed monetarily.

Around 500 employees contributed about 1,500 hours in helping Wipro Cares partners, distributing dry ration and hygiene kits, and organizing awareness and health camps. With introducing the concept of e-volunteering and other virtual volunteering initiatives, around 700 employees spent about 2,000 hours in helping Wipro. In the Wipro Cares-Project StepOne, Wiproites have been volunteering to support the Indian government's efforts in tele-screening COVID-19 patients using Interactive Voice Response System (IVRS).

## Stories from our Employees



"It's been two months since I joined the ProjectOne initiative. I have had to speak to all sorts of people including family members of those who succumbed to the virus. It has been emotionally challenging for us as volunteers and those on the other side of the phone. Yet, personally I felt good to provide that moral support to patients and their family members. In my earlier organization too, I used to donate, be it money or clothes. But actually working "on the field", even if remotely now, gives me another level of satisfaction. Going forward, I would like to do more. After being in IT for 15 years, I want to do something different and give back to society."

**Prasad Tanksali**



"I started volunteering when we were at the peak of the second wave. My most touching experience was with a senior citizen in Delhi, isolating in a room and we ended up chatting for almost half an hour. He was happy to have finally spoken to someone after days of being in quarantine. I have volunteered during the last lockdown to distribute food, but e-volunteering is new to me. Two takeaways from this experience are: 1) It might be just a phone call, but it makes a difference to people's lives. 2) There might not have been a face to the names, but nevertheless, there was a personal connect for those few minutes."

**Sony Shetty**

## International Chapters

Our employees across the world participate in local community initiatives. Thousands of employees across six continents and 36 countries came together virtually to participate in the Spirit of Wipro (SoW) Run and contributed towards their local charities in FY21. In the US and Canada, through our various initiatives with First Book, over 60,000 books were donated, impacting more than 28,000 children from underserved communities. Other initiatives included tree plantation drive in UKI and Romania, coastal clean-up drive in Philippines, education for disadvantaged particularly children with disabilities

in Singapore, South Africa and UKI and humanitarian and healthcare support against COVID-19 to the disadvantaged communities across the globe.

In addition, a global donation program was conducted for Wipro employees to support communities that are disproportionately impacted by the pandemic. For each donation made by the employee, Wipro matched the contribution with 2:1. The program supported six organizations - First Book, Project HOPE, Save The Children, Food Banks Canada, Oxfam, Hunger Free America, across the globe.