

ENVIRONMENTAL, SOCIAL AND GOVERNANCE

2023-24



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MD's Letter



We are earnestly evaluating all possibilities to nurture a workspace that is both eco-friendly and environmentally conscious, striving to improve our current practices.

It has been a year of transformation for Happiest Minds, our partners, customers, and investors.

Throughout this year, we have made significant progress in integrating new technologies and dedicating efforts to various ESG initiatives. We have earned the distinguished title of 'ESG Champions of India 2024' by Dun & Bradstreet, a remarkable addition to our achievements.

As we gear up to realize our Vision 2031, we stand by our meticulously designed ESG framework. We are earnestly evaluating all possibilities to nurture a workspace that is both eco-friendly and environmentally conscious, striving to improve our current practices.

Understanding the increasing importance of ESG, we have integrated ESG factors into our business strategies. This helps us identify and mitigate risks, discover cost-saving measures through energy efficiency and waste reduction, stay compliant with existing regulations,

anticipate future regulatory changes, enhance brand reputation, attract investors, and foster customer satisfaction.

Every year, we hold strategy meetings to thoroughly evaluate both the successes and areas for improvement from the past year, as well as to chart the course for the next financial cycle. We actively solicit queries and suggestions, acknowledging the importance of every perspective. These contributions play a crucial role in guiding our informed decision-making processes and shaping our plans for the forthcoming financial year.

ESG, standing for Environmental, Social, and Governance, is a cornerstone of your Company.

ENVIRONMENTAL

Your Company's environmental considerations involve reducing the carbon footprint associated with data centers, servers, and electronic waste. Our initiatives include optimizing energy efficiency, utilizing renewable energy sources, and minimizing electronic waste through responsible product lifecycle management. Furthermore, we are engaging in quarterly sustainable community outreach initiatives like planting trees to raise awareness of the environment. In our pursuit of ESG excellence, we are working towards our goal of achieving carbon neutrality by 2030.

Under the d'Carbon initiatives, we have undertaken:

- Solar Power Generation of 1,773.21 Giga Joules
- Zero Liquid Discharge at all our facilities, reinforcing our commitment to sustainable water management
- Waste Management and Reduction:
 - Electronic Waste recycling - 1.5 Metric Tons
 - Construction and Demolition Waste diverted from landfills - 82.5 Metric Tons
 - Non-Hazardous Waste reduction - 3.96 Metric Tons
- Sustainability Awareness Initiatives: We regularly conduct awareness programs on sustainability for our internal stakeholders to foster an environmentally conscious culture within our organization

SOCIAL

The social aspects of your Company encompass various factors such as well-being, diversity and inclusion, data privacy, and community engagement. These include implementing policies to ensure fair treatment, nurturing a diverse and inclusive workplace culture, safeguarding user privacy, and engaging with local communities through philanthropic initiatives and volunteering programs. Additionally, we prioritize maintaining a vibrant online and social media presence. It is imperative for us to effectively communicate our achievements, acquisitions, and accolades to our entire community, including our people, shareholders, and other stakeholders. This fosters engagement and transparency across all levels of our organization.

In our ongoing efforts to contribute to societal well-being, we have donated 15,23,743 meals to the Akshaya Patra Foundation, bringing our total contributions to 10 million meals till date.

GOVERNANCE

Governance focuses on the internal processes, structures, and practices that guide decision-making within the organization. For your Company, strong governance involves transparent and ethical business practices, effective risk management, compliance with data protection and cybersecurity regulations, and accountability to shareholders and stakeholders. We are looking forward to incorporating sustainability practices into our top suppliers to penetrate sustainability throughout our supply chain. We are working towards ensuring 50% of our suppliers adhere to our sustainability standards by 2027.

I would like to thank you for your continued support in this journey of creating a sustainable organization. We will continue to generate long-term value for all our stakeholders, instilling confidence and a sense of pride in your Company.

Sustainability at Happiest Minds

Sustainability stands as the cornerstone of our organization's strategy, driving our objectives for accelerated growth in ESG (Environmental, Social and Governance). Prioritizing purpose above profits, Happiest Minds demonstrates a clear commitment on staying at the forefront of ESG, with leadership actively overseeing sustainability management and its impact on the business operations. Our recent achievement of being listed under 'ESG Champions of India 2024' by Dun & Bradstreet exemplifies our focused approach towards sustainability. Our ESG policies and frameworks are strategically designed and executed to deliver greater value for all stakeholders, especially the environment at large.

Sustainability Framework and Approach

Our sustainability framework is crafted to advance sustainable business practices with a targeted emphasis on addressing climate change. Upholding the principles of good governance, we are committed to driving positive societal change while pursuing our ambitious goal of achieving carbon-neutrality by 2030. To realize this objective, we identify and continuously monitor key aspects such as climate change, emissions, air and water quality, waste management, and energy consumption. Specific interim goals and targets aligned with these metrics, are established to progress towards our overarching carbon-neutrality ambition. These metrics are disclosed through Business Responsibility & Sustainability Reporting (BRSR). Additionally, we plan to disclose our sustainability KPIs through the Science-Based Target initiative (SBTi), and Climate Pledge, rated by Ecovadis, and the Carbon Disclosure Project (CDP) aimed at providing comprehensive information to

all stakeholders. This approach plays a significant role in influencing investors and market decisions and portrays Happiest Minds as a trusted partner among our customers.

Sustainability Governance

Happiest Minds leadership is responsible for overseeing sustainable development within the organization through board oversight, risk management, stakeholder management, transparency and disclosures practices. Our ESG policy is founded on the principles of transparency, ethical conduct, and adherence to legal and regulatory frameworks, fostering a culture of integrity and accountability for our people, customers, and communities. Our ESG committee oversees the policies, processes, and initiatives ensuring alignment with achieving our sustainable goals. Through our sustainable governance practices, we aim to create long-term value for our shareholders, and make meaningful contribution to the society, fostering a sustainable future for our planet.

Contribution to UNSDGs

Our Sustainability Initiatives

UN SDG

IMPACT



Safe Drinking Water for Drought Region



Affordable, safe drinking water available to beneficiaries reduces the risk of waterborne diseases.



Large Tree Plantations



500 saplings planted to enhance green cover and environmental stewardship. Planted 10,000 saplings to restore wildlife habitat in Ramtek Tiger Reserve, Maharashtra, and 25,000 saplings to improve forest cover and air quality in Delhi in FY 2023-24



Skill Development Initiative



Project Puthri initiative for girl children in government schools.



Renewable Energy



Rooftop solar plant in our Bengaluru offices, contributing to 10% of green energy. Plan to expand 100% green energy before 2030.



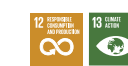
Waste Management



100% of our pantry food waste is composted and used as manure for our gardens. Have considerably reduced the usage of disposables like tissues, paper cups, plastic packaging, etc., through the cup & kerchief initiative.



Water Management



Sensor-based water taps to reduce water consumption. 100% wastewater is recycled through STP and used in our washrooms and watering plants.



Rural Electrification



100 households will be electrified – Implementation of solar electrification will eradicate the use of kerosene lamps, as a result 2.6 metric tons of CO₂ will be reduced. 200 women will be covered under the financial inclusion program. In 12 months, 100 households will be electrified, and 2 women will be trained as solar engineers.



Social Forestry, Soil and Water Conservation



Carbon sinks through water body restoration and indigenous plant species introduction, resulting in an improvement in farmers' productivity. More than 100 acres of barren land to be covered directly and indirectly in Chikkaballapur. 25,000 trees to be maintained. Around 5,25,000 kg of CO₂ to be absorbed per annum.



One Billion Drops



Conservation of 1,28,10,000 liters of rainwater in Bengaluru. 100 percolation wells will be built in 2024. In the recent rains, about 6ft of water has percolated in 40 wells.



ESG KPIs

KPIs	Units	FY 2023-24	FY 2022-23	FY 2021-22
Total electricity consumption	kWh	39,69,007	30,06,262	11,31,000
Electricity-renewable	kWh	4,92,559	14,19,32	0
Total fuel consumption	KL	43.895	21.44	8.51
Total Scope 1 GHG emission	MTCO ₂ e	1242	57.37	27.68
Total Scope 2 GHG emission	MTCO ₂ e	2842	2374.95	879.35
Total GHG emissions (Scope 1 + Scope 2)	MTCO ₂ e	4084	2432.32	907.03
Scope 3	MTCO ₂ e	3295	NA	NA
Total water consumption	KL	9204.206	4173	984.22
Total hazardous waste disposed	L	0	600	0
NOx	mg/Nm ³	15	46	49.6
SOx	mg/Nm ⁴	7.5	9	7.1
Particulate matter	Ug/NM ³	32.6	36	41.4
CSR spend	₹	226.27 Lakhs	333 Lakhs	215 Lakhs

Economic Value Created and Distributed

(₹ Lakhs)

Particulars	FY 2023-24	FY 2022-23	FY 2021-22
Revenue (a)	1,62,466	1,42,929	1,09,365
Other income (b)	8,416	3,502	2,463
Direct economic value generated (c) = (a) + (b)	1,70,882	1,46,431	1,11,828
Operating costs	26,411	26,028	21,194
Employee wages & benefits	1,01,469	80,681	62,000
Payments to providers of capital	3,408	1,558	343
Payments to government	9,518	8,508	6,310
Community investments	470	333	215
Economic value distributed (d)	1,41,276	1,17,108	90,062
Economic value retained (e) = (c) + (d)	29,606	29,323	21,766

ENVIRONMENTAL

Summary on Environmental Focus

Sustainability is ingrained in the very essence of our identity and operations. As stewards of the environment, we acknowledge the pivotal role that businesses hold in shaping a sustainable future. Our environmental initiatives predominantly focus on addressing climate change and prompting the utilization of green energy. Our disclosures exemplify our dedication to responsible stewardship and innovative practices.

Alignment to SDGs

UNSDG 13: Climate Action, UNSDG 7 - Clean and Affordable Energy

Amidst global calls for urgent action on climate change, it is imperative to recognize that climate risks could potentially affect the business growth of Happiest Minds. As a proactive measure, we are implementing various initiatives to transition to renewable energy, increase green cover, and implement carbon reduction initiatives. Recognizing the urgency to address climate change, we have set forth an ambitious goal of carbon neutrality across all our facilities and operations by 2030.



Environmental Strategy

Reducing our carbon footprint is at the core of our environmental strategy. Through a blend of energy efficiency measures, renewable energy investments, and transport optimization, we have made significant advancements in reduction in emission. Our objective is to achieve a 100% reduction in Scope 1, Scope 2 and Scope 3 compared to our baseline, and achieve carbon neutrality by 2030. Additionally, we optimize resource utilization throughout our operations to minimize waste generation and promote circular economy. We have also strengthened our supply chain to identify sustainable vendors who are eco-conscious and procure products that align with environmental considerations.

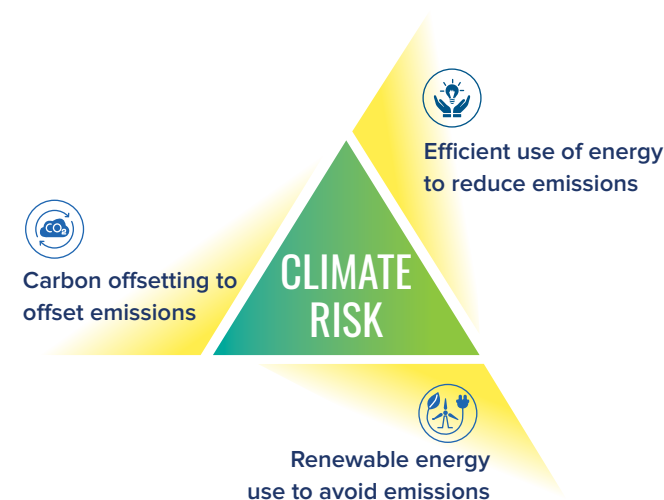
Key Environmental Initiatives

Energy Management

In the year 2021-22, we initiated our renewable energy journey by installing a rooftop solar energy system. This strategic move was primarily driven by the need to be 100% renewable before 2030. Also, certain internal infrastructural changes were implemented, such as transitioning from fluorescent to LED lamps. Currently, the Company utilizes about 10% renewable energy, leading to a noteworthy decrease in carbon emissions.

Climate Change Management

Our Approach to Carbon-Neutrality



Managing climate change boils down to dealing with three overarching issues:

- Climate change due to natural causes
- Climate change caused by human activities
- Climate changes due to societal consequences

Human activity has precipitated swift temperature fluctuations, leading to highly unpredictable outcomes such as droughts, heat waves, and floods. At Happiest Minds, we accord strategic significance to climate change in our engagements with stakeholders.

Our Carbon Offset Programs

About 3,985 MTCO₂e could be a potential offset in 10 years through nature-based solutions across locations. More initiatives are in the pipeline to reduce around 625 MTCO₂e of carbon this year (considering approximately 20kg of CO₂ per year, considered globally as a conservative estimate for sequestration potential of trees).

Through our rural electrification program, we are supporting communities with no access to power, thereby reducing 2.6 MTCO₂e carbon emissions year-on-year.

Biodiversity

Nature is an integral partner in our journey towards sustainability. At Happiest Minds, we prioritize biodiversity conservation across all our operations through responsible land management and habitat preservation and promote bio-diversity-friendly practices. Through collaborative efforts with conservation organizations, we are actively engaged in initiatives to enhance understanding of flora and fauna and restore habitats in Karnataka. These endeavors aim to safeguard biodiversity, preserving the richness and diversity of life on our planet.

Value Chain Sustainability

Supply Chain

Sustainability is a team effort that extends beyond our own operations to encompass our entire supply chain. Through responsible sourcing practices, ethical labor standards, and supplier engagement initiatives, we are promoting sustainability throughout our value chain.

At Happiest Minds, we believe that transparency is the basic building block of trust, and our vendor's code of conduct is constructed upon this principle. It is paramount for us to procure goods and services from ethical and transparent vendors who prioritize environmental sustainability. Therefore, we diligently source from and engage with diverse suppliers to conducting thorough due diligence, supplier audits, and providing guidance on sustainability practices. Our procurement strategy is crafted to comprehensively support these initiatives end-to-end.

Key Initiatives Undertaken for Suppliers

We are implementing various initiatives and measures with an ESG focus, particularly in sourcing sustainable materials and services. Additionally, we prioritize programs aimed at fostering the growth of our suppliers alongside us.



- Promote supplier sustainability through training sessions, due diligence checks and audits
- Support existing suppliers to improve their compliance to environmental, social and governance standards
- Improve supplier diversity by giving preference to sourcing locally, from marginalized, vulnerable communities and women-owned businesses
- Impart green sourcing into supply chain to reduce, reuse and recycle, thereby minimizing the impact on the environment

Supplier Due Diligence

We strive to promote sustainability throughout our supply chain by collaborating with suppliers who share our commitment towards environmental responsibility. The subsequent phase in this endeavor involves conducting comprehensive and conscientious due diligence to identify and address on potential risks to the environment and stakeholder value. By 2028, we aim to ensure at least 50% of our suppliers adhere to our sustainability standards through continuous monitoring and audits, underscoring sustainability at every phase for resilience and enduring success.

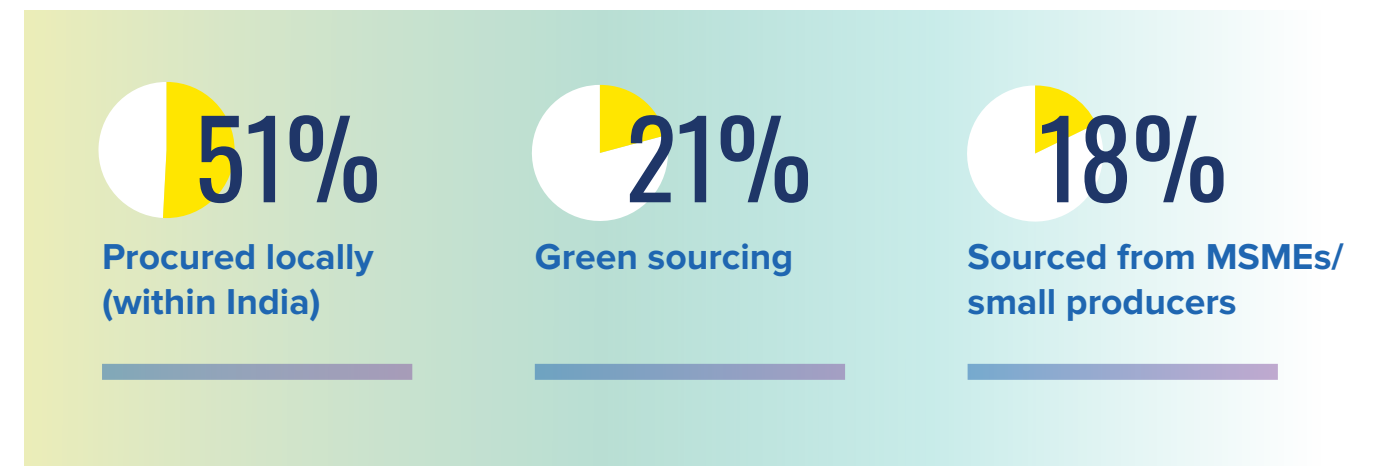
Improving Supplier Diversity

Enhancing supplier diversity stands as a pivotal aspect of our dedication to inclusivity and equitable business practices. At Happiest Minds, we are making conscious efforts to improve diversity in the supply chain with a view to creating

a robust supplier base from diverse backgrounds, including minority-owned businesses, and women-owned businesses. By fostering a diverse supplier base, we promote economic empowerment, training, innovation, and resilience within our supply chain through an seamless onboarding process.

Sustainable Sourcing

Sustainable sourcing is fundamental to our commitment to our environmental and social responsibility. We prioritize suppliers who adhere to ethical labor practices, minimize environmental impacts, and promote transparency throughout our supply chain. Happiest Minds is currently procuring 21% of our products and services through green sourcing. By sourcing materials responsibly, we aim to preserve natural resources, support local economies and create lasting value for businesses, suppliers and communities.



Supply Chain Management and Code of Conduct

Committed to upholding highest ethical standards, integrity, and environmental and social responsibility, we, at Happiest Minds, have published a mandatory code of conduct for the suppliers. The code of conduct defines the minimum standards in terms of sustainable, ethical sourcing and legal compliances a supplier is required to follow in association with the Happiest Minds. The standards encompasses

ethical practices such as prohibiting child labor and forced labor, avoiding conflicts of interest, ensuring quality products and services, refraining from unfair trade practices, and demonstrating a commitment to environmental responsibility. Each vendor partnering with Happiest Minds is required to affirm their compliance with the code of conduct at the time of onboarding.



SOCIAL

“In the simplicity of giving, we find joy; in the warmth of passion, we discover happiness; and in the practice of mindfulness, we cultivate a life rich with meaning. Together, these elements weave a simple yet profound tapestry of a fulfilling existence. All this is a simple reflection of the love we share and the peace we cultivate within.”

Paul Jacob

Happiness Evangelist &
Senior Director - People Practice



PEOPLE

HR Framework and Approach to HR

Aligned with Happiest Minds' dynamic and ambitious growth trajectory, our People Practice (HR) strategy is designed to advance our organization towards doubling its size over the next three years. Centered on six key domains, our strategy aims to fortify our organizational prowess, cultivate an environment of innovation and care, and uphold our team's leadership in both technology and management realms.

Career Management

- Internal Job Posting (IJP) system – Ensures optimal utilization of our talent pool and find new challenges within the organization
- Cutting-edge learning platforms and customized development programs – Focus on targeted training and skilling initiatives
- HIPO (High-Potential employees) program – Helps in fast-track the development of future leaders

Leadership Development

- Global Leadership Development Program – Led participants gaining invaluable insights and experiences across diverse markets and cultures
- Hogan Assessments – Tailor leadership development initiatives that hone the innate strengths of our leaders and mitigate potential derailers, ensuring a robust pipeline of leadership talent poised to take on global challenges

Organizational Culture

- Organizational culture – A reflection of our mission, vision, and values, brought to life through our daily operations
- Introduction of mindfulness practices and the emphasis on the 8 Cs of culture - Fosters an environment where innovation, collaboration, and a positive work-life balance flourish

People Practice Technology

- AI and advanced analytics – Enabling data-driven decision-making regarding talent management, workforce planning, and employee engagement while significantly enhancing efficiency and effectiveness in managing human capital

Compensation and Benefits

- Compensation packages – Cater to the diverse needs of our workforce, incorporating flexible benefits, wellness programs, and performance incentives
- Our comprehensive approach – Ensures our team feels valued and supported, directly contributing to their motivation and productivity

Change Management

- Strategy – Focuses on mergers and acquisitions (M&A), culture building, and enhancing our Employee Value Proposition (EVP)
- Communicating changes – Engages our workforce in the transformation journey and reinforces our cultural values
- Integrated new teams and practices – Ensure they align with our overarching goals and values
- People Practice strategy – A combination of strategic career management, leadership development, cultural enhancement, technological advancements in HR practices, competitive compensation packages, and effective change management – Supports our ambitious growth plans

HR Strategy

The People Practice strategy at Happiest Minds stands as a comprehensive and multifaceted blueprint designed for growth and scalability of the organization. Comprising various key programs, it spans a breadth of initiatives aimed at enhancing organizational capabilities, leadership development, talent engagement, and cultivating a vibrant organizational culture.

Building Organization for Scale

- Enhancing global workforce capabilities through refined people practices, emphasizing benefits, engagement, and compliance
- Strategically preparing for M&A activities to ensure seamless integration of operations, personnel, and culture
- Strengthening compensation frameworks, especially for IMSS and the US, and tailoring benefits aim to boost retention across diverse employee segments
- Key initiatives like realignment of the center of excellence within the organization supporting change management, and fulfilling leadership roles

Developing Leadership & People Capabilities

- 13 Talent Transformation program and the Global Leadership Development Program (GLDP) to focus on leadership development
- Use of Hogan Assessments to move from self-reflection to action-oriented plans
- Launch of executive mentoring programs, creating talent advocacy teams, and rolling out specialized tracks for sales enablement and managerial development

Digital Transformation & People Analytics

- Introduction of MySmiles People Practice HRMS and the focus on people analytics and automation signify a major leap towards digital transformation in People Practice practices
- Automation of background verification processes, implementation of new systems and tools like Darwinbox, and enhancement of the use of AI in people practice programs underscore a commitment to leveraging technology for efficiency and insights
- Aimed at fostering a more engaging and seamless experience for Happiest Minds, from onboarding to career development

Talent Engagement

- Focus on diversity and inclusion, with plans to launch a Women Mentoring Program and execute gender diversity initiatives
- Aim to reintroduce clubs and committees, increase workforce diversity through PWD hiring, and conduct a gender pay parity exercise
- Plan to create more engaging office spaces and foster camaraderie across locations, underlining a commitment to creating an inclusive and dynamic work environment

Culture Building

- Emphasis on happiness evangelism, health and well-being, to drive organizational purpose and vision
- Initiatives like Mithra and Little Mithra to build a supportive and engaged community, enhance participation in volunteering and strengthen listening
- Making efforts to establish an Intellectual Property (IP) Program and create an EVP for the organization to align organizational values with employee aspirations

Happiest Minds' People Practice strategy is a holistic and forward-thinking approach, encompassing essential elements of organizational development, leadership cultivation, digital transformation, and employee engagement. Through diligent focus on these strategic pillars, Happiest Minds endeavors to construct a resilient, adaptable, and high-performing organization, primed for substantial growth and innovation.

Culture of Happiest Minds



Key Initiatives Undertaken

HAPPIVERSE

International Day of Happiness (IDOH)

was commemorated globally, spotlighting the PERMA theory to bolster well-being. We introduced 'Happy Jars' to gather treasured memories, distributed 'Be Happy' cards adorned with our logo magnets, and hosted captivating events. Moreover, we welcomed NGOs to set up stalls, extending our happiness initiative beyond our corporate boundaries.

5K Smilestone Celebration

marked a momentous milestone as we reached 5,000 members, celebrated with enthusiasm across all our locations. The festivities featured cake cutting, paper bird crane workshops, a photo booth, and a collective collage featuring snapshots of our people, symbolizing unity and shared joy.

Seven Spokes of Happiness

is a biweekly series exploring the multifaceted nature of happiness through seven themes: Positivity, Gratitude, Self-Love, Pride, Forgiveness, Acceptance, and Mindfulness. This initiative presents insightful articles and captivating stories, complemented by sessions led by our leaders to enrich our knowledge and foster joy in our lives.

Mindfulness Matters

focuses on nurturing present-moment awareness and mental clarity through a structured program.

To date, four batches of participants have completed this transformative journey.

The Happiness Compass

our monthly newsletter, keeps everyone updated about upcoming Happiverse programs and features enlightening articles to inspire and steer us on our happiness journey.

Happometer

insights reveal the pulse of our organization: out of 16,304 participants, 85% (13,871) reported feeling happy, 13% (2,066) neutral, and 2% (367) unhappy. This feedback loop helps us to continuously refine our initiatives.

Happiness Memoir

our monthly release, shares life moments that bring joy to our Happiness Ambassadors, celebrating the personal victories and joyful experiences that enrich our community.

Listening Post

provides a secure and confidential platform for members to engage in meaningful conversations, hosted twice a week by our Happiness Evangelists. This initiative underscores our commitment to listening and supporting our Happiest Minds' well-being.

Through these varied and thoughtfully designed initiatives, Happiverse is not just a program but a movement towards creating a happier, more connected workplace.

Culture of Gratitude

Our sessions and gatherings always commence with a moment of gratitude or a simple expression of thanks. Across all our facilities, SMILES Cards are readily available for anyone to use. Through our iAppreciate digital platform, individuals have the opportunity to acknowledge, appreciate, and celebrate the contributions and support received from their team members, managers, and colleagues, both professionally and personally. This culture of appreciation extends to their contributions to the Business Unit, Happiest Minds, and the wider community, fostering a spirit of gratitude year-round.

Gratitude is at the core of Happiest Minds culture. As in previous years, we organized Gratitude Week from November 20 to December 8, celebrating the profound impact of appreciation. Throughout this period, we encouraged everyone to reflect on and express gratitude for the positive aspects of their lives. Notable achievements during Gratitude Week included:

Sending 9,806 appreciations to more than 3,100 individuals over 18 days.

- Over 9,000 iAppreciate messages sent by more than 920 people
- Program was fully conceived, collaborated on, and executed by the Rewards and Recognition Council
- Introduction of a gamified leaderboard to boost participation
- Continued use of iAppreciate cards, with over 3,000 physical cards being used to appreciate team members on the floor

Culture of Listening

Our culture is deeply rooted in the practice of actively and empathetically engaging with others, moving beyond mere hearing to fully grasp their perspectives, emotions, and needs. This transcends mere auditory reception; it entails realizing their perspective, emotions, and needs.

We have fostered positive changes in several key areas:

Ask EB: This platform allows Happiest Minds to pose questions to the Executive Board (EB), with responses provided within 24 hours.

AHMM/Townhalls: These sessions offer an opportunity for individuals to directly question and offer feedback to our leadership team.

We Hear: This initiative enables the reporting of sexual harassment or discrimination directly to the Chief People Officer (CPO). Upon reporting, an email is immediately sent to the CPO's mailbox to begin the resolution process.

Culture of Mindfulness

The concept of mindfulness is centered on practices and attitudes that promote living fully in the present moment, free from judgment and distraction. This involves intentionally anchoring our attention in the present, acknowledging and welcoming our thoughts and feelings, and embracing life with an attitude of exploration and openness.

Mindfulness training comprises mental exercises optimizing brain's neural pathways, leading to:

- Diminished stress levels
- Strengthened interpersonal connections
- Systematic method for learning, embracing, and applying mindfulness practices strengthens our pursuit of happiness
- Improved efficiency and productivity
- Improved balance between work and personal life
- Augmented focus on current tasks
- Attainment of joy in the present moment through stress-reducing mindfulness techniques
- Incorporating mindfulness as a modus operandi that can significantly elevate our Happiness Quotient



Mindfulness ways at Happiest Minds

Imbibing a 7C Framework of the Happiest People

- **Delivering** world-class solutions in line with our core values
- **Creating** an impact on the organization and society at large

We practice

Being Mindful requires one to be fully present and aware of the moment without any judgment.

Doing Mindful involves intentionally focusing our attention in the present moment with openness, curiosity, and acceptance.

Mindfulness Training in FY 2023-24

1,504

Participants covered in FY 2023-24

4,558

Total Happiest Minds till date

93%

Coverage of Mindfulness training

Mission, Vision & Value (MVV) Training in

949

Participants covered in FY 2023-24

4,157

Total Happiest Minds till date

85%

Coverage of MVV training

Diversity, Equity, Inclusion, and Belonging (DEIB)

We perceive DEIB as a holistic journey integral to our core values .

We are dedicated creating an environment at Happiest Minds where individuals feel empowered to express their identities, drawing from their diverse cultural backgrounds and emotions. We believe in nurturing a culture that acknowledges, embraces, supports, and respects individuals from all genders, racial, sexual orientations, religious, and socioeconomic backgrounds, appreciating the inherent richness of our diversity.

KPIs showcasing gender neutrality, regional diversity, age diversity, etc.



EMPLOY
To enable inclusive working environment through supporting communication, infrastructure, policies & process.



EMPOWER
Create awareness & building hiring process, provide employment opportunities for more diverse group (women members) & (specially abled group).



ENABLE
Creation of enabling ecosystem through sensitization training, workshop & disability specific interventions.



ENGAGE
Promote meaningful engagement in organizational initiatives & creation of member resource group.

Gender Diversity



27.7%
Organizational



60%
Gender Diversity Hiring Ratio via Campus

Cultural Diversity



7
Nationalities



26
Indian States

Belonging



90%
Resumed from Maternity Break
100%
Resumed from Paternity Break

Inclusion



8
Persons with Special Abilities

DEIB Communication Series

We have created a series of monthly communication programs to educate and engage the workforce on various DEIB elements.

Diversity & Inclusion Summit

A month-long mix of communication series and sessions to increase awareness of diversity, equity, inclusion, and belongingness

Autism Month

Awareness on DEIB Spectrum and session with an external speaker from an Autism School

Pride Month

A series of communications on what pride is, the difference between sex and gender, gender pronouns, etc., concluded with an awareness session titled 'Breaking the Bias'

Global Diversity Awareness Month

Released D&I Handbook and conducted an organization-wide quiz on the same

Communication on Persons with Special Abilities

Difference between impairment, disability, and handicap; also shared a real-life case example of a visually-challenged person

Diversity, Equity, and Inclusion

Basic introduction to the concepts in simple terms along with an engagement activity on Yammer

International Men's Day

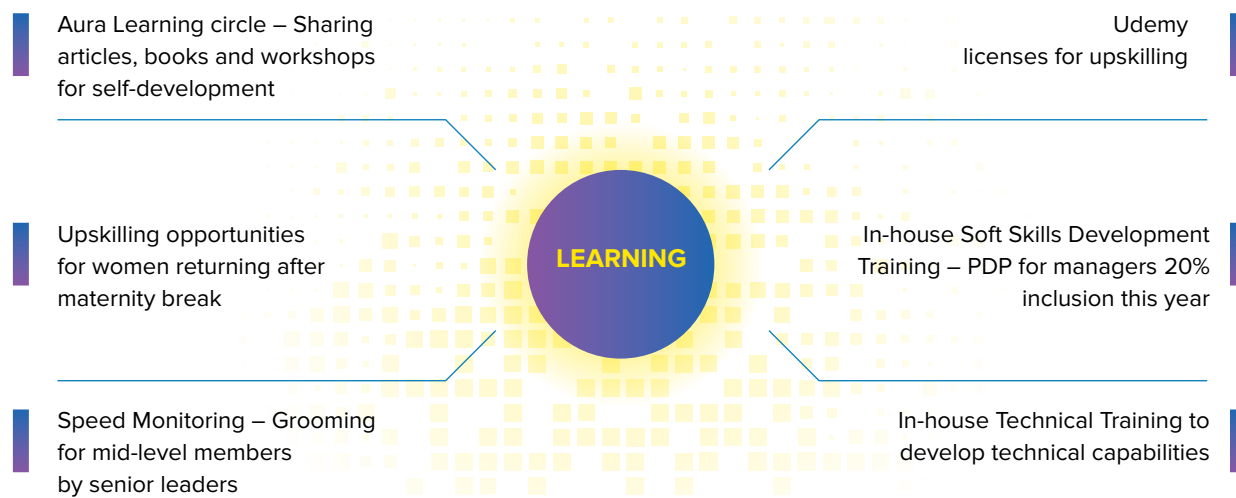
Awareness program on Six Pillars of IMD; celebrations across all locations

International Day of Persons with Disabilities

Awareness session on why this day is celebrated and how one can contribute; how to make communications more accessible

Inclusive Culture Development

Training and Education: Different types of diversity training programs are conducted for all members to enhance awareness, foster understanding, and equip individuals with necessary tools to contribute to an inclusive culture.



Initiation of Speed Mentoring program

- A bilateral platform for our senior women members to connect, encourage and inspire all Aura members to advance in their careers. It also provides an opportunity for aspiring women to present themselves to larger audiences and gain visibility
- A panel of 5-6 women from various competencies (Manager-level cadre) convene
- Multiple batches hosted with the average feedback rating 4.5

Inclusive Hiring Practices

Develop and implement strategies to ensure diverse candidate pools, unbiased recruitment processes, and equitable hiring decisions.

Women Hiring Drive

Conduct targeted hiring campaigns at various locations to attract diverse talent.

Women in Break Hiring Program

'Rekindle Your Dreams', launched in October 2023, offers opportunities to talented individuals seeking to re-enter the workforce.

Maternity Engagement Program

A comprehensive maternity program, developed in collaboration with the wellness team, comprises three phases: Pre-Maternity, during Maternity, and Post-Maternity, providing support to women throughout their pregnancy journey.

Let's Celebrate Diversity

Engage in various cultural, national and international celebrations to honor and embrace diversity.

Women in Tech Series

This inspirational speaker series features women leaders as role models, empowering other women to pursue advanced corporate roles through sharing insights and experiences. Thus far, 10 episodes have been conducted, each featuring a prominent woman technology executive discussing her career trajectory and challenges. Every session has garnered enthusiastic participation.

Para Athletics Championship Sponsorship

Inspiring the Extraordinary: UP State Para Athletics Championship 2023 brought together talents from over 70 districts, validating that the abilities are boundless. We sponsored medals to encourage participation and support specially-abled athletes.



Learning and Development

FY 2023-24 Learning Journey

Learning and Development at Happiest Minds is a continuous process, aiming to excel in an agile, creative, collaborative, technologically-advanced workforce culture that is aligned with business and organizational goals.

Key Matrix

Business Enabling Programs



Graduate Training Hours - 45,696

HAPPIEST MINDS COVERED (PDP & TECH Programs only)				
BU	HC	Trained-VILT/ILT/UDEMY	Not Trained	Trained (%)
GBS	1	1	0	100%
CANA	319	302	17	95%
PES	2231	2035	196	91%
DBS	1252	1068	184	85%
CDPA	33	26	7	79%
IMSS	963	753	210	78%
CORP	326	15	172	47%
Overall	5125	4339	786	85%

DEPLOYED Post Training - YTD	
BU	Happiest Minds Placed
DBS	276
CANA	195
IMSS	106
PES	36
Total	613

Business Enabling Programs

Includes technical training and professional development programs.

Orientation Programs

Includes MVV, mindfulness, assimilation, and diversity and inclusion programs.

Compliance Programs

Includes information security and work safe programs.

Graduate Training Programs

Provides training to entry-level graduates recruited on or off campus.

Total learning hours is a summation of learning hours executed under each of these categories.

Training Mode

- VILT-Virtual Instructor-Led Training
- ILT-Instructor-Led Training

Key Highlights of Our Learning Initiatives

- Design and roll-out of Delivery Manager, Business Analyst, and Architect Tracks
- Generative AI Awareness and Github Copilot programs launched for C1 to C3. 69% of billable Happiest Minds (3,370) are covered under Gen AI Awareness and Copilot Overview training
- 226 campus graduates were onboarded and completed the structured training programs. 35 members have been deployed to billable projects as on March 31, 2024
- Delivery managers' LEAD program and business analysts' SHIFT program for Happiest Minds across BUs. The intervention was spread over 6 months covering 27 delivery managers and 23 business analysts
- 613 Happiest Minds deployed post cross skilling & multiskilling initiatives
- 77 Happiest Minds completed various training programs and certification courses
- 30+ technical programs delivered by Internal SMEs (Trainers) clocking 15K learning hours saving ₹5 million
- 4,792 and 1,587 Happiest Minds completed technical training and professional development programs respectively through Udemy, classroom programs, and virtual sessions

MITHRA – The Good Samaritan Program

Navigating through challenging work environments, stress, and personal difficulties can significantly impact anyone. Recognizing the importance of having a trusted individual to confide in during such critical moments, we introduced MITHRA – The Good Samaritan Program.

MITHRA, a compassionate initiative by Happiest Minds, features a dedicated team of volunteers who are accessible around the clock, ready to offer support through calls or emails. This program ensures that our colleagues can seek help in an environment marked by safety, acceptance, and confidentiality.

In FY 2023-24, the MITHRA team engaged with more than 1,700 members, dedicating over 470 hours to communications via Teams, phone interactions, and face-to-face meetings, showcasing our commitment to fostering a supportive and understanding workplace community.

GPTW Survey

In response to the valuable insights garnered from the Great Place To Work® (GPTW) survey, Happiest Minds is implementing a focused action plan across five strategic tracks to cultivate a more resilient and engaging organizational culture.

Compensation & Infrastructure

We are improving compensation packages and refining workspace environments, while initiating focused communication efforts like "Your Feedback Matters!" to highlight the importance of employee feedback. Additionally, we are introducing new benefits tailored to diverse needs, including reverse mentoring for Millennials, corporate deals, laundry services, and flexi insurance plans, are being rolled out. Infrastructure upgrades, including cafeteria enhancements and parking solutions, aim to enhance the daily work environment.

Enhanced Talent Mobility and Technology Integration

The development of an Internal Job Posting (IJP) Portal and the utilization of AI-based sentiment analytics tools are set to enhance talent mobility and the employee experience, ensuring our team feels valued from their first day.

Leadership Development

Our investments in leadership development, facilitated by tools like Hogan Insights and executive mentoring programs, underscore our focus on nurturing leaders who are pivotal to driving our culture and strategic goals.

Strengthening Diversity and Inclusion

We are dedicated to fostering increasing diversity and inclusion through initiatives aimed at enhancing gender diversity and launching programs like reverse mentoring, ensuring a workplace where diverse perspectives thrive.

Creating a Supportive and Engaging Work Environment

Efforts to reintroduce clubs and committees, along with increasing PWD hiring and conducting a gender pay parity exercise, reflect our commitment to building an inclusive and engaging workplace for all.



Scores for GPTW

Dimensions	FY24	FY23
Credibility	80	89
Respect	78	86
Fairness	77	86
Pride	81	89
Camaraderie	79	88

Scores for Glassdoor



Ratings by category

Culture and values	4.1
Career opportunities	4
Diversity and inclusion	4
Work-Life balance	4
Senior management	3.8
Compensation and benefits	3.7

8 STEP ACTION PLAN

Action Plans – 5 Months Plan

1 STEP

Review the GPTW scores

2 STEP

Sponsorship from Executive Leadership

3 STEP

Formation of taskforces

4 STEP

Recommendations from Taskforces

8 STEP

HPPS survey proposed around

7 STEP

Closure Report for Action Team

6 STEP

Monthly Progress Reporting & Update - Taskforce, EB and C7+

5 STEP

Implementations of the recommendations

All these actions are beyond the leadership/AHMM/connects and conversations that we would do beyond the day-to-day interactions.

Rewards & Recognitions



REWARDS & RECOGNITION AWARDS

Our Rewards & Recognition (RnR) Council designs award categories that have a positive impact on our members, like Quarterly Awards, Annual Awards, Chairman Awards and Monthly Insta Awards.

CULTURE OF GRATITUDE

Gratitude is a ritual at our Company. Leadership or team meetings commence with spending some time expressing gratitude to their colleagues, peers, managers, and teams.

SERVICE SMILESTONES

We celebrate the work anniversaries of all Happiest Minds as SMILESTONES by sharing testimonial videos on their journey along with customized gifts.

HAPPIZEST ADVANTAGE

Awarding members with points that they can redeem for a reward of their choice by using an employee recognition platform that supports points-based recognition.

GRATITUDE WEEK

Gratitude Week has embarked upon a SMILESTONE by achieving 9,800+ appreciations sent to 4,000+ people over 18 days and 3,000+ iAppreciate cards sent by 920+ members.

GRATITUDE STORY

To cultivate a culture of gratitude in Happiest Minds, we encourage our members to share their personal gratitude stories which are published every quarter.

iAPPRECIATE

iAppreciate is a portal where Happiest Minds can appreciate or show expressions of gratitude to colleagues, peers, managers, and teams across organizations.



Benefits

Insurance

- Group Life Insurance
- Group Medical Insurance
- Group Personal Accident Insurance

Corporate Tie-Ups

- Hospital Tie-Up
- Daycare Services
- Health & Fitness
- Restaurants & Dining

Special Initiatives

- Care & Compassionate
- Childbirth Gift
- Leave Donation
- Happiest Minds Referral Bonus
- Business Referral Bonus
- Sabbatical Leave
- Medical Leave
- Hybrid Working Model

Financial Benefits

- Salary Advance Policy
- Compassionate Loan
- Sodexo Meal Card
- Company Leased Car
- National Pension Scheme
- Flexible Expense Plan

Physical & Mental Wellbeing

Our wellness partner Ekincare enables:

- Generic and specialist consultation for members and their family
- Annual Health Checkup - Company sponsored for C7+ or members aged 40+. For other members & family members, exclusive corporate discounts are available
- Employee Assistance Program for members
- Exclusive discount on lab tests and pharmacy

Special Women Benefits

- Flexible Timings & Work from Home Options
- Bring Your Child to Work
- Maternity Leave
- Maternity Benefits
- Health Camps

HappiZest

Wellness Programs (HappiZest)

The Happiest Minds Wellness program is branded as 'HappiZest' and encompasses the 7Ws – Physical Wellness, Spiritual Wellness, Intellectual Wellness, Professional Wellness, Social Wellness, Emotional Wellness and Environmental Wellness. This comprehensive approach is nurtured by harmonizing activities, logistics, facilities, and the expertise of the organization through an array of wellness schemes and initiatives.



Participation



Expert Driven Webinars/Talk Show



Hobbifying Workshops



Emotional & Mental Wellness Webinars



Wellness Consultation



Mindfulness Training



Financial Wellness Webinars

Ekincare - Our Wellness Partner



A holistic wellness platform which provides:

Doctor & Specialist Consultations

Unlimited free consultation for members and their families available 24*7

Health Risk Assessment

Unique health or wellness score to understand the health risks we face, and lets us know what we can do to change our lifestyle

750+ certified labs, 3000+ pin codes and home collection of blood samples for members and their dependents

Dental & Vision Checkup

A one-time company-sponsored dental and vision checkup for members

Employee Assistance Programs

Available with access to counseling services and mental health awareness initiatives

Pharmacy

Minimum 15% discount on pharmacy for members when ordered through the app

Annual Health Checkup

Company-sponsored health checkups for the members in C7+ competency or above 40 years of age. Can also be availed for other members at discounted prices

Health Camp Across Locations

- Nutrition Health Camp in Pune
- Dental Health Camp in Bengaluru
- Medical Health Checkup in Bhubaneswar with AMRI Hospital
- BMI Health Checkup camp in Bengaluru

Talent Acquisition

Talent Acquisition (TA) operates as an agile, AI-enabled, analytics-driven function, prioritizing swift decision-making. Our distinction as an employer of choice hinges on a differentiated hiring process focused on a superior candidate experience and future skills.

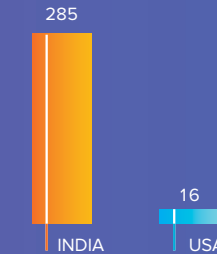
Our differentiated hiring processes, facilitated through various avenues, consistently emphasize scalability:

- Established agility during the offer process for certain demands as the intent of the offer was based on the agreed grid with BUs
- Focused approach resulted in a 19% uptick in direct sourcing during this fiscal year
- Limiting interviews to only 2 levels with a focus on hiring based on potential and not just performance
- Most of the final interviews are conducted at the office moving away from the virtual practice
- Routine meetings with respective stakeholders within the business to address any calibrations required on either toning down expectations (skills) or mapping of relevant salary stack as per market trends
- Active involvement of project and client panels in engaging with short-listed candidates as part of post-offer engagement
- Panels being more diligent on interview etiquette to ensure better candidate experience
- Working with local vendors in specific geographies for global engagement hiring initiatives

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Happiest Minds is an Equal Employment Opportunity Company

We uphold equal employment opportunities for all. As part of our Equal Opportunity Policy, we ensure parity across all levels of employment without discriminating based on race, ethnicity, nationality, gender, language, age, sexual orientation, religion, marital status, socio-economic status, or special ability. During this fiscal year, we hired 301 women into our workforce. Geo-wise recruitment is as follows:



In the lateral hiring space, our diversity ratio for the year stands at 25%, while in campus hiring, it stands at an impressive 41%. We've implemented a range of initiatives aimed at enhancing workplace diversity, including:

Hiring

Each BU works on the D&I target assigned through hiring drives, hackathons, campus hiring and the usual lateral hiring process. They have given a dedicated target to work on increasing the diversity ratio, which is reviewed every quarter, and the dashboard is published to the Executive Board.

Referral Policy

We incentivize referrals by offering a 5% bonus for every female candidate referred and subsequently hired.

Awareness Session

Continuous awareness sessions are conducted to encourage leaders and managers to actively recruit more women and cultivate a diverse workforce.

Leadership Hiring

The TA team is tasked with prioritizing diversity in leadership hires, alongside ongoing campaigns for lateral hiring.

Boomerang Policy

We encourage - Happiest Minds Alumni to return to us. The process has minimum interview rounds.

Geo-wise Vendor Alignments

Increased outreach to vendors specialized in diversity hiring.



Circle of Happiness

At Happiest Minds, social responsibility is a foundational value, guiding us to adopt practices that enhance societal and environmental welfare. We support volunteerism, environmental contributions, and the joy of philanthropy. Our Corporate Social Responsibility (CSR) initiatives centered on key areas like Annapurna (Food & Nutrition) and Vasundhara (Environmental Sustainability).

Our Circle of Happiness, a dedicated CSR initiative, aims to:

- Utilize our strengths for socially significant efforts.
- Develop a social engagement framework that fosters collaboration with clients and partners.
- Create positive impacts on society and the environment.
- Promote active volunteerism and community participation.

CSR Initiatives & Contribution to UN SDGs in FY 2023-24

Through a responsible and generous contribution, we strive to give back and enhance the lives of individuals and communities by providing healthcare, supporting education, and protecting the environment.

Our CSR Initiatives



UN SDG



IMPACT

Participation in the Daan Utsav program, where wishes from NGOs were fulfilled through a contribution of ₹11,00,861 by Team Happiest Minds. The NGO beneficiaries were: Baale Mane, Balajothi Centre for the Disabled, One Billion Literates Foundation, Jeevarathni Foundation, Ankura Foundation & Vidyakshetra.



Contribution towards meals to the Akshaya Patra Foundation in FY 2023-24 – 15,23,743 meals totaling 10 million meals till date.



Contribution of ₹20,00,000 towards the donation of insulin for underprivileged children with Type-1 diabetes.

Gopal Jew Government High School,
Alisisasan, Khurda, Odisha.



Water cooler worth ₹54,237 towards a government school in Bhubaneswar.

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GOVERNANCE

In October 2021, we formulated Vision 2031, encompassing various goals and aspirations to be achieved by the Company, with one of the Vision statements focused solely on Environmental, Social, and Governance (ESG) aspects: "To be known for our ESG standards". In pursuit of this vision, an ESG Policy was crafted and adopted by the Company in May 2022. This policy encapsulates the core objectives of people and community empowerment, fostering a low-carbon economy, promoting responsible corporate governance, and adhering to business integrity practices.

An ESG Committee, comprising senior members from key functions across the Company is chaired by a member of the senior management team. This committee consistently oversees the Company's operations to ensure alignment with sustainability objectives. It reports to both the Executive Board and the Board of Directors on the Company's ESG strategy. Additionally, members of the ESG Committee have the flexibility

to collaborate with other Board Committees, such as the Risk Management Committee, to address challenges encountered in executing ESG assessments, or with the CSR Committee to make decisions pertaining to social impact initiatives. Similarly, they engage with other Committees to facilitate seamless collaboration in executing plans and programs.

Governance Framework and Robust Corporate Governance Practices

Recognizing the significance of "G" in ESG, the Company has integrated environmental sustainability, social responsibility, and good governance practices into its corporate decision-making processes, operational procedures, and governance structures.

Board Structure

50% of the Board of Directors, comprises Independent Directors, ensuring a diverse representation. This diversity results in a mix of expertise from various backgrounds, which has significantly contributed to the Company's decision-making process.

Stakeholder Engagement

The Board engages in quarterly communication with Happiest Minds and investors. The Executive Board conducts quarterly AHMM (All Happiest Minds Meet) 'Town Hall' meetings to update the team and schedules investor/analyst meetings to inform investors about the results. Additionally, Customer Happiness Surveys and Shareholders' Surveys are conducted annually to assess the Company's performance and identify areas for improvement.

Compliance Management

Compliance activities are monitored using a RegTech tool, and the Board Members review the status of compliance with all applicable laws quarterly.

Disclosure and Transparency

The Company communicates with stakeholders through various channels, providing transparent communication about its performance, strategic outlook, financials, and sustainable growth to earn their trust.

Ethical Practices and Code of Conduct

To ensure fairness and transparency, the Company has designed and implemented policies that align with organizational standards of the code of conduct. These include:

Anti-Bribery and Anti-Corruption Policy

The policy aims to safeguard and promote legitimate business practices throughout the organization. It prevents and prohibits corruption, bribery, and similar acts. The Company has established a platform called "WE HEAR" to encourage the secure disclosure of unethical behavior, actual or suspected fraud, or violations of the Company's Code of Conduct and Ethics.

Whistle-Blower Policy

This policy underscores the Company's commitment to responsible corporate citizenship. It provides a secure process for all Happiest Minds and consultants, including subsidiaries, to report concerns regarding suspected violations of laws or codes applicable to the Company. The policy ensures adequate safeguards against victimization or vindictive practices such as retaliation, threats, or adverse actions.

Grievance Resolution Policy

The policy establishes a mechanism for members to raise grievances or concerns on the "WE HEAR" portal. Efforts are made to resolve these grievances within two working days. If the grievant is not satisfied with the resolution, they have the opportunity to escalate the matter directly to the Executive Board or Executive Chairman. Additionally, in line with the philosophy of fostering a positive and safe environment, the team can utilize other forums such as 'Just Ask,' 'Ask EB,' and 'Ask Ashok' to highlight matters or concerns they observe.

Integrity Policy

This policy articulates the Company's values of Sharing, Mindful, Integrity, Learning, Excellence, and Social Responsibility (SMILES). Integrity, as one of the core values, involves respecting commitments not only in letter but also in spirit. It emphasizes being reliable, trustworthy, and dependable, exhibiting professional, intellectual, and financial integrity by being truthful, transparent, and honest, and adhering to what is right, not just what is convenient.

Disciplinary Policy

The policy ensures that issues of misconduct are managed and addressed in a fair and consistent manner. It provides guidelines to promote a safe, conducive, and enabling work environment. The disciplinary processes outlined are not corrective in nature; rather, they aim to assist individuals in improving their standards of conduct and behavior to meet acceptable standards.

Human Rights

We consider our members, fondly referred to as Happiest Minds, as our most valued asset and are deeply committed to ethical business practices. This commitment includes ensuring fair and impartial treatment for all individuals regarding wages and benefits, maintaining a workplace free from harassment, promoting inclusivity and diversity, and adopting a zero-tolerance approach to modern slavery. We continuously strive to cultivate a work environment where our people can thrive and be the best version of themselves. This ethos is echoed in our Mission - "Happiest People . Happiest Customers."

To facilitate happiness and well-being, we have identified several organizational and individual-oriented factors. These include promoting fairness, transparency, and joy in the workplace, supporting wellness and a balanced personal life, and fostering a culture of giving back to society. In alignment with these principles, we have developed the 7Cs of the Happiest People Framework, which represent Culture, Credibility, Collaboration, Contribution, Communication, Community, and Choice.

Outlined below are the key principles and practices adopted by the Company to uphold and protect human rights within the organization:

Equal Opportunity Statement

We uphold and prioritize equal opportunities for all Happiest Minds and those with whom we conduct business. We expect all teams to adhere to and cultivate a work environment that fosters inclusive cultures and embraces diverse constituencies. Additionally, vendors are encouraged to adopt equal opportunity practices within their organizations. Our Vendors' Code of Conduct, an integral part of our contracts/agreements with vendors, promotes principles such as freedom of employment, the eradication of child labor and forced labor, provision of safe and hygienic working conditions, fair compensation and work hours, and non-discriminatory treatment.

Diversity and Inclusion (D&I)

Diversity and Inclusion (D&I) entails valuing and respecting differences among individuals and ensuring that all members have equitable access to opportunities, resources, and treatment, regardless of race, ethnicity, gender identity,

socio-economic status, age, religion, or nationality. To promote D&I, the Company has established a Happiest Minds Diversity Council dedicated to fostering a strong and equitable culture. This council implements new programs based on feedback and reviews received from the teams.

Health and Workplace Safety

The Company prioritizes the health, safety, and security of all its members, emphasizing the adoption of robust safety and security procedures.

Harassment-Free Workplace

Maintaining a zero-tolerance approach to harassment is crucial for the organization's growth. The Company has established an Internal Committee to address and resolve any complaints arising under the Prevention of Sexual Harassment (POSH) Act. Throughout the year, training and awareness programs are conducted to cultivate sensitivity and ensure a respectful workplace for all.



Data Privacy and Security

Happiest Minds has implemented a robust set of processes and controls to ensure that overall cyber security risk is managed effectively and in line with emerging threats and regulations. We continuously assess our security and privacy program via periodic internal and external audits and enhance our security framework.

Happiest Minds adopted and certified ISO 27701 – the standard for Privacy Information Management System implementing additional privacy policies and security measures to protect personal data. Initial assessments were conducted, following which our team created data flow maps, evaluated corporate functions, and assessed privacy risks by deploying mitigation measures and control accordingly.

Some of the key policies/practices include

- Release of Happiest Minds Privacy Policies
- Appointment of a Data Protection Officer (DPO)
- Establish Contracts and Data Protection Agreements (DPA) with Third-Party Processors
- Privacy Training and Awareness Programs
- Performing Data Privacy Impact Assessment (DPIA)
- Defining Data Breach Notification and Response Process

Our ever-increasing demand for data privacy obligations and data privacy laws across the globe prompted us to implement ISO 27701, a Privacy Information Management System (PIMS), in December 2022. This effectively helped to document and practice standardized privacy policies and procedures. With all these privacy controls already in place, we will be able to address the requirements of India's Digital Personal Data Protection Bill of 2023 to ensure we continue to address the privacy risk and regulatory requirements.

Key Capabilities of the Integrated Information Security and Privacy System

Data Inventory

To track and record the accuracy, validation, and completion of Personal Information (PI).

Data Subject Requests

Processes, means and mechanisms are defined to facilitate data subject rights to raise requests such as data deletion, subscription, updation or opt-out of a sale.

Data Security

To promote privacy requirements such as "Privacy by design" and "Privacy by default" in the software development process, enable data security across the infrastructure to control unauthorized data access/leakages along with other existing security procedures and practices.

Vendor Management

Established a comprehensive inventory of vendors with a business relationship with Happiest Minds. Security and privacy risk assessments are conducted before vendor selection/onboarding and annually to monitor their compliance with Happiest Minds security requirements.

Oversight and Monitoring

Internal and external audits and reviews are performed to monitor and report any deviation in the security and privacy measures. With the continual enhancement of information security with emerging technologies coupled with a strong set of security controls, best-in-class technology solutions, and a robust and mature governance program, we ensure the security and privacy of information for all our stakeholders on a continuous basis.

Board of Directors



Ashok Soota
Executive-Chairman



Joseph Anantharaju
Executive Vice Chairman & CEO, Product & Digital Engineering Services (PDES)



Rajendra Srivastava
Lead Independent Director



Venkatraman Narayanan
Managing Director & CFO



Anita Ramachandran
Independent Director



Shuba Rao Mayya
Independent Director

Executive Board



Joseph Anantharaju
Executive Vice Chairman & CEO – Product and Digital Engineering Services (PDES)



Rajiv Shah
President & Executive Board Member



Ram Mohan C
President & CEO, Infrastructure Management & Security Services (IMSS)



Venkatraman Narayanan
Managing Director & CFO

Board Committees

- AUDIT
- NOMINATION, REMUNERATION & BOARD GOVERNANCE
- CORPORATE SOCIAL RESPONSIBILITY

- ADMINISTRATIVE AND STAKEHOLDERS RELATIONSHIP
- RISK MANAGEMENT
- STRATEGIC INITIATIVES

□ CHAIRPERSON □ MEMBER

Officers of the Company



Aurobinda Nanda

President & COO, Product and Digital Engineering Services (PDES)



Ganapathi T.B

Executive Vice President & Chief Operating Officer, IMSS



Praveen Kumar Darshankar

Vice President – Legal, Company Secretary and Compliance Officer



Preeti Menon

Senior Vice President & Chief Delivery Officer, PDES



Priya Kanduri

Senior Vice President & CTO, IMSS



Raja Sekher

Executive Vice President & Head – Engineering & Business Excellence



Ramu MR

Vice President & Head of CoE - Digital Process Automation



Sachin Khurana

Senior Vice President & Chief People Officer



Sajith S Kumar

Senior Vice President & Chief Information Officer



Sridhar Mantha

President & CEO - Generative AI Business Services



Sundar Ramaswamy

Senior Vice President & Head of CoE - AI/Analytics



Vijay Bharti

Senior Vice President, CISO, Head-Cyber Security Practice

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