



happiest minds

The Mindful IT Company

Born **Digital** . Born **Agile**

HAPPIEST MINDS
DESIGNED FOR
PERPETUITY



INTEGRATED ANNUAL REPORT 2022



ESG

02-49

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Message from the President



This report elaborates our approach, and the value Happiest Minds has delivered across the continents, even during these unprecedented disruptive times.

Dear Stakeholders,

The disruption caused by the COVID-19 pandemic in FY 2020-21 augmented multiple challenges across the world. Happiest Minds' mission of making our people and customers happiest, enabled us to not only limit the extent of disruption in our operations, but also support the communities we operate in. We quickly adapted to newer ways of working and pioneered innovative solutions for our customers, employees, and communities. Our resolve to emerge stronger by improving our market, operational and financial performance made us realize a remarkable IPO in September 2020. We have demonstrated continuous and industry-leading Y-o-Y sequential revenue growth over each quarter in FY 2021-22.



We quickly adapted to newer ways of working and pioneered innovative solutions for our customers, our teams, and our communities.

In these extremely challenging times due to the pandemic, I would like to share our heartfelt support and solidarity with you and your families. As governments around the globe are implementing measures to contain this public health crisis, we have been taking strict precautions to protect our colleagues and their families, while ensuring uninterrupted customer service and deliverables. Happiest Minds across 7 countries are fully operational with a hybrid work model to establish a robust deliverable system for all our clients.

Continuing its efforts, this year too, Happiest Minds demonstrated relentless commitment to its strategic priorities of achieving customer satisfaction while ensuring the wellbeing of all our stakeholders. This report elaborates our approach, and the value Happiest Minds has delivered across the continents, even during these unprecedented disruptive times.

Extending our efforts towards business continuity, we have implemented business agility to enable the growth and protect the interests of our key stakeholders. We used the pandemic to accelerate our value creation agenda for enhancing the Company's agility and resilience to avail and realize forthcoming opportunities.

Last year, Happiest Minds embarked on a shared vision and published its first edition of the sustainability report with an extensive report on the operational footprint and impact on our operations due to COVID-19 and the measures we have taken to minimize its effect through various initiatives aimed at overall stakeholder wellbeing.

Leading the sustainable journey ahead, I am pleased to place this year's Integrated Annual Report. Our focus is to build and Design for Perpetuity. In line with the core ESG objectives and sustainability spirit,

this year's theme is strongly justified in fulfilling and delivering long-term business sustainability.

Our actions and approach to achieve environmental stewardship include energy and water efficiency, waste management, green services and technologies. Happiest Minds is driven by the spirit of innovation and is continuously focusing on sustainable processes & services.

Building sustainability in the value chain presents an urgent imperative today while sharing our commitment to responsible business practices beyond immediate boundaries.

Happiest Minds strives to actively engage with all key value chain partners on ESG issues through dedicated policies, guidelines, and code of conduct. The engagement aims to enhance sustainability performance through capability building, knowledge sharing and reporting on the six capitals - Financial, Manufactured, Intellectual, Human, Social & Relationship and Natural.

With various ESG initiatives and programmes, we are well positioned for the times ahead. Our emphasis remains on enhancing sales momentum, growing market share, maintaining leadership in sustainable solutions and delivering accretive growth.

I take this opportunity to express my sincere appreciation to all my colleagues and their families for their inspiring contribution amidst this challenging time. I also thank you for your continuing trust, support, and commitment to Happiest Minds.

With warm regards,
Aurobinda Nanda
President - Operations &
Deputy Chief Executive Officer, PES



In line with the core ESG objectives and sustainability spirit, this year's theme is strongly justified in fulfilling and delivering long-term business sustainability.



Sustainability



Our KPIs on ESG, guided by our values help us in this journey of transformation.

Parika Mahajan
Global ESG Lead

FY 22 was dedicated to strengthen our governance, integrate sustainability into our corporate strategy, and intensify our efforts towards social responsibility. It is our commitment and endeavor to incorporate sustainability into our core business decision-making processes.

Happiest Minds is built on sustainable practices and aligns with our vision of designing the company for perpetuity.

We designed and established a sustainability framework that guides us, focuses on investments and drives performance, while engaging with internal and external stakeholders.

Our priorities were identified through a sustainability materiality assessment process. It also helped us identify, calibrate, and define topics for focus. This helped us realign our ESG framework and categorize topics according to their environmental, social, or governance aspects.

Our ESG Policy is the foundation for our journey in Sustainability.

Addressing the impact of our operations across the geographies forms the core of our ESG strategy while transitioning to a low-carbon and judicious resource consumption enterprise. Corporate Governance is an integral part of our vision and therefore,

all our processes and systems are governed by this.

In pursuit of our goals on sustainability, we are in the process of establishing ESG actions based on the Task Force on Climate-related Financial Disclosures (TCFD) and Science Based Targets (SBTi). We believe these outcomes will help us take actions which tackle practices that adversely affect our climate. Our ESG programs and initiatives are designed to incorporate target-based actions assigned to three core pillars of sustainability: economic development, social development, and environmental protection. With proactive collaboration and partnership, these will help drive sustainable transformation.

Our KPIs on environmental, social and governance, guided by our values help us in this journey of transformation while building relationships based on genuine trust with our stakeholders.



Sustainability Framework, Governance and Approach

Happiest Minds' Sustainability framework is derived from Global Reporting Initiative (GRI), Sustainability Accounting Standards Board (SASB) and Task Force on Climate-related Financial Disclosures (TCFD).

Sustainability is embedded into the DNA of our everyday decision-making as a business, not as a separate goal or intention. We share a sense of purpose to grow digitally while being agile that motivates the actions of our workforce. Our teams and partners across seven countries are embedded in our organization worldwide to help and support our businesses embrace sustainable practices, outcomes and reporting.

As a testament to our commitment to the environment, we have constituted a Board-governed ESG policy in 2022, which serves as a framework to understand and manage our environmental risks, impacts and opportunities. To further strengthen our vision and focus on ESG, we have established an Environmental, Social

& Governance (ESG) committee, which is a management level committee comprising senior members across major functions at the Company, chaired by a member of the senior management team. The ESG Committee reports to the Executive Board and the Board of Directors on the Company's ESG strategy and the roadmap to achieve set targets. The ESG Committee also works on improving the Company's ESG disclosures in order to effectively demonstrate our ESG commitment to our stakeholders. The ESG Committee comprises members across different functions and businesses that will help in identifying ESG-related risks and related financial impacts for the Company. ESG Committee meets every quarter to review progress and performance.

Sustainability Snapshot - Stakeholders and UN Sustainable Development Goals (SDGs)

Customers



People



Investors



Alliance Partners



Community & NGOs



Vendors



Clients



Economic Value Created and Distributed

₹ Lacs

Particulars	Fiscal 2021	Fiscal 2022
Revenues (a)	77,341	1,09,365
Other Income (b)	1,999	2,463
Direct Economic Value Generated (c) = (a)+(b)	79,340	1,11,828
Operating Costs	11,858	21,194
Employee Wages & Benefits	45,238	62,000
Payments to Providers of Capital	341	343
Payments to Governments (Total Taxes Paid)	3,527	6,310
Community Investments	75	215
Economic Value Distributed (d)	61,039	90,062
Economic Value Retained (e) = (c) - (d)	18,301	21,766

Climate Risk Management



The climate change risks and opportunities are reviewed at a Board-approved ESG committee level. The climate change risks and opportunities are covered under the 'operational risks' for the Company and are reviewed on a quarterly basis.

The CSR committee of the Board is responsible for overseeing the execution of the Company's CSR policy, including the areas of Environmental Sustainability leading to Climate Action. The committee meets quarterly to track the progress of identified CSR focus areas and the required budgets for all CSR activities including mitigating and building resilience against climate change.

The ESG committee and the CSR committee assess and oversee the activities of climate action as a part of their quarterly meetings. At an operational level, this has been assigned as the responsibility of the Executive Board (EB). Under the guidance of our EB, the President - Operations and Chief Sustainability Officer drives projects to meet the goals related to climate action. These goals are cascaded to various business functions, who look after the identification, implementation, and monitoring of the ESG projects. Different business functions work in

collaboration with the Corporate and Facilities teams. The requirements of projects and progress are provided by the location-specific teams, which is then reported to the Facility Head and the President – Operations / CFO for allocation of funds.

The ESG Committee reports to the Executive Board and Board of Directors on the Company's ESG strategy and the roadmap to achieve set targets to address climate-related issues.

The climate change risks can also cause potential disruptions to our business operations due to natural calamities like floods, cyclones, droughts, epidemics and pandemics, etc. in various geographies where we operate. The ESG Committee is therefore very actively involved in monitoring and managing these climate change related risks and opportunities.

ESG Goals & Objectives

<p>Environmental</p> <ul style="list-style-type: none"> ▪ Achieve carbon neutrality in our operations by 2030 ▪ Establish and drive sustainable power usage & water conservation techniques 	<p>Social</p> <ul style="list-style-type: none"> ▪ Establish volunteering and community involvement programs to cover 20% of our teams ▪ Launch Happiest Minds Foundation by March 2023 ▪ Celebrate our milestone – acts of giving – reach 10 million Akshaya Patra meals by 2028 	<p>Governance</p> <ul style="list-style-type: none"> ▪ Disclosure levels to be in the top 10% of comparable listed companies in India ▪ Establish and drive industry best practices on data governance, privacy and integrity ▪ Drive openness and transparency in disseminating information to all stakeholders 
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Know more about our ESG Policy on https://www.happiestminds.com/investors/policy-documents/ESG%20Policy_May%2005,%202022.pdf

ESG KPIs

 Environmental	 Social	 Governance
<ul style="list-style-type: none"> ▪ Total Diesel Consumption (DG Set & People Commute) ▪ Total Petrol Consumption (Employee Commute) ▪ Energy Consumption (Grid) ▪ Energy Consumption (Solar) ▪ Total Scope 1 Emissions ▪ Total Scope 2 Emissions ▪ Total Scope 3 Emissions ▪ Total Water Consumption ▪ Total Wastewater Generated ▪ Total Wastewater Recycled ▪ Total Waste Generation vs Disposed (All Categories) ▪ Air Quality Parameters (SOx, NOx, PPM, etc.) 	<ul style="list-style-type: none"> ▪ Health & Safety Trainings (Fire Safety, First Aid, Emergency Response Plan) ▪ No. of Mock Drills ▪ No. of Trained Fire Fighters, First Aiders, Rescuers (ERT Members) ▪ Wellness initiatives/trainings ▪ CSR Budget vs Spend ▪ Women Empowerment Initiatives ▪ Voluntary hours spent by Happiest Minds on CSR 	<ul style="list-style-type: none"> ▪ Training on Ethics, Integrity, Bribery Corruption ▪ Training on POSH ▪ Value of fines/penalties imposed on Happiest Minds by regulatory and judicial institutions ▪ Number of meetings/dialogues with minority stakeholders ▪ Cyber security KPIs such as unapproved host ping scans, admin policy violation, security service downtime

Environmental

As a responsible corporate citizen, Happiest Minds strives to respect, protect, and make efforts to restore the environment by utilizing natural and manmade resources in an optimal and responsible manner and ensure the sustainability of resources by reducing, reusing, recycling, and managing waste. We continuously seek to improve environmental performance by adopting and promoting use of energy-efficient and environment-friendly technologies and use of renewable energy in our operations. We shifted most of our IT infrastructure to the cloud to enable all Happiest Minds across geographies working in a hybrid model. We also extended this further to support our customers seamlessly from a remote work environment. This resulted again in considerable savings in terms of power usage at our offices. We adopt measures to conserve energy by using energy-efficient computers and equipment with latest technologies, which would help in conservation of energy.

Some of the steps and practices followed by our Company are:

Rooftop-based Solar Energy Project

India is endowed with vast solar energy potential. About 5,000 trillion kWh per year energy is incident over India's land area with most parts receiving 4-7 kWh per sq.m per day. Solar photovoltaics power can effectively be harnessed providing huge scalability in India. Solar also provides the ability to generate power on a distributed basis and enables rapid capacity addition with short lead times. From an energy security perspective, solar is the most secure of all sources since it is abundantly available. Theoretically, a small fraction of the total incident solar energy (if captured effectively) can meet the entire country's power requirements.



In line with India's Intended Nationally Determined Contributions (INDCs) target to achieve about 40% cumulative electric power installed capacity from non-fossil fuel-based energy resources and to reduce the emission intensity of its GDP by 33% to 35% from 2005 level by 2030, Happiest Minds aims to lead the way in contributing to the country's solar energy target.

A solar power plant of 183 kWp capacity is being installed at our Madivala Campus, Bengaluru to cater to our needs and reduce carbon footprint.

Other Energy Conservation Initiatives include:

- Optimum usage of Air Conditioners throughout our premises by ensuring that there is no cool air leakage
- Usage of LCD monitors (energy efficient) in place of normal CRT monitors
- Turning off lights on all floors when our teams are not working
- Turning off the air conditioners during non-peak hours and on weekends
- Installation of sun film to dissipate heat
- Usage of LED lights for our lighting solution

During the year, we made good progress in harvesting water at all our workspaces in India. We are happy to share with you that all our India centers generate zero effluents. Black water / grey water is treated and reused for gardening and various other purposes within the campuses. We also use treated water to recharge the groundwater thereby contributing to elevating the water table.



Digital Approach – Reduced Paper Consumption and Work-related Travels

A simple way to have a huge impact on the environment is through reducing paper consumption, by turning paper documents into electronic ones and eliminating paper from workflows. A tree can only produce, on an average, 17 reams of paper, and takes a long time to grow. By reducing paper usage, we create a direct impact on reducing the carbon footprint.

Going paperless helps to reduce CO₂ (carbon dioxide) emissions. Turning a single tree into 17 reams of paper results in around 50 tonnes of CO₂ being released into the atmosphere. Additionally, trees also act as huge

carbon sinks and every tree that is not cut down for paper usage is able to absorb CO₂.

We, at Happiest Minds, consciously choose to print only the important documents and avoid unnecessary paper consumption to further reduce the carbon footprint.

At Happiest Minds, we have adopted the '**Born Digital . Born Agile**' approach focused on delivering seamless digital experience and solutions to our customers with end-to-end capabilities spanning the digital lifecycle.

We have also cut down on work-related travel promptly and effectively. In addition to securing the wellbeing of our people, reduced work-related travel also contributes to lesser carbon footprint for Happiest Minds.

Social

Culture of Happiness Evangelism



Sharon S. Rajkumar, PhD
Happiness Evangelist

Happiness is the meaning and the purpose of life, the whole aim and end of human existence, said Aristotle many centuries ago. It all begins with the choice to lead a happier life. For homes, organizations and countries, happiness is prime - especially in these unprecedented times, wellbeing and happiness are significant.

While the pandemic has been tremendously challenging, there have been remarkable stories on human resilience and strength.

At Happiest Minds, we adapted to the new normal seamlessly. We celebrated our 10th milestone from the launch of the Company. As we look back at the last decade and look ahead to the next, there are so many things that we are grateful for – personally and professionally, individually, and collectively. We are grateful to the team, our customers, our investors and shareholders. We have stayed true to our mission of ‘Happiest People . Happiest Customers’. We have reflected the ethos of our logo: “The Happy Person” depicting our Being, our Belonging and our Becoming. We have lived by our SMILES values (Sharing, Mindful, Integrity, Learning, Excellence, Social Responsibility). These have contributed to our vibrant culture. We have led strategically as a

‘Born Digital . Born Agile’ Company and truly lived up to our positioning of being a Mindful IT Company.

‘Happiness Evangelism’ and ‘Mindfulness’ are two sides of the same coin that need investment of time and talent. Your Company provides the enabling functions to internalize and institutionalize these as actionable activities to enable the happiness of our people.

It is believed that happiness influences health. Happy people choose to eat healthy, exercise wisely, sleep adequately and are mindful of their wellbeing. Happiness also benefits our cardiovascular and immune systems; researchers see a direct correlation between psychological wellbeing to ageing and health at the cellular level. Good health also leads to happiness. So, this is a happy cycle. Real happiness is learning to enjoy one’s work, being more grateful and having really positive relationships.

At Happiest Minds, we engage with our team on their wellbeing. Customized programs and initiatives for physical, mental, emotional and financial health were rolled out for our teams, such as the Emotional Intelligence program, Mindful Thinking program,

Digital Wellbeing program, extending online learning platforms to support continual learning, Financial wellness for women, Emotional and mental fitness, online curated learning paths to upskill on various technologies and professional development and much more. With a Happometer internally, every Happiest Mind is open to express their feelings, and we are happy to answer them.

It is a matter of pride for us at Happiest Minds to see the impact we have made on the lives of our people by fostering a sense of purpose, by forming collaborative communities and by fashioning the capacity to make choices.

Programs such as Mindfulness Training, SMILES Shorts, HappiZest – our Wellness initiative, along with a culture of listening through the annual Happiest People Pulse Survey & Customer Happiness Survey, the real-time Happometer, the external Great Place to Work® Survey and Mithra – the Good Samaritan Counselling Program, helps gather feedback and derive action items, to achieve the overarching principle of creating and sustaining a great place to work. Our CSR program, Circle of Happiness, executes a process for leveraging our capabilities, building a social engagement program and contributing to socially relevant causes; d’CARBON (Clean, Assured and Responsible Building of Outcomes towards Neutrality) makes a difference to the environment and aligns corporate values with actions.

People are one of the most important aspects in an organization. Our people are integral to our business and their happiness is of utmost importance. Our systems, policies, and practices are crafted to nurture an open culture, enabling our people to discover their potential and participate in shaping their own work-life experience. This is how we make a difference.

Enabling the happiness of our people.... one person at a time.



Mindfulness

Happiest Minds is the Mindful IT Company that offers:

- The individual, an environment to live in the moment and perform with purpose;
- The customer, a trustworthy partnership, by living our core values; and
- The community, contributions as an empathetic corporate citizen.

The focus is on:

- Being Mindful which involves living in the moment; and
- Doing Mindful which involves perceiving immersively, processing non-judgmentally & performing empathetically.

Being Mindful to the needs of our members by establishing people-centric Practices & Policies has resulted in higher people satisfaction. We have been consistently ranked high in Great Place to Work® Institute and Glassdoor® ratings.



People

Our mission is Happiest People . Happiest Customers. We have frameworks around the same and run annual surveys with our people and our customers.

GPTW Survey

In the Great Place to Work® survey, we have been placed in India's & Asia's Top 100 Best Workplaces List.

	GPTW 2022	GPTW 2021	GPTW 2020
Great Place to Work®	93	92	86
Credibility	90	88	80
Respect	88	86	79
Fairness	87	83	76
Pride	91	89	83
Camaraderie	89	88	85
Trust Index Score	89	87	80
Culture Audit	Not announced yet	Best Cultures 13 Practices	Best Cultures 15 Practices

Glassdoor® Highlights

4.4

Overall Rating

93%

Recommend to a Friend

89%

Business Outlook

79%

Interview Experience

4.4

Culture & Values

4.3

Work-Life Balance

3.8

Benefits

4.4

Diversity & Inclusion

Diversity & Inclusion

We believe Diversity & Inclusion is a journey and not a destination. At Happiest Minds, we strive to ensure that everyone can retain their identity that reflects their cultural experiences and feelings. We believe that no one should be discriminated against because of their differences, such as age, ability, ethnicity, gender, expression, or religion. We remain committed to an inclusive and diverse workplace, where people can be who they are and be their best, professionally, and personally. The 'Happiest Minds Diversity Council' focuses on building and sustaining a strong, diverse, equitable & inclusive culture by implementing new programs and policies, guided by the feedback we receive from members.

Some of the key highlights of the work done so far:

Key Metrics

26%

Organizational Gender Diversity

96%

Resumed Work after Maternity Leave

77.5% Millennials

12% Gen Z

10% Gen X

0.4% Boomers II

0.1% Boomers I

Generational Diversity

40%

Campus Gender Diversity Ratio

161

Availed Paternity Leave

10 Nationalities

Cultural Diversity

4

Persons with Different Abilities



Highlights

Title of Initiative	Description
Inclusive Policies	To make our policies more inclusive, we use gender neutral language
Inclusive JD	To make our job descriptions more inclusive, we use gender neutral language so that we can attract diverse talents
Vaccination Drive	To support the differently abled community, we have collaborated with Samarthanam for COVID Vaccination drives for people with different abilities
Wellness of Women	Collaboration with HappiZest - the wellness team, for a month-long campaign on specific wellness needs of women
Career Fair for Women Hiring	Special Hiring Drive, to increase our Gender Diversity ratio
Aura Learning Circles	A learning platform for the Aura community through webinars, book clubs & interesting articles
Women in Excellence Program	Exclusive Women Leadership Development for Mid Managers covering various elements of Holistic development for leadership roles
Women In Tech	Inspiring Series of Panel Discussions to motivate our Aura members with stories of women leaders: <ul style="list-style-type: none"> ■ Choose to Challenge with Nidhi Gupta (Product Manager, Google) ■ Panel Discussion with Ram Mohan C, Member of Executive Board, President & CEO - IMSS ■ Panel Discussion with Happiest Minds Client Women Leaders across geographies
Workshops & Sensitization Sessions on Diversity & Inclusion	<ul style="list-style-type: none"> ■ We conduct sensitization programs on Diversity and Inclusion which focuses on building skills to enable Happiest Minds leverage the strengths of diverse teams and customers. ■ I for Inclusion is a theater-based Fun learning workshop
Let's Celebrate Diversity	We celebrate diverse cultures through multiple celebrations: <ul style="list-style-type: none"> ■ Independence Day with D&I Team (Diversity Show by Jr. Happiest Minds) ■ Save the Girl Child Day ■ International Mother Language Day ■ Cultural Celebration - Christmas, Eid & Sankranti ■ International Men's Day, International Women's Day
Aura Engagements	Welcome mail to all women members with list of women benefits

Title of Initiative	Description
Supply-side Branding	<ul style="list-style-type: none"> ■ Glassdoor® Page on Diversity ■ Happiest Minds Career Page
Thought Leadership by Leaders	<p>Women leaders bagged multiple recognitions</p> <ul style="list-style-type: none"> ■ Priya Kanduri, VP & CTO - IMSS, Women in Tech Award from Asia Pacific HRM Congress ■ Preeti Menon, SVP & Global Delivery Head - PES, Top 20 Female Cloud Leader in 2021 on Sociable
Recognition in Diversity & Inclusion	<p>Top 50 Best Workplaces for Women (3 consecutive years)</p> <p>Women Leadership Forum of Asia - Best D&I Company of the year</p> <p>Jobs for Her - Top 20 Innovative Diversity Practices for Women Initiatives</p>
Diversity & Inclusion Communication Series	<p>We did a series of communication on:</p> <p>#Diversity & Inclusion as a Business accelerator</p> <p>#Share Load #Share Love</p> <p>#Correct Unequal Homes</p> <p>#Support to Empower</p> <p>#Cultural Diversity #Being different is being powerful!!</p> <p>#More Culture #More Power</p> <p>#Valentine – Appreciate your family</p>
Diversity & Inclusion Summit	<ul style="list-style-type: none"> ■ Day 1 - Inauguration by Sachin Khurana, Chief People Officer, focusing on our goals and vision for the long-term and sharing the glimpse of work done so far ■ Day 2 - Panel Talk by Executive Board (Rajiv Shah, Venkatraman Narayanan, Ram Mohan C, Joseph Anantharaju) on the theme #breakthebias in which they shared some inspiring stories of women leaders in their lives ■ Day 3 - Fun & Engaging Sign language workshop ■ Day 4 - Mr. Jayasankar Oorjja, specialist in hiring differently-abled persons shared his perspective and inspiring stories around employment ■ Day 5 - Session on LGBTQ awareness - Pride@Work: Rainbow Ally by Mr. Rajiv Sharma, Senior Director - People & Culture, Aristocrat India moderated by Sharon Rajkumar, Happiness Evangelist

Women Hiring Drive

 **happiest minds**
The Mindful IT Company
Born Digital . Born Agile




ARE YOU A PASSIONATE TECHNO DIVA?

**THEN
JOIN US!!**


Respect to flexibility,
career development and
an enriched personal life.

www.happiestminds.com





WOMEN IN TECHNOLOGY SERIES


EPISODE 1



CHOOSE TO CHALLENGE

 **29th June, 2021, (Tuesday)**


 **3pm- 4pm IST**




GUEST SPEAKER

NIDHI GUPTA
Sr Product Manager, Google

in conversation with



PRIYA KANDURI
CTO & Vice president – IMSS
Happiest Minds Technologies



#choosetochallenge

Thought Leadership by Women Leaders

How a standardized **#PIMsystem** simplifies a highly complex product data structure for a UK biotech supplier? Hear from **Archana Agarwal, CSM**, Delivery Manager at Pimcore Global Services (A Happiest Minds Company) during Pimcore ...see more

PIMCORE INSPIRE' 21

FREE SESSION

Simplified product data management for UK biotech supplier

DATE
Nov 18

TIME/CET
12:20 pm



Archana Agarwal

PIMCORE
GLOBAL SERVICES
A Happiest Minds Company



Pimcore Inspire 2021 – The Data & Experience Conference - Nov 18 | Hopin

Next week, on the 18th November, "Pimcore Inspire", the global virtual conference is coming up. Pimcore Global Services (A Happiest Minds Company) will be a part of the event; we will present the 'Pimcore Accelerators for enterprises and c ...see more

PIMCORE INSPIRE' 21

FREE SESSION

Pimcore Accelerators for Enterprises and Custom Pre-Sales

DATE **Nov 18** TIME/CET **12:40 pm**

Vandana Singal

PIMCORE
GLOBAL SERVICES
A Happiest Minds Company

PIMCORE
STRATEGIC PARTNER

Pimcore Inspire 2021 | Nov 18, 2021 | Global Virtual Conference
pimcore.com • 1 min read

Formulating the right Testing Approach for Intent Based Networking Systems

[Read Now](#)

Chandralekha Ponraj
Technical Lead
Product Engineering Services

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Diversity & Inclusion Training





I for INCLUSION
BE INCLUSIVE... BE MINDFUL



DIVERSITY & INCLUSION
Happiest Minds Technologies

Have you ever felt Unincluded?	Have you ever been called Biased?	Have you felt Sidelined on not being asked for your opinion?
Do you want to know more about how to manage the above situations?		
Join us for a theatre-based fun-learning workshop where we understand Inclusion & Diversity and learn tools to Manage Unconscious Bias to Build a more inclusive workplace at Happiest Minds.		
Themes covered		
1 Diversity, Equity, Inclusion, Bias	2 Unconscious Bias	3 Managing Unconscious Bias
4 Enabling an Inclusive and Respectful workplace		
This workshop is for Happiest Minds in competencies C5 to C8		
@Happiest Minds Technologies. 2021		#ForInclusion #DandI

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INTERNATIONAL MEN'S DAY 2021
NOVEMBER 19

We asked Happiest Minds what is the one thing that they want their sons to learn this Men's Day

LOVE
Let your behavior with spouse shape the values for your kids!!
Rohit Mathur & his son

Share the chores, gender is not an excuse.
Boys do cry, embrace every emotion.
Amruta Kauthekar & her son Nishad.

The first step towards inclusiveness is to accept the world is not equitable, awareness & conscious efforts are needed from everyone to progress in this direction.

Help others
Sachin Khurana & his son

Ons day, every son will follow his father's deeds & not his advice. With this in mind, as a parent I try to demonstrate and inculcate the following in my son.
Value of true relationships:
Sripad Raj & his son

Unconditional love... across generations... learning continues... the legacy endures...
Sharon Andrew, her son & grandson

Together we learn and enjoy, be it sun or rain
Ajay & his sons

Learn to treat all fellow living beings equally, despite obvious differences. Respect variety and learn from each other.
Meenakshi KC & her son

Treat everyone with respect and share with everyone
Vandana Jha & her son

Rewards & Recognitions

Service Smilestones

Our work anniversaries are called as SMILESTONES; these are celebrated with the Happiest Mind by sharing a video testimonial from their colleagues. To make the event memorable, we also gift them customized experience boxes.

Gratitude Story

To cultivate a culture of gratitude in Happiest Minds, we have encouraged our members to share their personal gratitude stories. One gratitude story is published every month covering members from all BU's.

RnR Awards

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

HappiZest Advantage

Tie-up with Vantage Circle for rewards redemption across all geos. Intended to create an experience for all members with multiple options on perks & redemption. 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.

iAppreciate

i-Appreciate is a portal where Happiest Minds can appreciate or show expressions of gratitude to colleagues. In FY22, 11,500 appreciations were sent and received.

Culture of Gratitude

Gratitude is a ritual at your Company. Leadership or Team meetings start with an expression of gratitude. We believe that being grateful for the many things we have received increases our set point for happiness. Research has also validated this. At Happiest Minds, all

meetings commence with spending some time, expressing gratitude or silently being grateful.

Gratitude Week

1. Let's App (Let us Appreciate)

Happiest Minds showcased their experiences of grateful moments in different forms (video, photo, art, craft, drawing & painting etc.).

2. Reflections of Gratitude (#amgratefulfor #gratitudeshowcase)

First ever gamified gratitude leaderboard to encourage participation & to spread the culture of appreciation & gratitude. In the history of Happiest Minds, Gratitude Week has embarked upon a milestone by achieving:

- 943 appreciations sent to 3,000+ people over 7 days
- 5,500+ iAppreciate messages sent by 880+ people



Benefits

Leave Donation: The Leave Donation Program is a voluntary program where Happiest Minds donate their leaves to help their colleagues who need them the most. It also provides a provision to avail additional paid leave, from the leave pool, to people undergoing critical illness.

COVID Leave: Provisioning of paid leave for people testing COVID positive and under treatment/quarantine. Option to avail paid leave for hospitalization, home quarantine and family care.

Salary Advance Policy: Salary advance is given to help members to cover their immediate financial requirement.

Compassionate Loan: A loan amount is provided to all Happiest Minds to support them during financial needs. Members will have the option to repay this amount up to 10 installments.

Sabbatical Leave: Members have an option to avail long leave or take a temporary break from work up to one year at a stretch for higher studies or for medical reason.

Medical Leave: All Happiest Minds are eligible for paid leaves for medical situations that need hospitalization. The entire medical leave is credited at the time of joining or beginning of the year.

Crèche Facility: Tie-ups at discounted rates with Klay, Feather Touch and Jumbo kids to provide crèche facility for the members with young children. Additionally, we will also offer a company co-paid amount.

Hospitals Tie-up: Tie-ups with well-known hospitals like (Narayana Hrudayalaya, Fortis, Apollo Spectra, Apollo Fertility, Cradle & Motherhood) for emergencies.

Flexi Working: Members have the option to work only during the core working hours at office and the rest at home. We have also introduced the hybrid work model, members may avail the same and work from office for 3 days & rest from home.

Childbirth Gift: A gift set to welcome a new born into the Happiest Minds family.

- Plant a Tree on behalf of the newborn: With the support of an NGO, we will plant a tree as a small step towards creating a greener, sustainable & happier tomorrow for our future generation
- 12 leaflets with different seeds in the calendar for creating and cherishing a living kitchen garden and make every month of the first memorable
- Best wishes certificate from Happiest Minds Leadership
- In addition, a Gift Voucher is sent to the parents

24x7 Doctor Consultation: Free online Doctor Consultation for members and families.

Referral Bonus: Referral Bonus when the referred candidate completes 3 months post joining.

Business Referral Bonus: Contribution to the growth of the Company by bringing in more business prospects will be eligible for bonus.

Care & Compassionate Contribution Scheme: We have launched the Care & Compassionate Contribution Scheme, which provides benefits to the beneficiaries of Happiest Minds during the difficult time of loss of life or a medical condition which requires extended treatment & goes beyond insurance coverage.

Care & Compassionate Contribution Scheme Benefits

- Continuity of salary upto two years or more
- Support extended to dependent parents
- Employment opportunity with the Company or employability training support
- Children Education Support upto graduation
- Continuation of Medical Insurance Coverage
- Continuation of Parent Medical Insurance Cover for next five years
- Immediate Cash assistance and loan/ advances waiver
- Discretionary support for persons who have ongoing medical treatment not covered by medical insurance

Cult.fit Live Corporate Subscription: We have a tie-up with Cult to offer our members highly discounted live fitness session.

Exclusive Voluntary COVID Insurance Policy: Voluntary and exclusive COVID insurance plan for Happiest Minds and their family. Inclusion of partners, onsite, & support staff.

Group Accident Insurance Coverage: Enhancement in coverage limits for certain groups to align as per market standards.

Group Life Insurance Coverage: Enhancement in coverage limits for certain groups to align as per market standards.

Voluntary Life Insurance Coverage: A program to top-up GTL voluntarily for self during the policy period. This gives the flexibility to the members to go for higher life insurance coverage to their family.



Gratitude

Expressing Gratitude is ingrained in our culture. Leadership or Team meetings start with an expression of gratitude. We believe that being grateful for the many things we have received increases our set point for happiness. Research has also validated this. At Happiest Minds, all meetings commence with spending some time expressing gratitude or silently being grateful. We institutionalize gratitude as a ritual by encouraging our people to freely use SMILES Cards which are placed at the reception in all our three facilities. We encourage Happiest Minds to use these for colleagues, family, and friends so that this ritual will cascade and have far-reaching benefits for a kind, compassionate and happy society. We also encourage our people to use the iAPPRECIATE Portal to appreciate or thank a colleague.

- **Go Gratitude:** A note of gratitude is sent to the family of the Happiest Mind to say how happy we are that they are one of our valued Happiest Mind and that we are very proud of and grateful to their contribution to the Company
- **Say It With SMILES:** The SMILES Card is used to reach out to fellow Happiest Minds, family, and friends. It is used to express gratitude, to acknowledge, appreciate, recognize, heal, forgive... The Way to Be Happy is to make others Happy, for happiness is itself a kind of gratitude

Work-from-Home Support during the Pandemic

The Internal First Responder team, BU People Practice, respective managers and team members support the affected members in many ways, including financial support, insurance, logistics, hospital admission procedures, counseling, and medical leaves for the recovery period.



Policies and Benefits

- COVID leaves for Happiest Minds
- Voluntary COVID Policy with minimal premium, to cover the member and family
- 1,000 members touched by Mithra – The Good Samaritan Program
- Financial support with loans/salary advances for the pandemic
- VSafe – Vaccination Tracking System



COVID Support

- Internal First Responder Team providing real-time support
- COVID Microsite for real-time information related to new guidelines by Govt, Precautions, Internal Responder team contacts, Organization communication
- Effective work-from-home guidelines and Back to office plans
- Medical Tele-consultation for Happiest Minds and family members who are infected with SARS-COV2
- COVID Task Force, Internal First Responder Teams supporting members in need
- Support given to travelers returning from other Geos
- Higher team connect, Leadership touchpoints
- COVID Tracker
- Back-up team members / managers



Succession Planning

We have a systematic approach to ensuring leadership continuity within an organization by recruiting and/or encouraging individual Happiest Minds to grow and take up key leadership roles. It is important to ensure that succession planning is closely tied to our long-term business strategy and goals. As a process, we engage with our executive and senior leaders and clearly define the development of key talent and ensure that the successor understands his/her role in the process and knows what is expected of them. We do a Talent Risk assessment at regular intervals and make required interventions in time.

Wellness Programs (HappiZest)



Happiest Minds' philosophy is simple. Happiest People lead to Happiest Customers. We see people as an integral part of our business and their happiness is of utmost importance. Aligned with the philosophy of Happiest Minds, the wellbeing of our teams has been an important element of the culture of Happiest Minds. The Happiest Minds' Wellness Program constitutes the 7Ws of Physical Wellness, Spiritual Wellness, Intellectual Wellness, Professional Wellness, Social Wellness, Emotional Wellness and Environmental Wellness. These are nurtured by aligning activities, logistics, facilities, and the expertise of the organization through an array of Wellness schemes and initiatives.

Our systems, policies, and practices are crafted to foster an open culture, enabling our people to discover their potential and participate in shaping their own work-life experience. This is how we make a difference.

Though happiness is a very personal emotion, we believe that it is the organization's responsibility to create enabling conditions for a person to be happy.

It is important for Happiest Minds to focus on the wellbeing of people to live up to our mission. Happiest Minds believes that the key factor of our successful wellness programs is to incorporate health & wellbeing into our culture. There are a varied range of initiatives launched under wellness which are conceptualized and designed to create awareness, enabling people to act and ultimately taking ownership of their own transformation.

There has been a wholehearted commitment from Happiest Minds, the Company to enable its members to take care of their wellbeing. This reflects in

leadership involvement and participation in adoption of key initiatives, enhanced budget year-on-year, maturity in wellness schemes, better scores and ranking in external and internal people surveys, overwhelming testimonials from our teams on the impact in their professional and personal lives.

Happiest Minds Wellness program is branded as – HappiZest. Our motto is "Experience the joy of living". The name has been derived based on the internal naming contest for all members. We further created a HappiZest Council who are responsible for driving the wellness program at Happiest Minds.

The HappiZest Council comprises members across all levels, location, age groups and business who are actively engaged in conceptualizing and driving the key wellness charter for Happiest Minds. The Council defines the annual wellness objectives and agenda based on the feedback received from people through various sources/surveys, organization's focus on people's wellbeing, analytics of assessments and evolving wellness market practices and benchmarks. Periodic dashboard on wellness initiatives and its impact, participation and feedback is also shared with the leadership.

All the HappiZest initiatives have an in-built feedback loop which is a very strong source for us to reflect and redesign any element of wellness which needs attention or improvement. We also conduct periodic and varied health assessments of our people, which helps in determining overall interest and needs of our people and develop wellness initiatives to cater that.

Participation

We have organized 90+ wellness events/activities in FY22, where 4,000+ Happiest Minds have participated and provided an average feedback rating of 4.7 (out of 5)

Theme-Based Wellness Events

To set the rhythm & expectation for members, we have planned & implemented the theme-based wellness interventions on a monthly basis – the examples include parenting, Digital detox, self-care, wellness for women, hobbying, oral health & sleep.

Exclusive Expert Driven Webinars/Talk Shows

Experienced subject matter experts provided their insights on various wellness topics to our members. Initiatives under this includes programs like Laughter Yoga by Dr Madan Kataria (Laughter Yoga Guru), Tai Chi by Seefar, Parenting sessions by Parvarish, Cardiac Health session by Dr Srinivas B V from Fortis Hospitals, Ergonomics Awareness Session by Dr. Sitaraman Sundaresan & Dr. Gayathri Mahalingam.

Sponsored Wellness Programs

These are key interventions which have high potential to change people's lifestyle and enhance productivity of people. The key critical programs under this includes 24x7 Doctor Tele Consultation, Ergonomics Consultation, Virtual / Gamified Fitness challenges.

Emotional / Mental Wellbeing -

a. Good Samaritan - Mithra – our Good Samaritan program facilitates a culture of listening along with the various surveys that we run - measures happiness and our annual Dipstick of the Support Functions. The Good Samaritan Program consists of a team of volunteers who are committed to counsel Happiest Minds and be

available to listen to them, in safety, acceptance and confidentiality. During the fiscal, FY22, Team Mithra has been able to provide emotional and counselling support to over 1,000 Happiest Minds.

MITHRA is a team of Happiest Minds' Volunteers who have committed to be available to listen, to help deal with whatever it is that one is going through. They are available to take calls or respond to mails 24x7, to help one process whatever it is that they are going through, in safety, acceptance and confidentiality.

- b. Mindfulness Training** - Our tagline 'The Mindful IT Company' differentiates us. To us Mindfulness is not just Being Mindful – being in the moment but also Doing Mindful - perceiving situations immersively, processing it non-judgmentally without biases or filters and performing empathetically. Nearly 81% of Happiest Minds have undergone Mindfulness Training.
- c. SilverOak** - We have joined hands with SilverOak EWAP services & launched one of the key initiatives of this year – 'Mithra for Wellbeing' program, which is an extension to our in-house counselling program. This is a unique program which provides a holistic approach to the emotional wellbeing of all Happiest Minds. Using this, all our members have free access to 24x7 counselling, Online Cognitive Behavioral Therapy, 8-week **Online Resilience** program – SCO (Stress Control Online), Mindfulness Application & self-help tools.
- d. Hobbying Workshops** - To bring the hidden passion and talents of our members & to tap those talents, we have created this hobbying

series. Mutual interests can be a great way to get the members to spend time together outside of work. Hobbies give them time to decompress and rejuvenate by doing something they enjoy. We have identified some common hobbies & interests and created intranet hobby communities, where few interested members have volunteered to be the admin of the communities and ran some engaging contests on a monthly basis. A collaborated session where our members or their family including children, with expertise in any arts/crafts/hobby conducted workshops on arts and crafts, ranging from Origami, Painting, Doodling, Mandala Art.

Physical Wellbeing

HappiZest believes that physical health is very important for our members and it is positively correlated with higher levels of concentration, increased mental stamina, reduced levels of stress, improved learning, sharper memory, and improved levels of focus and creativity. We have brought this habit into practice by introducing annual subscription plan to fitness application at a heavily discounted rate & also by creating fun engaging fitness challenges.

Doctor 24x7 - A tele consultation application that allows patients to connect with doctors from the convenience of their physical location over a phone call for 11 free categories.

Cure.fit - A curation of interactive online classes brought to all members from the best of trainers and celebrities. We have joined hands with Cure.Fit and provided our members a corporate annual plan with a heavy discount.

Family Wellbeing

Family is an integral part of existence and journey of an individual. Family plays a crucial role in achieving holistic well being of individual. Hence, we have a dedicated focus on parenting and extension of programs to family and children to make the programs inclusive and cater to extended Happiest Minds family. Key initiatives involves parenting related workshops, collaboration by parents within Happiest Minds on parenting during lockdown focused workshop for kids around hobbies, learning and technical awareness, awareness session for kids on cyber security. Panel discussion with parents, medical insurance coverage for family members, voluntary life insurance coverage for spouse, exclusive COVID insurance policy for self and family.

Wellness for Women

HappiZest noticed that women Happiest Minds have unique physical and psychological concerns & needs as compared to men. We have prioritized Health and Wellness related programs and focused on the needs of women which helped us to retain the best female talent for long and drive business growth. We have taken the approach to establish gender-specific corporate wellness programs to widen the understanding of what is required to help women Happiest Minds.

As part of Wellness for Women, the HappiZest team has organized many wellness activities for Aura members of Happiest Minds such as Dress up for yourself, Webinar on PCOD, PCOS, Awareness on Sustainable menstruation, Breastfeeding awareness week.

Thursday Techies

During these unprecedented times, kids are locked inside homes without any engagement. During the summer holidays, to keep them engaged & to teach them something useful, HappiZest has planned technology related workshop for kids. Under this series, we have organized HTML & CSS workshops for kids & also cyber security webinars. The Thursday Techies series was launched with a simple philosophy – “For Jr. Happiest Minds, by Jr. Happiest Minds” where a few Jr. Happiest Minds have volunteered to take basic coding workshops.

We have encouraged participation, by keeping these webinars during summer holidays & also we have ensured these workshops are engaging & entertaining for the kids.

Ergonomic Care

- a. **Ergonomic Consultations** - Considering the pandemic, virtual free one-on-one video Ergonomic doctor consultations were organized on a monthly basis.

- b. **Ergonomic Chairs** at discounted rates to eliminate the most common physical issues related to Ergo, we have facilitated the members in buying Ergonomic chairs at a discounted price.

Hospital Tie-ups

Exclusive discounts for Happiest Minds & their families with hospitals pan India like Fortis, Narayana Health, Apollo Spectra, Apollo Fertility, Apollo Cradle, Motherhood hospitals.

Sharing Transformation Stories to inspire others

On a monthly basis, we would encourage our members to share their transformational stories (on weight loss, disease management, emotional wellbeing, financial management etc.) to motivate other members.



MITHRA - The Good Samaritan Program

We truly live in uncertain, complex, and ambiguous times, and the recent changes in the environment are a perfect example of this. There are times in our personal and professional lives when the pressures and the anxieties of life and living, uncertainties & constant changes and need to adapt to those changes, place enormous stress on us, and takes its toll. During these times, it is important to find someone trustworthy to talk to, someone with a sympathetic, listening ear. MITHRA – The Good Samaritan Program is precisely for that purpose.

MITHRA

– The Good Samaritan Program

MITHRA is a team of Happiest Minds' Volunteers who have committed to be available to listen, to help you deal with whatever it is that one is going through.

They are available to take calls or respond to mails 24/7, to help one process whatever it is that they are going through, in safety, acceptance and confidentiality.

**In FY22,
Team Mithra
has connected
with over 1,000
Happiest Minds**



Mindfulness Training in FY22

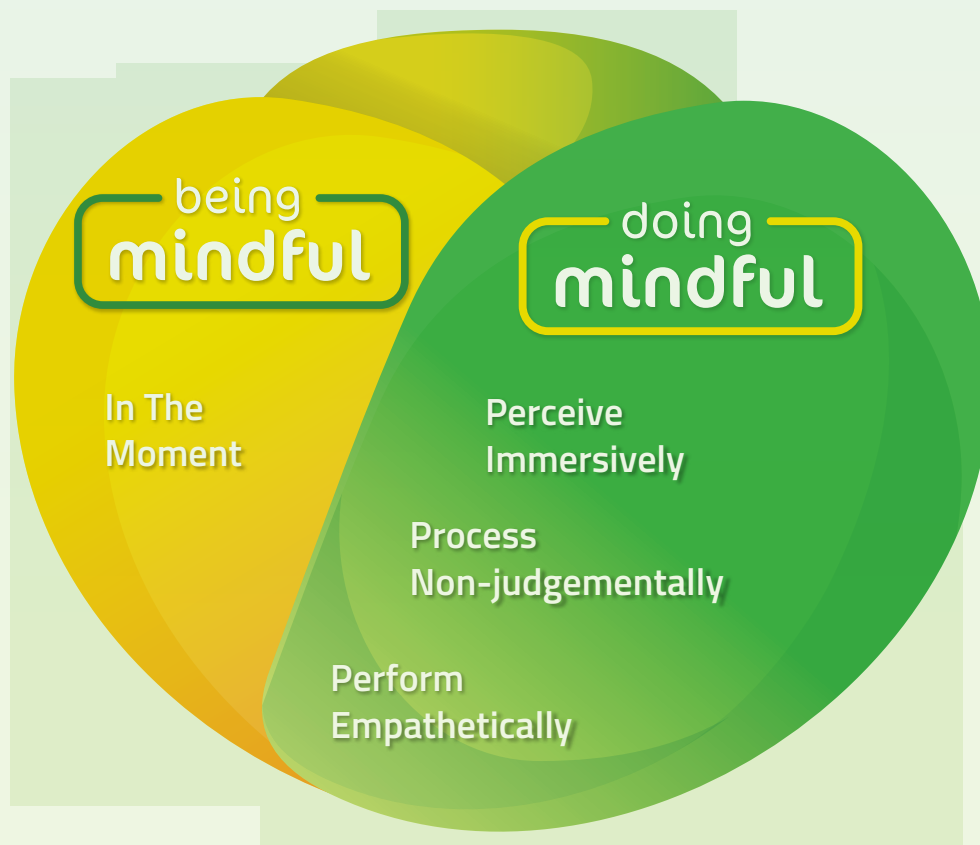
14 sessions
1,613
covered in FY22

Total
5,262
Happiest Minds till date

81%
Coverage

Sessions for

- * Students who have been given an offer to join the Company
- * Happiest Minds' Customers
- * BIM Alumni Association



Circle of Happiness

Happiness comes from giving, not getting. If we try to bring happiness to others, we cannot stop it from coming to us also. To get joy, we must give it, and to keep joy, we must scatter it. - John Templeton

Social Responsibility is a core value of Happiest Minds. It is also one of our vision statements where we have set out to “be a leader in integrating social responsibility initiatives with core business operations”.



Our CSR initiative, called the Circle of Happiness:

- Establishes volunteering & community involvement
- Celebrates our important milestones with acts of giving
- Executes a process for leveraging our capabilities and contribute to socially relevant causes, and builds a social engagement program that enables us to engage with clients & partners and make a difference to society and the environment
- A core team anchors this program, defines its charter at a granular level, interfaces with social organizations and coordinates volunteer activities

INTERNATIONAL DAY OF HAPPINESS
 14th Mar to 21st Mar 2022

15 th MARCH		Be kind & Spread Kindness An activity on a Random Act of Kindness
Be Wise A Fun Quiz on the International Day of Happiness		 16th MARCH
17 th MARCH		Keep Calm and Laugh ON! Laughter Yoga Session
Random Acts of Kindness Famous Personalities' Real-life Stories		 21st MARCH

International Day of Happiness was celebrated in March with the theme:
Be Kind. Be Calm. Be Wise.

Some of our CSR initiatives in FY22 were:



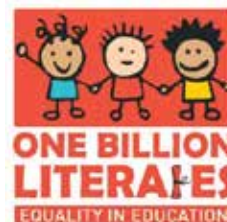
Contribution towards meals to Akshaya Patra Foundation in FY22 - 1.28 million meals totaling ₹ 1,22,89,576; total meals till date 4.04 million (₹ 2,55,73,374)



₹1 Crore to Sri Jayadeva Institute of Cardiovascular Sciences and Research for a molecular testing lab and 3 ICU Ventilator Beds



₹ 5 Lacs to Bangalore West Lions Super Specialty Eye Hospital, (a Non-Profit unit of the Lions Club of Bangalore West Trust) towards their program for early detection & treatment of blindness due to diabetes & its complications



JEEVARATHNI

Participation in Daan Utsav program, where 775 wishes were fulfilled through contributions of ₹ 7,69,390 by Team Happiest Minds. The NGO beneficiaries were: Baale Mane, Balajothi Centre for the Disabled, One Billion Literates Foundation & Jeevarathni Foundation

In FY22, the total contribution for CSR initiatives was ₹ 2,35,58,966, of which Company contribution was ₹ 2,15,00,000 and the team's contribution was ₹ 20,58,966.

Learning and Development



Learning and Development at Happiest Minds is a continuous process of creating value through a learning culture which is agile, creative, collaborative and technologically advanced in alignment with business and organizational goals

Key Highlights

Multiskilling Initiative

1,885 Happiest Minds covered as part of cross-skilling/multiskilling initiative across the BUs. 338 Happiest Minds deployed in the projects across BUs based on training of new skills. The additional skill base is enabling BUs to identify new opportunities, enhance current project work and increase efficiency.

Dotnet Full Stack	DevOps	Cloud Boot Camp, AWS DevOps, Azure DevOps, Networking	AI Fundamentals & Deep Learning
Angular 10	Cyber Security related trainings – Thycotic, CyberArk, QRADAR,	Azure DW, Modernization, Programming experts	AWS ELB, Cognito, Microservices
Cloud related trainings – AWS IoT, Azure IoT, Azure API Management etc.	Advance SOC Analyst	DataBricks	DDR4 Basics
SAP Hybris	ITIL Foundation	Kafka	JS Full Stack

Niche Skills Program

A learning initiative to identify and create an internal pool for niche skills that is currently in demand or is going to be the future skills. **36** Programs conducted for skills which are not readily available in the market and **448** Happiest Minds covered as part of the various programs.

Top Skills

- ServiceNow
- SAP HYBRIS
- AI@ Scale
- Reinforcement learning
- AWS & Azure DevOps
- Vue.js & Golang
- Labware LIMS

Happiest Minds Architect Academy Program

As part of our Talent strategy, a customized industry standard Architect program rolled out in FY22. 26 Happiest Minds aspiring to become future Architects completed the structured learning path and are being groomed for future projects opportunities.

D-Hub @Happiest Minds

D-Hub is a Domain learning initiative providing a framework to gain insights and expertise into various Business domains. Program curriculum design and roll out completed for two domains Retail and CPG.

Campus Programs

Collaboration with internal stakeholders for curriculum design, content creation and program launch planning. Also, as part of pre-joining engagement programs Tech Mind series, Quiz and fun events rolled out to the participants.

Role Transition Programs

IMPACT @Happiest Minds is a customized program for our new Managers who are taking the first step into managerial positions. The program focuses on building key skills on planning, delegating, managing, decision-making. Also, the program covers aspects of emotional intelligence, awareness of personality styles and communication skills empowering them to become confident managers. 60 first-time managers have completed the program in FY22.

Professional Development Programs

Competency based professional development programs focuses on people skills & personality attributes to enhance an individual's self-awareness, interpersonal skills, communication skills, social skills, job performance skills, character traits, managerial skills and leadership skills.

Soft Skills/Behavioral Programs

- Business Communication Skills
- Presentation Skills
- Customer Centricity
- Collaborating Across Cultures

Manager and Leadership Development Programs

- IMPACT Program for First Time Managers
- Ananta Values Leadership Program
- Building Leadership Muscle Program
- Interviewing Skills Program



Key Metrics

326

Total Programs completed

1,18,325

Total Training Hours
(excluding mandatory programs)

32

Training hours per Happiest Mind
(excluding mandatory programs)

8,512

Campus training hours

117 trainers facilitated
209 courses

Internal trainer pool

24

Trainings & Certifications

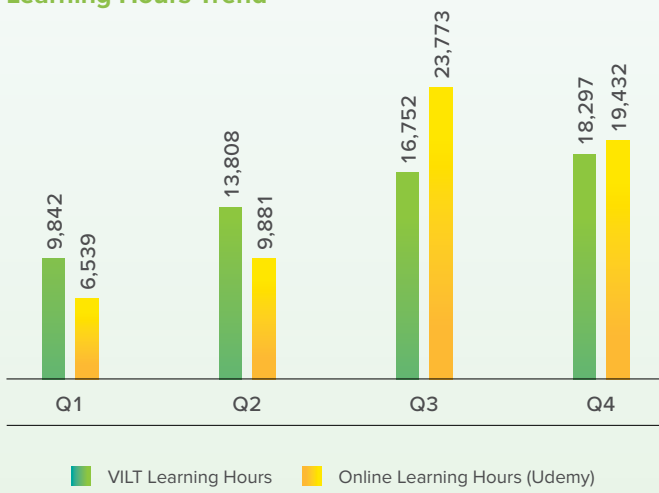
Training Hours Overview

Mandatory Programs	Professional Development Programs	Tech Talks	Technical
6,004	1,252	2,158	5,070

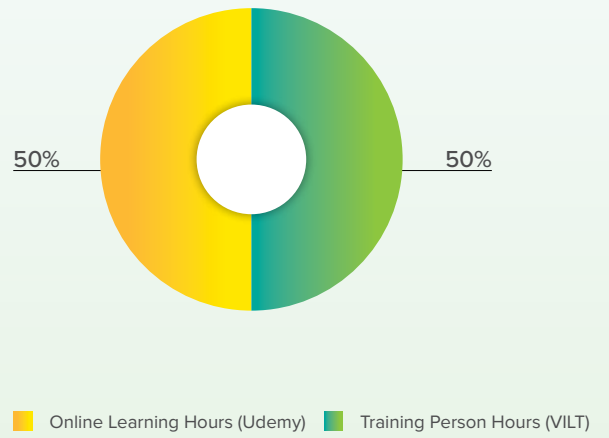
Happiest Minds Covered in Training (VILT)

BU	FY21		FY22	
	Online Learning Hours (Udemy)	Training Person Hours (VILT)	Online Learning Hours (Udemy)	Training Person Hours (VILT)
Total	37,625	35,081	58,699	59,625

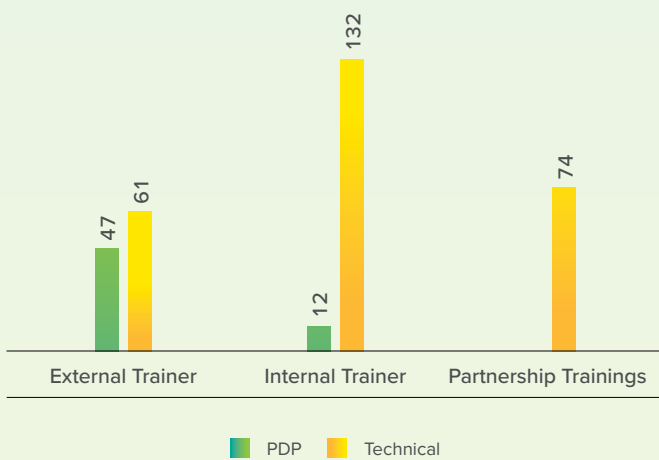
Learning Hours Trend



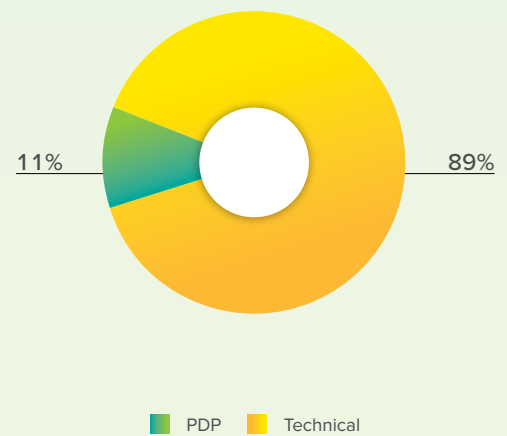
Learning Hours (Udemy & VILT)



Trainings Completed



Training Hours



Talent Acquisition



Talent Acquisition (TA) is an AI-enabled, analytics-driven function with agility in decision-making. The core theme that makes Happiest Minds an employer of choice is a differentiated hiring process focused on a superior candidate experience and future skills.

Over the last 4 years, **the overall Turnaround Time (TAT) has been consistently maintained at 51 days.**

Recognition:

Happiest Minds was awarded the Times Ascent – Global HR Award – 2021 for Innovation in Recruitment.

Differentiated hiring processes through various modes have ensured that scalability is always the prime focus:

- Majority of the interviews are conducted virtually which have helped reduce the TAT
- Engaging external interview panels to cater to volume-based hiring
- Limiting interviews to only 2 levels for certain skills/function with a focus on hiring based on potential and not just performance
- Routine meetings with respective stakeholders within the business to address any calibrations required on either toning down on expectations (skills) or mapping of relevant salary stack as per market trends
- Active involvement of project & client panels in engaging with short-listed candidates as part of post-offer engagement
- Panels being more diligent on interview etiquettes to ensure better candidate experience
- Market mapping of target companies & cross-mapping of interviewed candidates for relevant customer accounts
- Working with local vendors in specific geographies for global engagement hiring initiatives

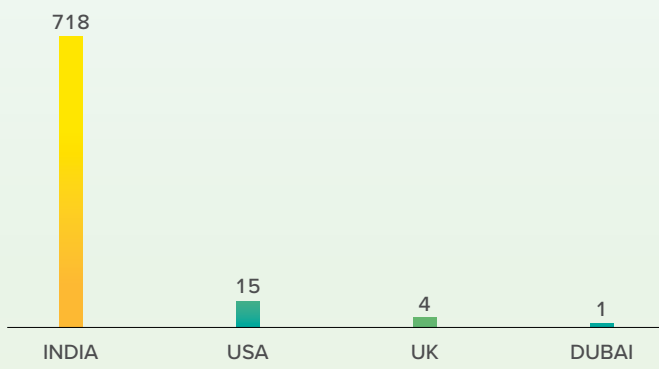
TA has consistently delivered exceeding results in alignment with business goals.

Happiest Minds is an Equal Employment Opportunity Company

We are an equal employment opportunity provider and as part of our Equal Opportunity Policy, we provide equal opportunities at all levels of employment without discrimination on grounds of race, ethnicity, nationality, gender, language, age, sexual orientation, religion, marital status, socio-economic status or special ability.

During the fiscal year, **we hired 738 women.**

Geo-wise and employment-type split of recruitment is as follows:



Our hiring diversity ratio for the year currently stands at 27%, compared to FY21 which was 24.5%. We have undertaken various measures to increase workplace diversity, such as:

- **Hiring:** Each BU works on the D&I target assigned through hiring drives, hackathons, 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
- **Leadership Hiring:** The TA team is mandated to specifically consider the diversity route for leadership hiring apart from the campaigns for lateral hiring
- **Referral Policy:** We encourage any referrer by paying 5% extra for each woman joiner referred by the team
- **Boomerang Policy:** We encourage - Happiest Minds Alumni to return to us. The process has minimum interview rounds
- **Awareness Session:** Constant awareness sessions are done to encourage leaders and managers to hire more women and ensure a diverse workforce
- **Retention:** Connect with Happiest Minds who have resigned to see what could be done to retain them
- **Geo-wise Vendor Alignments:** Increased outreach to vendors specialized in diversity hiring

Key Initiatives Undertaken for Suppliers

In order to compete effectively and survive in the global market, we must maintain and build relationships with a capable and competent network of suppliers and extract maximum value through such relationships. To create and maintain such a network and to improve capabilities that are necessary to meet its increasing competitive challenges, we engage in Supplier Development Initiatives to improve the performance of supply base both pro-reactively and strategically.

Our Supplier Development initiatives focuses on following areas:

- Continuous Improvement of Strategic Supply Base
- Materials Management Competency
- Supplier Risk Management
- On-Site Supplier Assessment

Key initiatives undertaken for the suppliers in FY21-22 are:

- Engaging with suppliers to cut down the lead time.
- Negotiating with suppliers for AMC on Product warranty.
- Liaisoning with Government Bodies for smooth functioning of all Happiest Minds Office Spaces

Value Chain Management

We believe that a holistic approach as well as responsible and informed choices can lead to solutions that are sustainable. Our actions and approach to achieve environmental stewardship include energy and water efficiency, waste management, and green services. Happiest Minds is driven by the spirit of innovation and is continuously focusing upon sustainable processes & services.

Building sustainability in the value-chain presents an urgent imperative today. Leading corporations across the world are extending their commitment to responsible business practices beyond their immediate boundaries.

Happiest Minds is actively engaging with their value chain partners on ESG issues through dedicated policies, guidelines, and code of conduct. The engagement aims to go beyond audits and assessments and focuses on supporting value chain partners in enhancing their sustainability performance through capability building and knowledge sharing. In addition to working with vendors, we are also focusing on sourcing materials and engaging the services that are sustainable and conflict-free in nature.

Local Procurement

We have established procurement processes based on the principles of sustainability. Sustainable procurement is a process through which we meet our needs for goods, services, works and utilities in a way that achieves value for money on a whole life basis in terms of generating benefits not only to the Company, but also to society and the local economy, whilst minimizing damage to the environment.

Embedding sustainability into procurement supports our objectives as set out in relevant policies and strategies and is adapted to reflect the nature of the contract.

Many sustainability benefits can be achieved through supplier engagement before the procurement process begins which is essential to allow the market to understand and prepare their RFP response.

One of the key ESG objectives is to mobilize procurement to deliver local priorities. This highlights the delivery of social value and sustainable procurement, including economic, social, and environmental outcomes, such as:

- Creating new businesses, new jobs, and new skills in the local boundaries
- Improving supplier diversity, innovation, and resilience
- Tackling climate change and reducing waste



Governance

Ethical Practices

Happiest Minds is committed to conducting its business in accordance with the applicable laws, rules, and regulations with highest standards of business ethics, integrity, environmental responsibility, and social responsibility.

To implement the Value Chain Sustainability Framework, Vendor's Code of Conduct has been established and communicated to all the vendors. This Code is intended to define non-negotiable minimum standards of business conduct that Happiest Minds expect its Vendors to respect and adhere to. This includes compliance

with the laws of land and adherence to well-established ESG principles and standards such as National Guidelines on Responsible Business Conduct (NGRBC), the UN's Universal Declaration of Human Rights and the conventions of the International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work and ILO's Basic Terms and Conditions of Employment.

While Vendors are expected to self-monitor and demonstrate their compliance with this Code, Happiest Minds reserve its right to audit Vendors

or inspect Vendors' facilities to confirm compliance. This Code is an integral part of Happiest Minds' contract or agreement with its Vendors.

The requirements under the Happiest Minds' Vendor's Code of Conduct focuses on Freedom of employment and association, The eradication of child labor, safe and hygienic working conditions, appropriate pay and working hours, humane and non-discriminatory treatment, anti-bribery and corruption, and environmental awareness.



Data Privacy and Freedom of Expression

1. Happiest Minds has conducted detailed assessment of our internal processes to comply with Privacy regulation like GDPR. Data flow maps are developed and evaluated for each function/business process to identify the overall lifecycle of the collected data, privacy risk is assessed and mitigation measure and controls are deployed accordingly. Some of the key policies/practices implemented include:

1a. Awareness (Article 39): Annual information security awareness sessions

1b. Review and Update Privacy Notices (Article 19): The current privacy policy is updated as per the GDPR requirement. The same has been published in the Happiest Minds website.

1c. Appoint or Hire a Data Protection Officer (Article 37): In-house Full-time DPO has been appointed.

1d. Evaluate Data Retention Procedures (Article 12): Data retention policy is in place and timeline of data retention is mentioned by different process owners.

1e. Conduct a Privacy Impact Assessment (PIA) or DPIA (Article 35): DPIA was conducted when the GDPR was implemented identifying various PII data and its respective controls and owners. Annual audit is conducted to verify the DPIA.

1f. Establish Contracts with Third-Party Processors (Article 28, 46): Happiest Minds has modified the contracts to ensure that all third parties have adequate data protection measures and procedures in place. Annual privacy risk reviews are conducted for the identified critical vendors.

1g. Implement Procedures for Prompt Mandatory Notification (Article 33, 34): We have procedure in place to ensure that breaches are reported to regulators within 72 hours of the Company becoming aware of the breach. If notification occurs later than 72 hours after we become aware of a breach, eventual notice is accompanied by an explanation for the delay. DPO manages and oversees the activities.



Data Security and Privacy Policies

Information Security and Privacy Policies and Procedures: We have well-defined and implemented information security and data protection policies and procedures (as per ISO 27001 and ISO 27701 framework). Policies and practice related to Data Security includes:

1
Vendor Risk Management Policy

2
Information Security Policy

3
Access Control Policy

4
Clear Desk and Clear Screen Policy

5
Information Classification Policy

6
Policy on use of Encryption

7
Removal of Information Assets

8
Policy on Back-up and Restoration

Accounting Metrics for the Fiscal - 1

1	Total amount of monetary losses as a result of legal proceedings associated with user privacy	None
2	Number of law enforcement requests for user information, number of users whose information was requested, Percentage resulting in disclosure	None
3	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	None
4	The entity shall disclose the number of unique users whose information is used for secondary purposes	None

2. As part of our Information Security Management System, ongoing risk assessment is conducted (both internal and third parties) to assess the risk and mitigation/controls. We undergo annual ISO 27001 certification and SOC 2 Type 2 attestation by third parties. The following Data security controls are in place:

- 2a.** Encryption - Both at end points and at Network level
- 2b.** Strong Access Control - Including Multi-factor and Risk-based Authentication and access control
- 2c.** Malware protection - At end point and network layers (to protect web and email traffic)
- 2d.** Device control - Restriction on usage of USBs, Mobile devices

Accounting Metrics for the Fiscal - 2

1	Number of data breaches	None
2	Percentage involving personally identifiable information (PII)	0%
3	Number of users affected	None

Management & Leadership



Ashok Soota
Executive Chairman

Ashok Soota, Executive Chairman of Happiest Minds Technologies Limited (NSE:HAPPSTMNDS), is widely recognized as one of the pioneering leaders of the Indian IT industry.

Ashok was earlier founding Chairman & MD of Mindtree, a company he also led to a very successful IPO. Prior to Mindtree, he led Wipro's IT business for fifteen years, making it the second largest IT company in India. He also led the turnaround of Shriram Refrigeration into a highly profitable company after four straight years of losses.

Ashok has been the President of leading industry association, Confederation of Indian Industry (CII), a member of the Prime Minister's Task Force for IT and was on the Advisory Council for the World Intellectual Property Organization, Geneva. He is a Fellow of INAE and CSI and on the Board of Governors of Asian Institute Management (AIM), Philippines. He is a recipient of multiple IT Person of the Year (Dataquest and Elcina) and Lifetime Achievements Awards including Financial Express (2016), Dataquest (2017) and Chiratae Ventures, earlier IDG Ventures (2018).

On April 5, 2021, Ashok launched SKAN (Scientific Knowledge for Ageing and Neurological Ailments), India's first private sector, non-profit organization, exclusively dedicated to carry out medical research on ageing and neurological disorders. SKAN seeks to be a global leader in gut microbiome research, specifically the gut-brain axis. Ashok has committed US\$ 50 million (₹375 Crores) for SKAN and the goals are to find kinder and gentler remedies; to delay the onset and slow the progression of the diseases; and to enrich the lives of people afflicted with such ailments. Ashok is not new to philanthropic work. He is the Founding Trustee of Ashirvadam, an NGO committed to caring for the environment and providing support to the needy including vocational training, education and medical assistance.

Ashok holds a Bachelor's Degree in Electrical Engineering from University of Roorkee (now called Indian Institute of Technology, Roorkee) and a Master of Business Management degree from the Asian Institute of Management, Philippines.

Ashok is co-author of the national bestseller – "Entrepreneurship Simplified: From Idea to IPO".





Joseph Anantharaju
Executive Vice Chairman & CEO
Product Engineering Services (PES)

Joseph has over 25 years of professional experience, primarily focused on helping technology and digital engineering companies unlock new levers of growth. In 2011, he became one of the co-founders of Happiest Minds and currently serves as its Executive Vice Chairman and a member of its Executive Board. Joseph's instrumental role in establishing the Company's Product Engineering Business Unit helped in substantiating its digital credentials and contributed towards a highly successful IPO.

Previously, Joseph owned the P&L responsibility at Mindtree for the Microsoft Strategic Business Unit. In this role, he devised and implemented a strategic program that helped the Company become one of the largest vendors and engineering partner of choice for Microsoft. In his stint

with Aztecsoft (later acquired by Mindtree), he was first responsible for making inroads into Microsoft and rapidly scaling it into a multi million-dollar account. During his combined association with both companies, he was instrumental in winning several large deals while contributing in strategy formulation, customer engagement and strategic marketing. He started his career in banking and manufacturing before foraying into the world of IT.

Joseph holds a Bachelor of Engineering degree from BITS Pilani and a PGDM from IIM Ahmedabad.



Rajiv Shah
President & CEO
Digital Business Services (DBS)

Rajiv Shah is the President and Chief Executive Officer of the Digital Business Services and member of the Executive Board of our Company. He is a global executive with more than 30 years of experience across the healthcare, financial services, technology, travel/transportation, and software industries.

Rajiv has held leadership and Board level positions at technology-driven organizations including Electronic Data Systems (EDS), Wipro Technologies, IBS Software Services, and Mu Sigma. Prior to Happiest Minds, he was an advisor to Founder CEOs and various companies and worked with PE firms during their investment evaluation process.

As a CEO and Executive Director of IBS, he turned around the company with proprietary software by engineering the change in business model from on-premise to SaaS which improved revenue and profitability visibility. He drove their global expansion, initiated acquisitions and integration of

niche product companies, and facilitated a major transaction to provide profitable exit to shareholders.

Rajiv led Financial and Healthcare Business Units at Wipro. He also oversaw the establishment of international operations of an IT major, EDS, a JV between the largest US BPO TeleTech and Bharti group and a new entity for an Australian Conglomerate – Kerry Packer Group. He then ran these businesses as a CEO and Executive Director.

Rajiv holds an MS in Mechanical Engineering from the University of Missouri. He has completed Executive Management courses at multiple business schools and has also participated in Global Leadership Alliance Training in St. Petersburg, Russia, and Stanford University. He speaks at various forums and has published leadership articles.



Ram Mohan C
President and CEO
Infrastructure Management
and Security Services

Ram Mohan is President and CEO of Infrastructure Management and Security Services Business Division and a member of the Executive Board in Happiest Minds Technologies.

Previously, Ram was EVP and Global Head of IMS, Enterprise Integration, Mainframe services and APAC business in Mindtree. He was also CISO for Mindtree, responsible for organizational automation. Prior to that, he was EVP - Operations of e4e.

He was Founder and COO of Vinciti Networks, a specialized service provider in Infrastructure Management and Tech Support (IMTS) which he ran successfully for five years and built a 1,200 strong team, before rolling up to the holding company.

Ram has worked in the Support Division at Wipro for 11 years in various capacities from customer support to business development, and helped the formation of its Global Support division, now Global Infrastructure Services division.

Ram worked as a Systems Manager in MPACT Immedia, Michigan, USA, thus acquiring the multifaceted experience in IT management and business, technology, operations and managing multiple business.

He has 30+ years of experience in IMTS, including last 20 years in senior management positions. He has the experience of working both in service organizations and product companies and has played key role in M&A activities.

Ram holds a Bachelor of Electronics Engineering degree with distinction from Bangalore University. He is a distinguished speaker in many Infrastructure and Support forums and seminars. He has also taught MBA (IT) to students of Symbiosis. He is the winner of the coveted Chairman's Award at Mindtree and at Happiest Minds and the CSO Award.



Venkatraman Narayanan
Managing Director and CFO

Venkat is the Managing Director, Chief Financial Officer and member of the Executive Board of our Company. He is a fellow member of the Institute of Chartered Accountants of India and holds a Bachelor's Degree in Commerce and in Law. He has been associated with our Company since April 2015 and has over 25 years of experience in general management, operations, finance and law.

Previously, he was CFO, Sonata Software, TeamLease Services, Perot Systems TSI (India), Transworks Information Services, and Mindtree. He was Director - Operations Oracle and Consultant at Arthur Andersen. He has been on the Board of Directors of Sonata's subsidiaries and Perot Systems.

Independent Directors



Anita Ramachandran
Independent Director

Anita is a well-known HR expert in the country and has over 40 years' experience as a management consultant. She is one of the first generation of women professionals to become an entrepreneur and run a highly successful HR consulting and services organization.

Anita began her career in the Management Consultancy division of AF Ferguson & Co (AFF), a KPMG network company in India then, as its first woman consultant. In her 19 years stint with AFF, she worked in Finance, Industrial Market Research, Strategy and Human Resources Consulting roles across India and finally became its Director.

Anita founded Cerebrus Consultants in 1995 for HR advisory services, including organization transformation. With her innovative approach, she grew it to international scale, having worked with over 700 companies in South Asia (Bangladesh, Sri Lanka and India) on a wide variety of HR projects.

Known as an authority in Reward Management in India, Anita's work in the compensation and rewards area is well-recognized. Recently, she was involved in several large organization transformation assignments. She regularly facilitates senior and top management workshops and assesses senior positions. She is a strategic advisor to many family groups. She also works with several PE firms, mentors start-ups and supports organizations in the social sector.

Anita has been an Independent Director on Boards of companies across diverse industries for the last 20 years. She is currently on the Board of Grasim, Metropolis Healthcare, Kotak Life, Happiest Minds and several other companies.

She was the Chairperson of TiE Women and was on the Executive Committee of TiE Mumbai and Advertising Standards Council of India.

Anita is an MBA from the Jamnalal Bajaj Institute, Mumbai and has won several academic honors.



Rajendra Srivastava
Independent Director

Rajendra Srivastava (Raj) is the Novartis Professor of Marketing Strategy and Innovation at the Indian School of Business (Hyderabad and Mohali, India). He is the Executive Director, Center for Innovation and Entrepreneurship (CIE) at ISB. He serves as Independent Director, Happiest Minds and is on the Advisory Boards of Istakapaza, the State Bank Institute of Consumer Banking, and the Punjab - University Pandit Madan Mohan Malviya Incubation Center.

Raj has served as Provost and Deputy President at Singapore Management University, and as Senior Associate Dean at the McCombs Business School, University of Texas at Austin and the Goizueta Business School, Emory University. A distinguished scholar, he has held the George Kozmetsky Centennial Chair at UT-Austin and the Roberto C. Goizueta Chair in Marketing and Digital Commerce at Emory University. He has been a Visiting Professor at London Business School and Helsinki School of Economics. He is a member of EFMD Deans Across Borders (EDAF).

Raj is a Fellow (Distinguished Educator) at the American Marketing Association, the Mack Institute for Innovation at the Wharton School, the Institute for Studies in Business Markets at Penn State University and at the IC-Sq. Institute, University of Texas at Austin.

His research, spanning marketing and finance/economics, has been published in various leading Journals. He was on the editorial boards of Journal of Marketing Research (JMR) and International Journal for Research in Marketing (IJRM). He was an editor of special issues for the JMR on Brand Equity, and Journal of Marketing (JM) on Marketing Strategy Meets Wall Street.

A recipient of multiple research awards, his work on Market-Based Assets in the JM received the Maynard Award, MSI/Paul Root Award and AMA/Sheth Foundation Award. His thought leadership is reflected in ~23,000 Google Citations referencing his work.

He has consulted and delivered executive development programs across North and Latin America, Europe and Asia for multiple large technology and financial services firms. He has also worked with several companies in B2B product markets.

He holds a B. Tech. (Honors) in Mechanical Engineering from the Indian Institute of Technology, Kanpur and an MS in Industrial Engineering from the University of Rhode Island. His MBA and Ph.D. (Business Administration) degrees are from the University of Pittsburgh.



Shubha Rao Mayya
Independent Director

Shubha is an Independent Non-Executive Director of Happiest Minds. She has been associated with our Company since June 4, 2020 and has 30 years of experience in the banking and insurance sector. Previously, she served as the Vice President at ICICI, Senior Vice President and Head - CSO branch operations at ICICI Prudential Life Insurance Company and a General Manager at Tata Consultancy

Services (previously TCS eServe). She also serves as an Independent Director on the Boards of Ace Manufacturing System and Stovekraft.

She holds a Bachelor's of Commerce degree from University of Mumbai and is an Associate of the Institute of Chartered Accountants of India, New Delhi.

Officers of the Company



Ajay Agrawal

Senior Vice President & Head of CoE - AI/Analytics



Aurobinda Nanda

President – Operations & Deputy Chief Executive Officer, PES



Ganapathi T B

Executive Vice President & Chief Operating Officer, IMSS



Huzefa Saifee

Senior Vice President CTO - DBS & Head of CoE – IoT



Praveen Kumar Darshankar

Vice President & Head of Legal, Company Secretary & Compliance Officer



Preeti Menon

Senior Vice President & Global Delivery Head, PES



Priya Kanduri

Vice President, CTO-IMSS, Lead-Cyber Security Practice



Raja Sekher

Executive Vice President & Head – Engineering & Business Excellence



Sachin Khurana

Vice President & Chief People Officer



Sajith S Kumar

Senior Vice President & Chief Information Officer



Sharon S Rajkumar PhD

Vice President & Happiness Evangelist



Sridhar Mantha

Executive Vice President & Chief Technology Officer



Sundar Ramaswamy

Senior Vice President and Head of CoE, Digital Process Automation



Vijay Bharti

Senior Vice President, CISO, Head-Cyber Security Practice

Corporate Information

BOARD OF DIRECTORS

Ashok Soota

Executive Chairman

Joseph Anantharaju

Executive Vice Chairman

Venkatraman Narayanan

Managing Director & CFO

Anita Ramachandran

Independent Director

Rajendra Kumar Srivastava

Independent Director

Shubha Rao Mayya

Independent Director

COMMITTEES OF THE BOARD

AUDIT

Shubha Rao Mayya - Chairperson

Anita Ramachandran - Member

Venkatraman Narayanan - Member

NOMINATION, REMUNERATION & BOARD GOVERNANCE

Rajendra Kumar Srivastava - Chairperson

Ashok Soota - Member

Anita Ramachandran - Member

Shubha Rao Mayya - Member

CORPORATE SOCIAL RESPONSIBILITY

Joseph Anantharaju - Chairperson

Ashok Soota - Member

Shubha Rao Mayya - Member

ADMINISTRATIVE AND STAKEHOLDERS RELATIONSHIP

Anita Ramachandran - Chairperson

Shubha Rao Mayya - Member

Venkatraman Narayanan - Member

RISK MANAGEMENT

Joseph Anantharaju - Chairperson

Anita Ramachandran - Member

Shubha Rao Mayya - Member

Venkatraman Narayanan - Member

STRATEGIC INITIATIVES

Rajendra Kumar Srivastava - Chairperson

Ashok Soota - Member

Anita Ramachandran - Member

Joseph Anantharaju - Member

Venkatraman Narayanan - Member

COUNSEL/LEGAL CONSULTANTS

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Uday Shankar Associates

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ICICI Bank Ltd

HDFC Bank Ltd

Axis Bank Limited

Standard Chartered Bank

Bank of America

Citibank NA

JP Morgan Chase Bank NA

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