

Advancing Sustainable Practices for **#FutureReadyHealthcare**

Indegene Limited Sustainability Report FY 2023-24



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#FutureReadyHealthcare

This year, we have strengthened our commitment to sustainability as part of our **#FutureReadyHealthcare** focus. By adopting the Science Based Targets initiative (SBTi) goals, we are aligning with global climate standards, taking a major step toward reducing our carbon footprint and enhancing environmental responsibility.

We continue to empower our clients and communities through innovative digital tools, personalized health coaching, and educational resources, all aimed at promoting healthier lifestyles and reducing strain on healthcare systems. Our community initiatives prioritize equitable healthcare access and education, reflecting our dedication to a fair and sustainable healthcare landscape. We maintain a strong focus on data ethics and privacy, ensuring trust through robust protection measures and transparent practices.

As we look ahead, we are driving innovation, reinforcing sustainability goals, and fostering partnerships to build a more sustainable and equitable future for healthcare. We remain committed to creating meaningful impact and leading by example in the global healthcare industry.

About the Report

Indegene's 2024 Sustainability Report is the second Sustainability Report published by Indegene Limited (together with its subsidiaries, "Indegene", "We" or the "Company"). Our sustainability report provides a comprehensive overview of our ongoing efforts and progress in creating a more sustainable healthcare ecosystem. It is aligned with globally recognized frameworks, including the Global Reporting Initiative (GRI) Standards, the Sustainability Accounting Standards Board (SASB) guidelines, the principles of the United Nations Global Compact (UNGC), and the United Nations Sustainable Development Goals (UN SDGs).

Our Reporting Boundary and Reporting Period

Our sustainability report covers the activities and operations of Indegene across all our global offices in North America, Europe, and the Asia-Pacific region. Our sustainability report covers the financial year spanning from **April 1, 2023, to March 31, 2024**.

Approach to reporting

The Report focuses on information that is material to business. It provides a succinct outline of the Company's performance, prospects, and capacity to deliver sustainable value to its diverse stakeholders. The real material issues within ESG are intricate and multifaceted, that are deeply intertwined with the value we aim to generate for our stakeholders through our business endeavors. Our revised double materiality assessment has provided the context by gaining stakeholder (both internal and external) insights and helped us prioritize strategies and action plans in the areas of governance, environment, and society. We have used GHG protocol and reasonable estimations or assumptions for the calculations of our GHG emissions. We reserve the right to amend our data inclusion criteria for future sustainability reports and will notify our stakeholders of any changes. Our financial results for the year ending March 31, 2023, are available on our website

Data Management

The report has undergone multiple rounds of review and has been cross-checked with several internal sources to ensure the accuracy and validity of the information presented.

Forward Looking Statements

Sections of this report discussing Indegene's future performance include forward-looking statements, identified by terms such as "plans" and "expects." These statements rely on assumptions and do not guarantee accuracy, meaning actual outcomes may differ. As a result, these projections may not fully reflect future results. Readers should exercise caution in placing significant reliance on these statements. The Company is not obligated to update these statements to reflect events occurring after the release of this report.

Assurance

Our second sustainability report underscores our commitment to sustainability this year, showcasing environmental, social, and ethical efforts. We've assessed and shared progress for ongoing enhancements. We acknowledge that this year's report does not include external assurance, but we're prioritizing third-party assurance for future reports.

Message From The CEO



In this annual Sustainability Report for FY 2023-2024, I am delighted to share with you our progress and achievements in the past year, as well as our vision and goals for the future.

At Indegene, as a company, we aim to make a positive difference in the world by enabling healthcare organizations to be future-ready, and we do so while protecting the environment, empowering our people and communities, and upholding the highest standards of governance and ethics.

We understand that our responsibility goes beyond our core business. We are equally accountable for our Environmental, Social, and Governance (ESG) performance.

We have aligned our ESG strategy with the United Nations Global Compact (UNGC) principles and the Sustainable Development Goals (SDGs), which provide us with a universal framework and a common language to measure and communicate our progress and contribution to a more sustainable world.

On the environmental front, we are committed to reducing our greenhouse gas emissions and conserving resources by embracing sustainable practices across our business operations. Our targets to reduce absolute Scope 1 and Scope 2 GHG emissions by 33.6% by FY2028 from a FY2023 base year and to reduce absolute Scope 3 GHG emissions by 20.0% within the same timeframe, have been validated by SBTi. We have taken several initiatives to improve our energy efficiency, waste management, water conservation, and sustainable procurement practices.

On the social front, we are dedicated to creating a diverse, inclusive, and safe work environment that fosters innovation and respects the belief that every individual's unique perspective and contribution brings value to everything we do. We have a strong culture of learning and development, employee engagement, and recognition. We have robust framework of policies and practices that ensure compliance with labour standards, human rights, and ethical conduct. Our CSR initiatives include contributions towards enhancing education and healthcare, volunteering by our teams and sharing knowledge in fields we have expertise in. We have partnered with several entities to provide scholarships, mentorship, and development to underprivileged students. We have launched several initiatives to raise awareness and promote preventive healthcare among our employees and communities.

On the governance front, within clear and transparent governance structure, there are defined roles and responsibilities for our board of directors, management, and committees. We have policies and procedures that comprehensively ensure compliance with all applicable laws and regulations, as well as adherence to the highest standards of corporate governance. Our internal audit and risk management system monitors and mitigates the potential risks and opportunities in our business environment. We nurture a culture of accountability and openness, which encourages feedback, dialogue, and continuous improvement.

In this report, you will find more details about our ESG performance and progress, as well as our vision and goals for the future. You will also learn about the challenges and opportunities we face, and the impact we make.

I would like to take this opportunity to thank all our stakeholders for their continued support and collaboration. I would also like to appreciate and acknowledge the hard work and dedication of our employees, who are the driving force behind our success and sustainability. Together, we can pursue our vision of being a global leader in healthcare solutions, as well as a conscientious and responsible organization.

Manish Gupta

Chairman, Executive Director and Chief Executive Officer

Message From The CFO



Apart from delivering strong financial performance, we are committed to pursuing our Environmental, Social and Governance (ESG) goals as a responsible organization.

We believe that ESG is not only a matter of compliance, but also a source of competitive advantage and value creation for our stakeholders.

Some of the ESG initiatives that we have undertaken in the past year include:

- Reducing our carbon footprint by adopting renewable energy sources and implementing energy-efficient measures
- Enhancing our diversity and inclusion policies and practices, ensuring equal opportunity and non-discrimination for all our employees, and fostering a culture of respect and collaboration
- Supporting various social causes and community development projects, such as health and education, through our corporate social responsibility (CSR) programs and employee volunteering activities
- Strengthening our corporate governance framework and ethical standards, ensuring transparency and accountability in our business operations, and adhering to the highest standards of data privacy and security

We feel good about the progress made so far in our ESG journey, and we will continue to strive for excellence and innovation in this area, as we believe it is integral to our long-term growth and sustainability.

Suhas Prabhu

Chief Financial Officer

Message From The EVP- Global Operations



Indegene enables healthcare organizations to be future-ready by providing innovative solutions leveraging deep domain expertise and technology. We work with leading pharma companies in the world, helping them transform their business models, optimize their operations, and enhance customer experiences. We are proud of the value we create for our clients, our employees, and our shareholders.

In the past year, we have made significant strides in advancing our ESG (Environmental, Social, and Governance) agenda and achieving our targets across the three pillars of ESG.

Some of the highlights of our ESG performance include:

- Double materiality analysis to identify and prioritize the most critical aspects of sustainability relevant to our business and our stakeholders
- An improved Ecovadis score from 39 points in 2022 to 53 in 2023, leading to bronze medal in recognition of sustainability achievement
- Disclosure of climate action plans for FY 2022-2023 that led to a 'C' rating on the CDP environmental disclosure platform

These are important achievements, but we are not complacent. We know there is room for improvement and that the expectations and demands of our stakeholders are constantly evolving. We are committed to enhancing our ESG performance and reporting, by setting more ambitious targets, implementing more effective actions, and adopting more rigorous standards and frameworks. We are also open to engaging with our stakeholders on ESG issues and addressing their expectations and concerns. We believe that by being transparent and responsive, we can build trust and confidence among our stakeholders and enhance our reputation and brand value.

In this report, we have structured our sustainability disclosures based on the material topics that are most relevant and significant to our business and our stakeholders, and we have reported on our policies, practices, performance indicators, targets, initiatives and outcomes related to these topics. We have also included several case studies and testimonials to illustrate our sustainability efforts and impacts in action.

We have prepared this report in accordance with the Global Reporting Initiative (GRI) Standards and hope that it provides you with a clear and comprehensive picture of our sustainability aspirations and performance.

Anand Kiran Prafula Chandra Nijegal

Executive Vice President - Global Operations

About The Company

We are a digital-first, life sciences commercialization company.

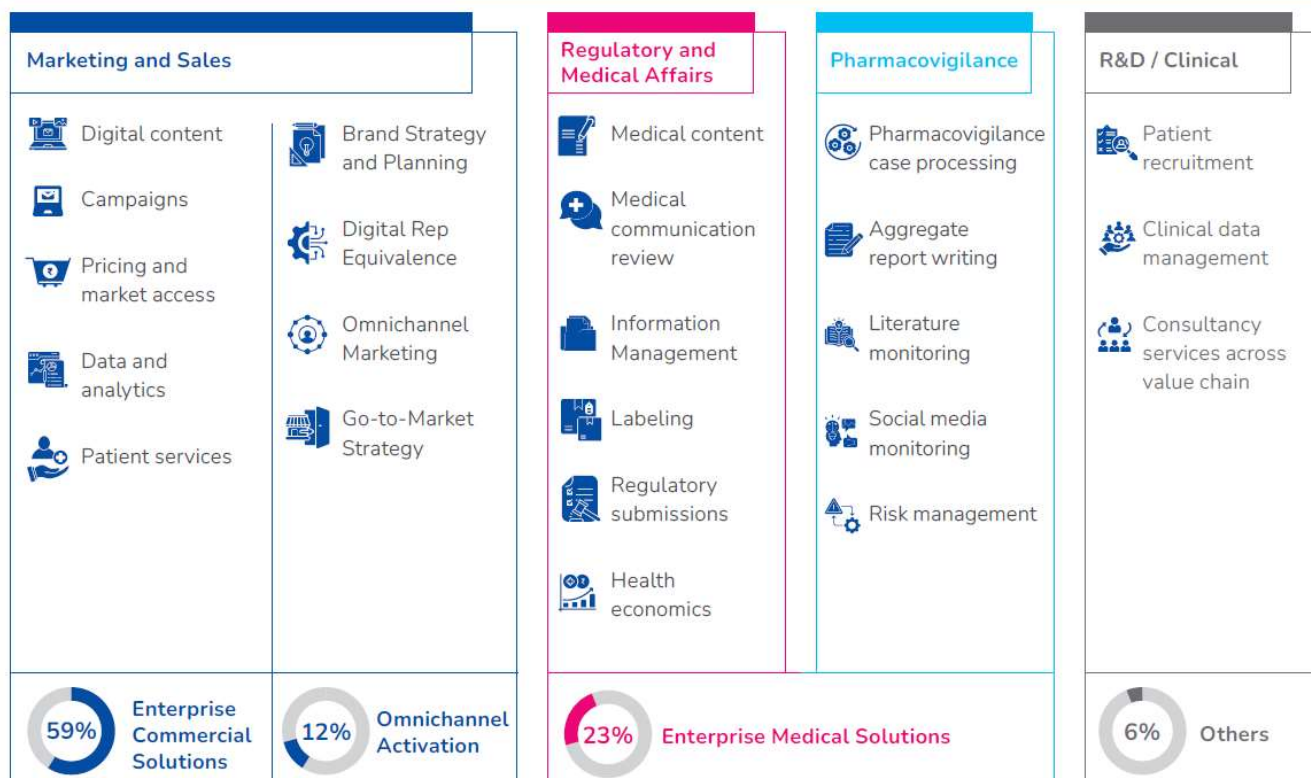
We help biopharmaceutical, emerging biotech and medical device companies develop products, get them to the market, and grow their impact through the life cycle in a more effective, efficient, and modern way. We bring together healthcare domain expertise, fit-for-purpose technology, and an agile operating model to provide a diverse range of solutions. These aim to deliver, amongst other outcomes, a personalized, scalable and omnichannel experience for patients and physicians. It's what drives our team and our purpose to enable healthcare organizations to be future ready.

Our Value Chain

Our value chain focuses on enhancing our clients' capabilities across the full spectrum of their operations. We assist biopharmaceutical, emerging biotech, and medical device companies in achieving sustainable growth and competitive advantage by:

- **Biopharmaceuticals:** We help scale commercial operations with modular content management, omnichannel campaign strategies, and cutting-edge technology to enhance customer experiences. Our data literacy and analytical capabilities maximize the value of customer data, translating insights into meaningful business outcomes.
- **Emerging Biotech:** From clinical development through launch to Loss of Exclusivity (LOE), we provide institutional knowledge of therapeutic areas and leverage technology to achieve measurable outcomes at every stage of development and commercialization. Our Centers of Excellence (COEs) are designed to quickly scale operations to align with client growth trajectories.
- **Medical Devices:** Our expertise spans design controls, product risk management, and usability engineering to inform product development. We support clients from business assessment to device user assessment, ensuring innovation, regulatory compliance, and successful market launch. Our go-to-market strategies, competitive landscape analytics, and post-launch performance monitoring contribute to continuous product success.

We Provide Capabilities and Expertise Across the Commercialization Value Chain



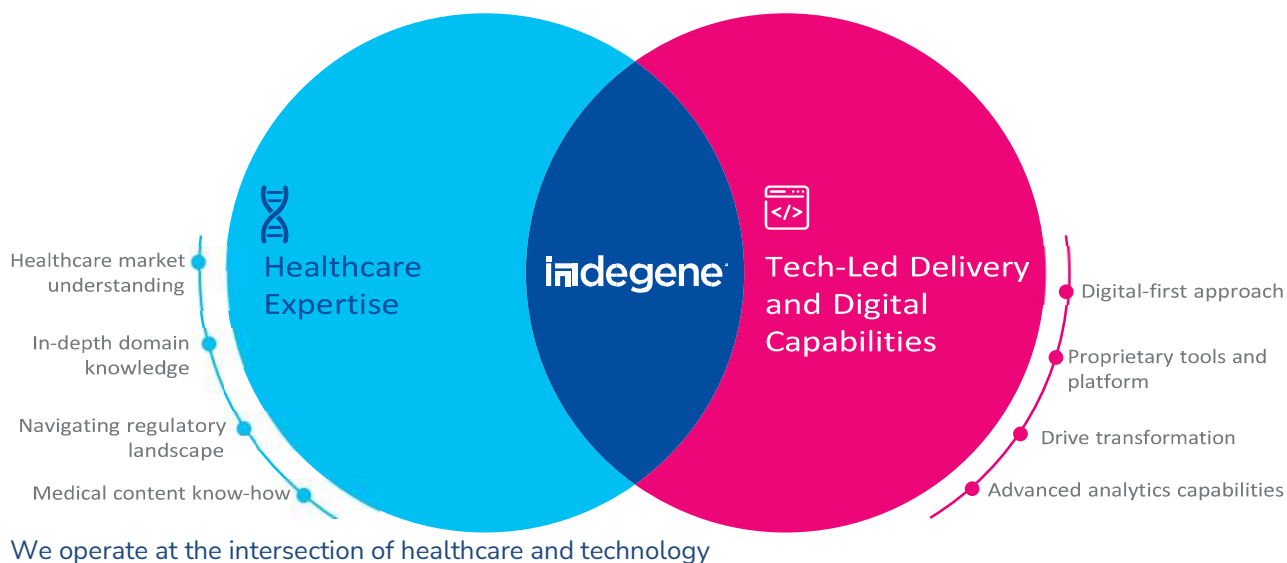
Technology, Data, Analytics and Gen AI

Our Supply Chain

Our supply chain integrates healthcare domain expertise, technology, and agile processes to support the development and commercialization of products across the healthcare industry. Key spend areas include employees, software, IT infrastructure, and various services, ensuring our operations are aligned with the highest standards of efficiency and impact.

Our Business Relationships

We collaborate with partners who provide state-of-the-art technology solutions at scale. We leverage services from leading providers such as AWS and Microsoft Azure for cloud infrastructure. Our partnerships also reflect a commitment to sustainability; we work with partners on different stages of their ESG journeys, aligning with their ambitious ESG roadmaps to ensure that the greenhouse gas (GHG) reductions associated with our services are integrated into our business practices.



Our Purpose and Vision

Our Purpose: To enable healthcare organizations to be future ready

Our purpose is our reason for existence. It's what drives our team and everything we do. From our founding days, we focused on modernizing healthcare operations by applying deep medical science expertise and fit-for-purpose technology. In a digital-first world today, our purpose could not have been more relevant.

Our Vision: To be the trusted partner to healthcare organizations for improved health outcomes

Trust matters a lot in healthcare. From patients to physicians and payers to regulators, each stakeholder in the healthcare ecosystem trusts the information shared by another. Through our vision to be the trusted partner to healthcare organizations, we aspire to enable them improve health outcomes and deliver on their purpose to make innovative healthcare affordable and accessible to everyone.

Our Global Presence

Our global presence spans key markets worldwide, with offices in Toronto, Canada; Princeton, NJ; Montclair, NJ; New York; Atlanta, GA; Houston, Texas; Oxford, MS; Guadalajara, Mexico; Cork, Ireland; London, UK; Switzerland; Mumbai and Bengaluru, India; Shanghai, China; Tokyo, Japan; and Singapore. This extensive network allows us to effectively support clients across various regions and adapt to the specific needs of diverse healthcare markets. North America drives 66.0% of our total revenue, followed by Europe at 30.7%, India at 0.9%, and 2.4% from the rest of the world.

North America



Europe



India



Rest of the world





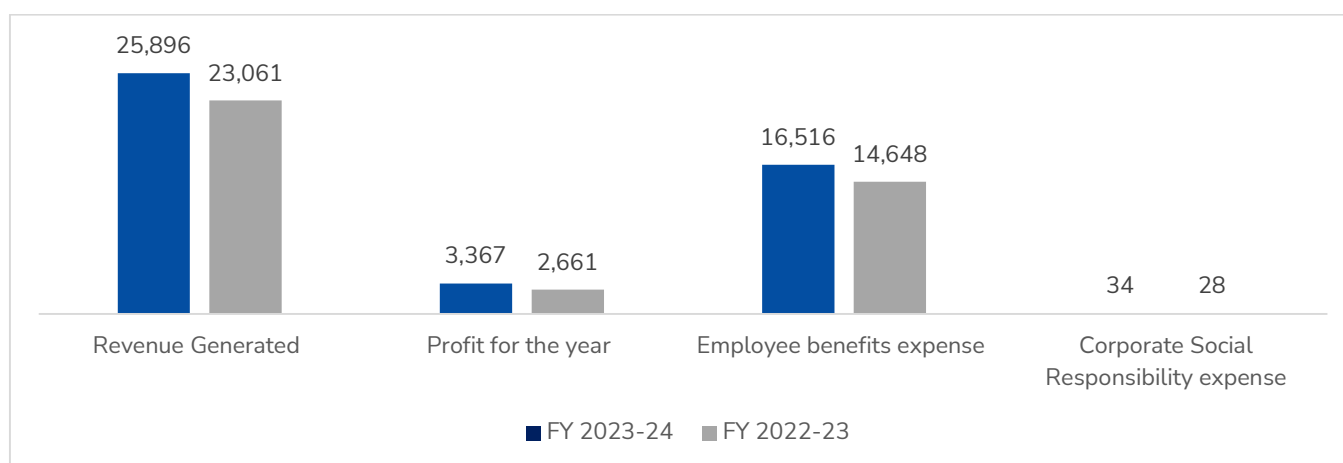
Our Performance

Long-term success hinges not only on financial metrics but also on our capacity to create value for all stakeholders. This year, we demonstrated robust economic performance, marked by strong revenue growth and profitability, which has strengthened our market position. Concurrently, we made significant strides in our ESG journey, focusing on reducing our carbon footprint, enhancing sustainable procurement practices, and promoting employee development initiatives within our workforce.

Economic Performance

In FY 2023-24, we drove solid growth, with revenue rising by 12.3% to INR 25,896 million and profit increasing by 26.5% to INR 3,367 million, thanks to strategic expansion and operational efficiency. We also invested in our talent, as evidenced by a 12.8% rise in employee benefits expenses to INR 16,516 million. Furthermore, our Corporate Social Responsibility (CSR) expenditure grew by 21.4% to INR 34 million, underscoring our commitment to social impact.

Particulars (All amounts in rupee millions)	FY 2023-24	FY 2022-23	% change
Revenue Generated	25,896	23,061	12.3%
Profit for the year	3,367	2,661	26.5%
Employee benefits expense	16,516	14,648	12.8%
Corporate Social Responsibility expense	34	28	21.4%



ESG Highlights

43% Women in the workforce in fiscal 2024	5000+ Total Employees	25,896 Revenue (INR million)
67% of electricity for our India operations comes from renewable sources	26% Reduction in absolute GHG Scope 1 and Scope 2 Emissions	33% Reduction in absolute GHG Scope 3 Emissions
17.99 Average hours of training per employee	93% Board meeting attendance	4.63 CSAT score
48% water used in our offices is recycled	98% of the waste generated in FY 2023-24 is recycled via authorized recyclers	ISO 9001, ISO 14001, ISO 45001, ISO 27001, ISO 27701 Certified delivery centres in India
0 Information security incidents	0 cases of anti-bribery and corruption	0 Cases of fatalities & work-related ill health
21% Increase in CSR expense	0 reports related to whistle blower procedure	100% Critical suppliers assessed on ESG aspects

Awards and Accolades



Best Workplaces in Professional Services, 2023



Great Workplace by Great Place to Work® India, 2024 to 2025



Best 100 Companies for Women in India – Award by Avtar & Seramount, 2023 to 2024



Top 50 Companies with Great Managers, 2023 to 2024



India's Best Workplaces™ in Health & Wellness 2023

Top 50 in Health and Wellness, 2023 to 2024



Leader in Longstanding Wellness Program award by Ekincare, 2023



Bronze medal in EcoVadis sustainability rating, 2023



Arogya World Healthy Workplace Platinum Award,

2023



'Data Engineering for Good' in AIM Data Engineering Awards, 2023



'Best Overall AI-based Analytics Solution' at the AI Breakthrough Awards 2023



Featured in the Deloitte Technology Fast 50 India, 2023 in the Health Tech category



CultHealth wins Manny Award for Agency on the Rise, 2023



CultHealth wins Silver in the 'TV Advertising' and 'Multichannel Campaign (Large Product Size)' categories at the MM+M Awards 2023



UNGC Participant since 2023

Corporate Governance

We dedicate ourselves to establishing, adhering to, and embodying the highest standards of corporate governance across all business operations. Our corporate governance reflects a comprehensive value chain system, encompassing our culture, policies, and stakeholder interactions. At the heart of our values-driven governance culture is our commitment to achieving success with integrity, consistently earning and maintaining the trust of our stakeholders.

Board of Directors

Our Board of Directors play a pivotal role in ensuring good governance with clearly defined roles, responsibilities, and accountability. It reviews all material aspects of the Company and ensures that our business affairs are aligned with the Company's mission and long-term strategy.



Krishnamurthy Venugopala Tenneti

Non-Executive Independent Director



Dr. Ashish Gupta

Non-Executive Independent Director



Jairaj Manohar Purandare

Non-Executive Independent Director



Dr. Sanjay Suresh Parikh

Executive Director and
Executive Vice President



Dr. Rajesh Bhaskaran Nair

Non-Executive Director and
President, Indegene Inc.



Srishti Kaushik

Company Secretary and
Compliance Officer



Pravin Udhyavara Bhadya Rao

Non-Executive Independent Director



Georgia Nikolakopoulou Papathomas

Non-Executive Independent Director



Manish Gupta

Chairman and Chief Executive Officer



Neeraj Bharadwaj

Non-Executive Nominee Director



Mark Francis Dzialga

Non-Executive Nominee Director

Committees Of the Board

The Board has constituted five committees with clearly defined roles and responsibilities to ensure that every issue is effectively dealt with, and diverse matters are resolved expeditiously. These committees meet at regular intervals in terms of a pre-set cadence, deliberate on matters of technical or specialist nature and provide counsel and advice to the Board. Through their overarching approach, these Committees also provide oversight to evaluate and implement some ESG-related topics.

Committee Of the Board	Roles and Responsibilities	Members Of the Committee
Audit Committee	The Audit Committee is responsible for overseeing the financial reporting process and ensuring the accuracy, sufficiency, and credibility of the financial statements. It recommends the appointment, re-appointment, and remuneration of the company's auditors to the Board. Additionally, the committee approves payments for other services provided by statutory auditors and reviews the annual financial statements and the auditor's report before submission to the Board for approval.	Jairaj Manohar Purandare, Chairperson
		Dr. Sanjay Suresh Parikh, Member
		Pravin Udhyavara Bhadya Rao, Member
		Krishnamurthy Venugopala Tenneti, Member
Nomination and Remuneration Committee	The Nomination and Remuneration Committee formulates criteria for determining the qualifications, attributes, and independence of directors and recommends a remuneration policy for directors, key managerial personnel, and employees. It identifies suitable candidates for directorships and senior management roles, recommends appointments and removals, and oversees the performance evaluation of the Board, its committees, and individual directors, ensuring compliance with relevant regulations.	Krishnamurthy Venugopala Tenneti, Chairperson
		Pravin Udhyavara Bhadya Rao, Member
		Neeraj Bharadwaj, Member
		Mark Francis Dzialga, Member
		Dr. Ashish Gupta, Member
		Jairaj Manohar Purandare, Member
Stakeholders Relationship Committee	The Stakeholders Relationship Committee is responsible for resolving grievances of the company's security holders, including issues related to share transfers, transmission, non-receipt of annual reports or dividends, and issuance of new or duplicate certificates. It oversees the timely processing of share-related matters, such as dematerialization and rematerialization, and reviews measures to ensure effective exercise of voting rights by shareholders.	Jairaj Manohar Purandare, Chairperson
		Dr. Sanjay Suresh Parikh, Member
		Dr. Rajesh Bhaskaran Nair, Member

Committee Of the Board	Roles and Responsibilities	Members Of the Committee
Corporate Social Responsibility Committee	The CSR Committee is responsible for formulating and recommending the Corporate Social Responsibility (CSR) policy to the Board, specifying the activities to be undertaken by the company as per the Companies Act, 2013. It reviews and recommends the expenditure for these activities, monitors the implementation of the CSR policy, and addresses any other matters related to CSR as approved or directed by the Board.	Manish Gupta, Chairperson
		Dr. Rajesh Bhaskaran Nair, Member
		Dr. Sanjay Suresh Parikh, Member
		Pravin Udhayavara Bhadya Rao, Member
Investment Committee	The Board has constituted Investment Committee for the purpose of identifying, evaluating and negotiating with the target companies, appoint consultants, provide the acquisition criteria and valuation logic.	Krishnamurthy Venugopala Tanneti, Chairperson
		Dr. Ashish Gupta, Member
		Mark Francis Dzialga, Member
		Neeraj Bharadwaj, Member
		Dr. Rajesh Bhaskaran Nair, Member

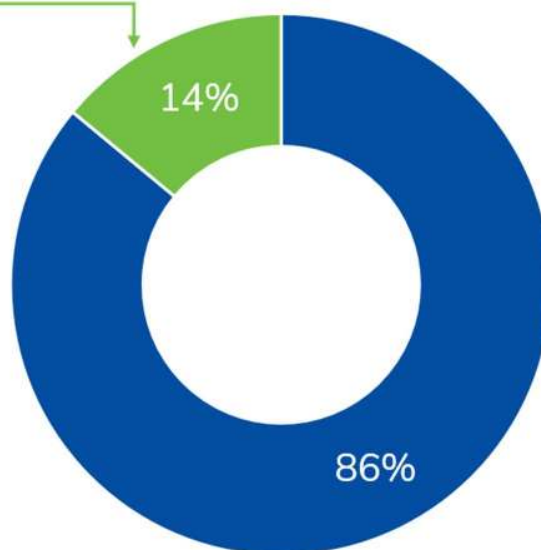
Diversity In Leadership

Diverse representation on the Board enhances decision-making and drives growth and success. A diverse Board composition enables the assessment of issues through a broader lens, leveraging varied ideas, viewpoints, global experiences, cultural and geographical backgrounds, age, ethnicity, gender, sexual orientation, knowledge, and skills.

The Board Diversity Policy adopted by the Board sets out its approach to diversity. The policy is available on our website, at <https://resources.indegene.com/indegene/pdf/policies/policy-on-board-diversity.pdf>

Our top management team comprises 44 members, including the Board of Directors, Executive Leadership, and Management, of which 6 are women. Notably, our leadership includes a woman Independent Director and a woman serving as the Company Secretary and Compliance Officer.

6 out of 44 people in the top management are women employees (including Board of Directors, Executive Leadership, and Management)



While we are proud of the progress made, we acknowledge that there is more to be done to achieve a balanced representation across our leadership. We are actively pursuing initiatives that support the advancement of women into senior roles, with the understanding that diverse leadership enhances our ability to respond effectively to stakeholder needs, improves governance, and aligns with our commitment to sustainable and responsible business practices. Our goal is to cultivate an inclusive environment where diverse talents are recognized, developed, and empowered to contribute fully to the organization's vision and strategy.

Codes and Policies



- Code of Conduct for Directors and Senior Management Personnel
- Code of Conduct for Prevention of Insider Trading and Code of practices and procedures for fair disclosure of unpublished price sensitive information
- Criteria for Making Payment to Non-Executive Directors (Neds)
- Nomination and Remuneration Policy
- Policy for Determining Material Subsidiaries
- Policy for Evaluation of The Performance of The Board of Directors
- Policy for Procedure for Inquiry in Case of Leak of Unpublished Price Sensitive Information/ Breach of the Code
- Policy on Board Diversity
- Policy on Materiality of Related Party Transactions and Dealing with Related Party Transactions
- Anti-Sexual Harassment Policy
- Corporate Social Responsibility Policy

- Dividend Distribution Policy
- Policy for Familiarization Program for Independent Directors
- Policy for Determination of Materiality for Disclosure of Events or Information
- Policy on Preservation of Records/Archival Policy on Website
- Risk Management Policy
- Terms and Conditions of Independent Directors
- Whistle Blower Policy

For additional information on our codes and policies, please refer to <https://www.indegene.com/investor-relations/corporate-governance>

ESG Governance



Leadership Oversight	Board level committee	ESG Task Force	Executive Involvement
The CEO is responsible for overseeing the company's environmental strategy, establishing management systems, and ensuring consistent global performance aligned with the company's commitment to environmental leadership. Key responsibilities include: - Initiating ESG activities and strengthening data monitoring, tracking, and disclosure procedures. - Realigning strategies to improve ESG	The Audit committee at Indegene is overseen by the board and plays a crucial role in shaping sustainability strategies by: - Making key decisions on short and medium-term sustainability strategies. - Engaging with stakeholders to manage sustainability impacts and guide ESG-related client engagements. - Participating in ESG forums and summits to stay informed on trends and steer the company's ESG	The ESG Task Force, led by the Senior Vice President of Global Operations, is central to overseeing Indegene's environmental programs and performance. It: Provides feedback and input to the CEO. Supervises climate-related matters, facilitates discussions with environmental experts, and updates the management team on progress. Collaborates across functions (Procurement, Corporate Finance, Legal, HR, Business Units) to	The Executive Vice President and Senior Vice President of Global Operations are directly responsible for climate-related issues, including: - Accountability for the climate protection program and related strategic decision-making. - Reporting regularly to the CEO on environmental and social initiatives, including updates on SBTi targets, GHG emissions strategies, and associated risks. - Continuously

performance and achieve identified targets. Overseeing ESG strategy alignment and disclosure performance. The CFO integrates climate change considerations into key financial decisions, sets both financial and non-financial KPIs, and develops a low-carbon transition strategy.	strategy. All ESG-related policies, including updates and revisions—such as the Environmental Policy, Labor and Human Rights Policy, Health and Safety Policy, Diversity and Inclusion Policy, and Anti-Bribery and Corruption Policies—are overseen annually by board-level committees.	integrate sustainability practices throughout the organization. The ESG Task Force is empowered with the following roles: - Establishing responsibility matrices for decision-making related to ESG strategies. - Leading discussions on critical ESG milestones. - Managing succession planning and addressing concerns raised by stakeholders.	improving Indegene's overall ESG-Sustainability framework.
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Business Ethics and Compliance

We hold a steadfast commitment to integrity and compliance, relentlessly pushing the boundaries of ethical practices in the industry.

Indegene has fostered a culture deeply rooted in integrity and compliance, extending from our leadership to every employee. We have established a specialized regulatory team to equip our employees with the necessary knowledge and understanding of ethical standards, relevant laws, and regulations, empowering them to make well-informed and ethical decisions in their day-to-day activities. We closely monitor and analyze the dynamic global regulatory landscape pertaining to healthcare. We make informed decisions and provide support in addressing any queries raised by Health Authorities, ensuring our compliance remains up-to-date and in accordance with applicable regulations.

Our commitment to compliance is further demonstrated through the implementation of a robust system. This system includes internal integrated process audits, process facilitation, as well as monthly service reviews, governed by an operations council. Our dedicated compliance team collaborates closely with various departments to ensure that our practices consistently align with the ever-evolving legal and regulatory landscape within the healthcare industry. By actively addressing emerging compliance challenges, we strive to maintain a position at the forefront of ethical and compliant practices. This established compliance management system promotes ethical conduct, and ensures our commitment to compliance with the law, regulations, and policies - and helps in maximizing the impact of ethics-related communication and training.

Indicators	Value (in %) for FY 2023-24	Value (in %) for FY 2022-23
The percentage of our operational sites that have undergone internal audits or risk assessments related to business ethics issues.	100	100
The percentage of our operational sites with an Information Security Management System (ISMS) certified to ISO 27000 or an equivalent/similar standard	100	100
The percentage of our employees who have received training on the Codes of Ethics and Compliance	100	100
No. of Corruption cases	0	0
No. of Information security cases	18	12
No. of Information security cases closed	18	12
Complaints received through whistleblower procedure	0	0

Indegene's Ethics and Sustainability Code

We believe adhering to the utmost levels of business conduct and ethics is integral to responsible business operations. Our Ethics and Sustainability code serves as a guiding framework to ensure our employees uphold the highest ethical standards. This code not only adheres to legal obligations set forth in relevant laws and regulations, including those regarding anti-bribery, anti-corruption, and ethical management of conflicts of interest; but also outlines the expectations we have from our employees.

The Ethics and Sustainability code is endorsed by the Board, and our Human Resources (HR) team serves as its custodian. Furthermore, our business associates acknowledge and adhere to the Supplier Code of Conduct, which is grounded in the principles of the United Nations Global Compact (UNGC).

Anti-competitive conduct

Indegene, its employees and third parties acting on its behalf are subject to competition laws (often called anti-trust laws), such as The Competition Act, 2002. As per our compliance policy, employees must not engage in any behavior that is prohibited by applicable competition laws. In addition, our employees must use prudent judgment to avoid behaviors that may appear to others to be violations of the law. Sanctions for individuals and businesses who engage in prohibited conduct often include civil and criminal liability as well as reputational damages. Our compliance policy encourages employees to follow ethical business practices in the aspects such as "Unfair practices and Anti-competitive conduct", "Bid rigging", "Price fixing and price signaling", "Market Sharing" "Abuse of dominance" "Anti-competitive exchange of confidential information" "Non-compliance" and "Interactions with

competitors". Our Anti-competitive conduct procedures and mechanisms are overseen by the "Compliance Officer" and are reviewed by the management at regular intervals.

Anti-money laundering

We are committed to complying fully with all applicable Anti-Money Laundering ("AML") laws in the conduct of our businesses. To ensure this, we conduct business only with reputable customers who are involved in legitimate business activities and whose funds are derived from legitimate sources. We set up appropriate measures to ensure that we do not, even inadvertently, accept forms of payment that are known or suspected to be a means of laundering money. The purpose of these measures and an overseeing compliance policy is to prevent any involvement by our Company in any money laundering activity even where such involvement may be unintentional. It requires our directors, officers, other employees, and those who work with us to recognize questionable financial transactions and to take steps to conduct appropriate additional due diligence. If any 'unusual matter', whether listed in this policy is triggered, the designated persons need to promptly contact our Company's Compliance Officer (outlined below) to facilitate any further due diligence or action that may be needed. If any such 'unusual matters' are received it will be promptly forwarded to the Company's Compliance Officer. Our Company is also committed to cooperating with law enforcement and regulatory agencies enforcing anti-money laundering laws and regulations. The anti-money laundering procedures and mechanisms are reviewed by our management team at regular intervals and are overseen by the "Compliance Officer."

Anti-corruption & Anti-Bribery Policy

As a global company, we are dedicated to ensuring full compliance with all anti-corruption and anti-bribery laws and regulations, for all its subsidiaries and employees. Indegene is committed to the prevention, deterrence, and detection of fraud, bribery, money laundering, and all other corrupt business practices. It is Indegene's policy to conduct all of its business activities with honesty, integrity, and the highest possible ethical standards and vigorously enforce its business practice, wherever it operates throughout the world, of not engaging in bribery or corruption. Indegene's Anti-Bribery and Anti-Corruption practices and policies are reviewed by the Management at regular intervals. We have established a diligent framework for managing Anti-Bribery and Anti-Corruption risks, showcasing a thorough risk management initiative aimed at minimizing risks through consistent risk assessments that align with our growth strategies. This framework also fosters an ethical and risk-aware culture, enhancing the predictability of business results.

Zero corruption and bribery cases reported in FY 2023-24.

Whistle-blower Policy

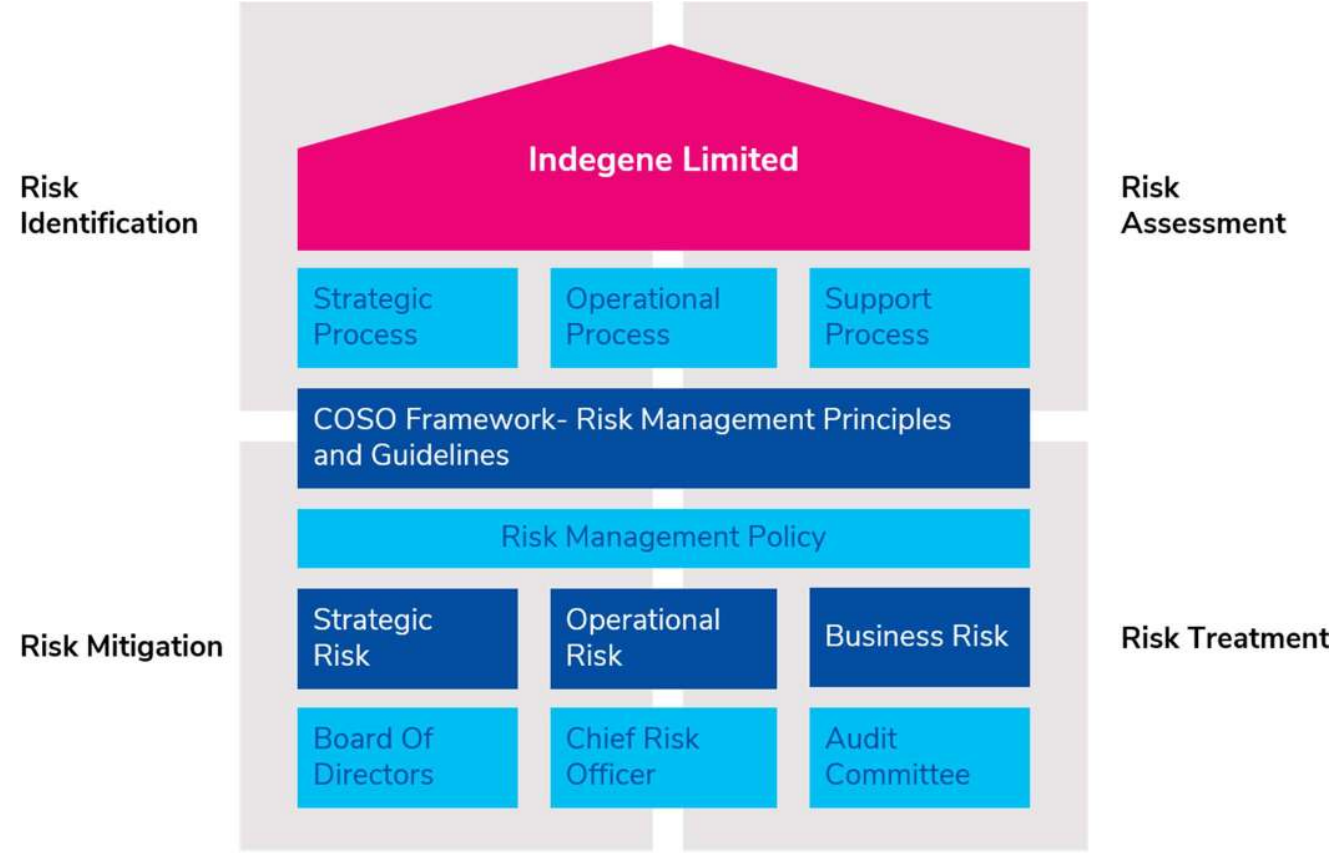
Indegene's whistle-blower policy provides an opportunity for employees to formally bring to the notice of the CEO any unethical or improper practices or any other wrongful conduct in the company that is against the slated policies and guidelines or the legal framework of the markets in which the company is functioning and to prevent adverse action against the reporting employees.

Enforced through rigorous confidentiality protocols and various reporting avenues, this policy guarantees the safeguarding of whistleblowers against any form of reprisal. The organization meticulously assesses all grievances

in an unbiased manner, enacting suitable measures when necessary, and maintaining consistent updates to ensure policy awareness. Our whistle-blower policy stands as evidence of the company's dedication to transparency, accountability, and conscientious corporate citizenship.

Zero reports related to whistle blowing procedure reported in FY 2023-24

Our Enterprise Risk Management Framework



The company has implemented a robust Enterprise Risk Management (ERM) framework to proactively identify, evaluate, and address risks across its global operations. It has integrated best practices from the Treadway Commission's Committee of Sponsoring Organizations (COSO) to enhance its commitment to excellence in risk management.

The Chief Risk Officer leads the ERM function, which is overseen by the Board of Directors. The Group's risk management policies are designed to identify and analyze risks, establish appropriate limits and controls, and monitor compliance.

The ERM framework effectively manages strategic, operational, and financial risks, ensuring the execution of effective mitigation plans. It monitors and reports on key risk indicators and metrics, conducting periodic risk assessments and audits to identify and prioritize areas for improvement. The framework encompasses several initiatives, including the development of a business continuity plan, strengthening infrastructure, enhancing data security and privacy policies, ensuring regulatory compliance, and adopting new risk management tools and systems.

The Group regularly reviews its risk management policies and systems to align with changing regulations and operational activities, ensuring preparedness against internal and external risks. Through training and management procedures, the Group fosters a disciplined and constructive control environment for all employees.

The Company’s “Risk Management Policy” is available on our website <https://resources.indegene.com/indegene/pdf/policies/risk-management-policy.pdf>

Risk Management Approach

 Risk Identification and Monitoring	Indegene, at an institutional level conducts risk surveys, industry benchmarking, incident analysis, and proactive discussions to assess risks. The risk registers and internal audit findings contribute to identifying and evaluating risks. Operational risks are evaluated based on the effectiveness of underlying controls, adherence to policies and procedures, and the overall efficiency of business processes.
 Risk Evaluation	We compare our estimated risks against the established risk criteria, encompassing factors such as strategy, growth, cost, talent, reputation, leadership, and regulatory compliance.
 Risk Reporting and Disclosures	Periodically, the top management is presented with significant external and internal incidents that carry potential impacts. These incidents, along with their effects and corresponding mitigation actions, are also presented.
 Integration with Strategy and Business plan	We leverage identified risks related to our business objectives in the short-term, medium-term, and long-term to formulate a comprehensive plan.

Key ESG Risks

This year, we conducted a comprehensive ESG risk assessment to identify and prioritize the environmental, social, and governance (ESG) risks and opportunities relevant to our organization. We analyzed risk registers, utilized a Risk Assessment and Action Tool (RAAT), benchmarked against our domestic and global peers, and incorporated insights from the World Economic Forum report.

Methodology

We thoroughly studied the potential risks and opportunities across various domains, examining their applicability, impact areas, and time frames. Each risk was assessed and prioritized based on several factors, including its likelihood, impact, vulnerability, and speed of onset.

Top Five Risks Identified:

1. **Extreme Weather Events (Hurricanes, Wildfires, Flooding, Heatwaves, Cold waves):** The increasing frequency and severity of extreme weather events pose significant risks to operations, supply chains, and asset integrity, potentially leading to financial losses, operational disruptions, and increased costs.
2. **Cyber Insecurity:** Growing threats from cyberattacks and data breaches could compromise sensitive information, disrupt operations, and damage stakeholder trust, leading to regulatory penalties and reputational harm.
3. **Global Climate/Emission-Related Guidelines and Regulations:** Evolving global climate policies and regulations could impose additional costs for compliance, require substantial operational changes, or affect market access.
4. **Human Capital Management:** Managing talent in a competitive market remains a critical challenge. Risks related to employee health, safety, and well-being, as well as talent acquisition and retention, could impact productivity and organizational culture.
5. **Human Capital Management:** Notably, Human Capital Management is identified as both a key risk and an opportunity. While it presents risks related to employee welfare, engagement, and retention, it also offers opportunities for growth and resilience by investing in a robust workforce strategy.

Key Emerging ESG Risks

Emerging Risks	Adverse outcomes of AI technologies	Cyber insecurity
Category	Technological	
Description	The World Economic Forum warns that the rapid growth of AI technologies may lead to negative consequences in the coming decade. As AI advances, it risks concentrating economic and security power within a few tech companies, potentially disrupting global markets and stability. Key concerns include ethical AI use, privacy issues, job losses, and the need for stronger regulations. Companies must proactively manage these risks by using AI responsibly, maintaining transparency in their	The World Economic Forum emphasizes the rising threat of cyber insecurity, where cyber weapons and tools are used in warfare, espionage, and crime to control digital environments and disrupt operations. This includes ransomware, data fraud, and theft. For healthcare IT companies, these risks are critical due to the sensitivity of patient data, potentially leading to breaches of confidentiality, service disruptions, and regulatory penalties. To mitigate these threats, companies must implement strong cybersecurity measures, provide staff training on cyber threats, and comply with data protection regulations.

Emerging Risks	Adverse outcomes of AI technologies	Cyber insecurity
	practices, and ensuring equitable benefits for society.	
Specification (w.r.t Company)	The integration of AI technologies in healthcare at Indegene introduces risks such as algorithmic bias, potentially leading to unequal access and varied outcomes across patient demographics. Over-reliance on AI for clinical decision-making may result in diagnostic errors due to inaccurate data. Additionally, the necessity for sensitive health information raises significant concerns regarding patient privacy and data security, increasing the likelihood of data breaches. Addressing these challenges is vital for the ethical and effective application of AI in healthcare.	Cyber insecurity poses significant risks for Indegene due to the sensitive nature of healthcare data. Threats like data breaches, ransomware, and unauthorized access are heightened by telehealth and electronic health records, leading to potential exposure of personal health information (PHI), regulatory fines, and reputational damage that can disrupt critical services. To mitigate these risks, we prioritize strong cybersecurity measures, conduct regular audits, provide employee training on cyber threats, and utilize advanced encryption protocols to safeguard data integrity and confidentiality.
Potential Impact	AI in healthcare can create algorithmic bias, leading to unequal access and disparities in treatment outcomes. Over-reliance on AI risks diagnostic errors, impacting patient health and trust. Regulatory scrutiny may increase compliance costs and penalties. Handling sensitive health information raises privacy concerns, including potential data breaches. Furthermore, excessive dependence on AI may degrade critical thinking and clinical skills among healthcare professionals, affecting care quality.	Data breaches from unauthorized access to patient data compromise personal health information, damaging patient trust and company reputation. Cyber-attacks can disrupt essential healthcare services, delaying patient care and overall delivery. Non-compliance with data protection regulations may result in hefty fines and legal penalties. High-profile cyber incidents can significantly harm Indegene's reputation, eroding trust among clients, partners, and patients. Additionally, cybersecurity incidents can lead to substantial costs for incident response, remediation, and potential litigation, threatening the company's financial stability.
Mitigating Actions	Establish oversight protocols for generative AI, perform data impact assessments, secure user consent, ensure ethical data processing, align generative AI practices with privacy standards, offer ongoing training, assess third-party compliance, and implement a robust monitoring framework.	Follow cybersecurity standards, uphold an Information Security Management System, operate a 24/7 Security Operations Center, leverage advanced vulnerability management tools, create incident management protocols, perform regular risk assessments, enforce strict access controls, and review operational health for compliance.

Our Sustainability Strategy

At Indegene, we prioritize maximizing value for our shareholders and partners. We proactively manage our offices to create positive social and environmental impacts. Our ESG (Environmental, Social, and Governance) objectives focus on fostering healthy work environments that align with our organizational and stakeholder commitments.

We are committed to cultivating inclusive, diverse, and equitable practices for our employees, aiming to build a dedicated workforce. Our operational foundation is built on core values that guide us toward achieving both financial and non-financial objectives through ethical behavior and transparent governance. Our approach includes:

- Seamlessly integrating ESG priorities into our business planning and overall strategy
- Addressing ESG material issues by establishing clear Key Performance Indicators (KPIs), commitments, and targets
- Releasing annual sustainability reports aligned with Global Reporting Initiative (GRI) standards and actively participating in prominent ESG evaluations such as CDP and Ecovadis.

Stakeholder engagement: Methodology and Approach

Stakeholder Group	Communication Channels	Engagement Frequency (Annually/Half Yearly/ Quarterly)	Purpose and scope of engagement including key topics and concerns raised during such engagement
 Employees	Survey on employee engagement; evaluations of performance; voluntary corporate social responsibility activities; programs for training and development; diversity, equity, and inclusion programs.	Annually	Development and training opportunities; fair and timely remuneration; acknowledgment and recognition for achievements; an inclusive, transparent, and secure work environment that respects diversity
 Clients	Net Promoter Score (NPS) questionnaire; CSAT PowerBI Analysis; governance meetings	Annually	Effortless service provision; creativity and forward-thinking; equitable and competitive pricing
 Investors	Investor earnings communications; gatherings with shareholders; interactions with investors,	Quarterly, Annually	Consistent financial achievements; ethical business conduct and effective corporate governance; risk management; incorporation of Environmental, Social, and Governance (ESG) principles

Stakeholder Group	Communication Channels	Engagement Frequency (Annually/Half Yearly/ Quarterly)	Purpose and scope of engagement including key topics and concerns raised during such engagement
	encompassing individual and group meetings.		into strategy and operations; open and comprehensive reporting and disclosure
 Suppliers	The process of vendor prequalification, risk analysis, and rating; Indegene provides training and capacity building sessions to vendors' employees, covering various subjects like health, safety, and environmental concerns	Quarterly	Equitable and principled procurement and engagement procedures; Timely payment
 Communities	Staff volunteering endeavors; collaborative initiatives with non-governmental organizations (NGOs), aimed at enhancing their operational efficiency	Quarterly	Advancement of our communities' economic, social, and environmental well-being
 Academic Institutions	Campus Recruitment	Annually	We provide equal opportunities, training and growth opportunities, and fair compensation to our campus recruits
 Government and regulatory bodies	We foster engagement by being members of industry bodies such as the National Association of Software and Service Companies (NASSCOM) We fulfil our tax obligations and adhere to all applicable laws and regulations	Quarterly	Adherence to laws and regulations; ethical conduct in business operations; transparent disclosure practices; fulfillment of tax responsibilities; support for national climate change initiatives
 Industry bodies	Online questionnaires; Conventions or seminars	Biannually	Innovation Advocacy and Collaboration

Materiality Assessment and Results

We prioritize keeping our materiality assessments up to date as we advance our ESG journey. In FY 2023-24, we conducted our first **Double Materiality Assessment**, reflecting our commitment to sustainability, transparency, and comprehensive disclosure. Our methodology aligns with key reporting standards, including the **European Financial Reporting Advisory Group (EFRAG)** under the **Corporate Sustainability Reporting Directive (CSRD)**, the **European Sustainability Reporting Standards (ESRS)**, and **IFRS requirements**. This approach enhances our understanding, allowing us to integrate sustainability into our decision-making processes effectively.

Our materiality process adheres to comprehensive **GRI standards** and incorporates diverse perspectives, including sector-specific, regional, national, and global considerations. Using virtual interaction tools, we engaged with our internal stakeholders during the FY 2023-24 assessment. We will continue to refine our approach, focusing on relevant ESG factors to reinforce our commitment to excellence.

- 1) **Contextualization** – In our analysis, we considered prominent sustainability practices and industry-specific trends, identifying essential material concerns. Additionally, we thoroughly examined the organization's sustainability strategy, goals, and commitments, while also integrating the guidelines from the Software and IT Services SASB Standards for a comprehensive approach.
- 2) **Identification and analysis of impact** – To assess the impact of material issues, we prioritized stakeholder engagement and conducted a comprehensive review of significant trends and prospects within our sector. This involved gathering pertinent data from various sources, such as previous sustainability reports, financial reports, stakeholder surveys, industry benchmarks, and relevant regulations.
- 3) **Prioritization** – We aligned our materiality exercise with our risk map, evaluating risks based on their likelihood and potential impact. Using this alignment, we developed action plans and strategies to address the identified material issues, seamlessly integrating them into the organization's overarching business strategy.

Our goal extends beyond identifying material issues; we aim to gather meaningful insights that will drive continuous improvements to our materiality assessment framework in the coming years. Through this assessment, we identified significant sustainability-related impacts, risks, and opportunities. By engaging with stakeholders, we evaluated these factors not only within our own operations but across our entire value chain. Our materiality assessment considered both Impact Materiality and Financial Materiality. Impact materiality focusses on how a company's actions affect people and environment while financial materiality focusses on how a company's actions affect its financial performance.

Recognizing the importance of understanding both "Inside-Out" and "Outside-In" perspectives, we conducted extensive stakeholder consultations. To facilitate this, we designed a tailored survey that thoroughly captures stakeholder feedback on all the topics we identified. We conducted materiality workshops to build an understanding of Double Materiality Assessment (DMA) and seek active engagement of all Internal Stakeholders. These workshops played a strategic role, assisting us in identifying and prioritizing the most significant environmental, social, and governance (ESG) issues or sustainability topics. During this collaborative workshop, our stakeholders worked together to assess and determine the issues that exert the most considerable influence on both the organization and its stakeholders. Additionally, we circulated survey forms to all our internal stakeholders

including our senior management, heads of departments and all other employees from our global offices, and key external stakeholders including our suppliers and customers whose inputs were crucial for the inside-out perspective which give us an understanding of our impact.

The severity of actual impacts is assessed using three key parameters: scale, scope, and irremediability. Scale measures the seriousness of the impact on people or the environment, while scope evaluates how widespread the effects are, considering factors such as the percentage of sites, employees impacted, or financial implications. Irremediability gauges the difficulty and resources required to reverse the damage in terms of cost and time. For potential impacts, the likelihood of occurrence is considered in addition to severity. When evaluating negative impacts, all three dimensions—scale, scope, and irremediability—are used to assess severity. For positive impacts, severity is determined by the combined scoring of scale and scope, as no remedial actions are required for positive outcomes.

To assess the financial implications of the identified ESG issues, we evaluated the potential risks and opportunities associated with each issue (as shown in the table above). We considered how these factors could impact our cash flows and revenues, as well as our reliance on external social or environmental resources, the disruption of which could affect our financial performance. The financial impact was determined through extensive stakeholder input, and we used a structured rating system to assess the financial significance of each sustainability topic.

Risks: In evaluating risks, we analysed potential financial impacts, such as effects on revenue and cash flows, alongside our existing risk mitigation measures. We assessed the nature of these impacts across various scenarios, using input from subject-matter experts. Our analysis was further supported by our Enterprise Risk Management (ERM) framework, which helps us identify and manage risks at both the enterprise and project levels.

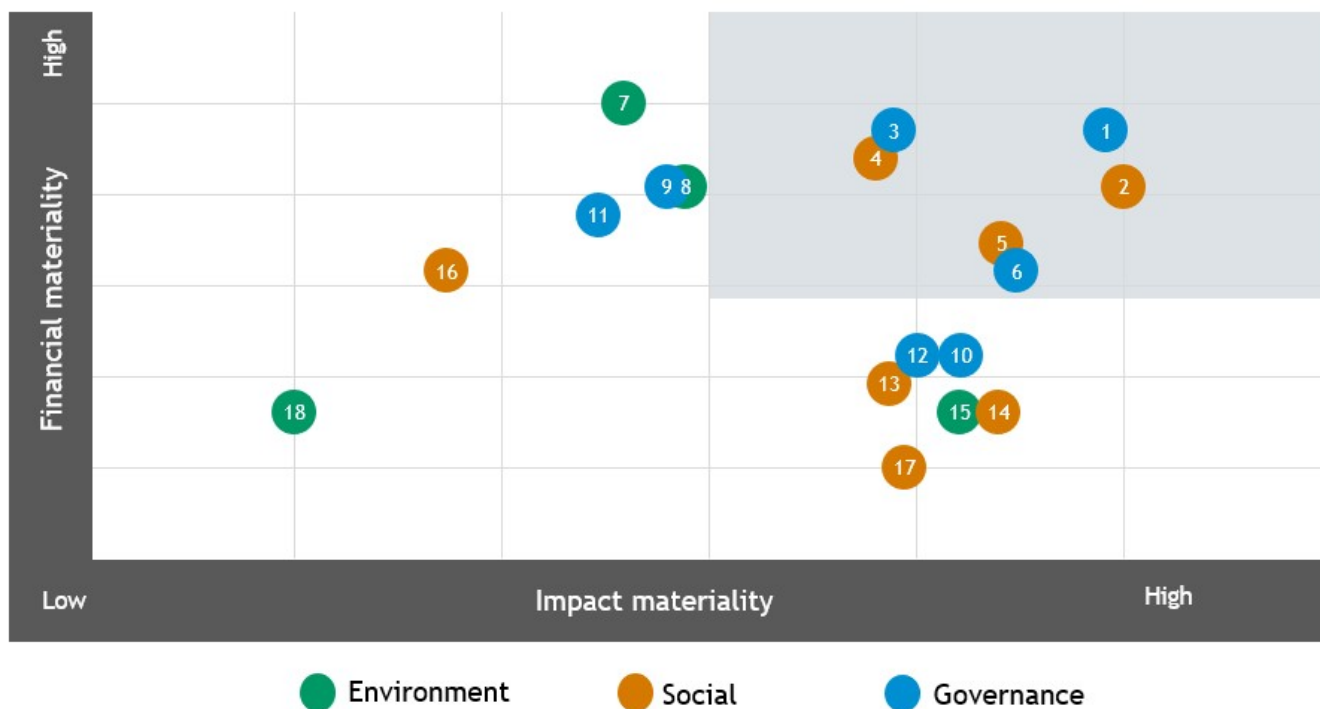
Opportunities: Identifying opportunities not only strengthens risk management by addressing non-financial risks that could affect financial performance but also opens pathways for innovation, cost savings, and competitive advantage. By systematically evaluating the intersection of ESG factors and financial materiality, we have aligned our strategies to drive long-term value creation while meeting regulatory requirements and stakeholder expectations. This comprehensive approach enhances corporate resilience while reinforcing transparency and accountability.

Following this methodology, we developed our Double Materiality Matrix. The analysis and its outcomes were reviewed and approved by our Executive Management before finalization. Our materiality assessment has been a collaborative effort, incorporating feedback from both internal and external stakeholders.

The results of our assessment, encompassing both Impact and Financial Materiality, have been consolidated into a comprehensive materiality matrix. This matrix offers a holistic perspective on the significant impacts we generate and the risks we encounter, serving as a strategic guide for our sustainable business practices and risk management.

Data privacy and security, Customer satisfaction, Economic performance, Diversity, Equity and Inclusion and GHG emissions & Climate Change remain our key prioritized material topics for this year.

Indegene's Double Materiality Matrix



List of Material Topics

- | | | |
|---|----------------------------------|---|
| 1 Data privacy and security | 7 GHG Emissions & Climate Change | 13 Fair labour practices & Human rights |
| 2 Customer satisfaction | 8 Energy Management | 14 Employee Health, Safety & Wellbeing |
| 3 Economic performance | 9 Risk Management | 15 Water management |
| 4 Diversity, Equity & Inclusion | 10 Corporate Governance | 16 Community development |
| 5 Talent acquisition, Development & Retention | 11 Sustainable Supply Chain | 17 Training and development |
| 6 Business ethics and compliance | 12 Innovation | 18 Waste management |

Our Environmental Performance

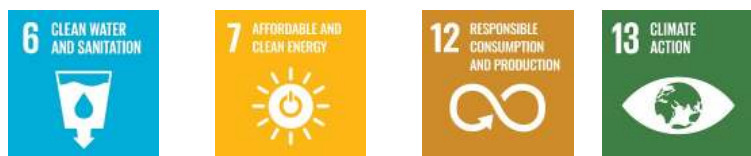
Safeguarding the environment and ecosystem is a key objective for us. We are committed to environmental stewardship, with efforts to reduce greenhouse gas emissions aligned with the Science Based Targets Initiative (SBTi) and the Paris Agreement. Our near-term science-based targets have received SBTi approval.

Prioritizing and promoting environmental considerations remains an integral component of our decision-making processes and will be vital in continuing our success as an environmentally sustainable company. We are committed to taking the right actions, via monitoring, measuring, and controlling environmental impact at our offices using sustainable practices.

Material Topics:

GHG Emissions and Climate Change
Energy Management
Water Management
Waste Management

SDGs impacted:



Environment Policy and Procedures

Our Environmental Policy, established at the group level, emphasizes energy efficiency, water management, the reduction of GHG and air emissions, and waste minimization. This policy, along with other internal SOPs, serves as a comprehensive framework for our employees to understand and implement the company's Environmental Management System (EMS).

Our largest delivery centers in Bangalore, India, are ISO 14001 certified, with regular reviews and continuous improvements made to our EMS. The EHS and ESG taskforce teams are responsible for overseeing and evaluating environmental initiatives at our offices. In compliance with ISO 14001 standards, we conduct regular environmental impact assessments and implement mitigation measures.

The Environmental Policy undergoes annual reviews or updates when significant changes in processes or management practices occur, ensuring its relevance and alignment with our operations and evolving stakeholder expectations. To promote transparency, the policy is made available online for our employees, customers, and other stakeholders.

Energy management

We are driven by innovation and sustainability, paving the way to an energy-efficient future.

Energy consumption is a major contributor to our overall environmental footprint. We are committed to minimize energy usage, reduce greenhouse gas emissions, maximize energy efficiency, and continue to increase the share of renewable energy in our day-to-day operations. Our offices are located in leased buildings in tech parks. Most of our energy consumption comes from the grid electricity we consume to run our buildings and some of our locations include diesel generators (DG sets), which are used as a backup in case of any power outage. We possess restricted operational authority concerning electricity utilization throughout our value chain. Moreover, due to availability limitations, our capacity to leverage renewable alternatives remains confined.

During this reporting period, 67% of our electricity was powered by renewable energy across our largest delivery centres in India. Globally, our renewable energy share for FY 2023-24 as part of our total electricity consumption was 57%, a 2% increase from the previous and grid electricity accounted for the remaining 43%. Our energy consumption for the reporting year is shown below:

Direct energy consumption (in GJ)

Energy within the organization (in GJ)	FY 2023-24	FY 2022-23
Total electricity consumption ⁽¹⁾	2157.56	1922.61
Energy consumption through other sources (Solar) ⁽²⁾	2862.28	2371.00
Total Fuel Consumption	191.09	365.48
Total	5210.93	4659.09
Energy Intensity (GJ/million rupees)	0.20	0.20

Overall electricity consumption (in Kwh)	FY 2023-24	FY 2022-23
Grid ¹	599370.66	534101.55
Renewable ²	795142.00	658663.46
Total	1394512.66	1192765.01
% share of renewable electricity ³	57%	55%
% share of renewable electricity ⁴	67%	67%

As a digital healthcare services company, we have reduced the dependency on data centers by moving to cloud-based infrastructure. So, our data center energy footprint is minimal, and we seek to constantly monitor and maintain the energy efficiency of our data center operations in India. We have formalized procedures and guidelines

¹ Includes global energy consumption, in line with the topic boundary for energy

² This includes wheeled renewable power

³ Percentage share of renewable energy for Global operations

⁴ Percentage share of renewable energy for India operations

to manage and conserve the amount of energy and resources needed to operate facilities. We train and educate our employees to conserve energy in all possible ways and make better use of resources using our energy conservation SOP. The focus areas for energy efficiency measures in green buildings and existing buildings continue to be lighting, air-conditioning, automation, UPS, building facade, data centres, and server rooms. Our energy management initiatives include:

- Progressive transition to LED lighting systems
- Purchase and use of energy-efficient equipment such as Energy star rated appliances in our offices
- Use of renewable energy at all locations, wherever possible through wheeling and Purchase Power Agreements (PPAs)
- Effective use of HVAC operations by optimizing refrigerants, compressors, and continuous maintenance of air handling units (AHUs)
- Replacement of inefficient appliances and equipment
- Minimizing the energy requirements of data center and IT rooms through the transition to co-located data centers and cloud-based solutions
- Separation of cold aisle and hot aisle in data center rooms
- Blanking panels to ensure that cold fresh air and warm used air do not mix in our data centers
- Following ASHRAE guidelines to drive energy savings in the data centres

Climate change and GHG emissions

Taking on responsibility, we initiate change by reducing greenhouse gas emissions – a commitment to building a resilient future in the face of climate change challenges

Climate change is the biggest challenge facing humanity. Recent research from the Intergovernmental Panel on Climate Change (IPCC) and the conclusions drawn from the recent COP26 conference in Glasgow emphasize the urgency of capping the global temperature increase at 1.5°C and achieving net-zero greenhouse gas (GHG) emissions by 2050. Every entity, from organizations to communities and individuals, must amplify their endeavors to combat climate change. Notably, the private sector plays a pivotal role in offering solutions.

At Indegene, climate change considerations consistently hold a pivotal position in all our strategies, ranging from mergers and acquisitions to leasing new office spaces and engaging with stakeholders. **We have committed to near term SBTi targets, and these targets are thoroughly assessed and validated by SBTi.** While maintaining our commitment, we also proactively integrate robust initiatives to enhance our sustainability performance. This involves a steadfast incorporation of clean technology in both our operations and the solutions we offer to clients, with the aim of reducing our environmental footprint.

Our SBTi Targets

We commit to reducing our absolute scope 1 and 2 GHG emissions by 33.6% by FY 2028, using FY 2023 as our base year. We also commit to a 20.0% reduction in our absolute scope 3 GHG emissions within the same timeframe.

Climate Governance

We adopt a cross-functional approach to climate action and decarbonization strategies, fostering collaboration in responding to and managing the climate related risks and opportunities. This approach functions within a multi-layered governance structure.



Board Oversight

The CEO is responsible for overseeing the company's environmental strategy, establishing management systems, and ensuring consistent global performance in line with his commitment to environmental leadership. Key responsibilities include:

- Initiating ESG activities and strengthening data monitoring, tracking, and disclosure procedures.
- Realigning strategies to improve ESG performance and meet identified targets.
- Overseeing the alignment of climate action strategy and disclosure performance.

The CFO incorporates climate change considerations into key financial decisions, establishes both financial and non-financial KPIs, and oversees climate-related risk mitigation options, and explores the feasibility of opportunities arising from climate action.

The Audit Committee at Indegene, overseen by the board, plays a pivotal role in shaping sustainability strategies by:

- Making key decisions on short- and medium-term sustainability strategies.
- Engaging with stakeholders to manage the impacts of climate action and guide client engagements related to climate strategy.
- Participating in various forums and summits to stay informed on trends and steer the company's performance on climate action.

The Executive Vice President and Senior Vice President of Global Operations are directly responsible for climate-related issues, including:

- Accountability for the climate protection program and related strategic decisions.
- Regularly reporting to the CEO on environmental and social initiatives, including updates on SBTi targets, GHG emission strategies, and associated risks.

The ESG Taskforce, led by the Senior Vice President of Global Operations, plays a central role in overseeing Indegene's environmental performance and the implementation, progress, and outcomes of climate change-related

initiatives. The taskforce provides feedback to the CEO, supervises climate-related matters, facilitates discussions with environmental experts, and updates the management team on progress. It also collaborates across functions to integrate sustainability practices throughout the organization. The ESG Committee is entrusted with the following responsibilities:

- Establishing responsibility matrices for decision-making on decarbonization strategies.
- Leading discussions on critical milestones of the emission reduction plan aligned with SBTi targets.
- Managing succession planning and addressing stakeholder concerns.
- Continuously improving Indegene's overall ESG-Sustainability framework.

Our decarbonization strategies

Our strategies to achieve our SBTi targets include

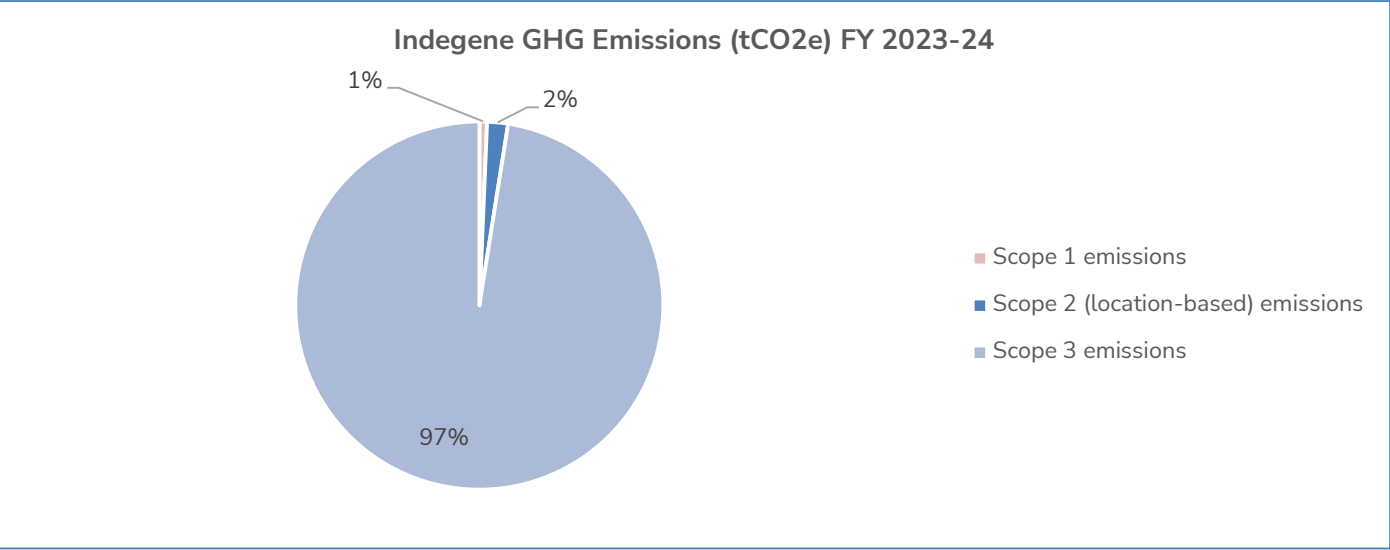
- Organizing training sessions to enhance ESG awareness among employees and suppliers
- Investing in the development of new technologies, including AI, and implementing processes to further reduce carbon emissions across our operations.
- Integrating ESG into Indegene's business strategy
- Investing in the development of new technologies, including AI, and implementing processes to further reduce carbon emissions across our operations.
- Eliminating single use plastics, restricted use of paper for printing and incorporating circularity
- Partnering with UNGC

Additionally, GHG emission specific strategies are shown below

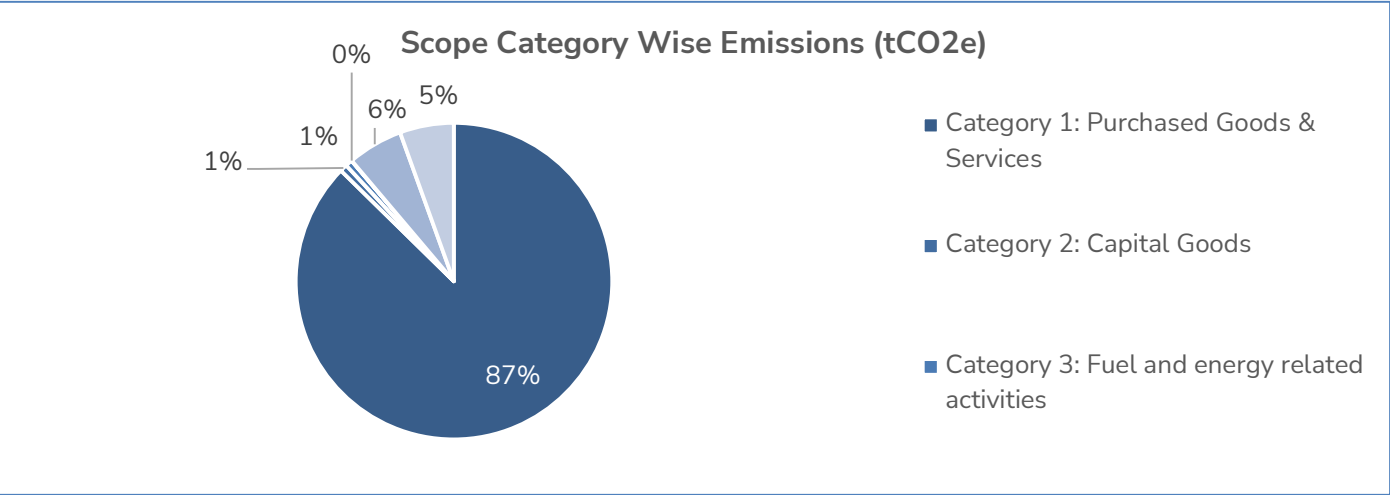
Scope 1 emission reductions strategies	Scope 3 emission reductions strategies
• Transitioning to alternate fuel based and emission efficient generators for alternate power supply to our offices • Retrofitting of existing DG sets • Continuous usage of environment friendly refrigerants	• Promoting sustainable sourcing and encouraging suppliers to set SBTi targets. • Evaluating and purchasing low-carbon footprint materials for office use as per our responsible procurement policy • Implementing a sustainable supply chain framework and GHG-focused survey tools to assess vendors' emissions, allowing us to prioritize companies aligned with our sustainability objectives • Apportioning emissions by calculating Indegene related share of emissions based on economic values at group level or business unit level • Expanding the use of collaboration tools to minimize the need for business travel. • Transitioning to zero-emission vehicles for employee transportation • Gradually optimizing water usage, recycling efforts, circularity practices, waste management, and increasing the use of recycled materials in projects
Scope 2 emission reductions strategies	
• Expanding the use of renewable energy sources, including the use of rooftop solar panels • Exploring green energy procurement options such as I-RECs and other green PPAs • Optimizing energy consumption from central air conditioning by upgrading or retrofitting outdated HVAC systems with advanced energy-efficient technology, and optimizing uninterrupted power supply systems by establishing systematic approach	
	Establishing comprehensive carbon inventory to accurately track and report emissions, identify emission reduction opportunities, and monitor progress toward our decarbonization targets

GHG Emissions

We have accounted for and have reported emissions from scope 1, scope 2, and scope 3 separately using the operational control approach as per Green House Gas (GHG) protocol. The emission boundary as per the operations of Indegene Limited includes all offices in India and other locations including China, Mexico, UK, and USA. The scope-wise distribution of the GHG emissions for FY 2023-24 is shown below.



The Scope 3 category wise emissions distribution is shown below.



Scope 3 emissions stand out as the primary source, making up almost 97% of Indegene's overall emissions. Within this category, the most substantial contributions arise from Category 1, which pertains to Purchased Goods and Services (constituting 87%), followed by Category 7, involving Employee Commuting (at 5%). The breakup of Scope 1, Scope 2 and Scope 3 emissions is given below.

Categories	Unit	Total Emissions (in tCO2e)		
		FY 2022-23	FY 2023-24	% Reduction against SBTi baseline
GHG Scope 1	metric tonnes CO2 equivalents	367.66	128.96	
GHG Scope 2 (location-based)	metric tonnes CO2 equivalents	294.56	359.33	
Total Scope 1 + Scope 2	metric tonnes CO2 equivalents	662.22	488.29	-26%
Total GHG Scope 1 + Scope 2 emission intensity (per revenue)	(metric tonnes CO2 equivalents/INR mn)	0.03	0.02	
Total GHG Scope 1 + Scope 2 emission intensity (per FTE)	(metric tonnes CO2 equivalents/FTE)	0.12	0.10	
GHG Scope 3				
<i>Category 1: Purchased Goods & Services</i>	metric tonnes CO2 equivalents	22,672.61	16,460.82	
<i>Category 2: Capital Goods</i>	metric tonnes CO2 equivalents	468.13	145.10	
<i>Category 3: Fuel and energy related activities</i>	metric tonnes CO2 equivalents	139.25	134.62	
<i>Category 5: Waste generated in operations</i>	metric tonnes CO2 equivalents	6.26	0.32	
<i>Category 6: Business Travel</i>	metric tonnes CO2 equivalents	1,311.17	1071.18	
<i>Category 7: Employee Commuting (excluding work from home emissions)</i>	metric tonnes CO2 equivalents	3,723.04	1040.85	
Total Scope 3	metric tonnes CO2 equivalents	28,320.46	18,852.89	-33%
Total Emissions (Scope 1 + Scope 2 + Scope 3)	metric tonnes CO2 equivalents	28,982.68	19,341.18	

In FY 2023-24, Our absolute Scope 1 and 2 emissions have been reduced by 26% compared to baseline emissions. Similarly, our absolute Scope 3 emissions have been reduced by 33% compared to baseline.

GHG Emission Quantification Methodology

Indegene has accounted for and reported emissions from Scope 1, Scope 2 and Scope 3 separately using the control approach in line with The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (revised) for scope 1 and scope 2 and The Greenhouse Gas Protocol: The Corporate Value Chain (scope 3) Accounting and Reporting Standard.

Organizational boundary

The organizational boundary for Indegene's operations encompasses all our global offices. We have accounted and have reported emissions using operational control approach.

Operational boundary

Scope 1 emissions: The sources of Scope 1 emissions for Indegene Limited includes combustion of fuels in diesel generator (DG) sets and refrigerant gas leakages

- Methodology used: Average data method as per GHG protocol
- Inclusions: Diesel consumption from Indian offices.
- Exclusions: Data pertaining to diesel consumption from our global offices is not available and hence excluded. Indegene does not own any cars. Hence, Mobile consumption is zero.

Scope 1 Emissions for FY 2023-24 (in tCO ₂ e)	
Categories	Emissions (tco2e)
Scope 1 (Stationary)	50.65
Scope 1 (Fugitive)	70.82
Total	128.96

Scope 2 emissions: The indirect location-based Scope 2 emission sources for Indegene Limited are: Grid electricity units (excluding renewable energy units) consumed in all our offices.

- Methodology used: Location based average data method as per GHG protocol
- Inclusions: Electricity consumption data of offices from India, USA, China, Mexico and UK.
- Exclusions: Data pertaining to electricity consumption from Mumbai, Los Angeles, USA, Switzerland, Ireland, Tokyo, Montclair and NY offices is not available and hence excluded.

Country wise scope 2 emissions for FY 2023-24	
Locations	Emissions (tco2e)
Scope 2 (India)	280.32
Scope 2 (USA)	47.26
Scope 2 (China)	18.21

Scope 2 (Mexico)	9.59
Scope 2 (UK)	3.94
Total	359.33

Scope 3 emissions: The Scope 3 emissions are a consequence of the activities of Indegene Limited but occur from sources not owned or controlled by the company. Based on the Scope 3 category screening as per GHG protocol, the following categories are found relevant, and the emissions are calculated for the same.

Scope 3 Category	Relevance for Indegene	Emissions (tCO2e)
Category 1: Purchased Goods and Services (PGS)	This category for Indegene includes typical operational expenses including purchased goods and services (computers, printers, software, paper, internet & broadcasting, and other IT products, and services). Also, includes expenditure on employee salary, salary of technical subcontractors, insurance, travel expenses, etc. The emissions due to purchased goods and services have been calculated based on annual spending.	16460.82
Category 2: Capital Goods	The category of capital goods includes the expenses related to IT, computers, software, audio, video, and communication equipment, furniture, and fixtures, building repair and maintenance etc. based on its financial accounting at the Group level. These emissions due to capital goods have been calculated based on annual spend on capital goods.	145.10
Category 3: Fuel and Energy Related Activity (not included in scope 1 and 2)	Under this category, the emissions due to Transportation & Distribution (T&D) losses for every unit of grid electricity procured have been included under this section. This applies to the electricity procured from the grid, and sourced from third-party non-renewable sources, if any.	134.62
Category 5: Waste in Operations	This category includes emissions from the waste generated from operations across India offices of Indegene Limited only, which is responsible for predominant operations. The waste categories include both hazardous and non-hazardous - i.e. paper, e-waste, food waste and refuse from DG sets etc.	0.32
Category 6: Business Travel	Business travel includes long and short-distance air travel globally and commutes through air and road transportation, including trains, buses, cabs, etc., for business requirements along with hotel stays.	1071.18
Category 7: Employee Commuting	The assumptions for the employee commute category have been sourced from an employee commute survey conducted within Indegene to understand the commute practices. The survey was conducted across all offices and geographies. The survey covered various aspects such as mode of transport, work from home days, work hours etc.	1040.85
Total Scope 3 emissions		18852.89

Methodology: Spend based method for Category 1 and 2, Average data method for Category 3, Waste-type specific method for category 5 and Distance based method for Category 6 and 7

Inclusions: Data from our global operations have been included for all relevant categories except category 5: Waste generated in operations

Exclusions:

- For Category 5: Waste data from global offices is not available and hence excluded.
- For Category 6: Hotel emissions under business travel are included in the inventory
- For Category 7: Work from home emissions is excluded under employee commuting as per SBTi criteria and recommendations

GHG Emission factors

Scope	Category	Emission factor source
Scope 1		
	Stationary combustion	DEFRA 2023 Emission Factor Database
	Fugitive	DEFRA 2023 Emission Factor Database
Scope 2		
	Purchased Grid Electricity (Location based)	India: CEA: CO2 Baseline Database for the Indian Power Sector, Version 19, December 2023 Other locations: IEA emission Factors 2023
Scope 3		
	Purchased Goods and Services	USEEIO Supply chain emission factors
	Capital Goods	USEEIO Supply chain emission factors
	Fuel and energy related activities (not included in Scope 1 or Scope 2)	Diesel: DEFRA 2023 Emission Factor Database Electricity: IEA emission factors 2023
	Waste generated in operations	DEFRA 2023 Emission Factor Database
	Business Travel	US EPA GHG emission factors hub
	Employee Commute	India: India Specific Road Transport Emission Factors, 2015 - WRI - India GHG Programme Other locations: US EPA GHG emission factors hub

Air Emissions

Our main emissions from our support activities are Nitrogen Oxide (NOx), Sulfur Oxide (SOx) and other Ozone Depleting Substances (ODS). Diesel generator (DG) sets are the primary sources of NOx and SOx at our offices operating within tech parks and leased buildings in India. These are monitored every month to keep them within the permissible limits prescribed by the State Pollution Control Boards. We conduct monthly ambient air quality and noise pollution checks and we found the parameters such as Particulate matter, SOx, NOx, and Carbon monoxide are within permissible limits as per KPSCB, CPCB and NAAQ standards.

Air emission parameters	Units	FY 2023-24
PM	mg/m ³	68.60
NOX	mg/m ³	48.00
SOX	mg/m ³	36.40
Carbon Monoxide	mg/m ³	129.00

Sites	Parameter	Units	FY 2023-24	FY 2022-23
Manyata Tech Park, Bangalore		db (A)	56.3	41.2

Sites	Parameter	Units	FY 2023-24	FY 2022-23
Brunton Road, Bangalore	Leq ⁵		61.3	58.6

Water Stewardship

We aim to decrease our water footprint and increase water accessibility in our operational facilities

The growing demand for water and the challenges posed by climate change and population growth has necessitated a focus on responsible water reuse as a crucial method of conserving this precious resource. Indegene is committed to minimizing water footprints and improving water accessibility in the buildings in which we operate. We are committed to water conservation through the Reduce, Reuse and Recycle strategy. Our water management standard operating procedure (SOP) guides our teams to implement water-saving measures, monitor water usage, and identify opportunities for further improvements. In addition to our water management SOP, we adhere to our group-level environmental policy, which outlines our commitments and action plans for effective water conservation

In FY 2023-24 our water consumption decreased by 11% whereas our water intensity (per revenue in INR mn) decreased by 19%.

Indicators	FY 2023-24	FY 2022-23
Water withdrawal by source (KL)		
Surface water	-	-
Ground water ⁶	3569.60	4405
Third party water (Municipal/Private Providers) ⁷	686.33	474.42
Total water withdrawal (A) (in KL)	4345.93	4879.42
Total water discharged (B) (in KL)	0	0
Total water consumption (A-B) (in KL)⁸	4345.93	4879.42
Water intensity (per INR mn)	0.17	0.21
% of recycled water² used in our office⁹	48%	38%

⁵ The Leq value reported is the average of Leq values at multiple sampling points.

⁶ It is assumed that the water provided by the building owner is withdrawn from ground water

⁷ Third party water includes water from BWSSB municipal supply and RO drinking water cans

⁸ This includes water consumption for drinking and domestic use from our Indian offices.

⁹ **FY 2023-24:** Flow meters were installed at the MTP office during this reporting year. Data from the flow meter is available for the period from September 2023 to March 2024. For the months of April 2023 to August 2023, water consumption was estimated using a linear forecasting method, with April 2024 to August 2024 data as a reference

FY 2022-23: Water consumption data for FY 2022-23 was provided by the builder for our office in Manyata Tech Park, Bangalore. For our Brunton Road office in Bangalore, the data was sourced from BWSSB water bills. The reported water consumption is limited to minimal operations within the campuses/offices.⁴² The recycled water used at our office building in Manyata Tech Park, Bangalore, is treated through the STP (Sewage Treatment Plant) and used for flushing and gardening activities.

The water we use across our offices is provided by the building owners through sources such as groundwater, municipality and local water bodies, tankers, and recycled wastewater. We further procure packaged drinking water for our domestic drinking water consumption in our offices. The water used in our offices is discharged to sewage treatment plants (STPs) operated by the building owners and is further reused for flushing and gardening activities. The wastewater quality in the STPs is consistently monitored as per Central Pollution Control Board (CPCB) guidelines and is discharged as per regulatory guidelines.

Our efforts to reduce water consumption includes deploying water-efficient fixtures like sensor-based taps, low-flow aerators, and smart meters to detect leaks and trigger predictive maintenance alerts. We have also started deploying flow meters in our office spaces in India to monitor volumes of water consumed. We are constantly improving the process of data collection related to water management and seek to incorporate data from our global offices as well.

Waste Management

[We have established robust waste management procedures focusing on waste collection, segregation, and disposal of waste](#)

We use the 3R approach i.e. reduce, reuse, and recycle, to effectively manage the waste generated across our facilities. Our environmental policy and waste management SOP provides clear guidance to all employees and sub-contractors in this aspect.

Waste segregation: Waste segregation at source refers to the process of identifying and segregating various types of solid wastes at the place or location of their generation. We segregate waste mainly into two categories - hazardous and non-hazardous waste. Separate storage of various components of solid waste such as biodegradable wastes including landscape / garden waste and food waste, and nonbiodegradable wastes including sanitary waste is practiced. The waste management approach at Indegene encompasses a multi-step process. It begins with the segregation of waste at its source, followed by further categorization, efficient collection and handling, recycling, and responsible disposal of all waste materials. This comprehensive strategy adheres rigorously to relevant regulations, resulting in the reduction of adverse environmental effects. Moreover, we prioritize environmentally friendly packaging for all our procurement activities.

Recycling and reuse: Waste such as paper, plastic, and metal, are recycled, converted into other usable forms, and circulated back to the supply chain. Food waste generated in our offices in Bangalore is routed to an organic waste converter which converts organic waste into compost, and the manure is further used in gardening activities. Our e-waste includes computers, desktops, laptops, keyboards, mobiles, printers, cartridges, and batteries. Generated e-waste is always either sent to authorized recyclers who provide us certificates on the successful recycling and recovery of the material, or it is refurbished by our internal teams and further distributed to communities as a part of our CSR activity.

E-waste is subject to regulation through legislation. Therefore, we conduct assessments of vendors to verify that all necessary compliances are met before the disposal of E-waste takes place.

Biomedical waste management at our office locations is governed by the relevant regulations and guidelines. Segregated waste is typically transferred to a common biomedical waste treatment facility for proper treatment and disposal.

Further actions taken to manage waste include:

- Replacement of plastic bottled water with reusable water containers and glasses across our facilities
- Usage of biodegradable chemicals in the facility for cleaning and disinfection purposes
- Adoption of biodegradable waste disposal bags across the facilities
- Adoption of ecofriendly material for serving food and beverages in the cafeteria
- Provide training to employees and subcontractors on effective waste management
- As part of our ongoing efforts to embrace sustainability, we have introduced Eco mugs — an eco-friendly alternative to disposable cups used in office settings.



- As part of our ongoing efforts to embrace sustainability, we have introduced Ecomugs — an eco-friendly alternative to disposable cups used in office settings.
- Ecomugs are made from responsibly sourced rice and coffee husks, offering a natural and sustainable material that is safe for everyday use. Unlike paper or plastic cups, which contribute to landfill waste, these are reusable, non-toxic, BPA-free, and 100% recyclable. These attributes make them a healthier choice for both people and the planet.

Key Indicators

Waste generation and disposal			
Hazardous			
Type	Quantity (Tonnes) in FY 23-24	Quantity (Tonnes) in FY 22-23	Disposal method
E-waste	0.03	0.1	Sent to Authorized Recycler
Electrical	0	0.25	Sent to Authorized Recycler
DG Lube Oil	0.42	0.04	Sent to Authorized Recycler
DG filters	0.025	0	Sent to Authorized Recycler
Battery waste	0	1.77	Sent to Authorized Recycler
Sanitary waste	0.15	Not reported	Incineration
Total hazardous waste generated (A)	0.63	2.16	
Non-Hazardous			
Wet waste (including food waste)	4.30	3.82	Recycling (treated in-house in organic waste converter and manure reused)
Paper waste	4.45	3.98	Recycling
Plastic waste	0.51	0.20	Sent to authorized recyclers
Total non-hazardous waste generated (B)	9.26	8.00	
Total waste generated (A+B) (in tonnes) ¹⁰	9.89	10.16	
Waste intensity (tonne/INR mn revenue)	0.00038	0.00043	
Total waste recycled/reused (tonnes)	9.74	10.16	

¹⁰ The quantity of waste disposed is considered as the waste generation quantity. Total waste generated includes data from Indian offices.

Waste generation and disposal			
Total waste disposed (tonnes)	0.15		
Incineration			

Building a Sustainable Future Together

Our commitment to sustainability is grounded in empowering people, cultivating inclusivity, and upholding ethical practices to nurture a future-ready workforce and lasting impact.

Our journey towards a sustainable future is driven by a holistic commitment to social responsibility. At the core of this vision is the belief that our people, communities, and partnerships are essential to creating lasting positive change. We recognize that sustainable growth is only possible when we invest in the well-being and development of our workforce, uphold ethical practices, and build strong, inclusive relationships with the communities we serve.

We are dedicated to creating a workplace that fosters inclusivity, diversity, and equity, ensuring that every individual has the opportunity to thrive. Through comprehensive talent development programs, we equip our employees with the skills to innovate and grow, while maintaining a firm commitment to health, safety, and well-being.

Beyond our workforce, we extend our focus to the wider social landscape, partnering with communities and stakeholders to drive meaningful change. From supporting fair labor practices to building sustainable supply chains, we aim to ensure that our operations align with the highest standards of ethics and responsibility. Our efforts contribute not only to business success but to the betterment of society, advancing the United Nations Sustainable Development Goals (SDGs) and paving the way for a sustainable, equitable future.

Material Topics:

Talent Acquisition, Development and Retention
Fair labour practices and Human Rights
Diversity, Equity & Inclusion
Training and Development
Employee Health, Safety and Wellbeing
Community Development

SDGs Impacted:



Our Workforce

We invest in talent as the core of our innovation and growth, driving our vision and shaping the future of healthcare.

Our workforce embodies the **core values of our Company: Trust, Innovation, Collaboration, and Empathy**. These principles not only drive the success of our organization but also positively impact the lives of the people we serve. We wholeheartedly recognize that our achievements are the result of the exceptional individuals who form the backbone of our Company, and we are committed to nurturing and empowering our talent to reach their full potential.

Indegene's recognition as a **Great Place to Work-certified organization** reflects our unwavering dedication to creating an exceptional workplace environment. This certification is a testament to our commitment to fostering a culture of trust, collaboration, and genuine care, making our organization a preferred destination for building fulfilling careers.

Our core values form the foundation of our workforce management and development strategy, empowering our global team of over 5000 employees to achieve their full potential.

Indegene's Workforce for FY 2023-24 (Age and Gender)^{11 12}

Employee Category	Age Group				Gender			Total
	<30	30-50	>50	Date of Birth Not Available	Male	Female	Gender Not Available/ Disclosed	
Top Management	0 (0%)	15 (0.5%)	29 (17.8%)	0 (0%)	38 (1%)	6 (0.3%)	0 (0%)	44 (1%)
Senior Management	0 (0%)	144 (4.7%)	30 (18.4%)	0 (0%)	136 (5%)	38 (2%)	0 (0%)	174 (4%)
Middle Management	134 (7.8%)	1,205 (39.3%)	69 (42.3%)	3 (50.0%)	868 (31%)	543 (25%)	0 (0%)	1,411 (28%)
Junior Management (Associates)	1,589 (92.2%)	1,703 (55.5%)	35 (21.5%)	3 (50.0%)	1,774 (63%)	1,555 (73%)	1 (100%)	3,330 (67%)

¹¹ Indegene controls the work of 334 contract employees globally, engaged through various contractual arrangements to support operations. The most common contract workers at Indegene are independent contractors.

These contractors perform roles such as graphic designing, content writing, testing, and data engineering, aligned with specific project needs. Data on contract workers is compiled using the HR Information System (HRIS), which tracks manpower and HR-related activities, assuming all contractors are onboarded into the system.

¹² Our current employee headcount figures do not include CultHealth. We plan to incorporate CultHealth into our headcount metrics in the coming years.

Total Permanent Workforce	1,723	3,067	163	6	2,816	2,142	1	4,959
Contract Workers	170 (50.9%)	142 (42.5%)	9 (2.7%)	13 (3.9%)	174 (52.1%)	160 (47.9%)	0 (0%)	334



Certified as a Great Place to Work for 2024-2025, achieving this recognition for the 8th time.



Recognized as Best Workplaces in Professional Services 2023 by Great Place to Work.

Our Hiring Practices

Our employees are our most important assets. We are committed to hiring and retaining the best talent and being among the industry's leading employers. We hire for over 600+ skills across 36 job families globally, continuously evolving to meet industry needs.

Particulars ^{13, 14}	FY 2021	FY 2022	FY 2023	FY 2024
Total number of new employee hires	1499	2119	1853	963
Percentage of open positions filled by internal candidates (internal hires)	1.3%	1.7%	1.6%	2.1%
Average hiring cost/FTE¹⁵	-	0.058	0.070	0.112

¹³ For additional details, please see our Additional Social Indicators section.

¹⁴ CultHealth has been excluded from our employee hiring headcount and will be included in future reporting.

¹⁵ In INR million

Employee Turnover

We conducted a thorough analysis of turnover rates and data coverage to gain insights into employee retention and demographic trends. This detailed analysis helps us assess the effectiveness of our retention strategies, identify patterns in employee departures, and ensure our workforce metrics are comprehensive and inclusive. With a clearer understanding of these dynamics, we can make informed decisions to improve employee satisfaction, address disparities, and align with our long-term organizational goals.

To enhance our approach further, we have introduced a strategic program called the **"Early Warning System" (EWS)**. The EWS predicts potential attrition by evaluating parameters such as salary, performance, disciplinary concerns, and personal reasons. By providing timely alerts, the system allows us to intervene early and retain our valuable employees. Proven effective in-service industries for over a decade, the EWS has demonstrated the ability to reduce attrition by 20-25%.

Particulars	FY 2021	FY 2022	FY 2023	FY 2024
Total Employee Turnover Rate	20.6%	25.6%	27.7%	26.7%
Voluntary Employee Turnover Rate	18.0%	22.1%	22.0%	15.9%

Advancing Diversity, Equity, and Inclusion

Diversity drives our transformation, enhances efficiency, and shapes healthcare's future. Every voice is valued and empowered in our inclusive culture.

We recognize that diversity improves our ability to attract, retain, motivate, and develop the best talent, create an engaged workforce, deliver the highest quality services to customers, and continue to grow the business.

Our Diversity & Inclusion Policy (D&I) sets out the guiding principles and practices which underpin Indegene's approach to developing and maintaining a diverse workplace. The policy is reviewed by our senior management and board periodically.

We have consistently been recognized for our unwavering commitment to inclusivity, receiving prestigious awards as a top workplace for women, working mothers, healthy work environments, and exceptional management. With women comprising 43.4% of our workforce, our complete dedication lies in creating a vibrant and empowering environment that caters to their specific needs. Through ongoing initiatives and support systems, our aim is to ensure that women at Indegene not only thrive but also flourish in their professional journeys.

To further this commitment, we have established a dedicated DEI Committee:

DEI Committee



Indegene's Diversity, Equity and Inclusion Committee

Diversity Representation across Indegene's Global Workforce

Our workforce embodies a rich mosaic of diversity, representing a wide array of racial and national backgrounds. We are dedicated to cultivating an inclusive environment where all employees' contributions are valued, enhancing our organizational culture with a wealth of perspectives and experiences.

Our team is instrumental in advancing our strategic objectives, leveraging their diverse skills and viewpoints to drive innovation and collaboration across the company. We celebrate the unique contributions of our colleagues from various cultural backgrounds, fostering an environment where diverse insights fuel our collective success. Our commitment is to ensure that every individual at Indegene can thrive, regardless of their racial or national origin.

Our team, representing diverse nationalities, religions, cultural backgrounds, and age groups, fosters a vibrant and dynamic work environment. With a global presence in 17 countries across 4 continents and employees who speak over 12 languages, we actively engage in discussions that celebrate our unique cultural attributes and

shared experiences.

Championing Women

We are proud to be recognized as a leading workplace for women, working mothers, and healthy work environments, with women making up **43.4%** of our workforce. We are dedicated to creating a supportive and dynamic environment that empowers women to excel in their professional journeys. Through continuous initiatives and support systems, we ensure that our female employees have the resources and opportunities to thrive.



Share of women in total workforce
43.4%

9% of management positions in revenue-generating functions are held by women.

Women hold a 74% share of STEM (Science, Technology, Engineering, Mathematics)-related positions.



We secured our 7th consecutive win as one of the Best Companies for Women in India 2023-2024, recognized by Avtar.

iamPOWER Leadership Development Program for Women

Our iamPower leadership development program has consistently attracted employees with six to seven years of experience who are on the path to becoming leaders or managers. The program targets various organizational needs to build a robust managerial talent pool.

The initiative is designed to empower women within the organization, enabling them to assume diverse roles and enhance their skills. It includes a new manager training program that covers operational management, people management, mentoring, team innovation, and business acumen development.

The program also addresses the challenges women face as they navigate significant life events, such as marriage and childbirth, while advancing in their careers. By supporting women through these critical phases, the initiative aims to help them successfully balance their professional and personal lives.

Our Support and Development Initiatives for Women

We have instituted dynamic policies that strongly emphasize empowering and advancing women, recognizing the utmost importance of gender inclusivity. These carefully crafted policies foster an environment where women can prosper and excel by eliminating obstacles, promoting equal opportunities, and providing robust support systems. Key initiatives include:

ATHENA Affinity Group

In 2015, we re-formalized our various initiatives for women into a dedicated network within Indegene called ATHENA. This in-house affinity group has evolved over the years to focus on the health, financial wellness, and professional development of women in our company. ATHENA serves as a dynamic platform for women across our global offices to connect, share knowledge, and build professional relationships, with the aim of increasing the representation of women in leadership roles.

Managed by an elected committee of women colleagues, ATHENA promotes role modelling, mentorship, and career advancement. The group's initiatives include a greater focus on training, mentoring, and coaching opportunities for women, contributing to our recognition among India's Best Workplaces for Women. Some of the recent webinars organized by ATHENA include **"Mark Yourself Cyber-safe this Women's Day"** and **"Show Runners - Episode 8: Discover the Advantages of Having a T-shaped Career."**

Maternity Act

We provide maternity benefits in alignment with the Maternity Act, supporting both commissioning and adopting mothers. Our lactation room is equipped with advanced facilities and offers the necessary resources to balance professional responsibilities with personal journeys. We also provide flexible, individualized support to ensure that the maternity period is as comfortable and manageable as possible.

MyHealthMatters Initiative

The MyHealthMatters (MHM) Health Initiative focuses on enhancing the well-being of female employees through tailored health programs. With the motto "Get Fit, Eat Right, and Stay Healthy," MHM delivers personalized interventions based on age, lifestyle, and life stage. The initiative includes annual health check-ups, risk assessments, and wellness activities, addressing specific health needs such as cervical screenings, breast scans, and PCOS discussions. The MHM e-portal offers easy access to health benefits, tracks wellness program participation, and extends support to employees' families.

Career Development Policy

Our Career Development Policy ensures fair and transparent performance evaluations and individualized development plans. We emphasize these principles to equip women with the skills and experiences needed for

leadership roles. Through focused learning journeys and support, we prepare women to advance their careers and thrive in leadership positions, fostering an environment where they can excel and make a significant impact.

We are committed to ensuring that career advancement is determined exclusively by individual impact and merit. Our efforts to eliminate unconscious bias and dismantle barriers are evident in our promotion practices. Over the past year, 9.9% of our promotions went to women, closely aligning with our overall gender representation.

Great Managers Award (GMA)

We actively participate in the Great Managers Award (GMA) organized by People Business, a program focused on enhancing organizational competitiveness through the development of exceptional managers. Each year, GMA identifies and honors "Companies with Great Managers" and "Great Managers," allowing us to benchmark our management practices against industry standards. Our participation in GMA demonstrates our commitment to cultivating a culture of exceptional leadership and contributing to the development of a strong ecosystem of great managers. In 2023, 8 out of 23 women managers nominated from Indegene, representing 35% of our participants, qualified for the awards. In the final round, 4 managers were shortlisted, including 2 women.



Indegene has been recognized by People Business Consulting in the prestigious Top 50 Companies with Great Managers for the second consecutive year, having ranked among the Top 100 from 2021 to 2023.

Women's Day

To mark Women's Day, we organized a week-long series of programs for all employees, focusing on various aspects of well-being. These programs addressed mental health, encouraged inner curiosity, and promoted physical health, taking a holistic approach to overall wellness. On Women's Day, we added a special touch by sending a personalized letter to every woman employee at Indegene.



Average Gender Pay Gap

Addressing gender pay gaps and ensuring fair compensation for all employees is a fundamental commitment for us. Achieving pay parity underscores our dedication to gender equality and promotes a more inclusive workplace. This strategy strengthens our company culture and reputation. We continuously monitor and maintain pay equity by staying updated on market trends and performing internal assessments

Employee Category	Ratio of Basic Salary and Remuneration (Women to Men)
Top Management	-
Senior Management	1:1
Middle Management	1:1
Junior Management	1.1:1
Associates/ non-management	1.2:1

Equal Opportunity Employer

We are committed to being an Equal Opportunity Employer, actively promoting a culture of inclusion and diversity. We base all employment decisions, including hiring and separation, on business needs, merit, and qualifications, without discrimination based on race, religion, sex, color, age, national origin, pregnancy, sexual orientation, physical ability, or any other characteristic.

This commitment is reflected in our job postings, ensuring that all qualified applicants receive fair and equal consideration. For an example, please refer to the job details on our [Careers webpage](#).

EQUAL OPPORTUNITY

Indegene is proud to be an Equal Employment Employer and is committed to the culture of Inclusion and Diversity. We do not discriminate on the basis of race, religion, sex, colour, age, national origin, pregnancy, sexual orientation, physical ability, or any other characteristics. All employment decisions, from hiring to separation, will be based on business requirements, candidate's merit and qualification.

We are an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, colour, religion, sex, national origin, gender identity, sexual orientation, disability status, protected veteran status, or any other characteristics.

[Apply now »](#)

Fostering an Inclusive Workplace

1. Actions to Enhance Inclusion of Employees with Disabilities

We recognize that a diverse workforce drives innovation and enhances organizational performance. To ensure that our talent acquisition processes are inclusive, we have implemented several strategic practices:

- **Crafting Gender-Neutral Job Descriptions:** We ensure that our job postings are free from gendered language, making them accessible to all potential candidates.

Learning Assignment Change(s) Notification



iAcademy@indegene.com
To: Shiva1 (Talent Engagement)



Dear Shiva,

Please note the changes in your Learning Plan:

Action Taken	Due Date	Learning Activity
Course Added	13/6/2024 11:59 PM Asia/Kolkata	HIV and Transgender Policy Training

- **Targeted Recruitment Campaigns:** We actively launch campaigns aimed at attracting diverse candidates, with a particular focus on those with disabilities.
- **Additional Rewards for Diversity Referrals:** To encourage the referral of diverse talent, we offer additional rewards to employees who successfully refer candidates from underrepresented groups.
- **Promoting Diversity through Success Stories:** We highlight and celebrate the achievements of our diverse workforce, sharing their success stories to inspire and reinforce the value of diversity.
- **Unbiased Hiring Training:** We equip our hiring managers with the necessary tools and training to make unbiased hiring decisions, ensuring that all candidates are evaluated fairly.

These initiatives are aimed at embedding diversity throughout our talent supply process, from recruitment to retention. For further details, please visit our career website: [Indegene Careers](#) or scan the QR code.



2. HIV and Transgender Training Policy

We are committed to maintaining a supportive and non-discriminatory workplace for all, including individuals affected by HIV, AIDS, or those who are transgender. We fully comply with the Human Immunodeficiency Virus and Acquired Immune Deficiency Syndrome (Prevention and Control) Act, 2017, and the Transgender Persons (Protection of Rights) Act, 2019, to ensure a safe and inclusive environment. Our policy extends to all employees, contractors, and stakeholders, guaranteeing equal treatment and the confidentiality of medical information related to HIV/AIDS and transgender status. Discrimination of any kind is strictly forbidden.

Training on our HIV and Transgender Policy for all employee groups is currently in progress.

DEI Trainings

1. We have onboarded a vendor with sign-language expertise to facilitate meetings.
2. **Women's Day Initiatives:** We host a series of programs including:



Managing Your Inner Critic webinar



Prioritizing Mental Health for a Brighter Tomorrow webinar



Back to School Activities and Dance Fitness Session at the office These programs are open to all employees.

3. **Pride Month:** We conduct webinars on LGBTQ+ History & Best Practices and Inclusive Language in the Workplace.
4. Webinars are hosted to celebrate **World Mental Health Day**.
5. Webinars and programs are conducted to raise awareness for **International Men's Day**.
6. Programs are conducted to enhance women's participation in the **Indegene Premier League (IPL)** to promote sports inclusively.
7. **Indegene Premier League (IPL)**, our annual sports fiesta. Season 14 introduced mixed-gender categories and female points of contact for each sport, promoting a spirit of inclusion and gender neutrality. This year's addition of mixed gender throwball teams exemplifies our dedication to fostering an inclusive and supportive environment



Commitment to Human Rights

We are dedicated to upholding human rights by implementing robust policies and practices that ensure respect, dignity, and ethical conduct across all levels of our operations and value chain.

We adhere to the highest business standards, acting as a responsible employer by conducting fair labour and employment practices and operating ethically and sustainably across all spheres of influence, including employees, customers, partners, and the supply chain. As a signatory to the United Nations Global Compact (UNGC), we leverage its principles on human rights, labour, environment, and anti-corruption as foundational guidelines for our labour and employment practices.

Our [Labour and Human Rights Policy](#) ensures all employees are treated with respect and dignity, applying a common set of principles to avoid complicity in human rights violations and effectively prevent human abuses. The management reviews this policy annually, with oversight by our compliance team.

We conduct due diligence to identify and prevent human rights risks within our business and value chain. Our **Supplier Code of Conduct (SCoC)** explicitly addresses human rights, requiring suppliers to uphold internationally recognized human rights and refrain from involvement in violations. During onboarding, vendors must acknowledge and accept the SCoC, a process overseen by our procurement team, who maintain compliance records.

Training and Awareness

Our security personnel receive training in human rights matters. By promoting and protecting human rights in our daily practices, we strive to create an inclusive and equitable environment where employees, partners, and stakeholders can thrive and contribute to societal betterment. We believe that respecting and championing human rights is integral to our commitment to corporate social responsibility and building a better future for all. We prioritize a workplace characterized by respect and inclusivity, establishing a framework that embodies our dedication to safeguarding human rights and cultivating a culture that values the well-being and dignity of everyone within our organization.

Percentage of operations subjected to human rights reviews or impact assessments, categorized by country	0
Percentage of employees trained on Diversity and Inclusion, Discrimination, Anti-harassment, and Anti Sexual harassment	100

- **Anti-Bribery & Anti-Corruption (ABAC) Training**

We conduct thorough ABAC training to ensure all our employees understand the critical importance of preventing, detecting, and reporting bribery and corruption. Our training covers essential topics such as identifying bribery, understanding corruption, recognizing the influence of gifts and entertainment, and addressing other corrupt practices like kickbacks and facilitation payments.

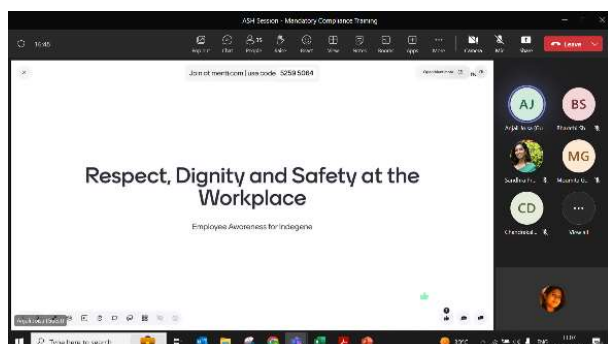
We provide clear reporting protocols and practical examples to help employees recognize and address unethical behavior. Regular training sessions reinforce our zero-tolerance policy and ensure we maintain the highest ethical standards in all our business dealings globally.

Indegene does not engage in collective bargaining as its payroll consists of white-collar permanent employees who are not represented by trade unions.

Safe and Respectful Workplace: Ensuring a safe environment for all employees is our top priority. We enforce a zero-tolerance policy against all forms of harassment, including sexual harassment. Our comprehensive Anti-Sexual Harassment (ASH) Policy, accessible to all employees, clearly outlines the process for addressing complaints. Concerns can be reported via posh@indegene.com, and we initiate an inquiry immediately upon receiving any complaint. Internal Committee (IC) member details are shared with employees through internal communication.

This year, we conducted monthly seminars on the Prevention of Sexual Harassment for all employees, with special sessions for managers in July and August, 2023. ASH compliance remains a key focus of our operations, reinforcing our commitment to a safe and inclusive workplace. We also hold monthly sessions for new joiners, tracking attendance by extracting the new joiners' list, sending invites, and cross-checking the attendance report post-session. Those who miss a session or notify us of unavailability are included in next month's session.

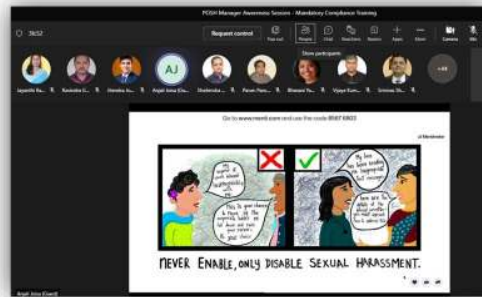
The ASH Committee is dedicated to cultivating a high-performance culture while ensuring a harassment-free workplace. Through a comprehensive array of awareness campaigns and training programs, the committee actively promotes workplace safety and respect. The establishment of the Internal Committee (IC) further strengthens this commitment by providing a formal mechanism for addressing sexual harassment complaints.



Anti-Sexual Harassment Training

Throughout the year, we conducted 10 workshops and awareness programs on preventing sexual harassment for new joiners, held 3 programs for managers, and 1 program for our housekeeping staff.

Percentage of employees who have received training on Anti-Sexual Harassment (ASH) ¹⁶	100
Percentage of employees who have received training on Prevention of Sexual Harassment (POSH)	100



Manager's POSH Training

Upholding Ethical Standards: We uphold ethical standards and human rights with zero tolerance for human trafficking, forced labour, and child labour across our operations and supply chain. We support freedom of association and ensure equal remuneration without discrimination based on race, religion, gender, or any other protected characteristic. This commitment extends to all our operations, including employees, direct activities, products, or services. These principles drive our commitment to responsible business practices, fostering a workplace where diversity is respected, and fairness prevails in all aspects of our operations.

Zero Tolerance for Discrimination and Harassment: We uphold a zero-tolerance approach against discrimination and harassment in the workplace. All employees receive training on these critical issues, and we have established a transparent escalation process for reporting incidents. In cases of discriminatory behavior or harassment, we take prompt corrective or disciplinary action to uphold our commitment to a respectful and inclusive workplace.

Procedure for Anti-Discrimination

We are committed to fostering a workplace free from discrimination. Our anti-discrimination policy establishes clear procedures for handling incidents of discrimination. This policy includes:

- **Reporting Mechanism:** Employees can report discrimination incidents to designated personnel.
- **Addressing Discrimination:** The policy outlines methods for addressing reported discrimination.
- **Penal Actions:** Disciplinary actions, including reprimand, demotion, or termination, are enforced based on the severity of the offense.

¹⁶ ASH training is given for newly inducted employees and POSH training is given for managers and above.

Our target is to:

1. Prevent discrimination and protect employees from offensive or harmful behavior in line with our Diversity and Inclusion Policy.
2. Support our commitment to creating a safe and positive workplace for all.

Actions Taken by Indegene:

1. **Disciplinary Actions:** We take disciplinary action against employees who engage in harassment, including reprimands, demotion, or termination as appropriate.
2. **Complaint Handling:**
 - **Receiving Complaints:** Victims can report complaints to designated personnel.
 - **Communication:** We ensure all employees are informed about the Anti-Discrimination Policy.
 - **Policy Review:** We regularly review and update the policy.

Escalation Process for Discrimination and Harassment

We are dedicated to maintaining a safe and respectful work environment. We do not tolerate any conduct that harasses or disrupts others' work performance or creates a hostile environment. Our commitment includes:

1. **Confidentiality:** All inquiries, complaints, and investigations are treated confidentially. Information is disclosed only on a need-to-know basis, and details of formal complaints remain confidential. Complaints are not recorded in the complainant's personnel file unless made recklessly or maliciously.
2. **Protection Against Retaliation:** Human Resources ensures that complainants are protected from retaliation and implements measures to prevent future harassment.
3. **False Accusations:** Employees found to have made false accusations of harassment or retaliation are subject to disciplinary action, including possible termination.
4. **Administration and Communication:** The Human Resources team administers and communicates this policy during employee induction and orientation.

Speak up to stamp out sexual harassment

Hi Everyone,

It's extremely important for us at Indegene to provide a safe environment for all our employees. We have a zero tolerance policy against any kind of harassment including sexual harassment in the workplace.

We have an Internal Committee set up in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Rule, 2013.

Click [here](#) to view the members of the internal committee.

Click the link to view the policy: [Anti-Sexual Harassment Policy](#)

To report any incident, write to any of the Internal Committee members above or to posh@indegene.com

A workplace is the last place anyone should feel unsafe or discriminated against, please don't hesitate to reach out to us to report any sort of misdemeanor and be rest assured that it will be dealt with seriously.

Anti-Sexual Harassment Policy: Our robust Anti-Sexual Harassment Policy aims to prevent and address incidents of harassment, fostering a safe and respectful workspace for all employees. We enforce this policy rigorously to uphold our commitment to workplace safety and inclusivity.

Whistleblower Policy: Our Whistleblower Policy empowers employees to confidentially report concerns or misconduct, promoting transparency and fairness across the organization. Grievances can be reported through

multiple channels, including an Online Reporting Portal, a third party-managed hotline, and a designated email address at whistleblower@indegene.com. Employees can also report in person, through traditional mail, or directly via email to the Chief Compliance Officer (CCO) or members of the Audit Committee.

Compliance with Legal Requirements: We comply with the Sexual Harassment of Women at the Workplace (Prevention, Prohibition & Redressal) Act, 2013, maintaining a Prevention of Sexual Harassment (POSH) Committee to address complaints promptly and effectively.

We prioritize fostering a workplace culture defined by integrity and accountability through our comprehensive ethical framework. Our Code of Conduct sets clear expectations for ethical behavior, ensuring an environment that upholds these principles. We actively engage stakeholders, including the intended users of our grievance mechanisms, in the design, review, operation, and enhancement of these systems, continuously improving them based on stakeholder feedback.

Number of complaints of sexual harassment received in the reporting year	02
Number of complaints disposed of during the reporting year	02
Number of cases pending for more than ninety days	02
Nature of action taken by Indegene	There was no action taken by the employer / district officer. The complaints were suitably resolved as per the Company's process.

Strategic Human Capital Management

We empower employees to drive global growth and innovation through continuous learning and a culture of inclusion across all corporate functions.

In an environment that nurtures empowerment and collaboration, we actively encourage our employees to apply their knowledge and experiences in building and expanding corporate functions. Whether it's strategy, marketing, human resources, or finance, we strive to create sustainable institutions that can support rapid and global growth. Within our L&D landscape, we ensure a comprehensive and well-rounded approach to learning and development. We foster a culture of inclusion where every voice is valued, empowering individuals to contribute their unique expertise. Our commitment to talent development is evident through ongoing investments in reskilling and upskilling initiatives, ensuring our diverse workforce remains agile in the dynamic healthcare landscape. This dedication to continuous improvement positions us at the forefront of biopharmaceutical innovation.

In FY 2023-24, **our employees worked for 1,24,02,000 hours**, out of which following hours were spent on training and upskilling programs.

Building Talent for the Industry

Category	Average Training Hours
Average training hours per employee	17.99
Average training hours per female	20.45
Average training hours per male	16.14
Average training hours (Top management)	13.69
Average training hours (Senior management)	10.25
Average training hours (Middle management)	12.1
Average training hours (Associates)	19.49

Average Training Hours			
Category	Units	Male	Female
Top Management	Number	31	5
	Manhours	410.43	82.41
Senior Management	Number	120	32
	Manhours	1136.93	420.76
Middle Management	Number	469	280
	Manhours	5809.66	3252.98
Associates	Number	2129	1758

Average Training Hours			
	Manhours	38738.96	37004.07
Temporary Workforce	Number	193	232
	Manhours	4966.83	4996.01

Through these efforts, we deliver exceptional value to patients and drive advancements in medical science. Together, we are dedicated to building a healthier, more sustainable world.

In managing our workforce responsibly, we prioritize supporting former employees in good standing through our open-door policy. While formal outplacement services are not currently offered, we welcome applications from individuals who previously left due to business constraints. Our rehiring process carefully assesses these candidates, aligning their skills with our evolving business needs to promote long-term engagement and sustainability within our workforce culture.

We prioritize the seamless integration and professional development of our new hires through a structured onboarding program at Indegene. This initiative is designed to nurture their growth and ensure they thrive within our company culture. It includes specialized training in technical and domain-specific skills, workshops focusing on behavioral development, thorough process orientation, managerial coaching, and leadership programs. These efforts aim to equip our team members with the knowledge and skills necessary to excel in their roles and contribute effectively to our mission in the dynamic healthcare industry.

Name of Training	Scope of Training
New Hire Training	Our Welcome program facilitates a seamless transition for new employees, equipping them with the necessary knowledge and insights into Indegene. It includes orientation sessions covering organizational functions and provides an overview of our business and service offerings.
Technical and Domain Skill Development Training	We offer role-based development training, providing a structured 45-day learning program to help new employees understand their roles and job tasks. We also deploy this training when employees transition to new roles during their tenure.
Behavioral Skill Development Training	We offer several continuous skill development programs—covering domain, process, technical, and behavioral areas—providing regular opportunities that directly impact our team members' KPIs. Examples include: • Manager Development – skill-building programs to enhance managerial effectiveness • Leadership Development – programs to strengthen leadership skills, including high-potential development and focused leadership experiences.
Process Training	As a healthcare services provider, we have a responsibility to deliver compliant and effective services that meet customer expectations. Since our operations are process-driven, we ensure that all our associates and delivery leads receive rigorous training in CMML, ISO, and Pharmacovigilance best practices, as applicable.
Managerial Training	Acknowledging the crucial role of effective managers, we provide tailored skills development programs to enhance their managerial capabilities. These programs equip

Name of Training	Scope of Training
	managers with the necessary tools and insights to excel in their roles, enabling them to lead with confidence and effectiveness.
Leadership Training	We foster the growth of leadership skills in our employees through a range of programs specifically designed to develop and nurture their leadership potential. These programs include high-potential development initiatives and focused experiences that enhance their leadership capabilities.

We recognize transformative changes as significant opportunities for our organization and employees to enhance their learning and growth. Our employee development programs are designed to empower individuals across functional and domain areas, ensuring alignment with evolving market dynamics. We prioritize engaging learning activities and compelling course content, developed in collaboration with subject matter experts to meet specific training needs. By integrating cutting-edge learning technologies and instructional design best practices, we ensure our programs remain current and impactful. Interactive exercises, multimedia resources, and diverse assessment methods further enhance the learning experience, driving continuous improvement and valuable outcomes for our employees.

Name of Program	Description of Program	Quantitative Impact	% of FTEs Participating
Gen AI 101	Introduction to AI awareness and basic prompting skills	Enhanced understanding of AI tools and techniques	93%
Certified at Selling Healthcare (CASH)	Foundational knowledge of Indegene's products and services across all service lines	Built comprehensive understanding of Indegene's offerings	94%

Encouraging High Performance

Our high-performance culture drives employees to consistently perform at their best, contributing to the company's overall success. Our performance appraisal process embodies this culture by recognizing and rewarding employees based on merit. We emphasize a fair and transparent system where employees are evaluated based on their skills, performance, and contributions, fostering a true meritocracy.

The performance management framework focuses on everyone, tailoring feedback and development opportunities to their unique strengths. Through **Management by Objectives (MBO)** and **Multidimensional Performance Appraisals**, we ensure that performance is assessed comprehensively across all management levels, aligning employee efforts with the company's strategic objectives.

Continuous feedback and agile conversations are key aspects of our approach, enabling employees to track their progress and areas for improvement throughout the year. This feedback mechanism not only enhances performance but also promotes a growth-oriented mindset.

We also place a strong emphasis on employee development, ensuring that the appraisal process supports professional growth. By investing in our employees' potential, we build a culture that encourages continuous learning and innovation.

Category	Top Management	Senior Management	Middle Management	Junior Management
Management by Objectives	Goals/OKRs + Values [Band D+]	Goals/OKRs + Values + Competency [Band C]	Goals + Values + Competency [Band B]	Goals + Values + Competency [Band B]
Performance Appraisal Frequency (Objectives)	Quarterly/ Twice a Year	Quarterly/ Twice a Year	Quarterly/ Twice a Year	Quarterly/ Twice a Year
Multidimensional Performance Appraisal	Manager + Matrix Manager Feedback + Leadership Competency Feedback	Manager + Matrix Manager Feedback + Calibration by Manager, BU Lead, and BU Head	Manager + Matrix Manager Feedback + Calibration by Manager, BU Lead, and BU Head	Manager + Matrix Manager Feedback + Calibration by Manager, BU Lead, and BU Head
Performance Appraisal Frequency (Multidimensional)	At Least Yearly	Quarterly/ Twice a Year	Quarterly/ Twice a Year	Quarterly/ Twice a Year
Agile Conversations	Continuous Feedback & Performance Management	Continuous Feedback & Performance Management	Continuous Feedback & Performance Management	Continuous Feedback & Performance Management
Performance Appraisal Frequency (Agile Conversations)	Ongoing	Ongoing	Ongoing	Ongoing

The foundation of Indegene's performance management system includes:

Defined Goals: Clear and measurable objectives aligned with company priorities.

Meritocracy: A focus on recognizing contributions based on performance and results.

Development Orientation: An emphasis on growth and learning as core elements of the appraisal process.

Performance Review and Assessment: A structured and transparent evaluation process to ensure consistency and fairness.

Supporting Employee Well-Being at Indegene

Our commitment to employee well-being is a core part of our organizational ethos. We understand that supporting our employees' mental, physical, and emotional health is crucial to maintaining a productive and positive work environment. Here's an overview of how we actively support and protect the well-being of our team members:

Family Friendly Benefits

We provide equal parental leave to all employees, regardless of gender, as part of our commitment to promoting gender equality and work-life balance. By offering **26 weeks of paid parental leave for primary caregivers** and **5 days for non-primary caregivers**, we ensure that all employees can actively participate in caregiving without facing gender-based discrimination. This policy challenges traditional gender roles, encouraging both men and women to take on equal responsibilities in parenting, ultimately fostering a more diverse and equitable workplace.

In addition, we offer paid family or care leave to support employees in caring for a child, spouse, partner, dependent, parent, sibling, or other designated relations with physical or mental health conditions.

To further support our employees, we have partnered with Azalea Day Care at Manyata Business Park, providing benefits such as nutritious meals, CCTV surveillance, and individual beds for their children, creating a more inclusive and family-friendly work environment.

Category	Male	Female
Number of employees entitled to parental leave	2696	2021
Number of employees that took parental leave in CY 2023	171	137
Number of employees who returned to work after parental leave ended	171	133
Number of employees who returned to work after parental leave ended who were still employed 12 months after their return	149	111
Return to work and retention rates of employees that took parental leave	100% & 87.13%	97.08% & 81.02%

We also offer essential benefits, including life insurance, health care, and disability coverage, across all employee levels.

Employment Category	Senior Management	Middle Management	Junior Management	Associate	Contractual/ Part-time
Life Insurance	100%	100%	100%	100%	No
Health Care	100%	100%	100%	100%	No
Disability Coverage	100%	100%	100%	100%	No
Parental Leave	100%	100%	100%	100%	50% only maternity

Comprehensive Employee Assistance Program (EAP)

In response to the heightened mental health challenges during the COVID-19 pandemic, we expanded our Employee Assistance Program to include virtual counselling services. This change ensures that all employees, regardless of location, can access professional mental health support. Our experienced counsellor, Dr. Sowmya Puttaraju, has been a trusted resource for over four years, providing confidential support through regular sessions. Employees are informed of her availability at the beginning of each month and can schedule unlimited sessions as needed, with confidentiality maintained except in cases where there is risk to the employee or others.

Robust Healthcare Access through Red.Health

To address a wide range of medical needs, we have partnered with Red.Health Services, offering comprehensive healthcare solutions. This partnership includes:

Teleconsultations	Free general physician consultations and paid specialist services available daily from 10 AM to 7 PM.
Diagnostic Services	Accessible in over 100 cities, covering a broad spectrum of tests.
Medicine Delivery	Available in over 1,000 cities, ensuring prompt access to medications.
Hospital Bed Availability	Assistance in securing both COVID and non-COVID beds.
Blood and Plasma Donor Identification	Facilitating blood and plasma donations across India.
Home Health Setup	Services including orthopedic care and ICU setup at home in major cities.
Medical Equipment Arrangement	Delivery and rental of essential medical devices, such as oxygen concentrators and wheelchairs, across India.
Nursing Support	Available for both short-term and long-term needs, including specialized care services.
Physiotherapy Services	Addressing various conditions, from sports injuries to post-surgical recovery.
Bereavement Services	Comprehensive support for the transportation and final rites of deceased employees.
Ambulance Services	Road and air ambulance services, including hospital selection assistance.
Maternity Benefits with Cloudnine	Our partnership with Cloudnine enhance our maternity benefits, providing expecting mothers with exceptional care and support. We regularly update employees about these benefits through mass emails and webinars, ensuring they are well-informed throughout their maternity journey.
Insurance Coverage through Marsh Insurance	All employees in India benefit from comprehensive insurance coverage provided by Marsh Insurance. This coverage offers crucial financial protection and peace of mind.
Annual Health Check-Ups Adapted for Remote Work	To promote physical well-being, we have adapted our annual health check-ups to include home blood sample collection. This change ensures accessibility and convenience for our employees, especially those working remotely.

Flexible Work Hours and Work-from-Home (WFH) Policies

We recognize the importance of work-life balance and offer flexible work hours to accommodate unforeseen events and personal needs. Our WFH policy supports remote work with clear guidelines on eligibility, roles, responsibilities, and best practices, ensuring that employees have the flexibility to manage their work and personal lives effectively.

Additional Workplace Support

- **Emergency Hotline for Harassment:** We provide a dedicated hotline for reporting harassment, ensuring a safe and supportive work environment.
- **24-Hour CCTV Surveillance:** Our office premises are monitored around the clock to enhance security.
- **On-Site ATM:** An ATM on our office premises offers convenience for employees needing quick access to cash.
- **Salary Advance Facility:** Employees can access salary advances in case of sudden financial emergencies, managed fairly and transparently.
- **Office Space Enhancements:** We have redesigned our office to be comfortable and flexible, with ergonomic furniture, meeting rooms, and a welcoming cafeteria.

Employee Survey

We have consistently measured employee engagement, satisfaction, and well-being through Employee Net Promoter Score (NPS) surveys. These surveys provide valuable insights into the levels of engagement and satisfaction among our workforce and help us identify areas for improvement. We have also seen a steady increase in survey participation, reflecting a growing commitment from our employees to provide meaningful feedback. Our ongoing focus remains on fostering an engaged and satisfied workforce, guided by the insights gathered from these surveys.

Particulars	FY 2021	FY 2022	FY 2023	FY 2024
% of employees with top level of engagement, satisfaction, wellbeing, or employee net promoter score (Employee NPS)	76%	83%	81%	76%
% of employees who responded to the survey	57%	62%	73%	80%

The 'Xpressions'23' survey, conducted in FY 2023-24 with an 80% response rate, aimed to evaluate employee satisfaction and engagement. Key findings include low female representation in the USA & Canada, appreciation for autonomy and work-from-home support; a significant drop in the experience index in Europe, with positive feedback on teamwork and collaboration; declining experiences in India, especially for those with 3 to 5 years of tenure, with positive aspects in innovation and team support; and lower sentiment among female employees in China, but overall positive experiences, highlighting team unity and cultural aspects. These insights will guide efforts to enhance employee engagement and satisfaction.

Human Capital Return on Investment

We value our people as our greatest asset. We actively prioritize maximizing Human Capital Return on Investment (HCROI) through strategic investments in employee development, well-being, and engagement. Our commitment to fostering a culture of continuous improvement drives us to enhance our human capital strategies continually. This approach not only promotes operational excellence but also fuels sustainable growth and innovation, ensuring mutual success and advancement for both our organization and our talented team members.

Human Capital Return on Investment (HCROI) ¹⁷				
Particulars	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24
Total Revenue	9,663	16,646	23,061	25,896
Total Operating Expenses	7,357	13,777	19,100	20,842
Total employee-related expenses (salaries + benefits)	5,356	10,143	14,648	16,516
HCROI	1.43	1.28	1.27	1.31

Occupational Health and Safety

We prioritize the health and safety of our people, ensuring a conducive work environment that promotes occupational health and well-being.

We place a high priority on safety and well-being throughout our organization by adhering to our comprehensive Health and Safety policy. We are committed to complying with global regulations and striving for zero accidents to safeguard both the physical and emotional well-being of our stakeholders. Our robust framework ensures that we maintain company standards for environmental health and safety, proactively addressing workplace risks while preserving operational efficiency. Despite operating under a hybrid workforce model, we conduct thorough facility assessments to ensure hazard-free environments through formal compliance agreements at all office locations.

We achieved a Top 50 ranking for Health and Wellness 2023-2024 by Great Place to Work, marking our 4th recognition in this category.

- **Systematic Approach to Environmental, Health, and Safety (EHS)**

We systematically prioritize Environmental, Health, and Safety (EHS) by identifying and assessing work-related hazards through both routine and non-routine processes. Our hazard identification and risk analysis inform the implementation of specific training programs, personal protective equipment, and risk-based controls aimed at

¹⁷ All currencies in rupee millions

minimizing hazards. Our highly qualified EHS staff continuously update their skills to ensure competency in executing these processes effectively.

- **Employee Consultation and Participation**

We ensure that our Occupational Health and Safety management system includes active consultation and participation from employees and their representatives. This engagement is facilitated through EHS committees and management interactions. We employ various mechanisms, including internal communications, training sessions, and awareness programs, to disseminate Health & Safety practices across Indegene. Regular interactions between employees and EHS groups are part of our commitment to continually improving our EHS system.

- **Fostering a Health and Safety Culture**

Our Human Resources department plays a crucial role in nurturing a culture that supports the Health & Safety management system. We conduct periodic training programs and knowledge exchange initiatives tailored to employee wellness needs. Our "MyHealthMatters" program promotes thematic wellness initiatives throughout the year, reinforcing our commitment to employee well-being.



We were honored by Curefit for our contributions to corporate wellness and received the Leader in Longstanding Wellness Program award from Ekincare for our excellence in wellness initiatives.

- **Emergency Preparedness and Response**

Effective emergency preparedness and response are central to our strategy for safeguarding lives, property, and minimizing business interruptions during emergencies and disasters. Indegene's management has established an EHS committee with designated incident coordinators to implement strategies, actions, and measures in response to emergencies.



We earned Gold and Platinum Certification as a Healthy Workplace from Arogya World for 2023-2025, marking our second consecutive win.

Employee and Worker Safety coverage	Count
Employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system	58 (4%) ¹⁸
Employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been internally audited	58 (4%)
Employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been audited or certified by an external party	0 (0%)

We reported zero occupational safety and health incidents across all categories for both Indegene employees and contract workers under our control. This includes zero fatalities and zero cases of recordable work-related ill health.

Our approach to Health and Safety

At Indegene, we place the highest priority on creating a safe and healthy work environment through our robust Occupational Health and Safety (OHS) governance framework. Led by the Assistant Vice President (AVP) of Risk, Audit, and Compliance as Chairman, and supported by the Senior Manager of Risk, Audit, and Compliance as Secretary, the OHS Committee drives our commitment to employee well-being and workplace safety.

The committee takes a proactive role in identifying and managing health and safety risks, ensuring that we not only meet regulatory requirements but also exceed them. By documenting and implementing rigorous procedures, the committee systematically reviews potential risks, issues non-significant incident reports, and ensures prompt follow-up actions to address any concerns.

Internal audits are conducted regularly to assess the effectiveness of our OHS practices, while continuous training and awareness programs keep employees informed and compliant with safety protocols. The committee takes swift action on audit findings, ensuring corrective measures are implemented and communicated across all levels of the organization, promoting a culture of transparency and shared responsibility.

Through these efforts, the OHS Committee at Indegene actively reduces the likelihood of workplace incidents and fosters a culture of safety that enhances both employee well-being and operational efficiency. Our governance model not only protects our people but also strengthens productivity and resilience across the organization.

Hazard Identification and Risk Minimization

At Indegene, we actively identify and eliminate hazards while minimizing associated risks. We maintain robust processes to ensure high-quality occupational health services and facilitate easy access for our workers. We prioritize the privacy of our business information and uphold the ISO 27701:2019 certification for Privacy Information Management. This certification demonstrates our commitment to protecting the confidentiality of all

¹⁸ Includes security, housekeeping and technicians both in MTP and BR locations.

Data is based on actual headcount, including employees and controlled workers, following ISO 14001 and ISO 45001 standards. No assumptions were used.

personal data throughout its entire lifecycle—from identification and collection to processing, transmission, storage, and eventual destruction.

Hazard Identification and Risk Assessment (HIRA)

At Indegene, we have a documented Hazard Identification and Risk Assessment (HIRA) process to identify and assess occupational health and safety (OHS) risks. We evaluate hazards for each activity, document existing controls, and implement additional measures as needed to reduce risk levels. We draw insights from employee engagements, virtual sessions, and process controls to ensure ongoing risk management. Regular reviews help us eliminate potential risks to employee health and safety. Our key risks include ergonomics, musculoskeletal disorders (MSDs), and emotional well-being. We address these through targeted initiatives, prioritizing employee health and safety always.

Health and Safety Performance

For our employees:

0	Work related fatalities and recordable safety incidents
	Cases of recordable work-related ill health

For our workers who are not employees but whose work and/or workplace is controlled by Indegene:

0	Work related fatalities and recordable safety incidents
	Cases of recordable work-related ill health

Category	Total (Incidents)	Employees	Subcontractors
The number and rate of fatalities as a result of work-related injury	0	0	0
The number and rate of high-consequence work-related injuries (excluding fatalities)	0	0	0
Recordable incidents	0	0	0
Number of hours worked ¹⁹	1,05,86,000	99,18,000	6,68,000

¹⁹ The information is reported for India locations and covers material portion of operations in the organization. Working hours are considered only for employees working from the office based on attendance records. Number of hours are calculated basis on the assumptions of "Average 8 hrs working per day for employees and sub-contractors" and "21 working days on average per month for employees and 26 working days on average per month for sub-contractors"

Our Key Indicators

Indicators	%age
Percentage of operational sites for which an employee health and safety risk assessment has been conducted	100
Percentage of employees covered by formally elected employee representatives or collective agreements	100
Percentage of employees who received regular performance and career development reviews	100
Percentage of employees who received skills-related training	100
Percentage of employees trained on diversity, discrimination, and harassment	100

Certifications and Incident Reporting

Our offices in India hold certifications under ISO 14001:2015 for Environmental Management Systems and ISO 45001:2018 for Occupational Health and Safety Management Systems.



Our largest delivery centers in Bengaluru hold ISO 14001:2015 Environmental Management System and ISO 45001:2018 Occupational Health and Safety Management System certifications.

We handle incident reporting through internal applications, supervisor reports, or email submissions to ensure prompt analysis and corrective actions, thereby preventing injuries and losses. We continually evaluate and enhance our occupational health and safety management system using results from hazard identification and risk analysis. Our updated control measures keep risks within acceptable limits and encourage employees to report hazards without fear of reprisal.

Support and Investigation

We support workers in removing themselves from potentially harmful situations. Our policies are designed to facilitate this, and we conduct thorough investigations and corrective actions following the hierarchy of controls. By operating in a minimally hazardous office environment, we manage risks through Hazard Identification and Risk Assessment (HIRA) and documented control measures. Reported incidents lead to detailed team investigations aimed at refining our occupational health and safety practices.

Training and Skill Development

We provide comprehensive occupational health and safety training to our workers. This includes generic training as well as training specific to work-related hazards, hazardous activities, or situations. Training requirements are determined based on job-related tasks, in accordance with Indegene's EHS Training Needs and Analysis procedure. We assess workers' skill levels and offer necessary training to address any identified needs effectively.

Implementation of Occupational Health and Safety Trainings and Programs at Indegene

At Indegene, we are committed to fostering a safe working environment through comprehensive occupational health and safety programs. Our Permit to Work (PTW) system effectively manages high-risk activities, ensuring that only authorized personnel carry out critical tasks under controlled conditions. We conduct regular emergency response drills to prepare our teams for unforeseen situations, enabling swift and effective action during emergencies.

We provide mandatory EHS training programs for all employees, equipping them with the knowledge and skills necessary to maintain safety standards in their daily activities. This training encompasses both generic safety practices and specific training related to work-related hazards and activities, tailored to job-related tasks as outlined in Indegene's EHS Training Needs and Analysis procedure. We assess workers' skill levels and address identified training needs effectively.

Electrical safety is a priority, with regular inspections and maintenance of equipment to prevent hazards. For elevated work tasks, we enforce stringent "Work at Height" safety protocols, mandating the use of fall protection systems and appropriate personal protective equipment (PPE).

Through the implementation of these training programs and safety initiatives, we cultivate a proactive safety culture at Indegene, ensuring that our workforce remains informed, prepared, and always protected.

Health and Safety Measures at Indegene

We implement several health and safety measures, including:

- Regular monitoring: We continuously monitor interior air and noise quality.
- Mandatory training: All employees and subcontractors undergo mandatory training on occupational safety health and environment.

- Formal sessions: We conduct formal sessions to communicate health and safety instructions, including standard operating procedures, emergency evacuation protocols, simulated mock drills, and first aid training.
- Emergency services: We ensure round-the-clock access to doctors, ambulance services, and a dedicated pharmacy, prioritizing employee safety and health in emergencies.
- Safety audits and measures: We perform fire safety audits, implement measures for chemical safety, and conduct awareness sessions to minimize health-related hazards and injuries.
- Safety procedures: We enforce safety procedures such as Permit-to-Work (PTW) and Lockout-Tagout (LOTO).
- Sanitation: We install sensor-based hand sanitizers and conduct regular in-house fumigation.
- Emergency equipment: Automated external defibrillators (AEDs) are placed in the main lobby area for emergency use.
- Safety instructions: We display safety instructions in cafeterias to reinforce our commitment to employee safety through effective measures and protocols.
- Preventive measures: We implement preventive measures for Uninterruptible Power Supply (UPS) rooms and batteries.
- Gym room maintenance: Gym rooms feature etiquette posters and focus on ergonomics and lighting.
- Hazardous substance storage: We use secondary containers for hazardous substances.
- Personal Protective Equipment (PPE): We adhere to a standard practice of PPE, including safety shoes, gloves, helmets, masks, and goggles.
- Housekeeping and safety measures: We emphasize good housekeeping, adequate lighting, and fire safety measures, including extinguishers and sand buckets.
- Eye wash stations and MSDS: We provide eye wash stations, display Material Safety Data Sheets (MSDS), offer gum boots, and use vacuum cleaners to prevent slips, control dust, and ensure proper chemical storage.
- Electrical and equipment safety: We adhere to safety standards for electrical maintenance, elevators, Diesel Generator (DG) rooms, and stack monitoring by skilled staff.

Noise Pollution Mitigation

Mitigating noise pollution is a crucial aspect of our employee well-being strategy. We regularly evaluate noise levels and prioritize initiatives across all sites. Notable measures include:

Acoustic panels: We use acoustic wall panels and fall ceilings in meeting rooms to reduce noise pollution.

Sound-absorbing elements: Carpets and sound-absorbing elements are employed in conference rooms and work areas.

Generator noise reduction: We reduce noise from diesel generators using acoustic enclosures.

Acoustic phone booths: Acoustic phone booths are installed in open floor areas to minimize noise.

Community Engagement

We are striving to build an ecosystem that will empower society with improved healthcare quality and outcomes.

At Indegene, we are dedicated to empowering communities and making them future-ready. As an organization founded to transform healthcare, we commit to being catalysts for change within the communities we serve. By collaborating closely with healthcare and education sectors, we aim to increase access to essential services, creating meaningful and lasting impacts on individuals and entire communities. Our focus is on supporting projects that have clear objectives and opportunities for significant social benefits.

Key Areas of Focus:

- **Community Engagement and Impact Assessments:**

29% of our total CSR spend goes toward initiatives that involve local community engagement, impact assessments, and development programs, demonstrating our commitment to fostering positive change.

- **Social Impact Assessments:**

7% of our CSR budget is allocated to social impact assessments, including gender-based assessments. Key initiatives include:

1. Scholarships for female students pursuing MBBS degrees
2. Subsidized dialysis for economically weaker sections

- **Environmental Impact Assessments:**

6% of our resources are devoted to environmental impact assessments and ongoing monitoring. Key initiatives include:

1. Donation of refurbished laptops to 10 government schools, hospitals, and colleges
2. Supporting the advancement of educational and healthcare technology

- **Public Disclosure and Transparency:**

We publicly disclose our CSR spending and results, with detailed reports published in our Annual Accounts. This ensures transparency and accountability in all our CSR activities.

- **Stakeholder Communication:**

To keep our stakeholders informed, we engage them through various channels:

1. Quarterly CSR newsletters
2. Regular updates on our website and LinkedIn posts
3. Visuals and summaries to boost engagement

These efforts keep both internal and external audiences aware of our CSR initiatives and encourage broader participation.

- **Local Community Development:**

8% of our CSR budget is focused on local community development programs, with initiatives tailored to community needs. One of our notable projects includes the donation of three dialysis machines to rural and semi-urban areas, providing much-needed healthcare solutions.

- **Stakeholder Engagement:**

Another 8% of our CSR budget is directed toward stakeholder engagement initiatives. One example includes supporting the rehabilitation and health needs of athletes competing in the Olympic Games, highlighting our commitment to holistic well-being.

- **Community Consultations and Long-Term Solutions:**

By working closely with local communities, non-profits, and government entities, we ensure that our CSR programs address critical healthcare issues, particularly for vulnerable groups. Through these partnerships, we aim to create sustainable, long-term solutions that tackle the root causes of healthcare inequalities.

Employee Engagement:

We actively encourage our employees to participate in volunteering programs by sharing updates, pictures, and short summaries of our CSR initiatives. This not only keeps them informed but also motivates them to contribute to the positive impact we are making both within and beyond the healthcare industry.

Our CSR Partners include:



We contribute in three ways:

1. Funding: We improve access to education and healthcare.
2. Volunteering: Our teams volunteer for causes they are passionate about.
3. Knowledge Sharing: We share our expertise in various fields.

Indegene-FFE Scholarship Programme

The Foundation for Excellence (FFE), a non-profit established in 1994, supports economically disadvantaged yet academically gifted students in India. In 2022, we partnered with FFE to sponsor 25 medical students through their scholarship program. This initiative is helping these students achieve their dreams of pursuing higher education in medicine.

Bangalore Kidney Foundation

In collaboration with the Bangalore Kidney Foundation, we have established a new dialysis unit at Sanjeevini Co-Operative Hospital in Hassan, Karnataka. We provided three hemodialysis machines and financial assistance for three patients, offering cost-effective dialysis services to those in need.

Championing Excellence With OGQ

Indegene proudly partners with Olympic Gold Quest (OGQ), a non-profit organization, to advance sports science for Indian Olympic and Paralympic athletes. This collaboration provides essential training and recovery support, empowering athletes in their Olympic pursuits. Our contributions to sports science have played a role in Shaili Singh's record-setting 6.76-meter jump at the Indian Grand Prix, marking the second-longest jump by an Indian woman.

Fireside Chat with Viren Rasquinha

At our Manyata Tech Park office, CEO Manish Gupta hosted a fireside chat with Viren Rasquinha, former Indian hockey captain and Olympic hero. Viren shared his story of persistence, discipline, and resilience, discussing his perspectives on success and failure.

Plaksha University – Excellence Scholarship

We have established the Indegene Excellence Scholarship at Plaksha University, aimed at exceptional students from underserved communities. This scholarship impacts 26 scholars until 2025, removing financial barriers, providing high-quality education, and fostering career opportunities. It also creates a ripple effect by empowering scholars to support others.

Akshaya Patra Kitchen Visit

We partnered with the Akshaya Patra Foundation, a Bangalore-based non-profit, to help eliminate classroom hunger through the PM POSHAN (Mid-Day Meal) program. This initiative provides nutritious meals to children in government and government-aided schools, supporting their Right to Education. On October 26, a team of 15 volunteers from Indegene visited the first kitchen set up by Akshaya Patra. We actively participated in meal preparation for the following day, experiencing the efficiency of the kitchen's clean, well-organized environment, and contributing to the efforts to feed schoolchildren.

Enfold Proactive Health Trust Collaboration

We collaborated with Enfold Proactive Health Trust, a Bangalore-based NGO committed to preventing child sexual abuse and supporting victims through the criminal justice system. To strengthen their work, we developed the Protection of Children from Sexual Offences Case Management System (POCSO CMS). This platform streamlines case management with role-based access, automated alerts, report generation, and built-in data privacy, ensuring a seamless process for handling sensitive cases efficiently and securely.

Knowledge Sharing Programs

FFE Mentorship Program – B Pharm Scholar	Our collaboration with FFE in the B Pharm mentorship program is supporting Pavithra, a B Pharm scholar. Sponsored personally by our CEO, Manish Gupta, Pavithra has completed her first semester and is preparing for her upcoming exams. Swetha S from our team is her mentor, guiding her through the scholarship program and offering academic and career advice as she progresses.
FFE Mentorship Program – BTech Scholars	We engaged with FFE to mentor third-year BTech scholars, helping them develop essential career-relevant skills. Thirty-seven of our team members volunteered to mentor students in fields ranging from computer science to AI & ML. Through remote sessions on FFE's platform, our mentors guided the scholars through six modules, providing insights into building successful careers in their chosen fields.
Plaksha University – Faculty Chair Program	Through the Indegene Faculty Chair for Digital Health at Plaksha University, we are fostering faculty development and research that addresses global challenges. We have appointed Dr. Ravi Jasuja as the Indegene Chair for Digital Health, supporting research efforts that benefit students, researchers, and the broader academic and industry ecosystems. This initiative strengthens our commitment to advancing the field of digital health.
Partnership with IISc and Ignite Life Science Foundation	We joined hands with IISc and Ignite Life Science Foundation to support scientific research in India. Our contribution included providing a multimode plate reader for experiments aimed at advancing research on "Small Molecule GPX Mimetics for the Prevention of Cardiovascular and Neurodegenerative Diseases." This equipment accelerates research processes and enables new scientific insights, reaffirming our dedication to driving scientific innovation for societal benefit.
Collaboration with C-CAMP	We partnered with C-CAMP to support early-stage life sciences startups in accelerating their product development and go-to-market strategies. Our collaboration offers incubation support, mentorship from experienced experts, and digital services to nurture 5-7 deep-science startups. Together, we aim to strengthen India's life sciences ecosystem by bringing new drugs and therapies to market faster.

In the upcoming financial year, we plan to expand our CSR efforts by continuing to sponsor scholarships for 25 MBBS students, enabling them to complete their studies. Additionally, we aim to further engage our volunteers by providing mentorship to underprivileged BTech students, fostering their academic growth and future career opportunities.

Our Impact

Advancing scientific discoveries

The Indian Institute of Science and Ignite Life Science Foundation announce strategic collaboration with Indegene to advance scientific discoveries in cardiovascular and neurodegenerative diseases space.

Enabling early-stage life sciences startups

Centre for Cellular and Molecular Platforms (C-CAMP) and Indegene announce strategic collaboration to help life science startups accelerate innovation and growth.

Enabling better access to computer education

Project Sahakarita: We provided laptops to 10 government schools in Kolar district to help them set up Computer Labs in collaboration with Rotary Bangalore Lakeside.

Nurturing engineers of tomorrow with FFE

37 employees mentored B. Tech. students in different streams – from Computer Science to Electrical to AI and ML, in partnership with Foundation For Excellence (FFE).

Enabling better access to dialysis treatment

We joined hands with Bangalore Kidney Foundation to set up a new dialysis unit at the Sanjeevani Cooperative Hospital in Hassan.

Nurturing leaders in digital health at Plaksha

Plaksha University announced Dr. Ravi Jasuja as Indegene Chair for Digital Health to enhance the healthcare ecosystem and mentor students at the University.

Championing excellence in Sports with OGQ

Our contributions towards Sports Science in partnership with Olympic Gold Quest (OGQ) empower athletes by providing training and recovery support.

Cooking for a cause at Akshay Patra

15 employees visited Akshay Patra's kitchen in Bengaluru to prepare meals for government school children under the PM Poshan (Mid-Day Meal) program.

Fostering Responsibility Within Our Operations

Trust is the foundation we prioritize, deeply embedding our core values in every aspect of our operations.

At Indegene, we are dedicated to excellence, guided by principles of transparency, accountability, and ethical conduct. By prioritizing responsible practices, we aim to create a sustainable and trustworthy environment that supports our growth and positively impacts the communities we serve.

Material Topics:

Customer Satisfaction
Data Privacy and Security
Sustainable Supply Chain

SDGs Impacted:



Ensuring Customer Satisfaction

We excel in surpassing customer expectations, maintaining zero incidents and complaints, and achieving exceptional satisfaction scores through rigorous standards and proactive engagement.

In FY 2023-24, at Indegene, our primary focus was on surpassing customer expectations through continuous enhancement of satisfaction. We diligently tracked our commitments and welcomed client audits to validate our rigorous standards. Managing customer expectations remained our top priority, achieved through deep understanding, clear communication, and nurturing relationships.

Measuring customer satisfaction (CSAT) played a pivotal role in evaluating service quality, identifying areas for improvement, and ensuring exceptional customer experiences. We rigorously monitored our commitments for prompt fulfilment and embraced audits to showcase our operational strength, maintaining transparency, accountability, and high standards.

Our thorough analysis using Power BI engaged 21,200 participants, resulting in 6,564 responses with a response rate of 31%. Feedback was overwhelmingly positive, reflected in an impressive Net Promoter Score (NPS) of 66 and outstanding Customer Satisfaction (CSAT) score of 4.63, highlighting heightened satisfaction levels with our offerings.

In line with our ISO 14001 and ISO 45001 implementations, we conducted risk assessments on environmental, safety, and health aspects at our largest delivery centers in Bengaluru, India. These assessments prioritized efforts to reduce risks effectively.

Throughout FY 2023-24, Indegene maintained a spotless record with zero incidents reported across critical areas. We received no complaints regarding breaches of customer privacy or from external parties, and regulatory bodies did not lodge any complaints. Furthermore, we identified no leaks, thefts, or losses of customer data, and we incurred no monetary losses from legal proceedings related to user privacy.

In the reporting year, FY 2023-24, we incurred no fines, penalties, or warnings due to non-compliance with regulations or voluntary codes.

Number of incidents of non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of products and services within the reporting period, by:

Incidents of non-compliance with regulations resulting in a fine or penalty	0
Incidents of non-compliance with regulations resulting in a warning	0
Incidents of non-compliance with voluntary codes	0
Has the organization has not identified any non-compliance with regulations and/or voluntary codes	0

Fortifying our Core IT Foundations

At Indegene, we prioritize evolving our operations to address data and privacy concerns with the highest integrity. Our **Personal Information Management System (PIMS)** centralizes Data Impact Analysis and regulatory compliance, emphasizing user consent and privacy protection through tailored data privacy plans.

Operating on principles of lawfulness, fairness, and transparency, our PIMS framework ensures ethical data processing and purpose limitation. It is adaptable to regulations such as **GDPR, HIPAA, PIPEDA, PDPA, and CCPA**, and aligns with **ISO/IEC 27701:2019 standards** for managing personal data confidentiality, integrity, and availability.

We emphasize effective Information Systems (IS) governance with certifications like **CMMI Level 3, ISO 27001, and ISO 27701**. Our Indian offices adhere to **ISO 27000** standards, showcasing our commitment to information security management. We also hold **ISO 9001:2015** certification from BSI and achieved CMMI Level 3 appraisal from KPMG, demonstrating our focus on continuous improvement.



Our integrated approach includes **ISMS, MLPS, SOC-2 Type 1, Cybervadis, and Privacy Management Controls** to ensure robust data protection. In case of a data breach, we have processes for swift identification, notification, and risk management, supported by environmental controls, VPNs, and data loss prevention protocols.



cybervadis

Our commitment to cybersecurity is evident in our ISO 27001:2013 and ISO 27701:2019 certifications, as well as our impressive Cybervadis score of 981 out of 1000. We have also completed a SOC 2 readiness assessment and implemented a robust Business Continuity Planning and Disaster Recovery (BCP-DR) strategy. Our cloud security framework includes dark web monitoring for early detection of potential leaks. To further strengthen our controls, we conduct quarterly Information Security Governance (ISG) reviews, monthly risk assessments, and internal audits to ensure compliance with data security and privacy standards.

Number of Confirmed Information Security Incidents in FY 2023-24



We maintain a dedicated 24/7 Security Operations Center (SOC) team that monitors and reviews both internal and

external threats. The team actively checks logs, flags potential threats, and addresses any downtime affecting daily operations. In the event of a confirmed security incident, our SOC team immediately alerts a specialized four-member incident management team to take necessary actions.

For vulnerability management, we have partnered with Falcon CrowdStrike, a cloud-based cybersecurity platform that provides endpoint protection, threat intelligence, and incident response services. Falcon CrowdStrike uses artificial intelligence, behavioral analysis, and large-scale data to detect and stop sophisticated attacks. It also offers a vulnerability management module to help us discover, prioritize, and address vulnerabilities across our systems. Additionally, we employ Forcepoint DLP to ensure that sensitive data is not leaked beyond our network, reinforcing our commitment to data protection and security.

Cybersecurity Governance at Indegene

Indegene's cybersecurity governance is structured to enhance internal and external controls through robust governance practices and certifications. Our framework includes regular reviews, audits, and training programs to ensure the effectiveness of our information security and data privacy measures.

Key Roles

- **Nathan Navarasu:** Chief Privacy Officer/Data Privacy Officer
- **Pankaj Kakkar:** Chief Information Security Officer
- **Anand Kiran:** Chief Risk Officer
- **Karthik Kannappan:** Chief Compliance Officer

Anand Kiran, in his capacity as Chief Risk Officer (CRO), is the designated board member responsible for overseeing the company's cybersecurity strategy. He is a member of the Audit Committee, which plays a key role in the oversight of cybersecurity. With prior experience in C-suite positions at large IT organizations, Anand brings extensive expertise in cybersecurity strategy to this role. Additionally, the Executive Management team is directly accountable for IT security and cybersecurity within the company, ensuring robust governance and risk management.

ISG Reviews

We conduct quarterly Information Security Governance (ISG) reviews to assess the status of our cybersecurity controls. These reviews help us evaluate our current security measures, identify any challenges, and gather suggestions for improvement. The goal is to keep our cybersecurity controls effective and responsive to emerging threats.

Risk Reviews

Every month, we hold risk reviews with senior management to discuss and manage risks at the business level. These meetings allow us to address potential vulnerabilities, assess their impact, and implement strategies to mitigate any identified risks.

Internal Audits

Our internal audits involve sampling various projects and engagements across the enterprise to check operational health. Led by ISO-certified auditors, these audits are conducted based on specific scopes and frequencies

determined by our needs. The aim is to ensure we adhere to established standards and identify areas where we can improve.

Topic	Details	Incidents/Issues Reported
GDPR Compliance for Client Data Handling	We ensured compliance with GDPR for all client data handling activities during the timeframe.	No incidents reported
Data Privacy Risks in Third-Party Collaborations	No data privacy risks or breaches were reported. We have Forcepoint DLP (Data Loss Prevention) implemented across all endpoints to prevent unauthorized data transfers.	No risks/breaches reported
Phishing Attack Responses	No phishing attacks were reported or responded to during the timeframe.	None
Cybersecurity Incident Management	Indegene uses CrowdStrike as our endpoint security solution, ensuring no cybersecurity incidents occurred during the timeframe.	No incidents reported

Gaps in Systematic Literature Review (SLR) Process Leading to Article Exclusion and Misclassification

Our SLR process encountered several issues, including gaps in article selection that resulted in the exclusion and misclassification of studies. This was primarily due to incomplete full-text reviews, and a critical article was overlooked by the project team. Our limited experience with SLRs, combined with the project's complexity, led to an incomplete understanding of the client's expectations. Contributing factors included the team's lack of expertise in the end-to-end SLR process and challenges in database search strategies for newly published studies.

Impact:

These gaps in the SLR process led to the exclusion and misclassification of key studies, affecting the review's accuracy and completeness. This compromised the validity of the conclusions drawn from the review, creating potential risks of client dissatisfaction and damage to Indegene's reputation.

Resolution:

We conducted a comprehensive review of the SLR process to identify and correct the issues. The team underwent additional training on the full SLR process, including full-text reviews and enhanced database search strategies. The missed article was retrieved and included in the review, and we improved keyword tagging in future database searches.

Subsequent Result:

We created a checklist and predefined criteria within the original protocol to prevent article misclassification. Deployed an additional resource to ensure timely delivery and scientific accuracy. Provided in-depth training to writers on inclusion and exclusion criteria to minimize misclassification. Ensured rigorous primary and secondary screenings with thorough full-text checks for each article.

Assigned specialized resources with experience in SLRs to improve the accuracy and efficiency of the process.

IT Training and Compliance Programs

1. Information Security and Data Privacy Awareness Training

Our mandatory compliance training ensures all employees are well-versed in Information Security and Data Privacy, adhering to ISO standards. This annual training covers essential aspects of protecting sensitive information, including secure data handling, recognizing potential security threats, and adhering to data privacy regulations. It aligns with ISO 27001 for Information Security Management and ISO 27701 for Privacy Information Management, emphasizing the importance of safeguarding both Indegene's and clients' personal data.

Frequency: Annual

Target Audience: All Employees

2. HIPAA Training

The Health Insurance Portability and Accountability Act (HIPAA) mandates national standards to protect sensitive patient health information from unauthorized disclosure. This training is specific to projects requiring compliance with HIPAA standards.

Frequency: Project Specific

Target Audience: Project Teams as required

3. General Data Protection Regulation (GDPR)

A) Introduction to GDPR

The General Data Protection Regulation (GDPR) is a European Union law effective from May 25, 2018, governing the use, processing, and storage of personal data. This training is required for projects involving GDPR compliance.

Frequency: Project Specific

Target Audience: Project Teams as required

B) GDPR Overview

This awareness session provides an overview of the General Data Protection Regulation (GDPR), which enhances data privacy and protection across Europe. Enforced since May 25, 2018, GDPR aims to give individuals greater control over their personal data.

Frequency: Awareness Session

Target Audience: Relevant Staff

4. Overview of DPDP Act 2023

The Digital Personal Data Protection (DPDP) Act 2023 establishes a comprehensive framework for handling personal data in India. This awareness session provides insights into the Act's provisions and is aimed at increasing understanding of data privacy practices in the digital age.

Frequency: Awareness Session

Target Audience: Relevant Staff

Third-Party Risk Management (TPRM) at Indegene

Third-Party Risk Management (TPRM) is a critical control for us defined by ISO/IEC 27001:2013 Annexure A.15.

We place a high priority on TPRM to ensure compliance with these rigorous standards and have established a robust TPRM process managed by a dedicated TPRM function. This process involves conducting risk-based assessments to evaluate the criticality of third-party services.

Our TPRM approach aims to carry out thorough due diligence on prospective vendors. We verify their qualifications, ensuring they meet the necessary standards to deliver intended services. This involves confirming that vendors adhere to required policies, procedures, and security measures while also complying with relevant laws, regulations, ethical standards, quality management systems, and data privacy requirements.

Information Security Assessments

To ensure the security practices of third parties align with our standards, we conduct detailed information security assessments through:

- **Questionnaires:** We distribute comprehensive security questionnaires to collect information about third parties' security practices and controls. These questionnaires cover crucial areas including data protection, network security, cybersecurity, cloud security, business continuity management (BCM), and incident management.
- **Audits:** We carry out on-site or remote audits of third parties. These audits involve a thorough review of their physical security measures, IT infrastructure, and security policies to verify compliance with our security standards.

Security Requirements and Contractual Obligations

To further safeguard our interests, we enforce specific security requirements and include relevant clauses in our contracts with third parties:

- **Security Requirements:** We mandate that third parties meet essential security requirements such as encryption standards, access controls, and incident response procedures.
- **Contractual Clauses:** Our contracts with third parties include information security clauses that require compliance with our security standards. These clauses also grant us the right to conduct audits and outline penalties for non-compliance.

Through these rigorous processes, Indegene we systematically and thoroughly evaluate third-party vendors, protecting the company's interests and upholding standards of service quality, information security, and compliance.

Measures for Gaining Stakeholder Consent on Processing, Sharing, and Retention of Confidential Information

- **Data Minimization:** We collect only the data necessary for the specified purposes to ensure relevance and limit exposure.
- **Privacy Policy:** We maintain a detailed privacy policy outlining our data collection, usage, sharing, and retention practices.
- **Consent:** We obtain consent through active opt-in mechanisms, ensuring stakeholders are fully aware and agree to the processing of their data.
- **Transparency:** We provide clear communication about the data we collect, its intended use, and who will have access to it.

- **Training and Awareness:** All associates involved in handling data are trained on data protection principles and consent management to uphold high standards of privacy.
- **Periodic Internal Audits:** We conduct integrated audits based on ISMS 27001 and PIMS 27701 standards to ensure compliance and effectiveness.
- **Regulatory Compliance:** We adhere to all relevant regulatory requirements to maintain legal and ethical data practices.
- **Secure Handling:** We implement robust security measures to protect confidential information from unauthorized access and breaches.
- **Access Control:** Access to confidential information is restricted to authorized personnel based on their roles and responsibilities.

Advancing Sustainability within our Supplier Networks

We partner with top-quality suppliers to deliver best-in-class business and IT solutions to our clients. As a signatory to the United Nations Global Compact (UNGC), we align our supply chain practices with UNGC principles on human rights, labor, environment, and anti-corruption. Our Responsible Supply Chain and Procurement Policy integrates these principles, fostering long-term environmental, social, and economic opportunities for diverse businesses. We demonstrate this commitment through both our internal processes and the external organizations we engage with, governing all supplier partnerships with integrity and ethics while actively supporting diverse business aspirations.

Business Partner Code of Conduct

We conduct our business with a strong focus on ethics and sustainability. We require all vendors to follow our Supplier Code of Conduct, which integrates global best practices such as the UN Global Compact principles on human rights, labor, environment, and anti-corruption. This ensures that our partners meet ethical standards and comply with ESG criteria.

100% of our active vendors in FY 2023-24 have accepted our Business Partner Code of Conduct and signed contract that incorporate clauses on environmental, labour, and human rights requirements.

ESG Diligence

We implemented a comprehensive Supplier Assessment Framework to evaluate critical suppliers based on environmental, social, and governance (ESG) criteria. This framework monitors GHG emissions, enforces labor law compliance, and promotes responsible procurement practices. In FY 2024, we onboarded 256 new suppliers, all of whom were screened using our Third-Party Risk Management (TPRM) tool. Out of these, 56 critical vendors were identified based on the value, GHG emissions and Locations and all of these critical vendors were assessed on ESG aspects through our Supplier Assessment Questionnaire (SAQ). The TPRM tool helps us identify potential supply chain risks, enabling us to mitigate financial, reputational, and legal impacts. To engage vendors on ESG issues, we also provide training and awareness sessions.

100% of critical suppliers were evaluated on ESG criteria using our SAQ in FY 2023-24

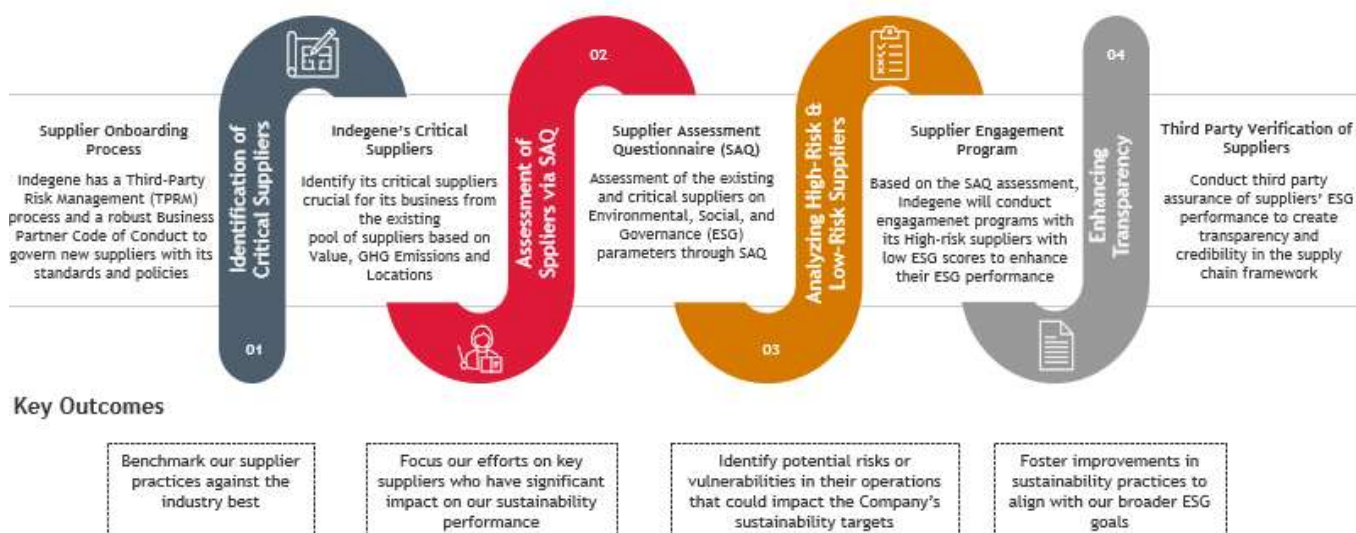
Sustainable Supply Chain Assessment

As part of our continuous effort to enhance supply chain practices, we partnered with an external agency. This collaboration involved a thorough evaluation of our current supply chain operations through an ESG perspective, benchmarking them against industry best practices, and outlining a strategic roadmap toward a sustainable supply chain framework.

A comprehensive ESG assessment was conducted, including an evaluation of all critical suppliers, which culminated in capacity-building workshops. Based on the findings, we developed an ambitious action plan, setting short-, medium-, and long-term goals to guide our sustainability journey.

To ensure alignment with our organizational values and strategic goals, executive leadership played an active role in overseeing the initiative. This reflects our commitment to building a responsible value chain that addresses present needs while safeguarding future generations.

Indegene's Sustainable Supply Chain Framework



Capacity Building

We engage with suppliers to strengthen their ESG performance through capacity-building initiatives, training workshops, and audits. Our objective is to drive sustainable practices throughout the value chain, encouraging suppliers to adopt decarbonization strategies, diversity initiatives, and improved working conditions.

To align the suppliers with its Sustainable Supply Chain framework, Indegene in collaboration with an external agency organized capacity-building workshops via virtual platforms, showcasing a substantial impact.

Nathan Navarasu
AVP – Risk, Audit and Compliance
Global Operations

Key Researcher: [James A. McHugh, Jr., University of Virginia](#)

Additional Social Indicators

1. Indegene's Workforce for FY 2023-24²⁰

Total permanent employee count by gender & region				
Region	Male	Female	Gender not available/ disclosed	Total
Asia Pacific (China/Japan and others)	24 (0.9%)	55 (2.6%)	0 (0.0%)	79 (1.6%)
Europe	54 (1.9%)	54 (2.5%)	0 (0.0%)	108 (2.2%)
India	2542 (90.3%)	1825 (85.2%)	0 (0.0%)	4367 (88.1%)
Latin America	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
North America	196 (7.0%)	208 (9.7%)	1 (100%)	405 (8.2%)
Philippines	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Others (Africa, Australia, GMS India and Other countries)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)

Total contractual employee count by gender & region			
Region	Male	Female	Total
Asia Pacific (China/Japan and others)	0 (0.0%)	26 (16.3%)	26 (7.8%)
Europe	24 (13.8%)	36 (22.5%)	60 (18.0%)
India	115 (66.1%)	75 (46.9%)	190 (56.9%)
Latin America	1 (0.6%)	1 (0.6%)	2 (0.6%)
North America	34 (19.5%)	18 (11.3%)	52 (15.6%)
Philippines	0 (0.0%)	2 (1.3%)	2 (0.6%)
Others (Africa, Australia, GMS India and Other countries)	0 (0.0%)	2 (1.3%)	2 (0.6%)

²⁰ CultHealth has been excluded from our employee headcount and will be considered in future reporting years.

Total permanent employee count by region & management level					
Region	Top Management	Senior Management	Middle Management	Associates	Total
Asia Pacific	0 (0.0%)	4 (2.3%)	36 (2.6%)	39 (1.2%)	79 (1.6%)
Europe	4 (9.1%)	21 (12.1%)	59 (4.2%)	24 (0.7%)	108 (2.2%)
India	16 (36.4%)	105 (60.3%)	1,095 (77.6%)	3,151 (94.6%)	4,367 (88.1%)
Latin America	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
North America	24 (54.5%)	44 (25.3%)	221 (15.7%)	116 (3.5%)	405 (8.2%)
Philippines	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Others (Africa, Australia, GMS India and Other countries)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)

Total contract employee count by region & management level					
Region	Top Management	Senior Management	Middle Management	Associates	Total
Asia Pacific	0 (0.0%)	0 (0.0%)	4 (8.5%)	22 (7.7%)	26 (7.8%)
Europe	0 (0.0%)	2 (100.0%)	18 (38.3%)	40 (14.1%)	60 (18.0%)
India	0 (0.0%)	0 (0.0%)	8 (17.0%)	182 (64.1%)	190 (56.9%)
Latin America	0 (0.0%)	0 (0.0%)	2 (4.3%)	0 (0.0%)	2 (0.6%)
North America	1 (100.0%)	0 (0.0%)	12 (25.5%)	39 (13.7%)	52 (15.6%)
Philippines	0 (0.0%)	0 (0.0%)	1 (2.1%)	1 (0.4%)	2 (0.6%)
Other Countries	0 (0.0%)	0 (0.0%)	2 (4.3%)	0 (0.0%)	2 (0.6%)

Workforce Ethnicity/Nationality Breakdown				
Ethnicity/ Nationality ²¹	% of Total Workforce	Top Management (%) D1-E2	Senior Management (%) C1-C3	Middle Management (%) A5-B3
Indigenous/Native	88%	0.40%	2.50%	27.40%

²¹ For Global regions (EMEA, US, Canada, South America, and Rest of the World), we do not capture specific ethnicity/nationality data due to compliance reasons.

2. Our Hiring Practices for FY 2023-24²²

Total number of new employee hires (Age) ²³				
Particulars	FY 2021	FY 2022	FY 2023	FY 2024
<30 years	856	1033	1130	571
30-50 years	596	1023	671	370
>50 years	36	56	49	22
Percentage of open positions filled by internal candidates (internal hires)	1.3%	1.7%	1.6%	2.1%

Total number of new employee hires (Gender)				
Particulars	FY 2021	FY 2022	FY 2023	FY 2024
Male	806	1127	1054	504
Female	693	992	799	459
Percentage of open positions filled by internal candidates (internal hires)	1.3%	1.7%	1.6%	2.1%
Average hiring cost/FTE	-	\$ 693.09	\$ 832.44	\$1,334.02

Total number of new employee hires (Management Level)				
Particulars	FY 2021	FY 2022	FY 2023	FY 2024
Top Management (Band D+)	8	7	11	0
Senior Management (Band C+)	38	62	52	17
Middle Management (Band B+)	186	280	222	118
Junior Management (Band A+)	1267	1770	1568	828

²² CultHealth has been excluded from our employee hiring headcount and will be included in future reporting.

²³ Due to local laws and restrictions, some employees' dates of birth were not recorded in FY 2023-24. As a result, accurate age-wise categorization was not possible for all employees. However, the total number of new hires during the period was 963.

Average hiring cost/FTE	-	\$ 693.09	\$ 832.44	\$1,334.02
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3. Employee Turnover ²⁴

	FY 2021				FY 2022				FY 2023				FY 2024			
	Top	Senior	Middle	Junior	Top	Senior	Middle	Junior	Top	Senior	Middle	Junior	Top	Senior	Middle	Junior
Total Employee Turnover Rate	15.4%	8.6%	21.9%	20.6%	25.4%	26.6%	27.2%	25.0%	6.6%	19.0%	24.1%	29.3%	12.8%	22.5%	25.9%	27.4%
Voluntary employee turnover rate	11.5%	13.0%	18.5%	18.3%	0.0%	19.9%	23.7%	21.9%	2.2%	28.5%	19.4%	23.4%	6.4%	8.5%	14.3%	17.0%

	FY 2021		FY 2022		FY 2023		FY 2024	
	Male	Female	Male	Female	Male	Female	Male	Female
Total Employee Turnover Rate	20.3%	20.9%	26.4%	24.7%	26.3%	29.4%	24.1%	30.1%
Voluntary employee turnover rate	17.4%	18.7%	22.5%	21.5%	20.7%	23.7%	13.1%	19.4%

4. Global Compensation Overview

We are committed to transparency in our compensation practices. This overview highlights the compensation of our highest-paid individuals compared to the median compensation of all employees across different regions. It provides a clear picture of our competitive and fair compensation structure in alignment with global standards.

²⁴ The turnover figures for CultHealth will be included in next reporting period.

Particulars	India
Annual total compensation for the organization's highest-paid individual	INR 2,86,00,000
Median annual total compensation for all employees (excluding the highest-paid individual)	INR 1058925
Ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual)	27
Annual total compensation for the organization's highest-paid individual in CY 2022	INR 28600000
Median annual total compensation for all employees (excluding the highest-paid individual) in CY 2022	INR 928000
Median percentage increase in annual total compensation for all employees (excluding the highest-paid individual)	14

5. Human Rights

Category	Number Reported	Number Trained	Percentage
Employees that the organization's anti-corruption policies and procedures have been communicated to	5829	5829	100%
a. Top management	38	38	100%
b. Senior management	149	149	100%
c. Middle management	833	833	100%
d. Associates	4809	4809	100%
Employees that have received training on anti-corruption policies and procedures	5829	5654	97%
a. Top management	38	32	84.21%
b. Senior management	149	138	92.61%
c. Middle management	833	791	94.95%
d. Associates	4809	4693	97.58%

Appendix 1 (GRI Index)

Statement of use	Indegene has reported in reference to the GRI Standards for the period [April 1, 2023, to March 31, 2024].
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GRI 1 used	GRI 1: Foundation 2021
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GRI Standard	Disclosure	Reference Section	Comments/Reason for omission
GRI 2: General Disclosures 2021			
Organizational Profile			
2-1	Organizational details	About the Company	
2-6	Activities, value chain and other business relationships	About the Company	
2-7	Employees	About the Company; Advancing Diversity, Equity and Inclusion	
2-28	Membership associations	About the Company	
Strategy			
2-22	Statement on sustainable development strategy	Our Sustainability Strategy	
Ethics & Integrity			
2-23	Policy Commitments	Codes and Policies	
2-26	Mechanisms for seeking advice and raising concerns	Risk Management Approach	
2-27	Compliance with laws and regulations	Business Ethics and Compliance	
Governance			
2-9	Governance structure and composition	Corporate Governance	
2-10	Nomination and selection of the highest governance body	Corporate Governance	

GRI Standard	Disclosure	Reference Section	Comments/Reason for omission
2-11	Chair of the highest governance body	Corporate Governance	
2-12	Role of the highest governance body in overseeing the management of impacts	Corporate Governance	
2-13	Delegation of responsibility for managing impacts	Corporate Governance	
2-14	Role of the highest governance body in sustainability reporting	ESG Governance	
2-15	Conflicts of interest	Codes and Policies	
2-16	Communication of critical concerns	Corporate Governance	
2-17	Collective knowledge of highest governance body	Corporate Governance	
2-18	Evaluation of the performance of the highest governance body	Corporate Governance	
2-19	Remuneration policies	Codes and Policies	
2-20	Process to determine remuneration	Committees of the Board	
Stakeholder engagement			
2-29	Approach to stakeholder engagement	Stakeholder Engagement	
2-30	Collective bargaining agreements		Collective bargaining doesn't apply to Indegene as the company's payroll comprises white-collar permanent employees who are not affiliated with any trade unions.
Reporting practices			
1	Requirement 7: Publish a GRI content index	Appendix 1 (GRI Index)	

GRI Standard	Disclosure	Reference Section	Comments/Reason for omission
1	Requirement 8: Provide a statement of use	Appendix 1 (GRI Index)	
2-2	Entities included in the organization's sustainability reporting	About the Report	
2-3	Reporting period, frequency, and contact point	Our reporting boundary	
2-5	External Assurance	Assurance	
3-1	Process to determine material topics	Identifying material topics	
3-2	List of material topics	Identifying material topics	
Material Topics			
Governance (Driving Responsibility within our operations)			
Business Ethics and Compliance			
2-25	Processes to remediate negative impacts	Governance (Driving responsibility within our operations)	
3-3	Management of material topics	Governance (Driving responsibility within our operations)	
2-23	Policy Commitments	Governance (Driving responsibility within our operations)	
Customer Satisfaction			
2-25	Processes to remediate negative impacts	Ensuring Customer Satisfaction	

GRI Standard	Disclosure	Reference Section	Comments/Reason for omission
3-3	Management of material topics	Ensuring Customer Satisfaction	
416-1	Assessment of the health and safety impacts of product and service categories	Ensuring Customer Satisfaction	
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Ensuring Customer Satisfaction	
Sustainable Supply Chain			
2-25	Processes to remediate negative impacts	Advancing Sustainability with our Suppliers	
3-3	Management of material topics	Advancing Sustainability with our Suppliers	
408-1 (2016)	Operations and suppliers at significant risk for incidents of child labor	Advancing Sustainability with our Suppliers	
409-1 (2016)	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Advancing Sustainability with our Suppliers	
414-2 (2016)	Negative social impacts in the supply chain and actions taken	Advancing Sustainability with our Suppliers	
414-1 (2016)	New suppliers that were screened using social criteria	Advancing Sustainability with our Suppliers	
308 – 1 (2016)	New suppliers that were screened using environmental criteria	Advancing Sustainability with our Suppliers	

GRI Standard	Disclosure	Reference Section	Comments/Reason for omission
308 – 2 (2016)	Negative environmental impacts in the supply chain and actions taken	Advancing Sustainability with our Suppliers	
Data Privacy and Security			
2-25	Processes to remediate negative impacts	Fortifying our Core IT Systems	
3-3	Management of material topics	Fortifying our Core IT Systems	
418-1 (2016)	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Fortifying our Core IT Systems	
Environment (Fostering Climate Action)			
Energy Management			
2-25	Processes to remediate negative impacts	Energy Management	
3-3	Management of material topics	Energy Management	
302 -1 (2016)	Energy consumption within the organization	Energy Management	
302-2 (2016)	Energy consumption outside of the organization	Energy Management	
302-3 (2016)	Energy intensity	Energy Management	
302-4 (2016)	Reduction of energy consumption	Energy Management	
302-5 (2016)	Reductions in energy requirements of products and services	Energy Management	
Water Stewardship			

GRI Standard	Disclosure	Reference Section	Comments/Reason for omission
2-25	Processes to remediate negative impacts	Water Stewardship	
3-3	Management of material topics	Water Stewardship	
303-1 (2018)	Interactions with water as a shared resource	Water Stewardship	
303-2 (2018)	Management of water discharge-related impacts	Water Stewardship	
303-3 (2018)	Water withdrawal	Water Stewardship	
303-4 (2018)	Water discharge	Water Stewardship	
303-5 (2018)	Water consumption	Water Stewardship	
Climate Change and GHG Emissions			
2-25	Processes to remediate negative impacts	Climate Change and GHG Emissions	
3-3	Management of material topics	Change and GHG Emissions	
305-1 (2016)	Direct (Scope 1) GHG emissions	Change and GHG Emissions	
305-2 (2016)	Energy indirect (Scope 2) GHG emissions	Change and GHG Emissions	
305-3 (2016)	Other indirect (Scope 3) GHG emissions	Change and GHG Emissions	
305-4 (2016)	GHG emissions intensity	Change and GHG Emissions	
305-5 (2016)	Reduction of GHG emissions	Change and GHG Emissions	
305-6 (2016)	Emissions of ozone-depleting substances (ODS)	Change and GHG Emissions	

GRI Standard	Disclosure	Reference Section	Comments/Reason for omission
305-7 (2016)	Nitrogen oxides (NOx), sulfur oxides (SOx) and other significant air emissions	Change and GHG Emissions	
Waste management			
2-25	Processes to remediate negative impacts	Waste management	
3-3	Management of material topics	Waste management	
306-1 (2020)	Waste generation and significant waste-related impacts	Waste management	
306-2 (2020)	Management of significant waste-related impacts	Waste management	
306-3 (2020)	Waste generated	Waste management	
306-4 (2020)	Waste diverted from disposal	Waste management	
306-5 (2020)	Waste directed to disposal	Waste management	
306-6	Emissions of ozone-depleting substances (ODS)	Waste management	
Environmental compliance			
2-25	Processes to remediate negative impacts	Our Environmental Performance	
3-3	Management of material topics	Our Environmental Performance	
307 – 1 (2016)	Non-compliance with environmental laws and regulations	Our Environmental Performance	
Social (Creating a future-ready workforce)			
Occupational health and safety			

GRI Standard	Disclosure	Reference Section	Comments/Reason for omission
2-25	Processes to remediate negative impacts	Health and Safety Performance	
3-3	Management of material topics	Health and Safety Performance	
403-1 (2018)	Occupational health and safety management system	Health and Safety Performance	
403-2 (2018)	Hazard identification, risk assessment and incident investigation	Health and Safety Performance	
403-3 (2018)	Occupational health services	Health and Safety Performance	
403-4 (2018)	Worker participation, consultation, and communication on occupational health and safety	Health and Safety Performance	
403-5 (2018)	Worker training on occupational health and safety	Health and Safety Performance	
403-6 (2018)	Promotion of worker health	Health and Safety Performance	
403-7 (2018)	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Health and Safety Performance	
403-8 (2018)	Workers covered by an occupational health and safety management system	Health and Safety Performance	
403-9 (2018)	Work-related injuries	Health and Safety Performance	
403-10 (2018)	Work-related ill health	Health and Safety Performance	

GRI Standard	Disclosure	Reference Section	Comments/Reason for omission
Talent Acquisition, Development and Retention			
2-25	Processes to remediate negative impacts	Strategic Human Capital Management	
3-3	Management of material topics	Strategic Human Capital Management	
401-1	New employee hires and employee turnover	Our Workforce	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Strategic Human Capital Management	
401-3	Parental Leave	Supporting Employee Wellbeing at Indegene	
Diversity and Inclusion			
2-25	Processes to remediate negative impacts	Advancing Diversity, equity, and inclusion	
3-3	Management of material topics	Advancing Diversity, equity, and inclusion	
405-1	Diversity of governance bodies and employees	Corporate Governance	
405-2	Ratio of basic salary and remuneration of women to men	Diversity Representation across Indegene's Global Workforce	
Community Engagement			

GRI Standard	Disclosure	Reference Section	Comments/Reason for omission
2-25	Processes to remediate negative impacts	Fostering Community Engagement	
3-3	Management of material topics	Fostering Community Engagement	
413 – 1 (2016)	Operations with local community engagement, impact assessments and development programs	Fostering Community Engagement	
413 – 2 (2016)	Operations with significant actual and potential negative impacts on local communities	Fostering Community Engagement	
Training and Development			
2-25	Processes to remediate negative impacts	Strategic Human Capital Management	
3-3	Management of material topics	Strategic Human Capital Management	
404-1	Average hours of training per year per employee	Strategic Human Capital Management	
404-2	Programs for upgrading employee skills and transition assistance programs	Strategic Human Capital Management	
404-3	Percentage of employees receiving regular performance and career development reviews	Strategic Human Capital Management	
Respecting Human Rights			
2-25	Processes to remediate negative impacts	Commitment to Human Rights	
3-3	Management of material topics	Commitment to Human Rights	
2-23	Policy commitments	Commitment to Human Rights	

Appendix 2 (SASB Index)

SASB Code	Description	Reference section
Environmental footprint of hardware infrastructure		
TC-SI-130a.1	(1) Total energy consumed	Energy management
	(2) Percentage grid electricity	
	(3) Percentage renewable	
TC-SI-130a.2	(1) Total water withdrawn	Water stewardship
	(2) Total water consumed, percentage of each in regions with high or extremely high baseline water stress	
TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	Energy management
Data privacy and freedom of expression		
TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	Fortifying our core IT Systems
TC-SI-220a.2	Number of users whose information is used for secondary purposes	Indegene does not use the information of the data subjects it collects for any secondary purposes.
TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	No losses
TC-SI-220a.4	(1) Number of law enforcement requests for user information	No requests
	(2) Number of users whose information was requested	
	(3) Percentage resulting in disclosure	

SASB Code	Description	Reference section
TC-SI-220a.5	List of countries where core products or services are subject to government required monitoring, blocking, content filtering, or censoring	No core products or services are subject to government-required restrictions
Data security		
TC-SI-230a.1	(1) Number of data breaches	No material data breaches have been observed during the reporting period
	(2) Percentage involving personally identifiable information (PII) (3) Number of users affected	
TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Fortifying our core IT Systems
Recruiting and managing a global, diverse, and skilled workforce		
TC-SI-330a.1	Percentage of employees that are (1) foreign nationals and (2) located offshore	We have reported data only from our largest delivery centres which are based in India. We seek to include workforce data from our global offices in subsequent reporting years.
	Potential risks from recruiting foreign nationals and/or offshore employees	No potential risks observed. The recruitment of all nationals is governed by applicable laws and company policies.
	Approach to addressing any additional risks, such as implementing safeguards for data security, piracy, IP protection, etc.	Data security and privacy
TC-SI-330a.2	Employee engagement as a percentage	We use a survey-based mechanism called ISAT to regularly measure employee satisfaction and engagement. We use a rating scale to measure employee satisfaction on a scale of 1 to 5, where 1 is far below expectations and 5 stands for far exceeds expectations. In FY 2024, our employee engagement score was 3.8 out of 5 and this is subsequently converted to percentage as 76%.
TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for (1) management,	Advancing diversity, equity, and inclusion

SASB Code	Description	Reference section
	(2) technical staff, and	
	(3) all other employees	
Intellectual property protection and competitive behavior		
TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	Business Ethics and Compliance
Managing systemic risks from technology disruptions		
TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	(1) No material performance issues (2) No material service disruptions (3) No material customer downtime
TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	There has been no business disruption from any event at any of our delivery location during the reporting period

Appendix 3 (Impact boundary of material topics)

Material Topics	Associated GRI, SASB and UNGC disclosures	Stakeholders Impacted
Climate Change and GHG emissions	GRI 305: Emissions, Principle- 7,8,9	Employees Investors Clients Government/regulatory bodies
Energy Management	GRI 302: Energy 2016, Principle- 7,8,9	Employees Suppliers
Water stewardship	GRI 303: Water and Effluents 2018, Principle- 7,8,9	Employees Suppliers
Waste Management	GRI 306: Waste 2020, Principle- 7,8,9	Employees Suppliers

Material Topics	Associated GRI, SASB and UNGC disclosures	Stakeholders Impacted
Community engagement	GRI 413: Local Communities 2016, Principle 1	Communities
Diversity and Inclusion	GRI 405: Diversity and equal opportunity 2016 recruiting and managing a global, diverse, and skilled workforce (TC-SI-330a.3), Principle 6	Employees
Respecting human rights	Principle 1, 2	Employees Clients Communities
Occupational health and Safety	GRI 403: Occupational Health & Safety, Principle 1,6	Employees
Talent Acquisition, Development and Retention	GRI 401: Employment Recruiting and managing a global, diverse, and skilled workforce (TC-SI-330a.1, TC-SI-330a.2), Principle 6	Employees
Training and development	GRI 404: Training and Education, Principle 6	Employees
Customer satisfaction	GRI 416: Customer health and safety, Principle 1	Employees Clients

Material Topics	Associated GRI, SASB and UNGC disclosures	Stakeholders Impacted
Data Privacy and Security	GRI 418: Customer privacy 2016 Data security (TC-SI-230a.2, TC-SI-230a.2) Data privacy and freedom of expression (TC-SI-220a.1,TC-SI-220a.2,TC-SI-220a.3,TC-SI-220a.4,TC-SI-220a.5), Principle 1, 10	Employees Clients Government/regulatory bodies
Business Ethics and Compliance	GRI 2-23: Policy Commitments, Principle 10	Employees Government/regulatory bodies
Intellectual Property Protection	GRI 415: Public Policy Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations. (TC-SI-520a.1), Principle 1	Employees

Material Topics	Associated GRI, SASB and UNGC disclosures	Stakeholders Impacted
Risk Management	Managing systemic risks from technology disruptions (TC-SI-550a.1, TCSI- 550a.2), Principle 7, 10	Employees and clients
Sustainable supply chain	GRI 308: Supplier environment assessment 2016 GRI 414: Supplier social assessment 2016, Principle 1,2,7,8,9	Suppliers
Economic Performance	GRI 201: Economic Performance 2016, Principle 10	Investors Employees Communities Suppliers

Material Topics	Associated GRI, SASB and UNGC disclosures	Stakeholders Impacted
Corporate Governance	GRI 205: Anti-corruption 2016 GRI 206: Anti-competitive behaviour 2016 GRI 2-9: Governance structure and composition GRI 2-10: Nomination and selection of the highest governance body GRI 2-11: Chair of the highest governance body GRI 2-12: Role of the highest governance body in overseeing the management of impacts GRI 2-13: Delegation of responsibility for managing impacts GRI 2-16: Communication of critical concerns GRI 2-17: Collective knowledge of highest governance body GRI 2-18: Evaluation of the performance of the highest governance body GRI 2-19: Remuneration policies, Principle 10	Employees Investors Government/ regulatory bodies

Appendix 4 (Aligning with the United Nations' Sustainable Development Goals (SDGs))

SDG statement		Linked target(s) that Indegene contributes to	Reference sections
	End poverty in all its forms everywhere	Our goal is to secure significant resource mobilization from various sources, including strengthened development cooperation. This commitment provides developing countries, particularly the least-developed ones, with adequate and predictable support to combat poverty in all its dimensions.	CSR
	End hunger, achieve food security and improved nutrition, and promote sustainable agriculture	Eliminate hunger and ensure year-round access to safe, nutritious, and sufficient food for all, especially the poor and vulnerable, including infants.	CSR
	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	- Guarantee equitable access to affordable and high-quality education for both women and men. - Promote gender equality in education, ensuring inclusive access to all levels of education and vocational training for vulnerable groups, such as persons with disabilities, Indigenous peoples, and children facing difficult circumstances.	CSR
	Achieve gender equality and empower all women and girls	Strengthen the utilization of empowering technologies, especially information and communications technology, to advance women's empowerment.	- CSR - Learning and development - Occupational Health and Safety
	Ensure availability and sustainable management of water and sanitation for all	Enhance global water quality by reducing pollution, eliminating dumping, minimizing hazardous chemicals and materials release, halving untreated wastewater, and significantly increasing water recycling and safe reuse.	Water Stewardship
	Ensure access to affordable, reliable, sustainable, and	- Significantly raise the proportion of renewable energy in the global energy mix. - By 2030, achieve a twofold increase in the global rate of energy efficiency improvement.	Energy Management

SDG statement		Linked target(s) that Indegene contributes to	Reference sections
	modern energy for all		
	Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all	• Ensure the protection of labor rights and advocate for safe and secure working environments for all workers. • Attain full and productive employment, and decent work opportunities for all individuals, including women, men, young people, and persons with disabilities, while ensuring equal pay for work of equal value.	• CSR • Diversity, equity, and inclusion
	Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation	• Build sustainable, resilient, and inclusive infrastructures. • Strengthen scientific research and enhance technological capabilities in industrial sectors.	• Training and Development • Sustainable Supply Chain
	Reduce inequality within and among countries	• Promote equal opportunities and diminish outcome inequalities by abolishing discriminatory laws, policies, and practices while advocating for appropriate legislation, policies, and actions in this regard.	• CSR • Diversity, Equity, and Inclusion • Respecting Human Rights
	Ensure sustainable consumption and production patterns	• Significantly decrease waste generation through prevention, reduction, recycling, and reuse. • Promote the adoption of sustainable practices by companies, particularly large and transnational ones, and encourage the integration of sustainability information into their reporting cycle. • Encourage sustainable public procurement practices aligned with national policies and priorities.	• Waste Management
	Take urgent action to combat climate change and its impacts by regulating	• Incorporate climate change measures into policy and planning. • Advocate for mechanisms to enhance capacity in planning and management.	• Climate Change and GHG Emissions

SDG statement		Linked target(s) that Indegene contributes to	Reference sections
	emissions and promoting developments in renewable energy		
	Strengthen the means of implementation and revitalize the global partnership for sustainable development	- Promote meaningful partnerships. - Increase the availability of dependable data.	- CSR - Sustainable Supply Chain

Appendix 5 United Nations Global Compact (UNGC) Index

Area	Principle	Statement	Page No
Human rights	Principle 1	Businesses should support and respect the protection of internationally proclaimed Human Rights	63
	Principle 2	Businesses should make sure that they are not complicit in Human Rights abuses	63
Labour	Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	64
	Principle 4	The elimination of all forms of forced and compulsory labour	63
	Principle 5	The effective abolition of child labour	63
	Principle 6	The elimination of discrimination in respect of employment and occupation	60
Environment	Principle 7	Businesses should support a precautionary approach to environmental challenges	37
	Principle 8	Businesses should undertake initiatives to promote greater environmental responsibility	37
	Principle 9	Businesses should encourage the development and diffusion of environmentally friendly technologies	37
Anti-corruption	Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery	25

Through local teams, we support healthcare organizations wherever they are.



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