



ESG Report

FY 2022-23

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Dear Stakeholders,

I am pleased to present to you our annual ESG Report FY22-23, which highlights our commitment to sustainability and our efforts to create a positive impact on the environment, society, and economy. I would like to share the progress and achievements that your company has made in integrating sustainability into our operations over the past year.

At Clover Infotech, we believe that sustainability is not only about minimizing our environmental footprint but also about creating long-term value for all our stakeholders. We understand that as an IT services company, our operations have a significant impact on the environment. Therefore, we have taken proactive steps to mitigate our environmental impact and embrace sustainable practices.

Environmental Stewardship

We have implemented various initiatives to reduce our carbon footprint and promote energy efficiency. By investing in modern and energy-efficient infrastructure including Cloud infrastructure, we have reduced our carbon emissions. As per Deloitte, Scope 3 emissions are the most difficult to tackle and account for more than 70% of the overall carbon footprint. I am happy to share that we have reduced our Scope 3 Greenhouse Gas emission by 4% in FY'22-23. We have established practices to ensure judicious use of water. While conserving water, we also want to enhance its availability in communities that we operate it. Sensor based faucet installations, aerator installations on faucets, and clear targets to optimize the usage of water across our organization have been implemented. We have virtualized our servers during the said period to help reduce electricity consumption and optimize carbon footprint. We ensure that employees use reusable bottles for drinking water and have almost zero usage of plastic bottles in our offices. I am glad to share that in FY 2022-23, Clover Infotech has disposed of 225.39 kgs of E-waste through a government authorized handler/recycler. We aim to reduce the energy footprint by 2.5% in FY'23-24.

We are also strictly adhering to the 3Rs of Reduce, Reuse, and Recycle to ensure appropriate

management of waste. Initiatives such as availing of janitorial supplies in reusable containers are steps in the right direction towards efficient waste management that we have also taken in the current year.

Social Responsibility

Our commitment to social responsibility extends beyond the workplace to the communities in which we operate. We strive to be a responsible corporate citizen by actively engaging with local communities, supporting education initiatives, and promoting diversity and inclusion. Additionally, we prioritize the well-being and safety of our employees by providing a supportive work environment, promoting work-life balance, and fostering a culture of respect and inclusivity. We have implemented policies and processes that have helped us to be accredited with ISO 14001:2015, and ISO 45001:2018 certification for Environmental, Occupational Health and Safety (EOHS). We have undertaken multiple drives with various NGOs to better the communities around us. We have been working on various aspects such as education, health care, shelter homes for destitute children, and special homes for disabled and physically challenged children.

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Ethical Practices and Good Governance

We uphold the highest standards of ethical practices in all aspects of our business. Our Code of Conduct serves as a guiding framework for our employees, ensuring integrity, transparency, and fair business practices. We are constantly monitoring and evaluating our suppliers and partners to ensure they align with our ethical principles.

Innovation for Sustainable Solutions

As an IT services company, we recognize the critical role we play in driving sustainable development. Therefore, we continue to innovate and develop technology solutions that address environmental challenges and contribute to a sustainable future. Our focus on digital transformation enables our clients to optimize their operations, reduce their environmental impact, and embrace sustainable business practices.

The Road Ahead

As we move forward, we remain committed to the principles of sustainability and responsible business practices. We will continue to invest in sustainable technologies, foster partnerships with like-minded organizations, and collaborate with our stakeholders to drive positive change.

I would like to take this opportunity to express my gratitude to all our stakeholders for their trust in us and for enabling us to sustainably grow our business. I also thank our employees whose dedication and skills have been the driving force behind our sustainability efforts.

Together, we have made significant progress on our sustainability journey, but we understand that there is still much work to be done. We remain steadfast in our commitment to sustainability and will strive to set new benchmarks for excellence and impact in the years to come.

Thank you for your continued support.



Javed Tapia

Chairman, Clover Infotech

1.2 Message from the CEO



"Curing today's world means a healthy world tomorrow - a culture to imbibe and sustain."

This has always been the dream and the vision of the man at the helm of this company. In times before the wakeup call that the world received, Clover Infotech has been actively and passionately involved in the cause of a cleaner environment. The resurrection and rejuvenation of parks and gardens, which was one of the first steps towards our green commitment actively followed by the various camps and financial commitments made to the community showed our concern and action.

Today we have stepped up our efforts through our ESG commitments and continue to pledge our efforts towards 'Net Zero' and a cleaner tomorrow.

This is evident as our report has shown. As the world temperature rises and water bodies are being depleted by years of drought it is of grave concern that these signs are a warning. Places which have traditionally enjoyed a well-balanced climate are now being ravaged by rain and floods.

The world today is taking steps and deciding how to shape tomorrow, and this has manifested itself in several green practices. Born out of this are initiatives like the CSR and thankfully more and more companies are seeing the benefits. Our ESG actions work towards our want to do the best for our clients, stakeholders and suppliers. Though our initiatives are young in experience, each year goes into solidifying and bettering our efforts towards the 'Net Zero' commitment. Within our commitment to the reduction of greenhouse gases and our contribution and concern for biodiversity, we are proud to say that our commitment has started from ground zero where every employee wears the 'green badge' knowing that he/she has made some effort that day towards the Utopia we strive to achieve.

In last year's report we showcased a lot of initiatives taken during the troubled times of the pandemic. Now that we are free of its shackles our efforts are doubled and our commitments manifold. Our ever-improving efforts, as our report will show, are living proof of the positive direction that is our goal.

I wish to thank our clients, stakeholders and employees for their belief in us, for their cooperation in sharing our common vision which is a better tomorrow.



Kunal Nagarkatti
CEO, Clover Infotech

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What is ESG reporting and the purpose of it?

ESG reporting is the disclosure of environmental, social and corporate governance data. As with all disclosures, its purpose is to shed light on a company's ESG activities while improving investor transparency and inspiring other organizations to do the same.

About this report

Clover Infotech will publish an ESG Report on an annual basis. This is the second edition of our ESG Report for the FY'22-23.

In this report we have highlighted three areas of ESG (Environmental, Social and Corporate Governance) showcasing how sustainable and responsible we are and aim to continue to be.

The data has been sourced from our core internal processes related to HR, Administration, Finance, and other relevant processes. This report has come of consultation and participation of Clover Infotech employees both managerial and non-managerial.

The structure of this Report is sourced from a number of global voluntary sustainability reporting frameworks. We report annually with our Communication on Progress to our stakeholders and align with the country's commitment to the United Nations sustainable development goals.

Scope and Boundary

Business

Clover Infotech Pvt. Ltd.

Geographies

India | Asia Pacific | Europe | Middle East | North America

Scope of Reporting

Environmental Performance Indicators

India

Employee Metrics

India | UAE (Dubai)

Social Performance Metrics

Primarily India

Reporting Timeframe

Reporting Period

April 1, 2022, to March 31, 2023
(Referred hereafter in short as '22-23')

Reporting Cycle

Annual Basis



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Clover Infotech is a leading global IT services and consulting company. We provide solutions and services across application and technology modernization, cloud enablement, data management, automation, and assurance services. Clover Infotech is among the most preferred Oracle Partners with extensive experience in implementation and management of Oracle Fusion Applications and Oracle Cloud Infrastructure (OCI).

Through a well-defined development, support, and quality framework, we consult enterprises on their transformation roadmap and implement business-critical applications along with the underlying technology infrastructure. With our proven Managed Services model of operations, SLA based delivery, and governance, we deliver the most tangible value for businesses in terms of operational efficiency, cost-effectiveness, intelligent automation, and information security while enabling them to modernize their application and technology landscape information security.

Clover Infotech has been the most preferred IT services partner for customers ranging from Fortune 500 companies to leading banks based in India which run on the most sophisticated and modernized banking technologies. We leverage the latest technology innovation to offer our customers the most apt solutions to help them accelerate their business.

Most of our top customers have been working with us for over a decade and rely on our managed services model of delivery to ensure operational seamlessness and excellence.

Clover Infotech is a leading Oracle Partner since the last three decades and has been responsible for some of the most pioneering work on Oracle technologies across Applications, Middleware, and Technology Infrastructure. The company is among the very few Oracle Partners to have implemented Oracle Fusion Applications for customers across industries and for itself.

Clover Infotech is among the most preferred Oracle Cloud Infrastructure (OCI) partners having enabled some of the largest conglomerates in India across industries such as BFSI, Hospitality, to modernize their Technology infrastructure by seamlessly migrating to OCI without impacting their business operations.

More than 4500 Cloverites with extensive experience across technologies such as Oracle, Microsoft, and Open Source are empowering customers with their technology expertise and helping them to accelerate business and enhance growth.

Our Presence

Clover Infotech has a strong pan-India presence with state-of-the-art global delivery centers in Mumbai, Navi Mumbai, and Pune. The company caters to North American Markets, specifically the US and Canada, through its office in New York. It serves customers in Europe, The Middle East and Africa (EMEA) through its office in Dubai.

The Man at the Helm

Javed Tapia, a serial entrepreneur, is the Founder Chairman and Chief Mentor at Clover Infotech. He has established a strong presence for the Clover Group in areas such as information technology, transaction systems, and renewable energy. In the year 2000, he spearheaded the open-source revolution in India through a joint venture – Red Hat India with Red Hat Inc. and expanded the company's footprint across South Asia. Javed is an investor and mentor in various start-ups across Fintech, EdTech, and Artificial Intelligence and Data Analytics.

Our Approach

We believe in delivering tangible results for our customers in a cost-effective manner. We do this through a consultative, solution-based approach wherein we gather in-depth understanding of the customer's requirements and facilitate customized solutions.

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In the process, we ensure greater efficiency and predictability for businesses by being a preferred and dependable IT partner. We are **ISO 9001:2015, ISO 27001:2013, ISO 14001:2015, and ISO 45001:2018** certified. Our stringent process adherence towards service delivery is among the best in the industry. Our delivery model is structured around customer needs to ensure flawless execution. We conduct business in a manner that **meets global ESG (Environmental, Social, and Governance) and EOHS (Environmental, Occupational Health and Safety) requirements.**

COE Team

Our Center of Excellence (CoE) is focused on addressing today's dynamic business needs from a technological standpoint and more importantly, from a strategic business perspective.

- **Conceptualized Next generation Digital Solutions:** The CoE puts us ahead of the curve in terms of leveraging new age technologies to create business critical solutions for our customers.
- **Best-in-class Training and Upskilling:** Clover Infotech's knowledge and training arm, Clover Academy, has been training and creating industry-ready professionals for nearly two decades now. The arm constantly helps Clover Infotech to upgrade, up-skill, and re-skill its workforce to align

and adapt to the latest technology and modernization needs of its customers.

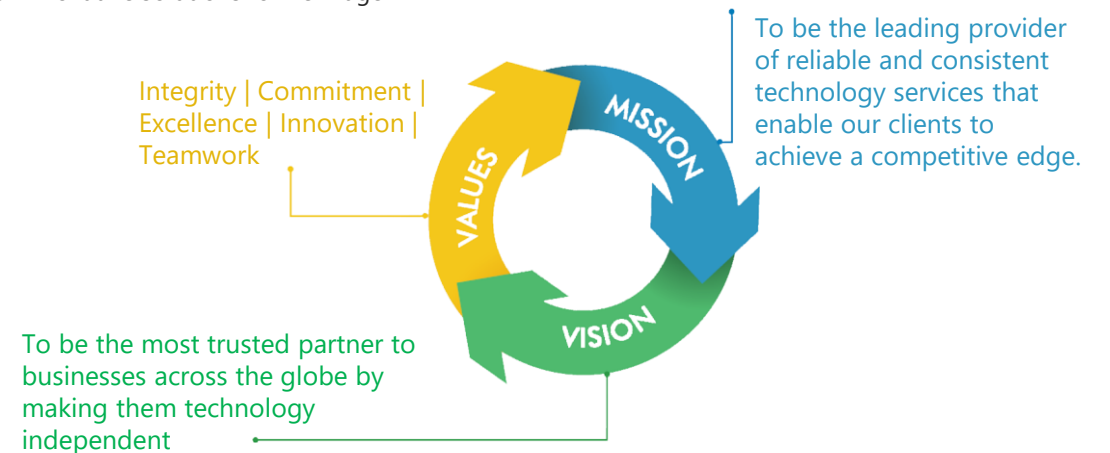
- **Ensure Delivery and Operational Excellence:** The CoE team comprises experts who ensure that customers never face a challenge in operations. When issues go beyond the expertise of our delivery units, the special task CoE resolves such escalations in the fastest possible time.

Clover Infotech's approach is highly valued by transaction-centric industries/businesses such as Banking, Financial Services, Insurance, Payments, Telecom, and Retail. Its dedicated technological practices focus on Enterprise Applications, Data Analytics, Digital Transformation Initiatives, and Cloud Services to deliver innovative solutions for new-age businesses.

The company's customers vouch for its agility, responsiveness, and efficiency in execution. In addition to its international operations, the company offers excellent service to its customers across India through its offices and state-of-the-art delivery centers.

28+
Years of Experience & Expertise

4300+
Team Members



2.2 Quality Management System

We demonstrate our commitment to quality by continuing our journey towards perfection.

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CERTIFICATION



ISO 9001:2015 Certified

Clover Infotech is certified and externally audited to the globally recognized ISO 9001:2015 Quality Management System (QMS) standard. We consistently provide services that meet customer and applicable statutory and regulatory requirements. We enhance customer satisfaction through the effective application of the Quality Management System including processes for improvement of the system and the assurance of conformity to the customer. This gives customers confidence in us as a vendor and in our capability to manage the critical BFSI applications and technology landscape.

Our Approach

Quality Management practice is an essential success factor for our organization. We demonstrate our commitment to quality by continuing our journey towards perfection. We provide dedicated customer support and continual improvement of the quality management system. We are committed to operate according to the requirements of the international quality standards.



Complete, Personalized and Empathetic customer support

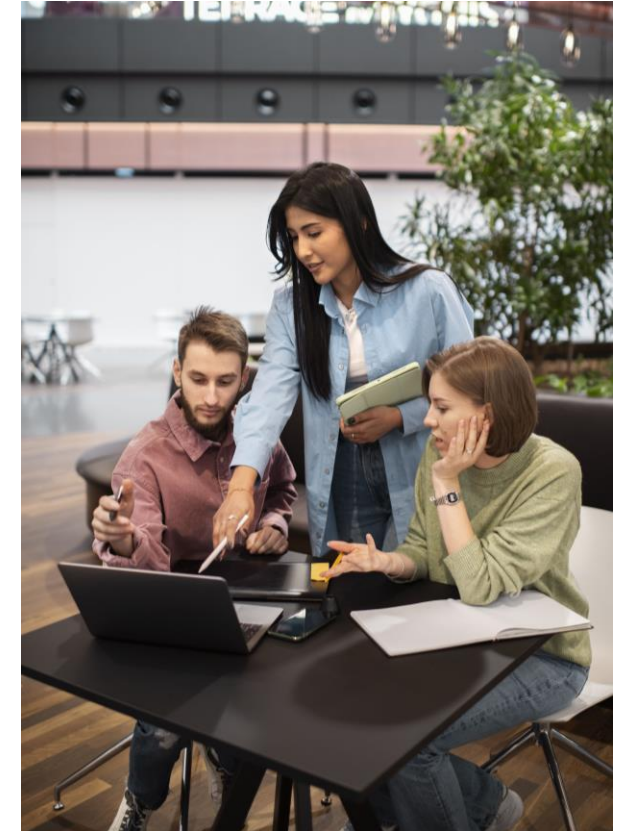


Meet International Quality Management Standards



Work on continual improvement

We ensure, through periodical internal audits and yearly third-party audits, that our business is meeting with the international quality standards.



2.3 Our ESG Strategy

We have made a conscious effort to chart our visions and ambitions for our commitment by 2030. This gives us a bird’s eye view of our committed progress.

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Environment

Vision

To save the planet with technological innovations and conservation methods.

Climate

Actively support the journey towards a low-carbon world.

Ambition

- Keeping the carbon balance across Scope 1, 2 and 3 emissions every year
- Bringing down Scope 1 and 2 greenhouse gas (GHG) emissions by 50%
- Bringing down Scope 3 GHG emissions by 10%

Achievement

- Scope 3 Greenhouse Gas emission reduced by 4 % in FY'22-23

Water

Follow up on our water footprint and increase water availability in the communities where we operate.

Ambition

- To maintain continued efforts to enhance our water conservation abilities.

Achievement

- Awareness campaign for employees
- Sensor based faucet installation
- Aerator installation on faucets
- Started monitoring municipal water usage

Waste

Reduce, reuse and recycle to minimize waste, including e-waste.

Ambition

- Drastically reducing, in a phased manner, waste to landfill

Achievement

- Janitorial supplies are availed of in reusable containers

Social

Vision

Social action with a futuristic vision.

Reaching out to the community

Reach out, support, uplift.

Ambition

- To uplift the condition of the underprivileged and to encourage the betterment of the community by offering educational support

Achievement

- Reached out to the underprivileged children by providing hygiene packs, educational aids and nutrition filled food packages
- Provided group tutorials and better learning facilities to the economically weak

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Diversity and inclusion

Encourage ethnic diversity and promote inclusion.

Ambition

- Bringing about a gender mix in our workforce at Clover Infotech, with a 20% women ratio by 2026.

Achievement

- We are proud to announce that in the quest of an increase in the gender balance among the workforce we have now achieved a 18% women ratio.

Employee Wellness and Career Growth

Bettered careers for our budding and growing workforce.

Ambition

- Providing the best in-house employee experience and to be lauded as being among the best employers.

Governance

Vision

Keeping our values to the fore while protecting the interests of our stakeholders

Corporate governance

Lead the field and get noticed for premium corporate governance.

Ambition

- Staying focused on our stakeholder's interests through our accredited and widely diverse Board
- Conforming to strong compliance and undeterred integrity practices
- Involving our stakeholders through various initiatives and transparent communication

Data privacy

Keeping secure the stakeholder's data

Ambition

- Maintaining high data privacy standards across all operations by adopting new ISO 27001:2022 applicable controls and enhancing Data Privacy Policy.

Information Management

Keeping strong the 'digital trust' of our stakeholders

Ambition

- Acknowledged as a forerunner in our information security practices.

2.4 Customer Outreach

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Transcending the boundaries of Customer Relationship

With the understanding that change is forever constant, we ensure that every change in customer requirement is preempted and addressed by us. We, along with our customers, keep an alert eye on changing market needs and are ready with effective solutions to meet those needs. These ready myriad solutions make for quick and an almost instant response to our client's needs. That in turn gives our clients confident reassurance to deal with their clients. This also creates the surety that the ever-changing market needs are always addressed with a minimum turnaround time from requirement to satisfactory innovative solutions.

Customer Engagement: Approach and Strategy

We have three-fold engagement approach towards customer requirement:

Managed Services

- Comprehensive management of core and non-core applications, the underlying infrastructure, and OEM Partners as per SLAs
- Application Development and Maintenance Support
- Our services can be managed completely onsite or remotely from our delivery centers and are also available in a hybrid manner

Professional Services

- Delivering well-trained and experienced consultants to accelerate, develop and maintain applications and technology.
- Our consultants can be deployed onsite or work remotely from our Delivery centers as per customer's requirement.

Projects and Implementation

- We deliver projects and implement them with a comprehensive "go-to-market" strategy designed for our customers.
- Our customers are then equipped to modernize tech landscapes, optimize footprints and become highly agile.

The following are the Technology Focus Strategies for customer reach:

- Digital
- Data & Insight
- Automation
- Middleware and integrations
- Cybersecurity
- Cloud
- Applications
- IT Infrastructure

Apart from this, we also offer Practices and OEM partnerships through which we can effectively access customer bases.

Heightening Customer Connect

The very ethos of our culture is manifested through our attitudes and aspirations towards our customer connect. We have a delivery adherence team in place that proactively, and on a weekly basis, checks and reports the effectiveness of our connect. Each department and employee are audited to ensure that every promise we make is well adhered to and practiced to perfection. We ensure that no stone is left unturned while we monitor our services. This satisfies us and the customer that we work in perfect synchrony.

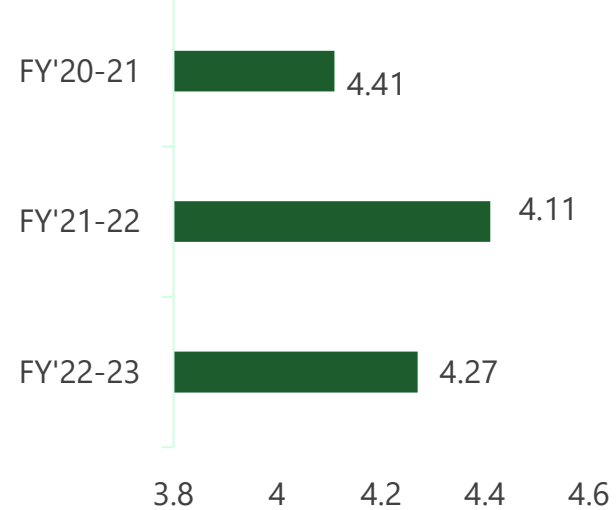
2.4 Customer Outreach

Weighing the Customer Experience

Customer experience is the pinnacle of our success and we take it very seriously. Given that our customers receive demands from their clients, we pride ourselves in delivering tangible results to our customers in a cost-effective manner with ready solutions for the same. We do this through a consultative, solution-based approach wherein we gather in-depth understanding of the customer's requirements and facilitate customized solutions. Being ISO 9001:2015, ISO 27001:2013, ISO 14001:2015, and ISO 45001:2018 certified, our solutions meet global ESG (Environmental, Social, and Governance) and EOHS (Environmental, Occupational Health and Safety) requirements. A monthly quality check and adherence (QCA) report authenticated by our clients at every point of service ensures that our scales are tilted towards excellence in customer experience.

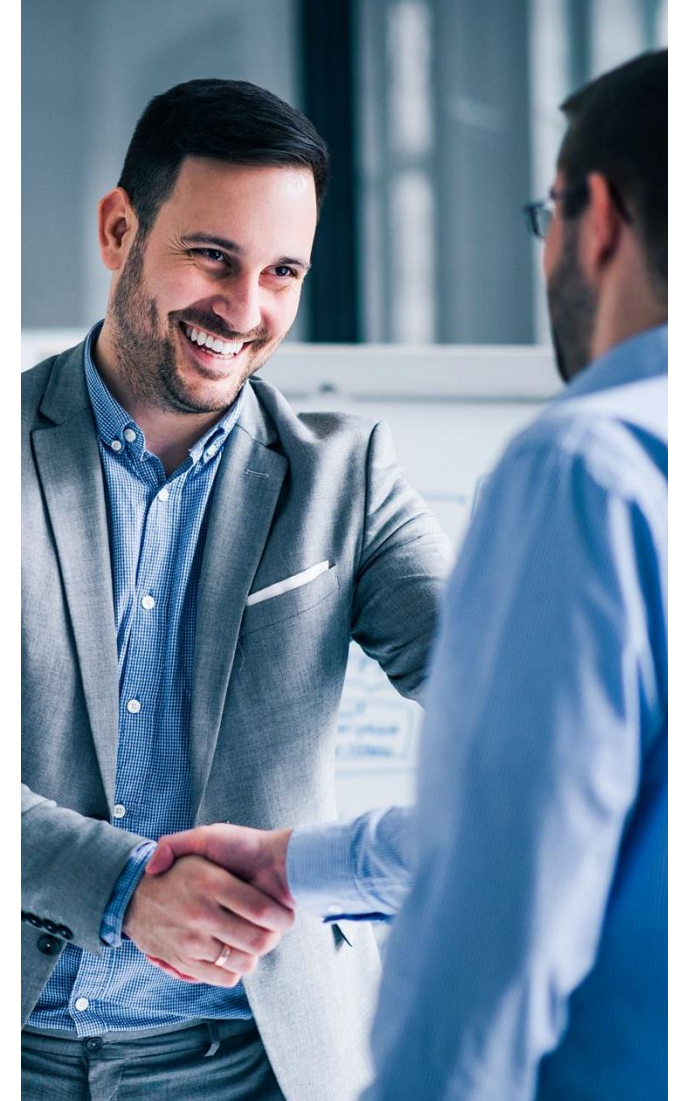
This approach towards service delivery is among the best in the industry. Under ISO governance, the average CSAT (Customer Satisfaction Score) during FY'2022-2023 was 4.27/5 which serves as a mark of our commitment.

Average CSAT Rating



Average CSAT Score FY'2022-2023

4.27 / 5



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A. Governance

Clover Infotech has embedded climate into its governance structure through:

EOHS Committee

Roles and Responsibilities

- Reviews and monitors the implementation of the EOHS function within the organization.
- Assesses environmental and social risk arising from the organization’s activities (services, day to day activities)
- Guides the organization to avoid engaging with suppliers/vendors that carry an extremely high social or environmental impact.

ESG Committee

Roles and Responsibilities

- Reviews and evaluates the sustainability strategy of the organization.
- Provides an industry perspective on the sustainability agenda of the organization including climate change.
- Evaluates the organization’s response to climate change through its operations and assesses the organization’s performance against its ESG targets.

Initiative #1

Greening IT system - Server virtualization

Clover Infotech has virtualized 7 servers. This initiative not only helps in cost reduction because of reduced electricity consumption but also helps reduce the carbon footprint of the organization and thus, helps in climate change mitigation.

Initiative #2

Greening IT system & Cybersecurity – Cloud Patch Management

Adopted Cloud Patch Management services which help in reducing electricity usage, greenhouse gas (GHG) emissions and dematerialization. It is powered by Renewable Energy.

Patch management ensures that the software our organization relies on remains up-to-date and protected against any known vulnerabilities. The Process includes,

- Building and maintaining an inventory of all software that is running on company resources.
- Searching for any known vulnerabilities in every version of the software that is currently running.

- Identifying potential patches, upgrades or other remediation methods for endpoints running vulnerable software, keeping in mind that upgrading one piece of software might require upgrading others.
- Executing the selected remediation method on identified endpoints.

Initiative#3

Greening Infrastructure

- Lux Level monitoring to ensure appropriate workplace brightness.
- Use of LED bulbs and lights on our premises.
- Usage of energy efficient devices/appliances ACs and Electric meters.

Waste Management

To avoid landfill waste, we recycle our e-waste or donate used computers, laptops, peripherals and printers to charities to promote and ensure their reuse.

Virtual Training

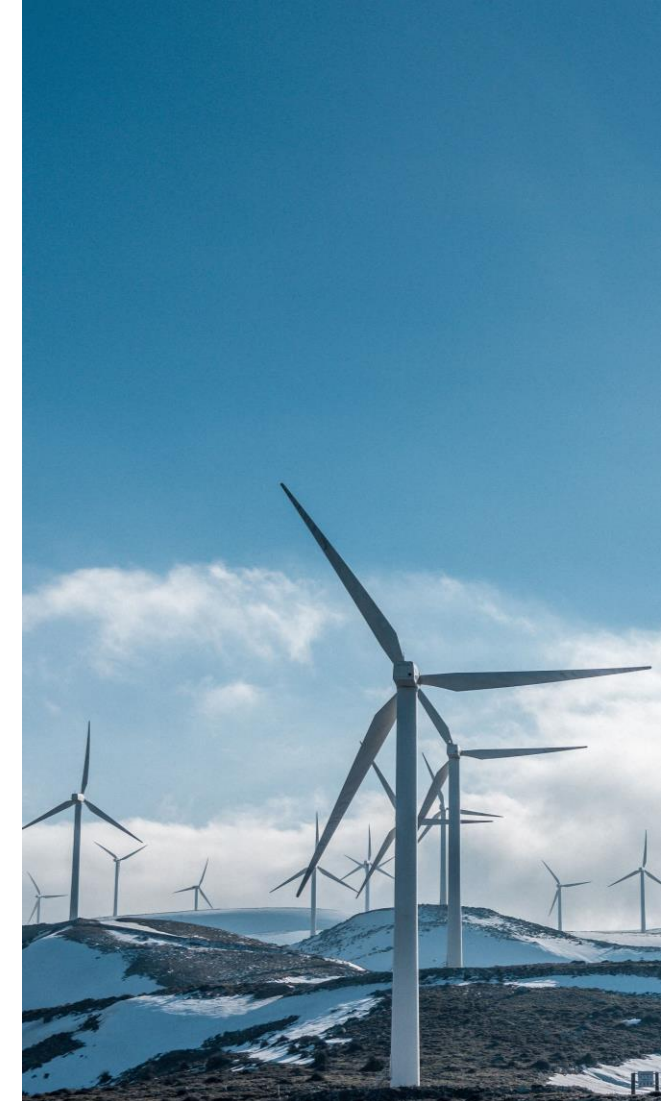
Promoting the concept of online training, which has resulted in a decrease in GHG emissions.

3.1 Progressing Towards Mitigation of Climate Change

B. Climate Related Risk Management

With a company like Clover Infotech who is involved in a lot of social and charitable work for the well-being of society, a weather disaster striking the organization or the area around it is bad news. Here is where opportunist scammers and hackers are ready to jump in with fake fundraisers, relief scams and other such relief efforts that follow weather disasters. These crooks make 'hay in bad weather' surreptitiously using the goodwill of the company.

Unexpected disruptions and recovery efforts can open security vulnerabilities. In the effort to repair the damage there is a strong possibility that backup systems permissions, default passwords and configurations to name a few are exposed. Any one of these could be the weak link in the cyber security system. Even if one entry point in the virtual security firewall is compromised it means trouble for the organization and joy for the hacker. Precaution is of prime importance for such occurrences in cyber security Risk Management. Clover Infotech, while carefully structuring its Risk Management system, considers these external issues while assessing the risk and while building a mitigation plan.



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Waste Management

Waste prevention, recycling, reuse, and recovery are important waste management strategies that ease the burden on landfills, conserve natural resources, and saves energy. This helps utilize resources more effectively and sustainably.

Waste Management at Clover Infotech

- We segregate dry and wet waste and submit it to the local municipality.
- Plastic Waste generated from the janitorial activities is being reused by returning used containers to the supplier.
- We spread awareness among employees to follow the guidelines for waste management.
- We convey to our stakeholders our EOHS Policy and our commitment towards ESG.
- Working directly with stakeholders has ensured a smooth and sustainable ESG transition.

Water Conservation

Conservation is the act of protecting Earth’s natural resources for current and future generations. 97% of Earth’s water is salty ocean water and another 2% is trapped in the Earth’s ice caps and glaciers. The precious one percent that remains must be used wisely. People often misuse and waste natural resources.

Water conservation has become an essential practice in every part of the world, even in regions where water appears to be enough. Only about 1 percent of the freshwater on Earth is available for people to use for drinking, bathing, and irrigating crops. Many regions of the world are water stressed areas caused by the depletion of underground water sources, lack of rainfall or water pollution.

Water Conservation at Clover Infotech

We have sensor-based water taps to avoid waste of water. Sensors stop the waterflow to the taps when taps are not being used. We encourage employees to use reusable water bottles. Even while using packaged water bottles, we use only small, packaged water bottles to avoid waste of water. Wastewater generated while refilling water bottles is being used for watering plants in the office premises. The Administration team regularly checks faucets and other fixtures for leaks and fixes them promptly. Some locations have faucet aerators installed. We educate employees about the importance of water conservation in different ways. Educational signages are placed across the locations and awareness is created through various trainings. Precooked food is being served in our Canteen.

Understanding water use will identify opportunities for conservation, allow appropriate saving targets to be established, and serve as a benchmark from which water savings can be tracked. Clover Infotech acknowledged the importance of water conservation and we have identified it as a part of our EMS (Environmental Management System) objectives. Our Administration team monitors and tracks water consumption across locations. The Clover Infotech Quality team conducts internal audits to assess water consumption data and determines if there are any improvement areas. This is reported to the top management.



3.2 Resource Management

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Energy Management

Energy management at Clover Infotech is part of our commitment towards lowering our Energy Footprint by 2.5% for FY 23-24.

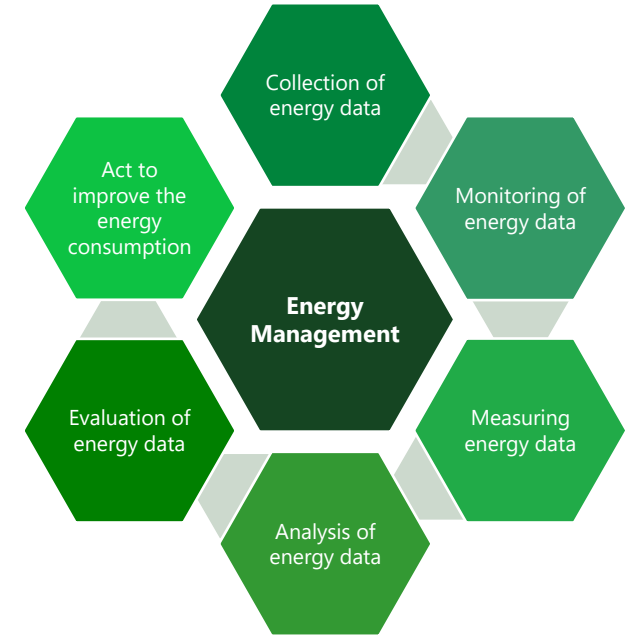
In order to achieve this, we set out to identify, monitor and optimize energy performance on a regular basis within our office premises. Each one of our employees is encouraged to take an active role in this conservation process. By this we make each one feel responsible and important while playing their part.

Being the immediate need of the day, no time is wasted in identifying energy saving opportunities through regular meetings and employee feedback resulting in conserved consumption and reduced carbon emissions.

Energy Management at Clover Infotech

We have at Clover Infotech set up an efficient Environmental Management System conforming to the requirements of ISO 14001:2015. We monitor and control our electricity consumption and have accessorized ourselves towards its cause. The various measures that have been taken are:

- Setting the air conditioning system to uniform 24°C as per the Bureau of Energy Efficiency (BEE)
- We have also changed all bulbs and lighting equipment to a more efficient system thus saving a sizable amount of electricity. This has been achieved with the use of a lux meter which has set us in the right direction.
- Our taps and pumps are sensor based to release the right amount of water for any given task.
- Regular inspections and maintenance of all devices consuming electricity effectively maintaining optimum control.



A typical Clover Infotech energy saving process illustration.

3.3 E-waste Management

In FY 2022-23 Clover Infotech has disposed of **225.39 kgs** of E-waste through a government authorized handler/ recycler.

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E-waste and its adverse effect on human life

More than 45 million tons of electronic and electrical waste is created annually, and this is increasing. E-waste products contain costly components that are of economic value if they are recycled. However, they also contain potentially hazardous substances that may be released directly into the environment. Other hazardous substances may be formed during the recycling process, especially if this occurs in the 'unauthorized' sector where modern industrial processes are not used and where worker protection may be inadequate.

Children are often involved in these processes, exposing them to high quantities of toxic chemicals such as lead, mercury, cadmium, and dioxins, many of which can produce adverse neurodevelopmental impacts even at very low exposure levels. An unauthorized processor could cause health hazards to the people who work in such places including children, expectant mothers and their unborn ones and people who live near such centers where high levels of toxic chemicals, mostly lead and mercury, can damage their intellectual abilities.

E-waste at Clover Infotech

E-waste Management is an integral part of our commitment towards a cleaner environment and a safe world. We as an IT services and consulting organization generate only electronic, electrical, and office consumables as waste. Our waste management encourages segregation at source, as well as reuse and recycle as and when possible. All the hazardous and regulated waste is disposed of through government-authorized vendors as per the regulatory requirements.

At Clover Infotech, the lifecycle of all electronics and electrical equipment spanning from procurement to disposal is managed in a manner which conforms to sound environmental norms. This comprises:

- Extending the life of electronic and electrical equipment to postpone / minimize generation of E-Waste.
- Preferential working with vendors having sound E-Waste management processes.
- Responsible disposal processes conforming to regulatory requirements and best practices.



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4.1 CSR activities

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Clover Infotech firmly believes in providing a brighter future through charitable activities with the objective of giving back to society, especially to the less fortunate. The company’s CSR activities are undertaken through various Trusts/Societies as prescribed under the provisions of the Companies Act, 2013 and are in accordance with the Company’s CSR Policy.

About Tapia Charitable Trust

Clover Infotech Pvt. Ltd (CIPL) provides Financial Aid to Tapia Charitable Trust (TCT) for Education, Health Care, Shelter Homes for destitute children, and special facility homes for disabled and physically challenged children managed and run by various NGO’s. Tapia Charitable Trust also donates to Charitable Hospitals for the purchase of High-end Medical and Diagnostic Equipment to provide Health Care facilities to poor and needy patients. Direct Medical Aid is also given to deserving Individuals and donations are made to Old Age Homes. Tapia Charitable Trust provides daily food packets and ration kits to the poor and needy in Mumbai City as also in remote village areas in the State. Recently Tapia Charitable Trust donated INR 20 Lakhs to Breach Candy Hospital for carrying out a Free Covid Vaccination Programme in a village near Mumbai.

Tapia Charitable Trust has partnered with Catalysts for Social Action (CSA), an Indian NGO with a mission to create a brighter future for children under institutional care, to support 'Adopt a Home Project' for 5 Child Care Institutes (CCIs) in Maharashtra & Madhya Pradesh.

Objectives

- To provide basic necessities in the areas of hygiene & sanitation, safe living spaces for children
- To improve developmental aspects around education, aftercare initiatives for 18+ -year-old’s, vocational training & mentoring support.
- To build the capacity of CCI management & staff for sustained outcomes.

No. of Children Supported: 128 children approx.

No. of CCIs Supported - 5 CCI

- **Sahara Bal Grah - Bhruanpur** (Madhya Pradesh)
- **Rajkumari Bai Bal Niketan** - Jabalpur (Madhya Pradesh)
- **Shaskiya Balika Grah** - Bhopal (Madhya Pradesh)
- **Rajkiya Bal Sanrakshan Ashram** - Indore (Madhya Pradesh)
- **Navjoyti Trust** - Mumbai (Maharashtra)

Here's a snapshot of CSR initiatives undertaken by the team in FY'22-23.

- **Society for the Education of the Challenged (SEC)**
During the year, TCT has donated an amount of INR 11 lakh for the maintenance and upkeep of the Naigaon (Maharashtra) School Unit of SEC.
- **Catalysts for Social Action (CSA):** CSA is an Indian NGO that works towards creating and ensuring a brighter future for every child under institutional care.

TCT has donated to CSA an amount of Rs. 8 lacs during the year for a project 'Adopt a Home', which was utilized to support 40 boys between the age group of 6 to 18 years residing in Alandi (Maharashtra).

- **M.H. Saboo Siddique Maternity Hospital:** TCT has donated Rs.4 Lacs towards the subsidized medical expenses for the poor and needy patients. TCT has also donated INR 10,50,000 for the purchase of an Ultrasound Machine to be used in the ICU department of the hospital.
- Conduct Health Check-ups.

Provide

- **Education Support** - Tuition teacher support, computer classes, library, digital engagement program
- **Nutrition Support** - Visits by nutritionists to check the quality of food, suggest the proper way of storage, prepare and provide healthy menu
- **Recreation Support** - Sports/Arts & Craft Trainer and Material

In addition to the donations mentioned above, Tapia Charitable Trust has donated about Rs. 20 lacs to various NGO’s and Groups such as Giants Group, Zoya Charitable Trust, Ishaki Grain Store and King Kitchen Catering towards free ration and distribution of food and clothing to the poor and needy people as well as deserving widows.

4.2 Sharing the festive Spirit with the community

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A handicraft Mela depicting the festive spirit was conducted by the Sudha Rehab Centre where a stall was set up at the Clover Infotech office selling hangings, buntings, and trinkets for all to buy and gift. The stall was well patronized by the staff who took home their treasures with a smile and a well spent pocket.

A visit to Bombay YMCA Sharan Shelter for homeless women and children was conducted. We left behind happy women and children while distributing groceries and little gifts to all the homeless residents. What we carried back were happy memories and a sense of fulfillment.

Also, in the festive spirit gifts were distributed at various NGOs, to the abandoned aged and cancer patients.



4.3 Educating a future workforce

The HR team contributes their efforts to the training of young promising students to build their communication skills, personal grooming and confidence by conducting classes at YMCA DN Nagar, Andheri, Mumbai. This goes a long way in creating a fresh, well-spoken and confident future workforce.



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4.4 Inclusion of employees with special needs

As part of our diversity, job applicants with special needs are also considered seriously by our HR department. We are proud to announce that employees with special needs are already a part of our successful workforce.



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5.1 Wellness Workshops and Medical Camps

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In its increased effort to reach out to its employees and showcase the company’s commitment to them, Clover Infotech has adopted the following initiatives which eventually lead to reducing stress, promoting a balanced lifestyle which in turn results in job satisfaction and the right frame of mind to approach work each day. The end result; a happy, effective and productive workplace.

Our employees being our major asset, our investment in a strong wellness program that addresses physical, mental and emotional wellbeing is well justified. Our well-tailored and designed webinars go deep in addressing creative ways to encourage employees to come out in a bold way with issues we can help with or advise effectively to keep a clear creative mind at the workstation. These webinars ensure employees put their best foot forward at work.

We continue to effect change and improvement in every webinar or program that we conduct. This ensures that employees can repeatedly attend these ongoing webinars and continue to take away something new each time. We also listen carefully to what our employees have to tell us as the actual requirements come from their feedback.

- A well compiled and structured awareness webinar on World Diabetes was conducted, and the session was led by Dr. Nikhil S. Varge, MD (General Medicine).
- The importance of Mental Health was showcased and presented by Mrs. Rachel Ellis, MSc. Psychology.
- An extremely informative and extensive mailer on the dangers and prevention of Dengue was released. Useful tips were shared for the benefit of the readers.
- A program on the benefits of Yoga was conducted through a professional Yoga practitioner and was shared through an offline session with the employees of Clover Infotech.
- A webinar on Nutrition and a balanced lifestyle was organized for our employees. Ms. Pooja Shah, (CDE, MSc. CND, B.Sc. FSN) delivered an outlined the benefits of healthy eating.
- Dr. Karan Chanchlani, Consultant – Radiation Oncology conducted a webinar on Cancer and its prevention.
- An annual health checkup, in association with Bajaj Allianz General Insurance, was arranged for senior employees.



5.2 Employee Bonding

We find that high morale is always crucial for the performance of our working team. It is the mental state concerning confidence and enthusiasm that the group experiences. To boost this morale, the company deems it important that careful bonding is encouraged to reach that stage. Productivity and quality are enhanced, and a positive feeling brings employees to the worktable each day.

The HR team, on one Friday of the month, conducts a fun Friday. Here employees are gathered in an informal situation and encouraged to participate in the various team bonding games on offer. A rather sweet reward awaits the winners in the form of a cake which is cut and distributed. Snacks and fun conversation wrap up the afternoon well spent.

For the well-being of the employees and to encourage investment planning for the future, a webinar on the importance of portfolio diversification and common investment options was conducted by Ms. Poonam Sautani, an investment expert.



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5.3 Employee Connect

We at Clover Infotech ensure that our employees at client's sites never feel alienated from the company by holding regular HR sessions at the various company sites. These sessions serve as a connect for our employees to share their concerns, learn a few policies and identify if specific trainings available can help their work process. We assure our employees that we always have their back. At those sessions a helpdesk addresses their queries, clarification on policies, benefits, Do's and Don'ts as per company policies.

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5.4 Awards and Appreciation

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Reward and Praise

We recognize that as individuals we enjoy being praised for our efforts and achievements. The motivation to do more or excel at a task is the sense of gratification at the end of that job. It is imperative that no matter the position one holds in a company gratification at the end of a year, or a project is definitely a morale booster.

Since these gratifications serve as the impetus to do better, Clover Infotech has in place a Reward and Recognition system for its employees. In this award program employees both inhouse and onsite are equally recognized and the deserving are awarded on a quarterly basis.

Improving Company Culture

Our company culture is a mix of our aims, ideologies, perspectives and the ways we interact with and respect our colleagues each day. This spells the measure of our success.

A great company culture is a fantastic work environment leading to happy employees and a positive feeling. Appreciating good work goes a long way in enhancing this culture paving the way for the greater success of the company.

Acts as an Inspirational Tool

Any award ceremony would serve as an inspiration as every individual would inwardly want to be on the dais receiving an award or being recognized for good work. Everyone draws inspiration from individuals who do a great job and are honored for their achievements.

Clover Infotech ensures that every good job is well rewarded and recognized. This helps greatly in the retention of good talent and attracts similar talent to join its folds. Healthy competition is generated, thus giving us an edge over our competitors.

Employer Branding

A happy confident employee will only be the envy of those around him/her. This attracts new talent and is a big advantage during recruitment.



5.5 Festival Frolic

India is a land of festivals and who doesn't thoroughly enjoy the beauty, the colours, the ambience and of course the delicacies that each one brings. We at Clover Infotech like every Indian love and respect each one of these festivals making them our own. We promote a sense of harmony, togetherness and deep bonding as we participate in each one. The employees coming together regardless of position, caste or creed is encouraged and all differences of the past are forgiven and forgotten. At such gatherings a sense of camaraderie and belonging come to the fore and many a hidden talent is discovered. Being a cosmopolitan company, our celebrations mark season and religious fervor as we celebrate each festival with equal gusto.

Independence Day

On this national holiday a competition was organized across all employee locations asking individuals or groups for photographs of themselves with the shades of tri color in mind. A competition inviting Drawing / Painting / Sketches / Poems/ Speeches or a Videos on the theme 'What does freedom mean to you in today's world'.

Ganesh Chaturthi

A festival adopted as Mumbai's own and in reverence to the lord Ganesh, we committed to an ecofriendly world by launching a photo competition of the ecofriendly idol of Ganesh along with a write up into the making of the same.

Navratri

A 9-day extravaganza of colour and dance brought to Mumbai from Gujarat. During these 9 days that culminated with the festival of Dussehra marking good over evil, the employees were encouraged to wear traditional clothing in the 9 colours of the festival. A dance, with its origins in Gujarat called 'Dandiya' was also played and enjoyed by all present.

Diwali

The festival of lights and colours was celebrated by the Clover Infotech Team. A competition of floor art called 'Rangoli', Lantern Making, Diya Making and Bay Decoration marked the day. Traditional attire was encouraged to be worn that day.

Christmas

The feeling of festivity in the air was celebrated with traditional bay decoration and the distribution of cake.

Eid-Al-Fitr

An evening of recitation from the holy Quran during the holy month of Ramadan in the office led to the celebration of Eid-Al-Fitr.

Holi

The spring festival of colours was celebrated in the office with the anointing of colours followed by snacks for all.



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At Clover Infotech, promoting equality and supporting gender balance are among our core values which we closely practice and respect. It is the diversity available to us in a country like ours that allows us to harness the best from all four corners.

Our strong support towards women empowerment has seen a steady growth in an employment policy which includes 'Bring young mothers back to the workspace'. We discard old myths about gender and are bold in our efforts to employ a gender balanced work force. Having a diverse workforce has manifold benefits. Not only does it bring unique expertise but also promotes innovation.

Our progress highlights during the year

1. Celebrating the Woman

A pamper hamper was presented to all women employees with a personalized message from the CEO. A pep talk on Women Empowerment then delivered by Dr. Vahida Nainar.

2. Exit Interview Process

Though this process has been there for a while among the senior management, this year we have allowed it to

filter down to the executive level promoting the fact that each employee is equally important to the company.

3. Focus on Diverse Hiring Practices

We have for a long time practiced that there are no boundaries that divide our hiring process. The best across the country is invited to be a part of our growth. We conduct a monthly review with our leaders and Talent Acquisition Team to ensure alignment to this process.

4. Creating People Managers

Still in the pipeline and nearing implementation is our 'Unconscious bias training for people managers'.

5. Future Leaders

A Leadership Program for prospective managers is slated to be conducted in the beginning of the FY'23-24 where there will be a 10% reservation for potential women managers.

Trainings

4,300+

Team Members

141

Trainings Conducted

3,863

Total Participants

1,278

Employees Upskilled

Our Approach



Leadership

Leadership commitment and taking onus.



Structuring

Putting together and maintaining a qualified and diverse talent bank and equitable processes.



Promoting

Promoting a culture with a sense of belonging.

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Corporate Governance

The Board plays a key role in guiding the Company’s journey of excellence with accountability. They provide overall strategic insights for our business operations. The Board comprises individuals with high competence and wide-ranging experience to address business ambitions, and at the same time offer diversity of opinions and perspectives to guide strategy.

At the top governance level, there is a Board of Directors which provides overall direction to our sustainability efforts. Board members are highly involved in Company matters, reviewing long-term strategic planning, budgets, policies, risk mitigation, and operations. The Board meets every quarter to discuss the same. The Board is also supported by various Board committees, set up with formal Board approval. The committees review specific areas and assist the Board in discharging its duties.

Board of Directors

As of March 31, 2023, our Board had One Non-Executive Director, One Executive Director and Two Promoter Directors of which One Director is a Chairman. The Board consists of following members:

Sr. No.	Name & Designation	Director Since
01	Mr. Javed Faizullah Tapia <i>Director (Promoter/Chairman)</i>	2000
02	Mr. Azim Faizullah Tapia <i>Director (Promoter)</i>	2021
03	Mr. Farokh Kekhushroo Banatwalla <i>Director (Non-Executive)</i>	2009
04	Mr. Shrikant Keshav Navelkar <i>Director (Executive)</i>	2013

Board Diversity

Our Board’s diversity harnesses differences in knowledge, skills, industry experience, cultural backgrounds, ages and ethnicity.

Board Committees

The Board has constituted the following Committees to review and look after specific areas and provide required assurance to the Board:

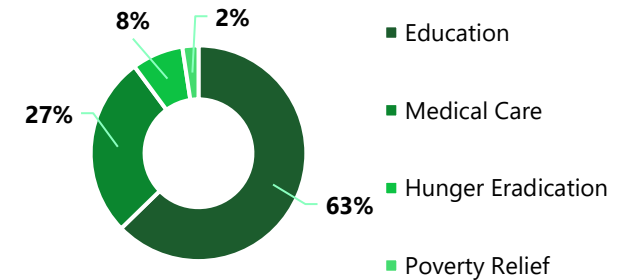
- Corporate Social Responsibility (CSR) Committee
- Audit and Accounts Committee
- Investment Committee

CSR Governance

The company’s CSR initiatives are governed by its CSR Policy (available on the Company’s Website) which is in conformity with the provisions of the Companies Act, 2013. In the financial year 2022-23 the company has spent INR 41.5 Lakh on CSR initiatives through various implementing agencies (Registered Trusts/Societies) in the following Areas:

- Education
- Medical Care
- Hunger Eradication
- Poverty Relief

CSR Expenditure



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Roles and Responsibilities of Board Committee

Corporate Social Responsibility (CSR) Committee

The CSR committee is responsible for driving the Company's CSR initiatives. The committee gives strategic direction, finalizes and approves annual goals of the CSR programs selected, allocates budgets on a yearly basis and monitors progress.

The CSR Committee Responsibilities

- Recommend the CSR Policy to the Board for approval which shall indicate the activities to be undertaken by the Company as specified in Schedule VII.
- Recommend the amount of expenditure to be incurred on the CSR activities to the Board for approval.
- Ensure that the CSR Policy of the Company is monitored on a regular basis and is updated from time to time for any change or enhancement in scope and the same is recommended to the Board for approval.
- Define the modalities and monitor the progress of the activities being undertaken under the policy.
- Approve the design of the CSR activities and the budgets proposed by any implementing partners and recommend to the Board for approval.

- Oversee the monitoring mechanism for the activities and the policy and ensure the monitoring of the CSR programs.
- Ensure formulation of the Annual Action plan for CSR spending.
- Oversee the overall implementation and reporting of the CSR projects as approved by the Board.

Audit and Accounts Committee

Roles and responsibilities of the Audit and Accounts Committee is as follows:

- Appointment of Internal Auditors and Statutory Auditors and terms of such appointed auditors.
- Review of financial statements and Accounts Report thereon.
- Review of existing accounting policies and implementation/provide guidance on new /changed accounting policies and practices in the industry and supervise major accounting entries.
- Review of the quarterly financial statements with the management prior to submission to the Board for approval.
- Review new/renewals of Loans/Bank Limits.
- Evaluate Financial Controls and Risk Management Systems.
- Review adequacy of Internal Audit functioning.
- Review findings of Internal and Statutory Auditors.
- Any other functions as per Audit Committee requirement.

Investment Committee

The Investment Committee monitors investments. Also, reviews existing investments and recommend to the Board, investments that are to be made.

Independent Validation

The company has appointed an independent third party as an Internal Auditor in compliance with the applicable provisions of the Company Act. An Internal Audit is conducted periodically to identify areas of vulnerabilities, and mitigation actions are taken to mitigate the risks. The main objectives of the internal audit are highlighted hereunder:

- To evaluate the Company's internal controls;
- To ensure adequate compliance with laws, rules and regulations;
- To establish better procedures and policies;
- To ensure integrity and accountability.

6.2 Deep Rooted Sustainability, Ethics in our Value Chain (services)

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Supply Chain Sustainability

A supply chain largely and frequently influences the impact of a business. The economic output of a company, over the long term, depends on managing the environmental and social impacts of a supply chain. They help businesses run smoothly and meet the ever-changing needs of the customer and business partner. A pillar of its brand value and a reassuring factor while building on the company's reputation. It certainly helps further the business imperative of cost efficiency, effectiveness and resilience in the supply chain. Sustainability initiatives in a supply chain only contribute to the benefit of both the company and society at large.

The ever-growing need to upscale the new supply chains are indeed a challenge for businesses to pinpoint and update. Our supply chain program is built on our understanding of the multiple needs and requirements that go with it.

Understanding the Stakeholder-Supply Chain

Clover Infotech's supplier system can be divided into two heads. One being our 'primary supply chain' which sources from our in-house 'Academy' and has employees involved in the core delivery of IT Services and Cutting-Edge Solutions. These employees are taken on as graduates and are specifically trained to cater to the various needs of our customers and business

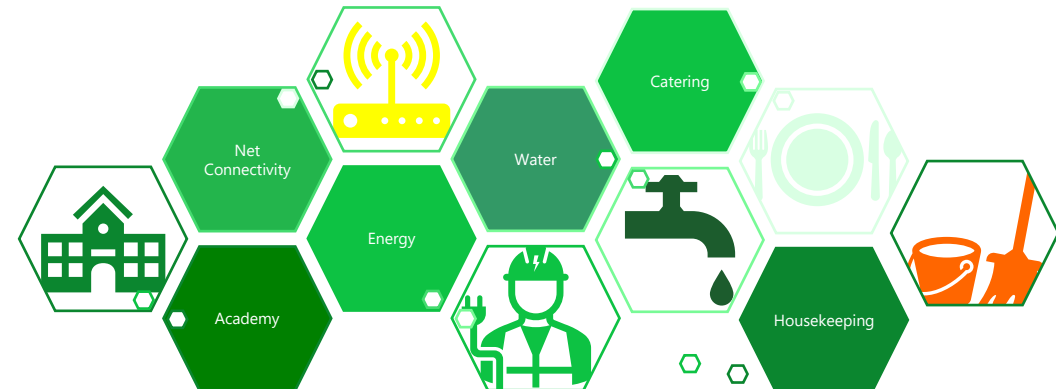
partners. The training imparted is of the level in the industry empowering our employees to effect immediate, effective and cost-efficient solutions whether deputed to an in-house process or a client site. Here our superior crafted solutions, supported by our ever-enhanced technology, equips the various processes of the clients and the business partners serviced by our employees. A team is always at hand to ensure that their operations are smoothly run.

The second head of our supply chain is 'product or services supply chain'. It comprises our suppliers who supply the business support services and utility management services for our operations. Facility management requires a diverse set of support services ranging from housekeeping, catering, equipment maintenance among others. A significant number of contracted manpower is employed as part of these facilities.

Strategic Approach

Our tried and tested supply chain approach is strongly based on the principles of ethics and integrity, ecological sustainability and workplace responsibility.

- 1. Ethics:** Clover Infotech emphasis the need that its suppliers follow the highest standards of ethics and integrity as their own standards.
- 2. Ecological Sustainability:** We encourage suppliers to provide products and services that exceed environmental standards and to establish a program of ecological sustainability in their own operations.
- 3. Workplace Responsibility:** Clover Infotech will only partner suppliers with similar principles of human rights, employee welfare, health and safety, minimum wages and fair working hours. We encourage sourcing from the local economy and supplier diversity.



6.2 Deep Rooted Sustainability, Ethics in our Value Chain (services)

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Supply Chain Risk Assessment

At Clover Infotech we conduct risk assessments annually. To meet the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018, we evaluate potential risks associated with our IT and Non-IT processes, including machinery, hardware and consumer supplies to identify its negative impact if any. We also ensure it complies with applicable legal and other regulatory requirements. In the same way we identify the positive impact of our processes. Our final goal is to proactively identify, mitigate, and manage potential environmental and human hazards using programs, procedures, and engineering controls.

Value Chain at Clover Infotech

2005

Launched

115

Batches Till Date

1500+

Over last 5 years Trainees Graduated

Academy

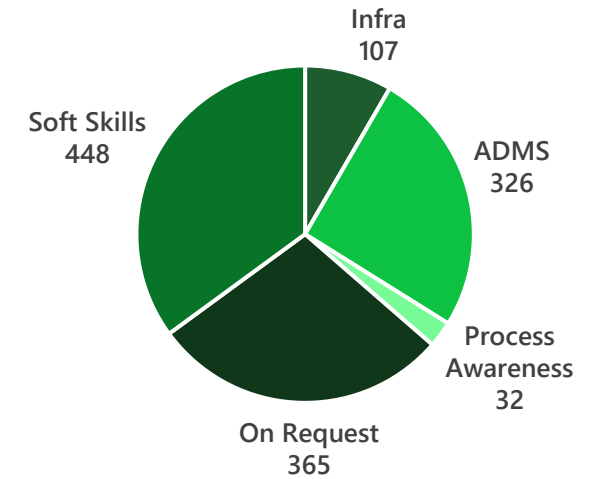
The evolving IT industry needs technology experts. There is a massive disconnect between what is taught in colleges and what the industry expects. After graduation, most of the freshers have only theoretical knowledge, so there is a gap between the fresher's knowledge and industry's expectation. Having identified this need, we have set up the 'Knowledge arm of Clover Infotech' to prepare the next-generation IT workforce. And that's where Clover Academy comes in to help freshers gain practical exposure and the required training.

Based on our experience of building careers for more than a decade, we have identified key elements which can transform trainees into experts in multiple technology areas.

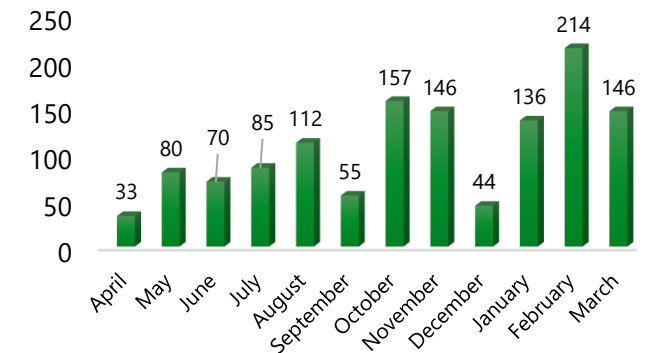
Clover Academy provides trainees with excellent training, skills and confidence required to begin a successful career. We expose them to the latest technologies and give them an opportunity to apply their learning and knowledge in the workplace. This enables them to contribute towards developing solutions that create value. With our vast array of career opportunities and training, we help them to discover their potential and become "highly sought" technology experts.

Upskill Training Trends in FY'22-23

Training Category-wise Participants



Participant Trend in the FY'22-23



6.2 Deep Rooted Sustainability, Ethics in our Value Chain (services)

89 Trainings | 1,278 participants

Corporate Quality

"Quality means doing it right when no one is looking."

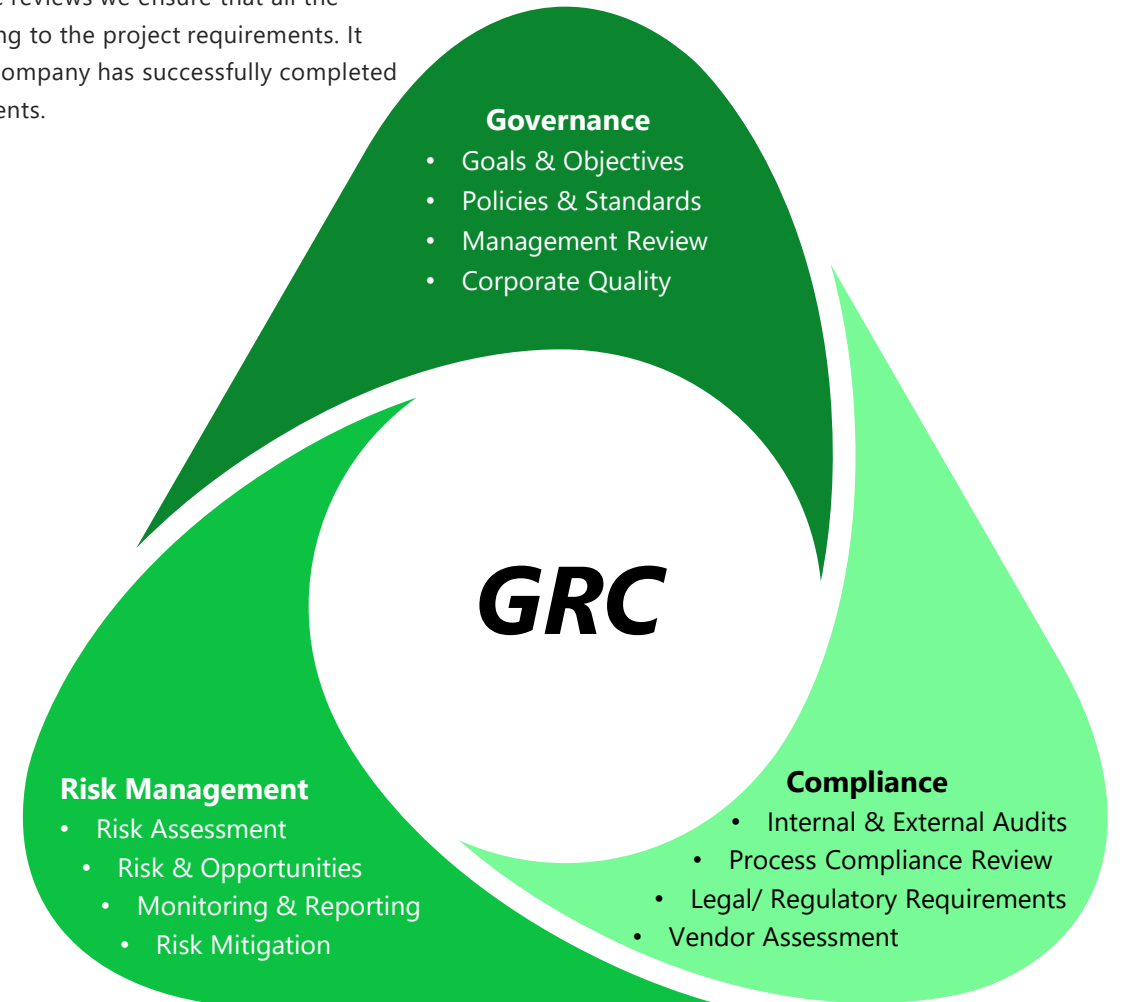
~Henry Ford

The Corporate Quality Team framework is in line with the GRC (Governance, Risk and Compliance) principles. By focusing on each GRC principle, Clover Infotech increases efficiency and meets its Objectives.

The Corporate Quality team oversees all the processes to ensure that they achieve business objectives. The team, in conjunction with the top management, defines and reviews different policies and procedures periodically. It presents the achievements and the challenges of different functions to the top management during these Management Reviews.

The team also performs Risk Assessment for the company to identify the risks/ threats to the value of the company and seizes opportunities that add to the value of the company. While maintaining the Risk & Opportunity Register the team monitors such risks and reports them to the top management. During Internal Audits it ensures that the identified Risk Mitigation action plans and controls are in place.

The team ensures that our company is compliant with various standards and legal requirements. Through process compliance reviews we ensure that all the projects are adhering to the project requirements. It also sees that our company has successfully completed all vendor assessments.



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6.3 Data Privacy & Cybersecurity

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In the growing scenario of public costs of poor cybersecurity management being viewed as market failures, data privacy and cybersecurity are gaining recognition as environmental, social and governance (ESG) necessities. To quote the World Economic Forum, "Cyber risk is, the most immediate and financially material sustainability risk that organizations face today,".

The social impacts of cybersecurity attacks are causing organizations to create and put in place regulations to protect violations of privacy, threats to personal safety, and disruptions to accessing the necessities of life.

There is an urgent call to recognize data privacy as a human right. Such is the delicate and dangerous situation cyber-attacks cause.

Important and a serious consideration are the costs associated with addressing a data breach. This could result in resources being drawn away from a company's other programs. Companies experiencing a cyber-attack that hurts their core functions tend to temporarily curb their environmental and climate impact efforts to address the issue on an urgent basis.

The lack of cybersecurity should be treated as an ESG threat. This presents a risk to the stability of the company and society.

In Clover Infotech we have a zero-tolerance policy for Bribery/corruption and Data theft. As part of ISO 27001:2022 implementation we will be enhancing our Data Privacy policy to meet the mentioned standard. In a world where the need for the internet has become an integral part of life in almost every field of service provider and customer interaction, the acute need for cyber security is paramount.

Employees at Clover Infotech are bound by the code of ethics and are authorized to access customer information for business purposes only. They are subject to disciplinary action in case of any breach.

To mitigate this threat Clover Infotech, as part of their ESG Strategy, has created and managed a highly efficient and alert cybersecurity system instead of relying solely on insurance.



6.3 Data Privacy & Cybersecurity

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ISO 27001:2013 Certified

Clover Infotech is certified and externally audited to the globally recognized ISO 27001:2013 Information Security Management System (ISMS) standard. This framework covers cyber security, data security, privacy, and physical/environmental security related controls, thereby covering people, equipment, access, process, and technology.

Our Approach

Data privacy is of utmost importance to any organization and the same holds good for Clover Infotech as it protects customers’ privacy.

Being an infotech company there are various components of client data that the company is obliged to hold secure for their clients. Also, importantly, apart from this a major part of what has imperatively being held secure is the personal data of the company’s employees. This data held both for the client and the employees is a classic example of what a breach can do to the everyday lives of both.

Governance

On the part of Clover Infotech, a very stringent and secure cyber security system is in place for both the client and the employees. It is monitored by a very specialist and dedicated team. Since employees are also privy to data, which is considered sensitive, cyber security training is imparted on a basic level to employees as well.

A. We have implemented and enhanced IS controls over a period to ensure the effectiveness of the ISMS system.

- A data loss prevention (DLP) solution has been implemented for content inspection and contextual analysis.
- An Intrusion Detection System (IDS) has been installed which monitors the network and systems for malicious activity or policy violations.
- An Intrusion Prevention System (IPS) is in place to monitor the network for malicious activity and takes action to prevent it, including reporting, blocking, or dropping it, when it does occur.
- An enhanced Vulnerability Assessment (VA) Process across CIPL System.
- A Server Log Monitoring System
- Implemented windows hardening security scripts as per the industry’s best practices.
- Upgraded Antispam solutions with stable versions for Email Services.
- Moved Antivirus and Patch Management services to cloud for better uptime and Information Security Control.

- Replaced SSL certificates for critical web applications with enhanced security.
- Implemented Crowd strike (AI Based Antivirus) critical infrastructure and senior management.

B. Clover Infotech has implemented the Work from Home Guidelines and relevant IS controls to ensure data protection.

C. Symphony Ticketing System for ticket logging. (Internal/Customer ticket Logging)

D. Vendor Selection and Performance Evaluation

E. We are in the process of implementing the new ISO 27001:2022 standard published in Oct 2022.

Training

In view of this, based on the requirement of ISO 27001:2013, an Information Security Awareness training is currently being actively imparted to all the employees. A team of qualified external auditors ensure that the requirements of this certification are being adhered to and followed.

6.4 ESG Performance



Environment Metrics

GHG Emission

Clover Infotech's ESG Performance	Unit	2021-2022	2022-2023
Scope 1			
Refrigerant	tCO2e	424.449	588.228
Scope 2			
Purchased Electricity	tCO2e	586	802.397
Scope 3			
Employee Commute	tCO2e	722.574	803.418
Business Travel	tCO2e	16.868	5.162

Energy

Total Energy Consumption	Unit	2021-2022	2022-2023
Purchased Electricity (Non - renewable)	MWH	651.11	872.17

Water

Total Water Consumption	Unit	2021-2022	2022-2023
Private (Drinking)	m ³	80.324	228.455
Municipal Water	m ³	-	4127.657

* As a Part of an ISO 14001:2015 initiative we've started tracking drinking water consumption since Oct 21 and municipal water from Sep 22. Last year we published average drinking water consumption values per quarter.

Waste

Total E-Waste Submitted	Unit	2021-2022	2022-2023
E-Waste submitted to Recycling Centre	Kg	280	225.39

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6.4 ESG Performance



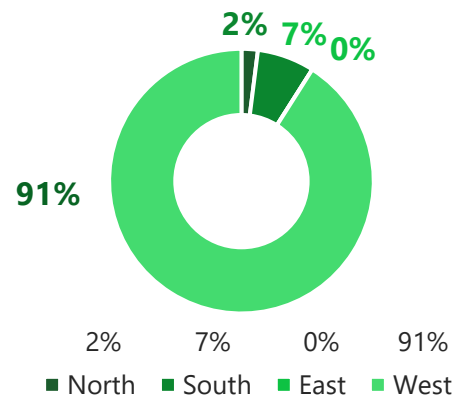
Social Metrics

Talent Count

Geographies	FY'20-21	FY'21-22	FY'22-23
India	3,160	3,841	4,343
UAE (Dubai)	15	22	23

India Region wise	FY'20-21	FY'21-22	FY'22-23
North	91	109	93
South	174	219	291
East	1	1	0
West	2,894	3,512	3,959

India Employee Count Region-wise FY'22-23



India

Gender	FY'20-21	FY'21-22	FY'22-23
Female	455	613	775
Male	2,705	3,228	3,568
Total	3,160	3,841	4,343

UAE (Dubai)

Gender	FY'20-21	FY'21-22	FY'22-23
Female	3	2	5
Male	12	20	18
Total	15	22	23

India Age Wise	FY'20-21	FY'21-22	FY'22-23
18-30	2,049	2,106	2823
30-50	1,095	1,365	1,490
50 & above	16	20	30

New Hire - Global	FY'20-21	FY'21-22	FY'22-23
India	1,037	2,623	2,693
UAE (Dubai)	5	8	7

New Hire – Age wise	FY'20-21	FY'21-22	FY'22-23
18-30	727	1,817	1,955
30-50	307	801	734
50 & above	3	5	4

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Social Metrics

Inclusion

India

Gender Diversity Female %	FY'20-21	FY'21-22	FY'22-23
Female	14%	16%	18%

Women in Management position (India)	FY'20-21	FY'21-22	FY'22-23
Junior	12.31%	14.16%	15.73%
Middle	1.52%	1.38%	1.63%
Senior	0.57%	0.42%	0.48%

Dubai

Gender Diversity Female %	FY'20-21	FY'21-22	FY'22-23
Female	20%	9%	22%

Attrition

India

Gender Wise	FY'20-21	FY'21-22	FY'22-23
Female	17%	14%	14%
Male	83%	86%	86%

Dubai

Gender Wise	FY'20-21	FY'21-22	FY'22-23
Female	0%	50%	11%
Male	100%	50%	89%

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Governance Metrics

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Ethics	Unit	2022	2023
Business Ethics Code of Conduct	Yes/No	Yes	Yes
Anti-Bribery Ethics Policy	Yes/No	Yes	Yes
Sexual Harassment of Women at Workplace	Yes/No	Yes	Yes
Data Privacy Policy	Yes/No	Yes	Yes

Board Structure	Unit	2022	2023
Size of the Board	Nos.	5	4
Number of Directors with Financial, Audit, and Accounting Expertise	Nos.	4	3
Number of Non-Executive Directors on the Board	Nos.	2	1
CEO Duality	Yes/No	No	No
Independent Chairperson	Yes/No	No	No
Number of Women on Board	Nos.	0	0
Number of Board Members with Industry and Technology Experience	Nos.	4	3
CSR Committee Size	Nos.	3	3
Audit and Accounts Committee Size	Nos.	2	2
Investment Committee Size	Nos.	2	2



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