CLOVER™
INFOTECH

ESG Report
FY 2024-25

Contents

CLOVER
INFOTECH ™

01
Introduction

1.1 Message from the Chairman

"In the future, the most trusted companies won't just deliver performance, they'll deliver purpose."

Dear Stakeholders,

At Clover Infotech, this belief continues to guide how we operate, grow, and serve. We take immense pride in being a purpose-driven global company - anchored in our values, powered by people, and committed to delivering excellence with integrity.

As one of India's leading technology services firms supporting critical digital transformation initiatives across Oracle platforms and BFSI sector, we recognize that sustainability can no longer by a foot note. It must be embedded into our very foundation. For us, ESG is no longer a compliance requirement – it's a core part of our identity, our responsibility and our roadmap for building long-term trust and value.

I am pleased to present Clover Infotech's ESG and Sustainability Report for FY 2024–25. This report is not just a record of progress – it's a reflection of our intent. It captures how we're working to be more responsible in our environmental impact, more inclusive in our social commitments, and more transparent in our governance policies.

Environmental Stewardship: Sustainable by Design

We are consciously reducing our carbon footprint, while enabling our clients to adopt sustainable, energy-efficient practices across their digital ecosystems. In FY 2024–25, we made meaningful strides.

- **We reduced Scope 3 emissions** progressively, building further on the 7.5% reduction attained in the previous financial year.

- **Water consumption** per capita dropped by 12% across our offices, driven by sensor-based fixtures, awareness campaigns, nudges towards more mindful usage.

- We scaled our **plastic reduction** efforts by diverting PET bottles to certified recyclers and adopting refillable cleaning materials across facilities.

- We have implemented responsible **waste management practices** through segregation, supplier-led reuse of janitorial plastics, responsible disposal of bio-medical and UPS battery waste, and employee awareness programs.

Our Green-IT programme has helped consolidate workflows, optimise server usage, and reduce energy consumption across our infrastructure. Today, every Clover Infotech office uses energy-efficient LED lighting with smart sensors and real-time lux monitoring. These efforts are part of our long-term goal – to achieve a balanced carbon profile across all scopes by 2050.

1.1 Message from the Chairman

Social Responsibility: Growth with Purpose

People remain at the core of our ESG efforts. Whether it's our employees, our clients, or the communities we support – we are focused on fostering inclusion, opportunity, and dignity.

- Through the Tapia Charitable Trust and our "Adopt-a-Home" initiative with Catalysts for Social Action (CSA), we adopted four homes across India supporting 130 children. From education and digital literacy to equitable healthcare and nutrition, we provided comprehensive, end-to-end care for every child.

- Today, 16% of our workforce is women, **and we have set a goal** to reach 20% in the next two years. We continue to hire from underrepresented regions and non-traditional backgrounds to build a more inclusive community.

- Over 2,700 employees completed self-paced training programmes, while 60 high-potential leaders advanced through curated leadership programme designed and conducted by NMIMS, one of India's top business schools.

- Safety and well-being remain non-negotiable. We maintained a record of zero work-related injuries this year, supported by our wellness webinars, health screenings, and fire safety audits. We have also enhanced awareness on workplace safety through emergency fire evacuation training and mock drill.

These are good beginnings, and we remain committed to doing more to build a workplace where everyone feels safe, empowered and valued.

Governance: Building Digital Trust

In a world where cyber threats, data privacy, and regulatory scrutiny are intensifying and the digital attack surface is constantly increasing, governance is no more reactive or bound within the perimeter of our workplace. It is rather a constant, proactive, and progressive endeavour extending far and wide to encompass the networks of transaction and digital presence.

Our Board continues to guide our ESG, cybersecurity, and compliance strategy with active oversight. We uphold rigorous standards through an integrated management system certified for ISO 9001, 14001, 27001, and 45001. In FY 2024–25, we renewed our ISO 27001 certification and achieved SOC 2 Type II attestation – a milestone welcomed by our BFSI clients.

In fact, our clients consistently see our governance posture, audits, and certifications as a competitive strength. The fact that we earned our highest-ever client satisfaction score – 4.32/5 this year – is a strong testament to that.

We've also strengthened our internal posture:

- Expanded Data Loss Prevention (DLP) controls
- Encryption at endpoint and server levels
- Mandatory cybersecurity training for all employees

Today, I am proud to say that digital trust is embedded in how we deliver every solution and fortify every interaction with our clients, stakeholders, and our business ecosystem.

Outlook: ESG as a Strategic Lever

Looking ahead to FY 2025–26 and beyond, ESG will continue to shape our strategy and execution. Some of our key focus areas are

- **50% reduction in Scope 1 and 2 emissions by 2050** through increased use of renewable energy and cloud infrastructure optimisation

- **Local sourcing and vendor inclusion** to reduce logistics emissions and support regional economies

- **Embedding ESG KPIs into every client contract** to create measurable impact

- **Accelerating gender balance** with leadership development and return-to-work programmes for women professionals

- **Real-time ESG dashboards** integrated into our internal QMS for faster decision-making and transparency

1.1 Message from the Chairman

Encouragingly, our clients now ask about our ESG initiatives at the very beginning of our conversations. It assures them that they are working with the right technology partner. Certifications like **ISO 27001, 14001, and SOC 2** are no longer 'good-to-haves' – they're the foundations of trust. And we're proud to have made ESG a part of every engagement and choice we make as an organisation.

Together towards a better tomorrow.

At Clover Infotech, we don't see ESG as a checkbox. We see it as a reflection of who we are. It shows up in how we treat our people, how we engage with our communities, how we protect the environment, and how we run our business.

With purpose as our north star and ESG as a guiding force, we are confident in our ability to build a more resilient, inclusive, and sustainable future - not just for Clover Infotech, but also for all those we serve and work alongside.

I want to take this opportunity to thank our 4,800 employees, our clients, our social impact partners, and our Board. Your belief in us and your commitment to our shared vision continue to inspire and energise this journey.

There is so much more to do – but I am sure with clarity in our purpose and strength in our collective will – we are ready.

Javed Tapia
Chairman, Clover Infotech

1.2 Message from the CEO

"Our actions today must carry the promise of a better tomorrow. Together-hand in hand, shoulder to shoulder, we pursue a shared goal: a sustainable world for future generations."

Dear Stakeholders,

It is with great pride that I present to you our **fourth Environmental, Social, and Governance (ESG) & Sustainability Report**—a reflection not just of our achievements, but of the values and culture that define us.

At Clover Infotech, sustainability is not treated as a compliance requirement, nor do we view excellence solely through the lens of certifications. Instead, these principles are woven into the very fabric of our organizational culture—shaping our decisions, driving our actions, and guiding our impact. Our globally recognized certifications—**ISO 9001, ISO/IEC 27001, ISO 14001, and ISO 45001**—are milestones along this journey, not its destination.

The past year brought two powerful forces into sharper focus: the **accelerated adoption of Artificial Intelligence (AI)** and the **escalating urgency of climate change.** While AI continues to transform industries and enable breakthrough innovation, it also raises critical environmental questions. The energy-intensive nature of developing and deploying AI models has contributed to increased global energy consumption, reminding us that even technological advancement must be approached responsibly.

Simultaneously, the world has witnessed an alarming rise in **extreme weather events**—from heatwaves and floods to wildfires. Climate experts have forecast that the five-year global average temperature is likely to exceed the **1.5°C threshold**, underscoring the need for urgent, collective action. These developments highlight the complexity of the road ahead and the shared responsibility we all carry. While this report provides a detailed account of our ESG progress, I would like to highlight a few key efforts that capture our intent and direction. Over the past year, we have taken measurable steps to **reduce carbon emissions, conserve water, monitor energy usage, and safeguard our ecosystems.** These are not isolated projects—they reflect our belief that **every action, no matter how small, can create lasting impact** when pursued consistently and mindfully.

We also recognize that no organization can succeed in isolation. Our journey is made possible by the collaboration and shared purpose of our **clients, employees, partners, and communities.** Together, we are progressing toward our **2050 sustainability goals,** grounded in responsibility, innovation, and inclusion. This report represents both a milestone and a promise—our progress so far, and our unwavering commitment to the future.

We invite you to walk with us as we shape a more sustainable, secure, and equitable tomorrow.

Kunal Nagarkatti
Chief Executive Officer,
Clover Infotech

1.3 Report Profile

In presenting this report, we take pleasure in showcasing Clover's sustainability initiatives towards responding to changes in the ever-evolving business world. It demonstrates the organization's culture of continuous improvement and learning. How do we view challenges? We view them as opportunities for growth rather than obstacles ensuring continuous improvement, operational continuity, customer satisfaction, and exceptional service.

Approach

The structure of this Report is influenced from several global voluntary sustainability reporting frameworks. We developed this Report with reference to the Global Reporting Initiative (GRI) Standards.

Clover Infotech publishes the Sustainability and ESG Report on an annual basis. This is the fourth edition which covers the FY 2024-25 (1st April 2024 to 31st March 2025).

In this report we have highlighted three areas of ESG (Environmental, Social and Corporate Governance) highlighting 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.

Frequent discussions and assessments involving the Board, and its committees, senior management, and various stakeholders empower the organization to consistently stay with stakeholders' expectations.

Scope and Boundary

Business
Clover Infotech Pvt. Ltd.

Geographies
India | UAE | USA | Canada | Singapore

Scope of Reporting

Environmental Performance Indicators
India

Employee Metrics
India, UAE, US, Canada & Singapore

Social Performance Metrics
Primarily India

Reporting Timeframe

Reporting Period
April 1, 2024, to March 31, 2025
(Referred hereafter in short as '24-25')

Reporting Cycle
Annual Basis

Date of the previous report
Clover Infotech ESG Report for last fiscal, the year 2023-24, released in September 24

Link to previous report
https://www.cloverinfotech.com/wp-content/uploads/2024/09/Clover-Infotech-ESG-Report-FY23-24_v2.pdf

1.4 ESG Highlights

1,257
Scope 1 & 2 Emissions
(Tons of CO2 eq.)

22-23	23-24	24-25
1,391	1,091	**1,257**
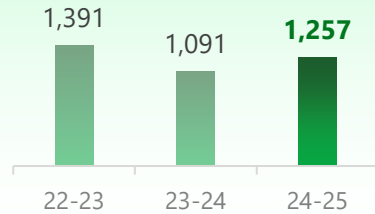
836
Scope 3 Emissions
(Tons of CO2 eq.)

22-23	23-24	24-25
809	784	**836**
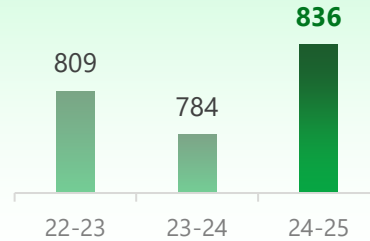
9,891 **(12%)↓**
Water Consumption
(Total Water Consumption in m³)

22-23	23-24	24-25
4,356	11,184	**9,891**
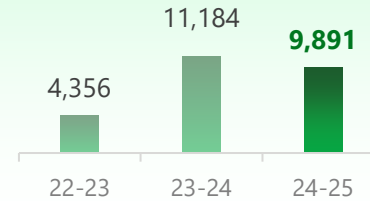
1,062
Electricity Consumption
(Electricity Consumption in MWh)

22-23	23-24	24-25
872	858	**1,062**
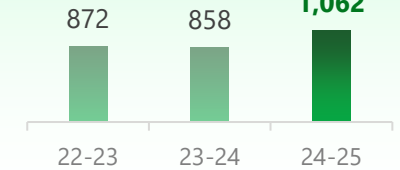
219
Electricity Consumption Intensity by Area

(kWh/m² per annum)

24-25
219
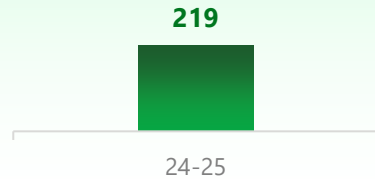
1,539
Electricity Consumption Intensity per employee

(kWh/Employee per annum)

24-25
1,539
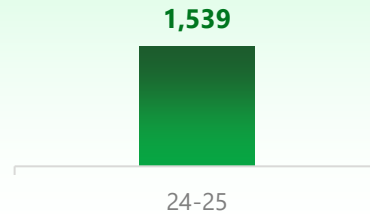
96
E-waste Recycled
(Total E-waste recycled in kg)
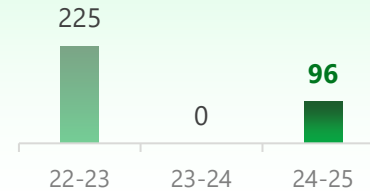
22-23	23-24	24-25
225	0	**96**

1.4 ESG Highlights

4,830
Total Employees

16%
Women Employee

4.283mn
CSR Cost

116
Children Reached

Total Employees across the Geographies

4,796
India

29
UAE

2
US

2
Canada

1
Singapore

02
Our Business

2.1 About Clover Infotech

Clover Infotech is a leading IT services and consulting enterprise driving digital transformation and business efficiency across industry verticals. With our comprehensive solutions to implement, integrate, and manage technologies, we have been empowering some of the world's largest enterprises, to SMBs and new-age start-ups over the last 30 years. More than 4800 Cloverites with extensive experience across technologies such as Oracle, Microsoft, and Open Source are empowering customers to accelerate business and enhance growth. We provide solutions and services across application and technology modernization, cloud enablement, data management, automation, and assurance services.

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. With extensive experience in implementation and management of Oracle Fusion Applications and Oracle Cloud Infrastructure (OCI), we have 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. We are among the very few Oracle Partners to have implemented Oracle Fusion Applications for customers across industries and for itself.

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.

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, while the customers in ASEAN are catered through its office in Singapore.

The Man at the Helm

Javed Tapia, 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 - Clover Infotech Pvt. Ltd.
- Real Estate Development - Clover Realty & Infrastructure Pvt. Ltd.
- Renewable Energy - Clover Solar Pvt. Ltd.
- Fintech - Sienna Systems Resources Pvt. Ltd. (Flagship products - Slonkit and Moneykit)

Javed spearheaded the open-source revolution in India through a joint venture – Red Hat India with Red Hat Inc. in the year 2000 and expanded its footprint across South Asia. Javed is an investor and mentor in various start-ups across Fintech, AI, and Organic Foods. His investee companies include
- Data Science Wizards (DSW) - An Artificial Intelligence and Data Science company
- Salescode.ai - An advanced AI Platform for Sales Intelligence

2.1 About Clover Infotech

- 360tf.trade - Leading finance platform for Global trade and export financing
- Two Brothers Organic Farms - ECOCERT Certified Regenerative Organic Farm

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.

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/IEC 27001:2022, 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.

- **Conceptualize 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 keep up 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.

30+
Years of Experience & Expertise

4,800
Consultants

2.2 Quality Management System

CERTIFICATION

ISO 9001:2015 Certified

At Clover Infotech we recognize that sustainable business practices not only benefit our planet and society but also strengthen our business resilience and foster long-term success. As we reflect on our ESG journey, we proudly present the pivotal role of ISO 9001 certification in driving excellence and sustainability across our organization.

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

Ensuring Product and Service Quality

At the core of ISO 9001 is a focus on delivering quality products and services that meet or exceed customer expectations. By adhering to rigorous quality management practices, organizations can enhance customer satisfaction and loyalty, which are essential elements of social responsibility. Providing safe, reliable products and services not only benefits customers but also fosters trust and goodwill within the community.

Operational Efficiency and Environmental Stewardship

Efficiency lies at the heart of sustainable business practices, and ISO 9001 serves as our compass for operational excellence. Through the implementation of standardized processes, continuous improvement initiatives, and resource optimization strategies, we minimize waste, reduce energy consumption, and lower our carbon footprint. From virtual collaboration tools to paperless workflows, we harness technology to drive efficiency while preserving our planet's resources for future generations.

ISO 9001 Certification
A Pillar of Quality and Sustainability in Our ESG Journey

2.2 Quality Management System

Ethical Conduct and Social Responsibility

Upholding ethical business practices is non-negotiable for us, and ISO 9001 certification reinforces our commitment to integrity and accountability. Our adherence to ISO 9001 standards ensures transparency in our operations, fairness in our dealings, and respect for the rights and dignity of all stakeholders. Whether it's fostering diversity and inclusion within our workforce or promoting ethical sourcing practices, we strive to make a positive impact on society through our actions and decisions.

Facilitating Stakeholder Engagement

ISO 9001 encourages organizations to engage with stakeholders throughout the quality management process. By seeking input from customers, employees, suppliers, and other relevant parties, organizations can better understand and respond to their diverse needs and expectations. This inclusive approach fosters stronger relationships, promotes dialogue, and builds trust, ultimately enhancing social and environmental sustainability.

Complete, Personalized and Empathetic customer support

Meet International Quality Management Standards

Work on continual improvement

2.3 Our ESG Strategy

We have made a conscious effort to chart our visions and ambitions for our commitment by 2030, however, we have taken the current scenario and a more realistic view of the humongous situation at hand and given the progress have now looked at 2050 to be our target year. The following is a bird's eye view of our committed progress.

Environment

Vision
To lead climate action by uniting advanced technology with sustainable practices to cut emissions and protect ecosystems.

1.   Climate
Actively support the journey towards a low-carbon world.

Ambition
- Maintain a balanced carbon profile across **Scope 1, 2, and 3 emissions annually.**
- Achieve a **50% reduction in Scope 1 and 2 GHG emissions** from the baseline year.
- Achieve a **10% reduction in Scope 3 GHG emissions** from the baseline year.

Progress & Achievement
- In FY 2024–25, we achieved a **1% reduction in Scope 3 GHG emissions** compared to the FY2020–21 baseline.
- This follows a **7.5% reduction achieved in FY 2023–24.** The slower reduction this year is attributed to a **moderate increase in employee headcount, business travel, and the addition of new operational premises,** all of which contributed to higher Scope 3 activity.

2.   Water
Sustaining Water, Sustaining Life

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

Achievement
- Awareness campaign for employees
- Sensor based faucet installation
- Aerator installation on faucets
- Monitoring water consumption
- **12% reduction in water consumption** compared to the FY 23–24 baseline year.

3.   Waste
Reduce. Reuse. Recycle. Responsibly.

Ambition
- To significantly reduce waste sent to landfill through phased, sustainable waste management practices including the responsible handling of e-waste.

Achievement
- Partnered with Bisleri's authorized recycling initiative to collect and recycle used plastic bottles under their CSR program.
- Shifted to janitorial supplies in reusable containers, minimizing single-use packaging and promoting circular use.

2.3 Our ESG Strategy

Social

Vision
Social action with a futuristic vision.

1.   Reaching out to the Community
Reach Out. Support. Uplift.

Ambition
- To uplift underprivileged communities by enabling access to education, improving quality of life, and fostering self-confidence and opportunity.

Achievement
- Contributed to the training of young, promising students enhancing their communication abilities, personal grooming, and confidence.
- Reached **116** underprivileged children by providing hygiene kits, educational supplies, and nutritious food packages.

2.   Diversity and Inclusion
Fostering Equity. Embracing Diversity. Empowering Inclusion.

Ambition
- Bringing about a gender mix in our workforce at Clover Infotech, with a **20% women ratio by 2027,** revised from our earlier 2026 target, to align with current growth trends and ensure sustainable progress.

Achievement
- We are proud to report that we have reached a **16% women ratio** in our workforce, marking a significant step toward our gender diversity goal.

3.   Employee Wellness and Career Growth
Nurturing Talent. Building Leaders from Within.

Ambition
- To provide the right training, mentorship, and opportunities that empower employees to grow, lead, and succeed within the organization.

Progress & Achievement
Introduced structured leadership development programs to equip emerging leaders with the skills and confidence to take on larger roles, including
- Management Foundation Program
- Advanced Leadership Development Program
- Strategic Leadership Program
- Executive Leadership Program
These initiatives reinforce our belief in growing from within and reflect our long-term commitment to employee development and organizational resilience.

2.3 Our ESG Strategy

Governance

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

1.   Corporate Governance

Leading with Integrity. Governing with Purpose.

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.

Progress & Achievement

- Quarterly Board Meeting to review sustainability, cybersecurity, and regulatory compliance risks.

2.   Information Security, Cybersecurity & Data privacy

Keeping strong the 'digital trust' of our stakeholders

Ambition

- Maintaining high data privacy standards across all operations by adopting new ISO/IEC 27001:2022 applicable controls and enhancing Data Privacy Policy.
- Acknowledged as a forerunner in our information security practices.

Progress & Achievement

- Implemented new controls of ISO/IEC 27001:2022 and achieved ISO recertification in Jan 25.
- Achieved SOC2 Type 2 attestation.
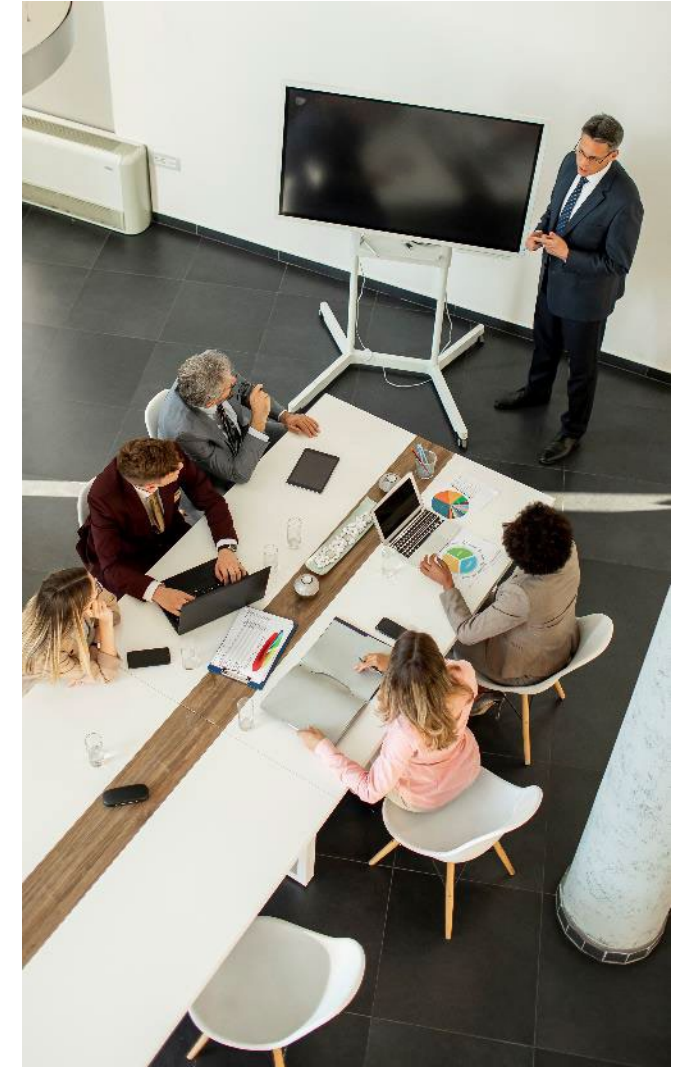
2.4 Customer Outreach

Transcending the boundaries of Customer Relationship

With the understanding that change is forever constant, we ensure that every change in customer requirement is pre-empted 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. In the unlikely event of customer dissatisfaction, we also have a customer redressal mechanism in place.

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. Businesses should engage with and provide value to their consumers taking full responsibility.

Clover has a dedicated team for managing customer success. This role is called 'Customer Service Partner' (CSP). CSPs are the customer success partner for each engagement. Their roles are

- Understanding customer pain areas and customize the service offerings to address the same.
- 'Project Clover practice' offering to customers to address their business needs and make them future ready.
- Understanding customer risks and probable disruptions and offer the mitigation strategies through Clover offerings.

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.
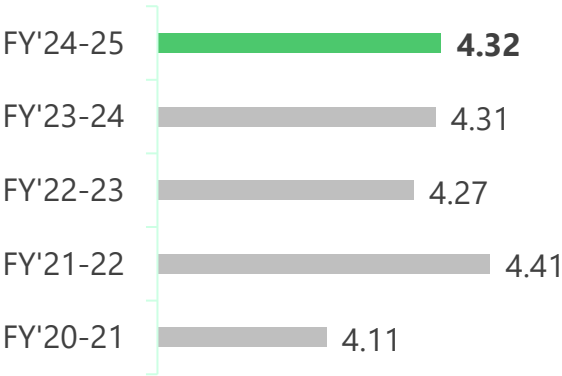
2.4 Customer Outreach

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/IEC 27001:2022, 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 2024-2025 was 4.32/5 which serves as a mark of our commitment.

Average CSAT Rating

FY'24-25	4.32
FY'23-24	4.31
FY'22-23	4.27
FY'21-22	4.41
FY'20-21	4.11

Average CSAT Score FY'24-25

4.32 / 5

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I N F O T E C H

03
Environment Protection

3.1 Progressing Towards Mitigation of Climate Change

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 negative 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

ESG Communication & Awareness

The Marketing team played a vital role in advancing Clover's ESG and EOHS goals by leveraging digital platforms to communicate key initiatives. Through targeted social media posts and coordinated email campaigns, they promoted environmental awareness, energy conservation, employee wellness, and professional growth. These efforts enhanced both internal understanding and external engagement, strengthening Clover's visibility and commitment to sustainability.

Environmental – Energy Awareness
Strong Reasons Why You Should Save Energy

Environmental – Energy Conservation
Important yet Practical Energy-Saving Tips

Environmental – Resource Efficiency
Essential Tips for Paper Conservation

Environmental – Waste Reduction
Small Things You Can Do to Save Paper

Social – Employee Well-being
Easy Wellness Tips to Practice at Your Workplace

Social – Human Capital Development
Practical Tips for Career Growth

Environmental/Social – Sustainability Engagement
Easy Sustainability Tips for Employees

Environmental – Emissions Reduction
Simple Ways to Lower Your Carbon Footprint

Governance – Continuous Improvement
Practical Tips for Quality Management at Work

Social – Health & Productivity
Healthy Must-Dos to Keep Yourself Energized at Work

Initiative #2

Green IT Initiative: Energy-Efficient IT Infrastructure

IT operations — including data centers, servers, and network infrastructure are known to consume significant energy. To address this, Clover Infotech has implemented a range of energy-efficient initiatives focused on reducing our environmental footprint. These efforts include server optimization, hardware consolidation, and the use of virtualization technologies to decrease dependence on physical servers. Additionally, we are actively migrating legacy systems to a virtualized environment, enabling greater resource efficiency and lower energy consumption.

3.1 Progressing Towards Mitigation of Climate Change

Initiative #3

Enhanced Endpoint Data Protection

As part of our broader data protection strategy, Clover Infotech is deploying Data Loss Prevention (DLP) and encryption controls across all endpoints. DLP solutions help monitor and prevent the unauthorized sharing of sensitive information, ensuring adherence to both internal policies and regulatory requirements. In parallel, encryption safeguards data at rest and in transit, rendering it inaccessible to unauthorized users.

Together, these technologies strengthen our defenses against data breaches, reduce information security risks, and uphold the confidentiality and integrity of critical data across our network.

Initiative #4

IT Procurement- Promoting Local Sourcing for Sustainable Impact

Clover Infotech is committed to strengthening regional economies by allocating a significant portion of its procurement budget to local suppliers at key operational locations. This approach not only supports community development but also helps reduce carbon emissions associated with long-distance transportation and logistics.

We actively track and report the percentage of spend directed toward local sourcing, upholding procurement practices with our environmental and social responsibility goals. By prioritizing ethical, local supply chains, we contribute to sustainable growth, foster community partnerships, and reinforce our role as a responsible corporate citizen.

Initiative #5

Greening infrastructure

- Lux Level monitoring to ensure appropriate workplace brightness.
- Installed automatic sensors and half flush buttons on the flush valves to conserve and reduce water usage.
- Use of LED bulbs and lights on our premises.
- Usage of energy efficient devices/appliances ACs and Electric meters.
- Monitoring water and electricity consumption data on day-to-day basis and doing analysis on monthly basis.
- Replaced the old chairs and desks with new ergonomic ones for the comfort of our employees.
- Installed a wheelchair ramp for special need access.

Initiative #6

Plastic Waste Management

Plastic waste, primarily from bottle usage, constitutes the most significant waste stream at Clover Infotech. To ensure responsible disposal, we collaborate with an authorized recycling partner (Bisleri), who collects and recycles used bottles as part of their CSR initiative

Initiative #7

Employee Safety

- Road safety campaign
- Employee Health Check-up Camp
- Various wellness webinars on Hypertension, Heart care, Heat Wave, Mental health.
- POSH Awareness
- Financial wellness session including tax planning
- Semi-annual fire and emergency mock drills across office locations
- Fire extinguishers, Fire Exits, Prominent Evacuation layout maps.
- Trained Fire Marshals
- First aid kits with trained personnel for basic medical response.
- Doctor and ambulance on-call for medical emergencies
- Ergonomic seating provided across workstations

3.2 Resource Management

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

Waste Management

While our current operations do not involve hazardous inputs or the use of recycled or renewable materials, we are actively exploring opportunities to reduce plastic consumption and considering the future adoption of eco-friendly alternatives. These efforts reflect our commitment to improving waste management practices and advancing our broader sustainability agenda.

- 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.
- Periodical supplier evaluation using environmental criteria is in place.
- Working directly with stakeholders has ensured a smooth and sustainable ESG transition.

- Used batteries from Uninterruptible Power Supply (UPS) systems are either exchanged during replacement cycles or handed over to authorized vendors for environmentally responsible recycling.
- Bio-medical waste, including used sanitary products are being disposed through authorized waste management vendors.

Water Conservation

"When humans truly grasp the fact that everything is connected and that our actions or inactions ultimately affect ourselves. Maybe we'll cherish this planet like a jewel. I believe that through good science and storytelling, this can be achieved."

~ Brian Skerry,
Ocean Explorer and Conservation Photographer

Water is one of the most essential natural resources for life, development, and sustainability. It supports human health through hydration and sanitation, economic productivity through agriculture, energy, and industry, and is critical to maintaining healthy ecosystems and biodiversity. In many parts of the world particularly in low-income countries reliable access to clean water is directly linked to livelihoods, public health, and food security.

However, **climate change, pollution, and over-extraction** are intensifying global water stress. From **rising sea levels** to **shrinking freshwater reserves,** the challenges surrounding water are increasingly intertwined with the broader climate crisis. As a result, **sustainable water management** is essential not only to safeguard current populations but also to ensure the resilience of future generations. Indeed, **water lies at the heart of both climate change impacts and solutions.**

Smart Water Use for a Sustainable Workplace

At Clover Infotech, we believe that **sustainability begins with everyday choices.** Water is primarily used for drinking, sanitation, and pantry operations across our office locations, and core infrastructure is managed by building partners. Within our operational control, we take proactive steps to ensure **responsible water use,** living up to our environmental and employee well-being goals.

3.2 Resource Management

Efficiency in Action

To conserve water and reduce unnecessary consumption, we have adopted multiple initiatives across locations

- **Sensor-based taps and urinals** to minimize wastage by dispensing water only when required
- **Tap aerators** to reduce water flow without compromising functionality
- **Reuse of wastewater** from bottle refills to water office plants — supporting greener spaces
- **Regular maintenance checks** of faucets and fixtures to prevent leaks and water loss

These smart, low-impact solutions are supported by our commitment to **employee awareness.** We foster a water-conscious culture through

- **Educational signage,**
- **Employee training,** and
- **Sustainability messaging** integrated throughout the workplace.

Additionally, **precooked meals** are served in our canteen to reduce water use associated with large-scale kitchen operations.

Governance and Continuous Improvement

Water conservation is formally embedded in our **Environmental Management System (EMS)** in alignment with **ISO 14001:2015.**

- Our **Administration team monitors and tracks water consumption** across offices.
- The **Corporate Quality team,** along with external auditors, conducts regular reviews of water usage data.
- Insights and findings are **reported to the top management,** ensuring accountability and driving decisions based on performance metrics.

This combined approach, **daily practices + structured governance** reinforces our commitment to **sustainable resource management** and ensures that water stewardship is an integral part of how we work.

Energy Management: Balancing Growth with Responsibility

At Clover Infotech, we optimize energy use while supporting the evolving needs of our growing business. During the reporting period, a planned operational expansion led to a temporary increase in overall energy consumption a direct result of accommodating a significant increase in workforce and ensuring a high-quality work environment.

To support this expansion

- Additional lighting systems were installed to suit new workspace layouts
- Air conditioning capacity was increased to maintain thermal comfort for a larger team

These upgrades were essential to sustain business continuity, employee comfort, and service excellence. While they temporarily offset the impact of ongoing energy-efficiency initiatives, we continue to prioritize sustainable operations through the use of smart fixtures, efficient HVAC systems, and workspace optimization.

Looking ahead, we are actively exploring technologies and design strategies to further reduce energy intensity, even as we scale. Our goal remains clear, to grow responsibly while advancing our environmental performance.

Energy Management at Clover Infotech

We have established a robust Environmental Management System (EMS) aligned with ISO 14001:2015, integrating sustainability into our daily operations.

3.2 Resource Management

During the reporting period, overall energy consumption increased due to strategic operational expansion, including the commissioning of a new office floor (Floor 802) to accommodate a growing workforce. This led to additional lighting fixtures and enhanced air conditioning capacity essential for ensuring business continuity and a comfortable work environment.

Despite this temporary rise in usage, we continue to implement a range of energy-efficiency initiatives across locations

- **Efficient Lighting:** All lighting systems have been upgraded to energy-efficient LED fixtures. Lux meters are used to monitor and optimize illumination levels annually across all workstations.
- **Water and Energy Synergies:** Sensor-based taps and pumps ensure precise water flow, supporting resource efficiency alongside energy savings.
- **Preventive Maintenance:** All electricity-consuming equipment undergo routine inspection and servicing to maintain energy performance and reduce avoidable losses.
- **Employee Comfort:** Indoor spaces are maintained between 23–25°C and monitored for adequate lighting and comfort, reinforcing our focus on both environmental and human-centric design.

Our energy management approach reflects a balance between operational needs and environmental responsibility. As we scale, we remain committed to reducing our energy footprint through continuous monitoring, employee engagement, and smart infrastructure choices.
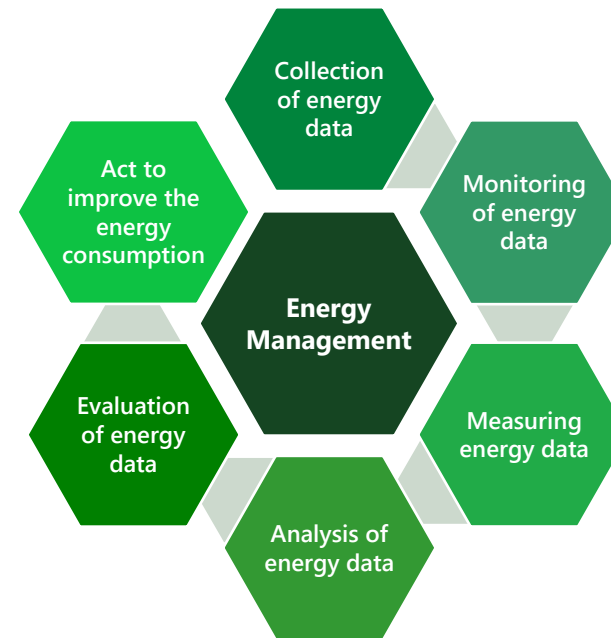
A typical Clover Infotech energy saving process illustration.

3.3 E-waste Management
E-waste and its adverse effect on human life.

Electronic waste (e-waste) is one of the **fastest-growing solid waste streams globally,** with an estimated **62 million tonnes** generated in 2022 alone. Alarmingly, only **22.3% of this waste was formally collected and recycled,** leaving the majority to be processed informally often in hazardous conditions. Such practices can release over **1,000 harmful chemical substances,** including **neurotoxicants like lead,** into the environment, posing serious risks to human health.

Children and pregnant women are especially vulnerable to these toxic exposures due to their physiological sensitivity and the conditions in which informal recycling occurs. The **International Labour Organization (ILO)** estimates that **millions of women and 16.5 million children** work in industrial sectors globally including informal waste processing where they are exposed to dangerous substances without adequate protection.

As the environmental and human toll of unsafe e-waste handling intensifies, it is critical that organizations, governments, and industries take **responsible and proactive steps** to ensure e-waste is managed through **safe, certified, and traceable recycling processes.**

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.

In FY'24-25 Clover Infotech has disposed of **96 kgs** of E-waste through a government authorized handler/ recycler.

04
Doing our bit for the Community

4.1 CSR activities

Clover Infotech is committed to fostering a brighter future through philanthropic initiatives aimed at enriching society, particularly supporting the less fortunate. Our CSR endeavors are meticulously conducted through established Trusts/Societies, adhering closely to the guidelines set forth in the Companies Act, 2013, and matched with our dedicated CSR Policy.

About Tapia Charitable Trust

Clover Infotech Pvt. Ltd (CIPL) extends financial support to Tapia Charitable Trust (TCT) for diverse philanthropic initiatives. These include funding for education, healthcare, shelter homes for destitute children, and specialized facilities for disabled and physically challenged children managed by various NGOs. TCT also contributes to charitable hospitals, enabling the acquisition of advanced medical and diagnostic equipment to enhance healthcare services for underprivileged patients. Additionally, direct medical assistance is provided to deserving individuals, and contributions are made to support elderly care homes. TCT further distributes daily food packets and ration kits to disadvantaged communities in Mumbai and remote rural areas across Maharashtra.

Partnership with Catalysts for Social Action

CSR Project: Adopt a Home

Under our CSR initiative "Adopt a Home", Clover Infotech partnered with Catalysts for Social Action (CSA) to support Child Care Institutions (CCIs) in providing a safer and more nurturing environment for vulnerable children.

Objectives

- Enhance the quality of life for children by providing essential support in health, nutrition, hygiene, sanitation, and safe living conditions.

- Strengthen the capabilities of CCI management and staff through training and capacity-building initiatives to ensure long-term, sustainable impact.

- Facilitate knowledge sharing and research on issues affecting vulnerable children and care leavers, drawing insights from on-ground interventions to influence broader child welfare practices.

No. of Children Supported

116 children approx.

No. of CCIs Supported

4 CCI, Madhya Pradesh

- **Rajkumari Bai Bal Niketan:** Jabalpur (Madhya Pradesh) | No. of Children Supported: 49

- **Sahara Bal Griha:** Burhanpur (Madhya Pradesh) | No. of Children Supported: 19

- **Rajkiya Bal Sanrakshan Ashram:** Indore (Madhya Pradesh) | No. of Children Supported: 30

- **Shaskiya Balika Griha:** Bhopal (Madhya Pradesh) | No. of Children Supported: 18

Key Initiatives

1. The Health Program

The Health Program aims to enhance the overall well-being of children in Child Care Institutions through targeted medical and nutritional support.

Key interventions included

- Essential Health Support: Distribution of hygiene kits, nutritious food, and daily essentials to maintain a safe and supportive living environment.
- Health Assessments: Baseline and endline screenings conducted to evaluate improvements in physical health over the intervention period.
- BMI Monitoring: Routine checks to track nutritional status and growth trends.
- Medical Evaluations
  - ✓ Vision (eye) tests   ✓ Dental check-ups
  - ✓ ENT assessments   ✓ General physical examinations

4.1 CSR activities

Impact Snapshot: Health Outcomes

- **Initial Assessment**
- ✓ 29 children (27%) were identified with health ailments.
- ✓ 80 children (73%) had no reported health issues.

- **Post Intervention Results**
- ✓ Children with ailments reduced to **16 (15%).**
- ✓ Children without ailments increased to **69 (85%).**

All identified health conditions were addressed and treated within the respective CCIs, reflecting the **positive impact** of timely medical interventions.

2. WASH Program (Water, Sanitation & Hygiene)

Initiative under the CSA program aims to ensure **clean, hygienic, and safe living conditions** for children across four Child Care Institutions (CCIs). Regular sanitation of facilities, combined with **awareness sessions on personal hygiene and preventive care,** has encouraged healthier habits among children.

- **Personal hygiene kits** (toothbrush, toothpaste, soap, shampoo, hair oil) were distributed to all children.
- **Sanitation kits** (laundry soap, phenyl, Harpic, broom, toilet brush) were provided to CCIs, with supplies planned for six months.
- **Additional kits** were shared to ensure continued access to hygiene essentials.

These interventions promote **dignity, health, and well-being,** in keeping with our broader ESG and community impact goals.

3. Basic Necessities Support

To promote a **safe, comfortable, and dignified environment,** essential daily-use items were provided across all four supported Child Care Institutions (CCIs), contributing to improved hygiene and well-being.

- **Clothing:** Regular wear, innerwear, festive and winter clothing
- **Footwear:** Shoes, slippers, and sandals

In addition, **Rajkumari Bai Bal Niketan (RBCH)** was provided with **bedding kits** to support better rest and sleep hygiene.

This support contributed to **enhanced comfort, morale, and personal dignity** for both children and caregivers.

4. Learning & Wellness Support

strengthens academic outcomes and ensure inclusive learning, a structured Academic Support Program was implemented with a focus on joyful and child-friendly education

Partnership with Ekalavya Foundation (Madhya Pradesh): Expertise in joyful pedagogy for CNCP (Children in Need of Care and Protection) children.

Grade 1–7

- Tuition support to build foundational learning skills.
- 4 teachers deployed across 4 CCIs.

Grade 8 and above

- Focused subject-specific academic coaching by 2 dedicated teachers.

Stationery Support

- Under the Back-to-School program, 68 children across 3 CCIs received stationery kits including notebooks, textbooks, pens, pencils, and drawing sheets.

School Uniforms

- Distributed to children in 2 CCIs – SBG and RBSA – to promote inclusion, identity, and discipline.

This initiative aimed at bridging learning gaps, promoting educational equity, and supporting the holistic development of children in care.

5. Digital Literacy Support

To bridge the digital divide and build 21st-century skills among children, a Digital Literacy Program was implemented with the following components:

Training Focus

- Basic computer operations
- Internet usage and navigation
- Typing skills
- Online safety and responsible digital behavior

Implementation Highlights

- Computer instructors appointed at 3 CCIs
- All instructors were trained and certified by NIIT, ensuring quality instruction and standardized delivery

This initiative empowers children to engage confidently with technology and prepares them for future academic and career opportunities in an increasingly digital world.

4.1 CSR activities

6. Vocational Training

To promote self-reliance and future employability, vocational training programs were introduced at two Child Care Institutions

Locations
- Shaskiya Balika Grah
- Rajkumari Bai Niketan

Courses Offered
- Stitching
- Baking
- Beauty Parlor Skills
- A dedicated **vocational training room** was established at Rajkumari Bai Niketan to facilitate **hands-on learning** and provide a structured environment for skill development.

This initiative equips children, especially adolescent girls, with **practical livelihood skills** to support long-term independence and empowerment.

7. Wellness & Emotional Well-being

To support the emotional and physical development of children, a series of wellness and enrichment activities were conducted across Child Care Institutions (CCIs)

Engagement Activities
- **Instructors appointed** at *Rajkiya Bal Sanrakshan Ashram* for **karate, dance, and sports.**

- **Celebrations and group events included**
  - ✓ Children's Day, Teachers' Day, Republic Day, Women's Day
  - ✓ Child Rights Week, Math Event, Self-defense sessions
  - ✓ Birthdays, exposure visits, and recreational outings

These activities fostered social connection, confidence, and participation.

Development Sessions for Adolescents (12+ years)
- **Adolescent Health Training→ 42 participants** Focused on puberty, menstrual health, contraception, and STI prevention
- **Child Safety Sessions→ 42 participants** Addressed personal safety, risk awareness, and seeking help
- **Life Skills Sessions→ 42 participants** Covered communication, decision-making, and self-awareness

These sessions equipped children with practical knowledge for safer and more informed choices.

Snapshot of donations done by TCT in FY'24-25 as part of its CSR endeavor

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. The donated amount **₹25,08,546** was utilized towards education and welfare of underprivileged children.

4.2 Sharing the festive spirit with the community

The Sudha Rehab Centre conducted a vibrant handicraft mela, capturing the festive spirit, at the Clover Infotech office. The mela featured a stall selling a delightful array of handmade hangings, buntings, trinkets, and other festive items perfect for gifts. The event saw enthusiastic participation from the staff, who eagerly purchased these unique treasures, with smiles and satisfaction at their well-spent pockets. The mela not only provided an opportunity for the staff to celebrate the festive season but also supported the talented artisans of the Sudha Rehab Centre.

Additionally, an exhibition organized by Tony Catherine (NGO) featured a colorful shopping opportunity at the Clover Infotech office, offering a variety of delicately made articles like oil lamps, embroidered handbags, bead chains, and envelopes once again with a festive focus. The event not only highlighted the rich tradition of handmade crafts but also supported the artisans behind these beautiful creations. The exhibition was well received, and appreciation was shown by the volume of purchase.

As part of our Corporate Social Accountability (CSA) initiatives, we actively participated in **Daan Utsav,** promoting a culture of giving through employee-led donation drives. Additionally, our team supported the **Ghar Ghar Poshan** campaign, contributing to community nutrition awareness and well-being reinforcing our commitment to sustainable and inclusive growth. The community children, looked at as a future, received encouragement from us and were provided the tools and opportunities they need to succeed academically.

Supporting Women in Need – Visit to Sharan Shelter Home

As part of our community outreach under the CSR framework, Clover Infotech extended support to **Sharan,** a shelter home for **destitute women and their children.** Sharan provides a safe, hygienic living environment, nutritious meals, and vocational training to help residents regain independence and dignity. During the visit, our team engaged with the women and children, offering **emotional support, sharing conversations,** and distributing **snacks and gifts.** The initiative was a touching reminder of the power of empathy and our commitment to uplifting vulnerable communities.

4.3 Educating a future workforce

Building Future-Ready Youth and spreading festive joy – YMCA Andheri Initiative

As part of our sustained commitment to community development, Clover Infotech continued its engagement with **YMCA DN Nagar, Andheri,** focusing on both **youth empowerment** and **seasonal outreach.**

Our ongoing training initiative aims to prepare young students for the professional world through interactive sessions led by our **HR team and employee volunteers.** These workshops focus on building essential life skills such as **communication, personal grooming, confidence, and career readiness,** playing a key role in shaping a confident and employable future workforce.

In addition to capacity-building, we celebrated **Christmas at the YMCA Boys Home,** bringing festive cheer to the children through **games, snacks, and thoughtful gifts.** The joy and enthusiasm of the   children were a powerful reminder of the impact of shared moments and community connection.

Together, these initiatives reflect our holistic approach to CSR empowering youth while fostering compassion and inclusion.

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.

CLOVER™
INFOTECH

05
Looking after our own

5.1 Employee Development Programs

Launched in

2005

Batches Till Date

490

Total Trainees Graduated

3,025

Clover Academy

To effectively equip our fresh graduates and lateral consultants, we employ a comprehensive multi-platform training framework that seamlessly integrates theoretical instruction with practical, hands-on experience. This holistic approach features structured coursework, dynamic interactive sessions, and continuous assessments, all meticulously designed to meet with evolving industry standards and client requirements.

Foundational Talent Development

Foundational Talent Development aims at fortifying a continuous learning culture through carefully curated programs. Some of the learning approaches under the Academy Skills program

Foundational Talent Development

Communication skills
Builds oral articulation skills through real-world client and business scenario exposure.

Business Writing skills
Enhances ability to document and write business communication ensuring clarity and comprehension.

On demand Open VILT (Virtual instructor-led training)
Presentation Skills and Business Communication.

O'Reilly Learning Platform
A premium resource hub offering expert-level content, including technical articles, books, and analytics-focused materials.

Cloud Labs
Initiated for Next Gen Associates to practice simulations, to practice on Oracle Cloud applications and benchmark SCM tools.

Educba
A platform delivering industry-relevant video tutorials and certification programs across various domains.

LMS (Moodle)
Our internal learning management system hosting supply chain management (SCM)–specific modules, interactive quizzes, and a comprehensive resource library.

Training Methodology

To promote wholesome learning, our training program incorporates a variety of structured and interactive components

- **Module-wise Checklists** – A systematic roadmap to ensure comprehensive coverage of core concepts.
- **Expert-led Group Discussions** – Collaborative sessions designed to foster knowledge sharing and real-time problem-solving.
- **Scenario-Based Assignments** – Practical exercises that encourage application of concepts in real-world contexts.
- **Mock Tests and Performance Reviews** – Regular assessments to gauge understanding and ensure readiness for client engagements.

Program Benefits

- Improve the delivery capabilities of the organization by enhancing the core project and delivery management competencies through the learning and certification programs.
- Manage the project effectively by applying the knowledge, skills and techniques gained through this learning and certification.
- Hired from tier 2 and 3 colleges and cities, trained in a comprehensive technical/functional and soft skill deployed in projects.

5.1 Employee Development Programs

Impact

Approx **₹1,50,13,058** cost savings for FY'24-25 to the organization by delivering upskilling programs through Virtual Instructor-Led Training (VILT), self-paced recorded sessions, e-books, and online learning platforms. By leveraging in-house digital learning models, the company significantly reduced training delivery costs while expanding reach and ensuring flexibility for learners.

Coverage

- **228 trainees** successfully deployed following batch completion, including spillovers and retrained freshers from the previous year.

- **153** on-demand and scheduled trainings delivered through the internal calendar, covering **2,722 consultants a 5% increase** over last year's participation.

- **398 consultants** from across the client organization were upskilled in FY24-25 through on-demand technical trainings, improving deployment-readiness and technical adaptability.

- **666 consultants** participated in on-demand soft skills trainings, enhancing client communication, teamwork, and workplace professionalism during FY24-25.

- Successfully completed **two internship programs** focused **on AWS Cloud and AI using Python,** providing hands-on exposure to emerging technologies and strengthening Clover Infotech's early talent engagement and technical mentorship efforts.

Digital Learning & Self-Paced Development

To further strengthen a culture of continuous learning, Clover Infotech introduced new digital learning initiatives aimed at self-paced skill development and industry-relevant knowledge

- A self-paced learning initiative was launched in August 2024 across key areas including Database Administration (DBA), Software Development, and Soft Skills. A total of **50 employees** have successfully earning digital badges, while the remaining participants are actively progressing through their individual learning journeys. This phased approach highlights the program's flexibility and its emphasis on tangible learning outcomes that recognize individual achievement.

- To enhance exposure to real-world insights, recorded live events from the online learning platform were made available to employees. A strong cohort **of 93 consultants** actively participated, deepening their expertise in niche and emerging domains and reinforcing the organization's commitment to continuous learning and thought leadership.
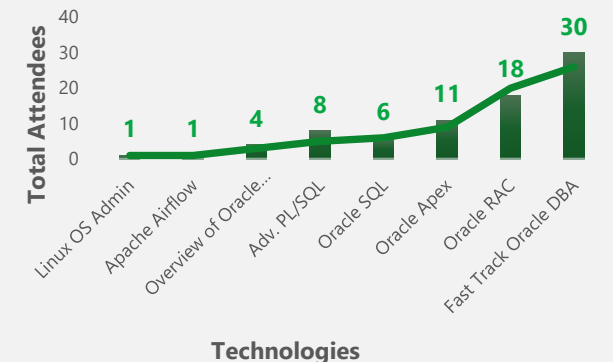
These initiatives promote autonomy in professional development while driving engagement through recognition and exposure to global expertise.

Upskill Training Trends in FY'24-25

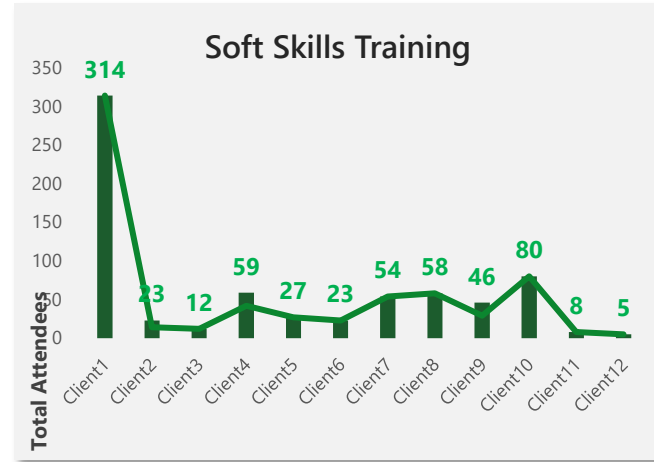Capability Development for Delivery Resources
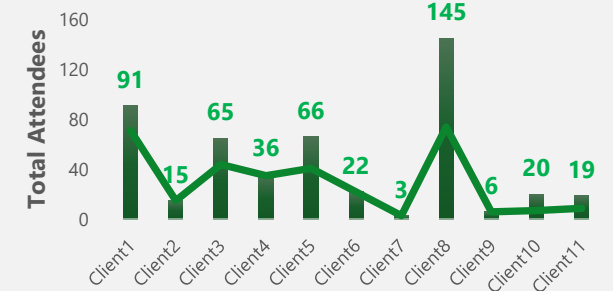
Upskilling Initiatives for Non-Deployed Employees

5.1 Employee Development Programs

Soft Skills Training

Total Trainings	**Total Participants**
140	**2,496**

Environmentally Friendly Training Practices

As part of Clover Infotech's commitment to sustainability, the Academy has adopted eco-conscious strategies that reduce the environmental footprint of its learning and development activities

- **Paperless Training Delivery**
  All training materials including lectures, notes, and assignments are delivered digitally through the Learning Management System (LMS) and collaboration tools, significantly reducing paper consumption across programs.

- **Virtual Training & Remote Learning**
  The majority of training sessions are conducted virtually via platforms like Zoom, Microsoft Teams, and internal LMS portals. This approach not only enables wider accessibility but also minimizes travel-related carbon emissions.

- **Eco-Friendly Assessments**
  Assessments, quizzes, and feedback mechanisms are entirely digital, eliminating paper waste and enhancing efficiency in evaluation and tracking.

- **Digital Certification**
  Trainees receive completion certificates and recognition in digital formats, avoiding the need for printing and physical distribution thereby conserving energy, ink, and paper.

- **Reusable Digital Content**
  Reusable learning resources such as recorded sessions, interactive modules, and e-guides reduce the need to produce new materials for each batch, conserving resources and minimizing redundant effort.

These environmentally responsible practices reflect the Academy's commitment with Clover Infotech's broader ESG goals specifically in reducing resource usage and supporting a low-carbon operational model.

Leadership Development Initiatives: FY'24-25

Building a Future-Ready Leadership

In FY 2024–25, the organization continued its focus on structured leadership development, marking the second consecutive year of delivering targeted leadership programs across multiple organizational levels. These programs were strategically designed to strengthen the internal talent pipeline, empower future leaders, and standardized leadership capabilities with long-term business goals.

In collaboration with Narsee Monjee Institute of Management Studies (NMIMS), two distinct leadership tracks were launched

1. **Foundation Leadership Development Program**
   Aimed at mid-level managers
   - **Participants: 30 (Female to Male ratio 7:23)**
   - **Total Learning Hours: 100 hours per participant** over 12 months.
   - Delivered through a blended approach combining structured classroom sessions, mentoring, and internal knowledge reinforcement.
   - Participants presented **capstone projects** demonstrating application of leadership concepts to real-world work scenarios.
   - **Focus areas:** Leadership fundamentals, people management, decision-making, and strategic thinking.

5.1 Employee Development Programs

2. Advanced Leadership Development Program

Aimed at senior functional and business leaders

- **Participants: 30 (Female to Male ratio 3:27)**
- **Total Learning Hours: 120 hours per Participant** over 12 months.
- Included high-engagement sessions with business leaders, leadership simulations, and strategy-focused modules delivered in partnership with a reputed Indian management institute.
- Concluded with **impact presentations** to senior leadership, linking learning outcomes to business transformation efforts.
- **Focus areas:** Strategic leadership, cross-functional influence, innovation, and transformation.

These leadership programs reflect the organization's sustained commitment to investing in people development and building a robust, future-ready leadership pipeline. By integrating structured learning, real-world application, and senior leadership engagement, these initiatives unify our long-term business strategy and talent sustainability goals.

Senior Management Convocation – Advanced Leadership Development Programme

We proudly marked the successful **convocation of Batch-1** (May 2023 – April 2024) of our **Advanced Leadership Development Programme,** conducted in collaboration with **NMIMS.** This milestone event celebrated the completion of a year-long, high-impact learning journey designed to strengthen strategic thinking, leadership agility, and innovation readiness among our senior leaders.

The ceremony highlighted our continued investment in **leadership excellence,** underscoring our commitment to nurture talent capable of driving future-ready transformation.

Empowering Leadership through AI

As part of the **Strategic Leadership Program,** Clover Infotech conducted a workshop on **Artificial Intelligence** at the **Andheri office.** The session introduced core AI concepts, practical tools, and strategies to harness AI for driving business growth and innovation. This initiative reflects our focus on preparing leaders for a **tech-enabled future.**

5.2 Wellness Workshops and Medical Camps

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 tell us as the actual requirements come from their feedback.

As part of our commitment to employee well-being under the **Social pillar of ESG,** Clover Infotech implemented a variety of health and wellness initiatives

Employee Health Check-up Camp – Supporting Preventive Care

As part of our wellness initiatives, free health check-up camps were organized across our Andheri, Airoli, Pune, and Gurgaon offices. The camps offered basic health screenings, encouraging employees to take proactive steps toward managing their well-being.

Participation across locations reflected strong engagement

- **Andheri:** 211 employees
- **Airoli:** 305 employees
- **Pune:** 105 employees
- **Gurgaon:** 30 employees

This initiative underscores Clover Infotech's commitment to fostering a culture of preventive care and prioritizing employee health.

5.2 Wellness Workshops and Medical Camps

- To mark **International Yoga Day,** guided sessions were held **across our Andheri, Airoli, Pune, and Dubai offices,** led by a professional yoga instructor. Employees actively participated in the sessions, which focused on relaxation techniques and the benefits of incorporating yoga into daily routines. The initiative promoted **physical and mental well-being,** reinforcing our commitment to a healthier workplace.

- Organized **annual health checkups** in partnership with ICICI Lombard for senior employees, and **basic health screenings** for all employees across India.

- To mark **World Hypertension Day,** a company-wide **awareness mailer** was circulated, highlighting the importance of **monitoring blood pressure** and maintaining heart health. The initiative encouraged employees to adopt preventive habits and stay informed about cardiovascular well-being.

- An insightful awareness session was held on the occasion of **World Heart Day,** led by Dr. Pramod Reddy, Clinical Director – Cardiothoracic and Vascular Surgery. The session focused on **preventive heart care, lifestyle choices, and early warning signs,** equipping employees with practical knowledge to support long-term cardiovascular health.

- A health-focused webinar was conducted by **Dr. Shweta Rastogi,** Ph.D. in Food and Nutrition, addressing strategies to **stay safe during extreme heat conditions.** The session emphasized the public health risks posed by rising temperatures and offered practical guidance on hydration, nutrition, and heat illness prevention.

- In observance of **World Mental Health Day,** Clover Infotech organized a webinar led by **Ms. Mukta Agarwal,** an experienced mental health counsellor. The session was focused on **stress management,** emotional resilience, and achieving a balanced work-life approach. This initiative highlights our continued efforts to prioritize mental health and build a supportive, empathetic work environment.

- Rolled out a **Road Safety Awareness campaign,** especially targeting monsoon-related driving safety, reiterating our culture of safety and responsibility.

- Continued **POSH (Prevention of Sexual Harassment) awareness programs,** ensuring Internal Committee (IC) compliance and a respectful, zero-tolerance workplace culture.

- Delivered **HR policy awareness sessions,** promoting transparency, compliance, and employee empowerment.

- Advanced **financial wellness** through sessions on the **National Pension Scheme (NPS)** and **tax planning,** supporting long-term financial literacy and retirement preparedness.

5.3 Employee Bonding and Benefits

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.

Strengthening Your Finances

Our periodic webinars are conducted to raise awareness on financial planning, investments. Additionally, benefits program including tax-efficient options, life and accident insurance, and Mediclaim coverage.

In support of financial well-being, an **ITR Helpdesk** was set up at the **Andheri office,** giving employees direct access to tax consultants for guidance on income tax return filings. This hands-on initiative simplified compliance and was met with positive feedback for its practicality and care.

Assistance with tax return preparation and filing

Support with tax payment and refund processing

Guidance on tax deductions and exemptions

Ensure timely filing to avoid any late filing penalties

State of the mind
A happy mind is a productive one!

Apart from the mental factor the physical wellbeing adds to employee confidence. Our programs covering "look good, feel good!" are designed to guide employees towards better sleep and eating habits.

There are many ways that one can sooth the mind. Clover Infotech offers various programs that they strongly believe in where employees can volunteer their services and time. These include teaching and grooming services to children and young adults, and social services like visits to the institutions, housing, the aged and destitute.

We provide the below key benefits to ensure employees can strike a positive work-life balance in all that they do

- Clover Infotech commits to provide 26 weeks of paid maternity leave to female employees; five days of paid leave to male employees/secondary caregivers to be used within the first 90 days after childbirth, and 12 weeks of paid leave for adoption. Women employees have the option of extended parental leave (90 days on an unpaid basis) to care for and bond with a newborn child anytime within the first year after childbirth.

- All employees in India are covered under medical and accident insurance policies. These benefits are also provided to employees across geographies consistent with applicable laws in each jurisdiction.

5.4 Employee Connect

As part of our continued focus on employee engagement and organizational transparency, a **monthly internal newsletter** was published throughout FY'2024–25 (April 2024 to March 2025).

This initiative aimed to
- **Foster a sense of connection** across teams and geographies,
- **Promote awareness** of key organizational updates,
- **Celebrate achievements and milestones,** thereby strengthening a culture of inclusivity and shared purpose.

Each edition highlighted
- Leadership messages and strategic priorities,
- Departmental updates and employee spotlights,
- ESG and diversity initiatives, and
- Upcoming events and opportunities for employee involvement.

The newsletter served as a consistent communication channel that helped employees stay informed, engaged, and connected with the organization's values and goals.

Diya Goes Live on iConnect 2.0

As part of our ongoing **digital transformation** and employee support initiatives, **Diya**, our internal helpdesk assistant, is now integrated into **iConnect 2.0.** This enhancement ensures quicker access to information and seamless resolution of employee queries anytime, anywhere. It reflects Clover's commitment to improving **employee experience, accessibility, and responsiveness.**

Chai Time with The Practices Team – Conversations that Connect & Enlighten

Chai Time is a unique platform designed to foster open dialogue between employees and Clover Infotech's senior leadership. In a recent session, **Mr. Sandeep Malunjakar**, Vice President – Practices, engaged with Cloverites, sharing insights into the company's **Practices and Strategic Alliances.** The session offered a valuable opportunity for employees to gain deeper understanding of business functions while strengthening leadership accessibility and knowledge-sharing across the organization.

Strengthening Connections with Pune

Our HR team actively engaged with teams across the **Pune office,** fostering meaningful connections and open dialogue. These interactions helped strengthen employee relationships, reinforce organizational values, and build a more connected and collaborative workplace culture.

Reaching out

We at Clover Infotech ensure that our employees at client 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 and experiences.** We assure our employees that we always have their back. At those two-way communication sessions, a helpdesk addresses their queries, **clarification on policies, benefits and Do's and Don'ts as per company policies.**

Total Sessions	Employee Reached
134	**3,339**

Purpose and Focus Areas

1. Mediclaim Awareness
- Educated employees on health insurance coverage, claim process, and eligibility criteria.

2. Attendance & Punch-in Discipline
- Reinforced the importance of regular attendance and outlined client's compliance expectations.
- Addressed practical challenges and explained consequences of non-compliance.

3. Grievance Redressal
- Provided a safe space to voice work-related concerns.
- All concerns were formally documented and shared with relevant departments for resolution.

5.4 Employee Connect

4. Training Needs Identification

- Facilitated two-way dialogue to uncover knowledge or skill gaps.
- Insights were used to design targeted follow-up training sessions.

5. Workplace Conduct & Professionalism

- Guided employees on appropriate behavior, dress code and communication at client sites.
- Covered escalation protocols, reporting lines, and expected decorum in external-facing roles.

Soft Skills Training through Employee Connect

As part of the broader **Employee Connect initiative,** soft skills training programs were strategically designed and delivered based on **training needs identified during on-site interactions** with employees.

Onsite Training	
Sessions	Employees Attended
77	1,392

Organization Level Training	
Sessions	Employees Attended
125	2,868

5.5 Awards and Appreciation

Recognizing Excellence

To nurture a culture of appreciation and high performance, **341 employees** were recognized across multiple award categories during **FY 2024–25.** The program honored individuals and teams who demonstrated exceptional performance, innovation, collaboration, and client-centric impact.

Recognition Categories

- **Pat on the Back:** Acknowledging efforts that exceed regular responsibilities and reflect consistent quality.

- **Innovator Award:** Celebrating creativity in process improvement, automation, and out-of-the-box thinking.

- **Circle of Influence:** Recognizing those who drive business value through expertise, communication, and strategic insight.

- **Clover Champion:** Honoring those who represent the organization with distinction at client locations.

- **The Pillar & The Enabler:** Awarding behind-the-scenes contributors who provide critical, reliable support to teams and projects.

- **ACE Award:** Highlighting all-around top performers who set benchmarks in delivery and excellence.

- **Team Award:** Recognizing collective success through outstanding collaboration and execution.

Program Impact

- Reinforced a culture of recognition, motivation, and ownership
- Encouraged innovation and initiative across all levels
- Boosted morale and engagement, especially among client-facing teams
- Created visible role models who embody organizational values

Ongoing Strengthening & Expansion

At Clover Infotech, recognizing excellence is central to fostering a motivated, committed, and values-driven workforce. Our approach to appreciation spans all levels of the organization from senior leadership to teams across functions and geographies promoting a culture of respect and long-term engagement.

Senior Leadership Tenure Award Ceremony – Honoring Enduring Commitment

A special ceremony was hosted at our **Mumbai office** to celebrate the remarkable service and dedication of the **Senior Leadership Team.** The event featured the presentation of commemorative mementos by **the CEO and CXOs,** followed by a cake-cutting to mark the occasion. This celebration recognized the pivotal role our leaders have played in steering the organization's growth and culture, while reaffirming our appreciation for their enduring contributions.

Reward & Recognition and Tenure Awards – Quarterly

Every Quarter, we hold a vibrant **Reward & Recognition** and **Tenure Awards** ceremony across the locations, celebrating **achievers** and tenure awardees. Employees were honored for their exceptional performance, dedication, and service milestones.

The event brought together Cloverites from various teams and client locations in a joyful celebration of collective success. Shared meals, engaging conversations, and the spirit of camaraderie made it a memorable day reflecting the unity and appreciation that define the culture at Clover Infotech.

5.5 Awards and Appreciation

Hyderabad Employee Connect & Recognition

An interactive visit to our **Hyderabad** office brought leadership and employees together through a **connection session and R&R celebration.** Individual interactions, open dialogue, and a cheerful awards ceremony with mementos created a positive and engaging experience for all.

On **September 27, 2024,** Clover Infotech hosted a **combined Reward & Recognition and Tenure Awards Ceremony** at Pune location, honouring exceptional contributions across multiple quarters

- **R&R Awards:** Q2, Q3, Q4 of FY 2023–24 and Q1 of FY 2024–25
- **Tenure Awards:** Recognizing service milestones from FY 2019–24

Employees were felicitated with **certificates and awards** in a celebratory setting that reflected the company's culture of appreciation and unity. The event brought together teams from across locations, strengthening connections and celebrating shared success.

The program was extended to **client locations,** ensuring that frontline excellence was acknowledged where it mattered most. These recognitions served as strong motivators and built deeper employee-client connect.

In addition, recognition and engagement activities were successfully rolled out in the **Chennai region,** with plans to **scale further across all delivery locations** in the coming year.

7.1% of employees recognized for exemplary contributions in FY 2024–25. Recognition is driven by impact, behaviour, and balance with business and client success. The program continues to scale across geographies and roles.

5.6 Festival Frolic

India is a land of festivals and who doesn't thoroughly enjoy the beauty, the colors, 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
In the spirit of Ganesh Chaturthi, Clover Infotech embraced both **cultural reverence** and **environmental responsibility.** Employees participated in a **photo competition** showcasing eco-friendly Ganesh idols, accompanied by write-ups on the making process promoting sustainability in celebrations.

To further engage our teams, a series of **online competitions** were held, allowing employees to celebrate the festival virtually with creativity and enthusiasm. The vibrant participation brought the festive spirit alive across locations and reinforced our inclusive and joyful workplace culture.

Navratri
A 9-day extravaganza of color 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 colors of the festival. A dance, with its origins in Gujarat called 'Garba' was also played and enjoyed by all present.

5.6 Festival Frolic

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, fun games and competitions across the locations. .

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.

Republic Day

Across all offices with patriotic-themed activities and cultural programs. Employee participation reflected a strong sense of national pride, camaraderie, and our ESG commitment to creating an inclusive and engaging work environment.
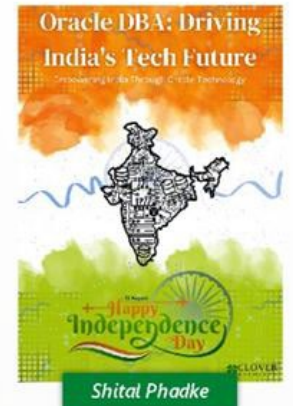
5.7 Harnessing Diversity, Promoting Equality, Supporting Gender Balance

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

To mark **International Women's Day,** Clover Infotech celebrated the **resilience, achievements, and contributions** of women across our offices. We had organized a thoughtful **Instant Photo with Frame** activity at our **Andheri and Airoli** locations, offering women employees a cherished keepsake of the occasion.

Adding to the celebration, a high-energy Zumba session was hosted at the Andheri office, promoting wellness and fun through enthusiastic participation. These initiatives reflect our commitment to fostering an inclusive, empowering, and joyful workplace for women.

2. Periodic Employee Feedback

We have conducted periodic employee feedback sessions to ensure that every voice is heard. These initiatives have proven instrumental in strengthening our culture of inclusion and belonging, helping employees feel valued and supported regardless of gender, background, or designation.

3. Inclusive Culture and Talent Retention

Employee inputs have directly contributed to enhancements in workplace practices, improving not only employee engagement but also our brand as an employer of choice in a competitive IT talent landscape.

4. Merit Beyond Marks: Inclusive Hiring Practices

We believe talent cannot be measured by academic percentages alone. Our hiring process is intentionally designed to look beyond top ranks and grade brackets, focusing instead on the skills, potential, and attitude a candidate brings. This inclusive approach ensures that individuals from varied educational and socio-economic backgrounds are given equal opportunities to be considered for roles based on capability not just credentials. By challenging traditional filters in recruitment, we are building a more diverse, dynamic, and equitable workforce.

5. Inclusive Leadership by Example -

Developing future people managers is a strategic priority. Rather than relying solely on formal training, we emphasize learning through observation where employees draw inspiration from the inclusive behaviors of top and senior management. This approach promotes fairness, openness, and readiness to take on challenges, supporting our goal of building a bias-free, equitable leadership pipeline.

5.7 Harnessing Diversity, Promoting Equality, Supporting Gender Balance

6. Respecting Faith, Fostering Unity

At Clover Infotech, we embrace the cultural and spiritual diversity of our workforce by creating space for shared traditions and inclusive celebrations. On August 21, 2024, we hosted a Satyanarayana Puja at our Andheri office, bringing teams together in a spirit of gratitude, harmony, and collective prayer.

Similarly, during the holy month of **Ramzan,** we organized a **Quran Recitation Ceremony** at our Andheri and Airoli offices, offering employees a serene space for reflection and spiritual connection.

These observances reflect our commitment to **respecting diverse faiths** and fostering an inclusive workplace where all employees feel seen, valued, and free to express their cultural and religious identities with dignity.

5.8 Health and Safety Risk Assessment

Clover Infotech is committed to making our workplace healthy and safe for our colleagues. At Clover Infotech we conduct risk assessments annually. We evaluate potential risks associated with our IT and Non-IT operations to identify its negative impact if any. It also helps us to comply with the 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. As per our Hazard Identification and Risk Assessment (HIRA), it was concluded that there were no high-consequence injuries.

We also encourage our employees to report work-related hazards or near misses they may notice.

Participation in the Safety committee: Clover Infotech has a safety committee, which meets periodically and participates in risk assessments, safety inspections, incident investigations, and hygiene audits under ISO 14000 and ISO 45001 certifications.

During the financial year 2024–25, the organization recorded **zero work-related injuries** among all employees and contractual workers operating within our premises. As a service-based organization, Clover Infotech operates in an **office-based, low-hazard** environment, where the

risk of occupational injuries is minimal. Nonetheless, we maintain a **proactive Occupational Health and Safety (OHS) framework** that includes

- **Regular fire and emergency drills,**
- Availability of **first aid kits and trained responders,**
- **Ergonomic infrastructure** (e.g., seating, workstation layout), and
- **Periodic safety briefings** by the Administration team.

All health and safety-related incidents are monitored and reviewed internally, and **no occupational illnesses or lost-time incidents** were reported during the year. The organization remains committed to maintaining a **safe, healthy, and compliant workplace** for all employees and contractors
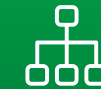

Our Approach

Leadership
Leadership commitment and taking on us.

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

Promoting
Promoting a culture with a sense of belonging.

06
Corporate Governance and its structure

6.1 Maintaining Pristine Business Practices

Corporate Governance

Clover Infotech is committed to strong corporate governance, which forms the foundation of our ethical business conduct and long-term value creation. Our **Board of Directors** play a pivotal role in providing strategic oversight and ensuring accountability across all levels of the organization.

The Board comprises individuals with **diverse expertise, high competence**, and extensive experience. This diversity enables balanced decision-making and helps shape the company's strategy in line with evolving business goals and stakeholder expectations.

At the highest level of governance, the Board also steers our **sustainability agenda,** offering direction on ESG initiatives, risk mitigation, long-term planning, budgets, and policy formulation. The Board convenes **quarterly** to review progress and address key matters.

To support effective governance, the Board is assisted by **specialized committees** each established with formal Board approval focused on specific domains such as audit, CSR, investments, and more. These committees enable deeper review and informed decision-making, highlighting our commitment to transparency, compliance, and responsible management.

Board of Directors

As of March 31, 2025, 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 *Director (Promoter/Chairman)*	2000
02	Mr. Azim Faizullah Tapia *Director (Promoter)*	2021
03	Mr. Farokh Kekhushroo Banatwalla *Director (Non-Executive)*	2009
04	Mr. Shrikant Keshav Navelkar *Director (Executive)*	2013

Board Diversity

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

Board Independence

As Clover Infotech is a Private Limited Company, the appointment of Independent Directors is not mandated under applicable corporate governance regulations. Accordingly, no Independent Directors have been appointed to the Board. The company continues to adhere to all statutory requirements applicable to its structure while maintaining transparency and oversight through its existing governance mechanisms.

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

87.5%
**Board meetings were attended in the last business/fiscal year**

6.1 Maintaining Pristine Business Practices

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 2024-25 the company has spent ₹42,83,546 on CSR initiatives through various implementing agencies (Registered Trusts/Societies) in the following Areas

Education | Medical Care | Poverty Relief

CSR Expenditure

- Education: 78
- Medical Aid: 12
- Poverty Relief: 10
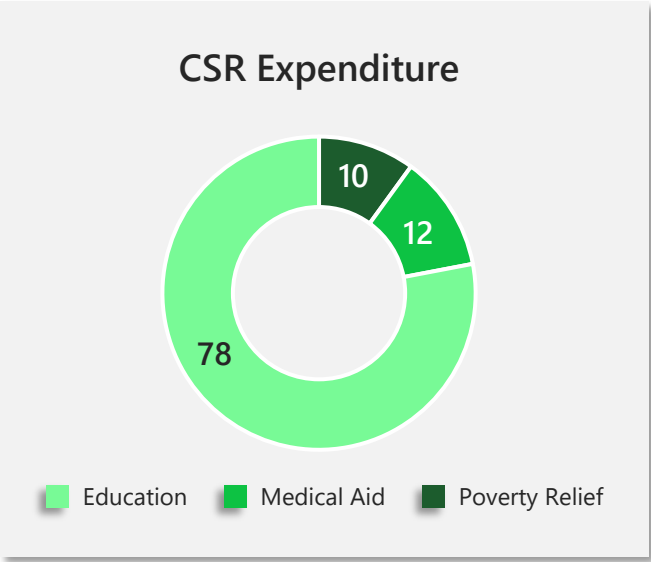
Roles and Responsibilities of Board Committee

Corporate Social Responsibility (CSR) Committee

The CSR Committee is entrusted with overseeing and guiding the company's Corporate Social Responsibility initiatives. It provides strategic direction, approves annual goals and focus areas, allocates budgets, and monitors the implementation and impact of CSR programs. The committee ensures that all activities harmonies with the company's values and applicable statutory requirements, reinforcing our commitment to inclusive and sustainable development.

The CSR Committee Responsibilities

- Recommending the **CSR Policy** to the Board, outlining activities to be undertaken in accordance with Schedule VII of the Companies Act.

- Proposing the annual CSR budget for Board approval, in line with the company's CSR objectives.

- Regularly monitoring the CSR Policy and recommending updates to the Board as needed to reflect any change in scope or focus.

- Defining the **implementation modalities** and tracking the progress of CSR initiatives.

- Reviewing and recommending the **design and budget of CSR projects** proposed by implementing partners for Board approval.

- Overseeing the **monitoring mechanisms** for both CSR activities and the overall policy framework.

- Ensuring the formulation and timely execution of the **Annual Action Plan** for CSR spending.

- Supervising the **implementation and reporting** of CSR projects as approved by the Board, ensuring compliance, impact measurement, and transparency.

Audit and Accounts Committee

The Audit and Accounts Committee plays a critical role in ensuring financial integrity, regulatory compliance, and robust risk management practices. Its primary responsibilities include

- Approving the appointment and terms of Internal and Statutory Auditors.

- Reviewing the financial statements and audit reports, including the quarterly financials in coordination with management prior to Board submission.

- Evaluating the company's accounting policies and guiding on the adoption of new or revised accounting standards and practices relevant to the industry.

- Supervising major accounting entries and ensuring conformity with applicable regulations and industry norms.

6.1 Maintaining Pristine Business Practices

- Reviewing proposals for new or renewed loans and banking limits.
- Assessing the effectiveness of internal financial controls and risk management systems.
- Evaluating the adequacy and performance of the Internal Audit function.
- Reviewing the findings and recommendations of Internal and Statutory Auditors, ensuring timely corrective actions.
- Addressing any additional matters as may be required under the Committee's charter or as delegated by the Board.

Investment Committee

The Investment Committee is responsible for overseeing the company's investment strategy and ensuring correlation with financial prudence and long-term value creation. Its key responsibilities include

- Monitoring the company's existing investments and reviewing proposals for new investments.
- Recommending investment decisions to the Board for approval, based on strategic and financial considerations.
- Undertaking any additional activities as deemed appropriate by the Committee, subject to approval or direction from the Board of Directors.

Independent Validation

In accordance with applicable provisions of the Companies Act, the Company has appointed an **independent third party as the Internal Auditor** to provide objective assurance and insights into governance, risk management, and control processes.

Internal audits are conducted periodically to identify potential vulnerabilities and recommend appropriate mitigation measures. The key objectives of the internal audit function include

- Evaluating the effectiveness of the Company's **internal controls.**
- Ensuring **compliance** with applicable laws, regulations, and internal policies.
- Supporting the development of **robust procedures and governance frameworks.**
- Promoting **integrity, accountability,** and continuous improvement across operations.

Taxation

Clover Infotech follows **responsible and transparent tax practices,** ensuring all statutory and regulatory obligations are met accurately and within prescribed timelines. Tax compliance is viewed as a **contribution to society,** not merely a legal formality.

The **Finance team** manages the company's tax governance, overseeing adherence to relevant regulations and identifying potential tax-related risks. Key updates and compliance matters are regularly reported to the Board, ensuring transparency and informed oversight.

6.2 Supply Chain Sustainability

While currently focused on operational support and vendor coordination, the Administration team is working toward integrating sustainability principles into supply chain practices.

A company's supply chain plays a significant role in shaping its overall environmental, social, and economic impact. Over the long term, business performance is increasingly influenced by how effectively these impacts are identified, managed, and mitigated. As supply chains evolve and expand, keeping them connected with sustainability expectations poses both challenges and opportunities. Our supply chain program is designed with a comprehensive understanding of these dynamic requirements, ensuring responsiveness to both operational needs and responsible sourcing principles.

Supply Chain Dynamics – Procurement

Our procurement approach is centered on transparency, operational efficiency, and regional economic contribution. The Administration department manages all vendor and supply relationships, ensuring the continuity of essential services while blending procurement activities with the organization's environmental, health, and safety values.

Local Sourcing Commitment – 100%

All products and services are procured from suppliers based in Maharashtra, reflecting our strong commitment

to supporting the local economy. This focused sourcing model **helps reduce logistics costs, improve delivery timelines, and foster long-term partnerships** with local suppliers. Additionally, **local sourcing contributes to our carbon footprint reduction strategy,** as it minimizes the need for long-distance transportation.

Procurement Governance and Vendor Evaluation

We follow a structured and transparent procurement process, integrated with internationally recognized management system standards. Vendors are evaluated annually using a standardized assessment form based on the requirements of ISO 14001:2015 (Environmental Management) and ISO 45001:2018 (Occupational Health & Safety Management). These evaluations ensure that suppliers conform with our environmental and safety standards.

As part of our procurement diligence

- **A minimum of three vendor quotations** are considered during the selection process to ensure competitiveness and fairness.

- **Procurement records are regularly audited** as part of our external ISO audit cycle, supporting traceability, compliance, and continual improvement.

- Our **Environmental and Occupational Health & Safety (EOHS) policies are communicated to all vendors,** reinforcing our commitment to responsible sourcing and sustainable business practices.

Inclusivity and Future Readiness

Although we do not currently operate under a formal preferential procurement policy or targeted program for marginalized or vulnerable groups, we ensure that all procurement processes remain **fair, inclusive, and transparent, offering equal opportunities** to all qualified suppliers.

Looking ahead, we aim to **formalize our existing procurement framework into a documented policy by FY 2025–26,** strengthening supplier governance and further integrating sustainability considerations into procurement decisions.
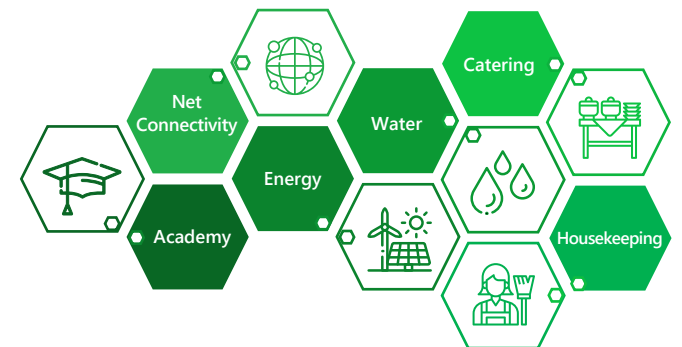
6.2 Supply Chain Sustainability

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.

6.3 Value Chain at Clover Infotech

Internal stakeholders, such as employees and internal teams, directly contribute to the operational delivery and quality of our services. External stakeholders, including customers, suppliers, regulators, and communities, influence and shape our value chain through demand, compliance requirements, and broader societal expectations. Each group plays a vital role in driving our sustainability performance across regions.

Our Stakeholders

Internal	External
Employees	Customers
Investors	Suppliers
	Community

Corporate Quality

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

The Corporate Quality Team at Clover Infotech continues to play a foundational role in embedding a culture of excellence, compliance, and sustainability across the

organization. In agreement with our Environmental, Social, and Governance (ESG) framework, we ensure that our internal policies, standards, operational systems, and quality personnel collectively drive responsible business practices and long-term value creation.

I. Governance Frameworks and Global Standards

As a technology services organization committed to sustainable performance and stakeholder trust, Clover Infotech maintains a strong foundation of globally recognized standards and internal control mechanisms. These not only guide our operational excellence but also anchor our ESG responsibilities in governance, compliance, and continuous improvement.

- **ISO 9001:2015 (Quality Management System)** Our QMS framework drives consistent service delivery with a strong emphasis on customer satisfaction, compliance, and process optimization. Internal audits, management reviews, and KPI-based assessments support our cycle of continuous improvement.

- **ISO 14001:2015 (Environmental Management System):** We are committed to minimizing environmental impacts across our operations. Our EMS governs energy efficiency initiatives, waste

reduction measures, and resource optimization, contributing directly to Clover Infotech's carbon footprint reduction targets and sustainability goals.

- **ISO 45001:2018 (Occupational Health & Safety Management System):** Protecting employee well-being is central to our operations. This standard enables a proactive, risk-based approach to workplace safety, incident prevention, and health promotion.

- **ISO/IEC 27001:2022 (Information Security Management System):** Data privacy and information security are integral to our operations. This standard strengthens our cybersecurity resilience and underpins our efforts to protect client and organizational data, directly supporting responsible digital governance under the ESG umbrella.

- **SOC 2:** Our SOC 2 Type II attestation validates the effectiveness of our internal controls around security, availability, processing integrity, confidentiality, and privacy key to maintaining client trust and regulatory compliance.

Each standard is mapped to specific ESG performance indicators, ensuring that our certifications are not just compliance requirements but strategic enablers of sustainable growth and ethical governance.

6.3 Value Chain at Clover Infotech

II. Policy Governance and Operational Accountability

A cornerstone of our governance approach is the development, revision, and institutionalization of **policies and standard operating procedures (SOPs)** that are reflective of international standards, national regulations, and ESG based practices.

In 2024–25, we

- Developed **new policies and SOPs** focused on data protection, ethical conduct, workplace safety, carbon usage, and third-party compliance.

- Aligned policy frameworks with globally recognized standards such as ISO/IEC 27001 (information security), ISO 14001 (environmental management), and ISO 45001 (occupational health and safety).

- Integrated ESG indicators and KPIs into SOPs, ensuring operational adherence to sustainability commitments and stakeholder expectations.

These living documents guide operational conduct, improve transparency, and mitigate compliance risks across business units.

III. Digital Quality Systems and Platforms

To ensure consistent implementation and monitoring of our integrated management systems, we have invested in a digital platform that support process automation, compliance tracking, and data-driven decision-making. These include

- **Audit Management:** Enables end-to-end lifecycle management of internal audits, including planning, scheduling, execution, and tracking of corrective actions. It ensures timely closure of audit findings and readiness for external surveillance or certification audits.

- **Enterprise Quality Management System (QMS) Platforms:** Provide centralized document control, risk management, non-conformance reporting, and performance tracking. These platforms also facilitate seamless collaboration across functions, ensuring that all stakeholders remain harmonized with quality and compliance requirements.

- **Environmental Monitoring and Reporting:** These Objective reporting capture and track environmental KPIs such as energy usage, emissions, paper consumption, and recycling metrics. Objective metrics provide insights into trends and progress against sustainability targets. These systems form the backbone of our ESG data integrity, transparency, and continuous improvement efforts.

6.3 Value Chain at Clover Infotech

IV. Skilled Personnel and Competency Framework

Clover Infotech's quality and compliance efforts are led by a dedicated team of qualified internal auditors, Quality leads, EOHS, and information security professionals. These individuals hold certifications such as

- IRCA/Lead Auditor/Internal Audit Certifications in ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, and ISO/IEC 27001:2022

- SOC 2 implementers

- CISM Certified professionals

Our Corporate Quality Team operates under a robust **Competency Development Framework,** ensuring that all personnel are regularly upskilled through training, workshops, and refresher sessions stay with emerging standards and ESG trends.

Moreover, the team leads cross-functional awareness initiatives on environmental compliance, cybersecurity hygiene, occupational safety, and ethical practices, thereby fostering a culture of quality, accountability, and ESG-conscious behavior throughout the organization.

Quality Leadership
Strategic direction and governance

Certified Specialists
Domain expertise and technical knowledge

Continuous Learning
Ongoing skill development and improvement

Trained Teams
Operational excellence and implementation

V. Looking Ahead - Elevating Quality with ESG Integration

Clover Infotech's Corporate Quality Team is evolving its role from compliance monitoring to a catalyst for ESG-led value creation. Building on our ISO 9001, ISO 14001, and ISO 45001 certifications, we aim to embed ESG principles more deeply into our quality systems and value chain governance. Looking ahead, our priorities include

- Expanding audit frameworks to incorporate ESG metrics,

- Digitalizing quality assurance processes for better traceability and responsiveness, and

- Enhancing supplier evaluations to conform with environmental and social standards.

We are also investing in upskilling our teams to navigate emerging ESG requirements and engage stakeholders more meaningfully. These efforts will help Clover Infotech remain agile, responsible, and synchronized with global expectations on transparency, accountability, and sustainable delivery.

6.4 Information Security, Cybersecurity, Data Privacy and Risk Management

Clover Infotech's Information Security Strategy: Enabling Trust and Resilience in a Digital World.

Our commitment to strong information security underpins our ESG strategy by ensuring responsible digital operations, customer trust, and regulatory compliance. Through certified governance frameworks and resilient practices, we safeguard the digital ecosystem that powers our services.

At Clover Infotech, we recognize that trust, confidentiality, and data integrity are foundational to the services we deliver across BFSI and non-BFSI sectors. As an ISO/IEC 27001:2022 certified organization, we are committed to the highest standards of information security, ensuring robust governance over data handling, access controls, and risk mitigation. Additionally, we conduct SOC 2 Type II assessments on client demand, reinforcing our coordination with global best practices in data privacy, availability, and processing integrity. Our security-first approach combines technical, physical, and procedural safeguards to protect client data throughout its lifecycle, enabling secure digital transformation and regulatory compliance across industry verticals.

The Board of Directors, along with the CEO and Chairman, regularly reviews Clover Infotech's Information and Cybersecurity Management System, including the progress and performance of service delivery. These reviews are conducted on a quarterly basis and are presented to stakeholders annually as part of our governance transparency.

The organization has appointed a Chief Information Security Officer (CISO) who is responsible for overseeing the information security strategy, defining and implementing security policies, ensuring incident response readiness, and maintaining compliance with client-specific requirements and applicable regulatory standards.

Clover Infotech has been ISO/IEC 27001:2022 certified since 2019 and consistently meets the requirements of external audits. We also conduct regular Vulnerability Assessments and Penetration Testing (VAPT) on our critical systems to proactively identify and mitigate risks, reinforcing our commitment to information security.

Governed by Policy ➤ **Driven by Controls** ➤ **Strengthened by People**

Our Information Security Strategy is structured around a layered defense model that integrates preventive, detective, and responsive capabilities, reinforced by strong governance, employee awareness, and continuous improvement.

Technical & Operational Controls

We have implemented a multi-layered security architecture, matched with our ISMS scope and reviewed annually to ensure ongoing relevance and effectiveness.

- **Preventive Controls:** Firewalls, endpoint protection, secure configurations, and strict access restrictions reduce the attack surface and enforce system hardening.

- **Detective Controls:** Our Security Operations Center (SOC) and DLP mechanisms provide 24/7 monitoring, anomaly detection, and threat identification across endpoints, networks, and cloud environments.

- **Responsive Capabilities:** A defined Incident Management mechanism enables rapid containment, investigation, and recovery. This is supported by tested Business Continuity and Disaster Recovery (BC/DR) procedures to ensure operational resilience.

6.4 Information Security, Cybersecurity, Data Privacy and Risk Management

Physical Security Governance

The safety and security of our employees, assets, and infrastructure are fundamental to our operational integrity. As part of our organizational governance under the ISO/IEC 27001:2022-based Information Security Management System (ISMS), we have successfully implemented defined security perimeters, along with controls over the siting, strength, and access to those perimeters, in line with the standard's physical and environmental security requirements. These measures are in place across all office locations, ensuring proactive risk management, workplace safety, and continuously attuned with our information security objectives.

Facility Surveillance and Monitoring

All our office premises are under 24/7 CCTV surveillance, with cameras strategically installed in key access points, common areas, and external entry zones. Surveillance footage is retained for a period of 30 days, as per our internal security policy, and is used solely for safety and incident investigation purposes.

The health status of surveillance systems is monitored through regular checks by the Administration team. Fortnightly reports are shared with the relevant internal stakeholders to ensure continuity, performance, and immediate resolution of any technical issues.

Access Control and On-Site Security

To ensure the physical security of critical infrastructure and restricted areas, our organization has implemented a structured Access Control System managed by the Administration team. Access is granted based on employee roles and business requirements, in keeping with the principles of least privilege and need-to-access.

- Access card mechanisms are in place across all facilities, supporting multiple access categories, including
  - ✓ Permanent employee access
  - ✓ Temporary or time-bound access
  - ✓ Visitor access with proper authorization

- Access control machines and dedicated software are used to manage and monitor access events. Access cards are issued only to authorized personnel following formal approval protocols.

- Restricted areas, such as the Server Room and UPS Room, are subject to role-based access control, and access rights are reviewed periodically by the Administration Head to ensure continued relevance and security compliance.

This approach ensures that physical access to sensitive zones is controlled, logged, and auditable, contributing to our adherence to ISO/IEC 27001:2022 physical and logical access control requirements and supporting our broader ESG and information security goals.

Visitor Management

We maintain comprehensive visitor access records through both digital software-based registers and physical logbooks for all the locations. This dual-layer tracking ensures traceability and supports audits when needed.

Visitor identification and authorization procedures are in place to safeguard internal spaces and data. Our front desk and administration/security staff are trained to manage visitor movement, issue visitor badges, and monitor adherence to organizational protocols.

6.4 Information Security, Cybersecurity, Data Privacy and Risk Management

Data Privacy and Information Protection

The safeguarding of personal and sensitive data belonging to clients, employees, and partners form an integral part of our operational and governance practices. Our data privacy framework is reconciled with international standards and evolving regulatory requirements to ensure responsible data handling.

Privacy Governance Framework

Our organization has implemented a Data Privacy Governance Framework that meets with

- ISO/IEC 27001:2022 – Information Security Management System (ISMS)
- The upcoming Digital Personal Data Protection (DPDP) Act, 2023 in India
- Client-specific contractual obligations for data handling and confidentiality

We follow the principles of lawful, fair, and transparent processing, with a strong focus on data minimization, purpose limitation, access controls, and security-by-design.

Key Data Privacy Practices

- **Access Control:** Role-based access, multi-factor authentication and periodic review of user/privilege are enforced to limit access to sensitive data.

- **Data Handling Policies:** Data classification, retention, and disposal guidelines are defined and followed rigorously.

- **Third-Party Data Sharing:** Vendor contracts include clauses on confidentiality, data security, and breach notification.

- **Data Subject Rights:** Mechanisms are in place to support rights related to access, rectification, and erasure of personal data.

- **Incident Management:** A structured escalation and response mechanism is in place for privacy-related incidents or breaches.

Information Security Governance

Our ISMS is governed by a dedicated Information Security Audit Team, with oversight from senior management. All security policies, procedures, and standards are formally documented, communicated, and subject to annual review.

Key governance practices include:

- Clearly defined roles and responsibilities
- Board-level risk reporting
- Structured internal audits and compliance reviews

Risk Assessment & Treatment

We conduct periodic risk assessments covering organizational assets, third-party dependencies, and emerging cyber threats. Risk treatment plans are created based on business impact and regulatory obligations, with proactive remediation strategies.

Our ISMS ensures alignment with:

- ISO/IEC 27001:2022 controls
- SOC 2 Trust Principles
- BFSI sector regulations (e.g., RBI & SEBI guidelines)
- Client-specific information security requirements

6.4 Information Security, Cybersecurity, Data Privacy and Risk Management

Training and Awareness

To strengthen our information security culture and ensure regulatory compliance, we conduct regular training and awareness programs for all employees

- **Monthly ISMS Training:** Instructor-led sessions are facilitated by the HR team to reinforce best practices in data privacy, phishing prevention, and secure data handling.

- **Self-Paced Learning Modules:** A dedicated online learning portal hosts interactive ISMS modules, enabling employees to learn at their own pace and revisit key concepts as needed.

- **Mandatory Participation:** All employees are required to complete ISMS Awareness training upon joining and participate in periodic refreshers.

- **Coverage Areas:** Topics include cyber hygiene, phishing simulation awareness, access control responsibilities, clean desk policy, incident reporting, guidelines for employees working from client premises, email & internet guidelines and compliance with the Data Privacy and Data Protection.

These initiatives help ensure our workforce remains vigilant, aware of evolving threats, and stays with our Information Security Management System (ISMS) objectives.

Risk Management

Our Approach

At Clover Infotech, our **Risk Management** framework provides a structured, proactive, and ongoing approach to identifying, assessing, and managing risks across our business operations. The framework is developed and maintained in agreement with leading international standards, including **ISO 9001 (Quality Management), ISO/IEC 27001 (Information Security), ISO 14001 (Environmental Management), and ISO 45001 (Occupational Health & Safety)**.

Risk Management is embedded across strategic and operational levels, ensuring effective oversight and accountability

- The Board of Directors provide annual oversight of the enterprise risk profile and strategic risk exposure.

- Top Management reviews risks on a semi-annual basis, including emerging risks, response strategies, and key risk indicators.

- The Corporate Quality team serves as the risk coordination function, working closely with all business units.

The Three Lines of Defense Model

Clover Infotech adopts the Three Lines of Defense model to ensure risk ownership, control effectiveness, and independent assurance

- **First Line:** Business functions own and manage risks through day-to-day operations, including project delivery, IT operations, and client services.

- **Second Line:** The Corporate Quality team and compliance officers set risk management frameworks, conduct monitoring, and support policy implementation.

- **Third Line:** Internal and external auditors provide independent assurance on the design and effectiveness of risk controls.

6.4 Information Security, Cybersecurity, Data Privacy and Risk Management

Policy Commitments and Due Diligence

Our risk management practices reflect Clover Infotech's policy commitments to ethical business conduct, environmental stewardship, and stakeholder well-being. Risk assessment processes are embedded in our operations, due diligence checks for suppliers, data handling protocols, and workforce safety programs. ESG-related risks are integrated into the risk register to ensure a consistent and sustainable response.

Business Continuity and Disaster Preparedness

Clover Infotech has established an organization-wide Business Continuity and Disaster Management Plan to ensure operational resilience in the face of unforeseen disruptions. This plan outlines structured procedures to maintain critical business operations during emergencies and is matched with applicable regulatory and industry best practices.

As part of infrastructure resilience, the Administration team maintains and monitors Uninterruptible Power Supply (UPS) systems, ensuring continuous power backup during outages and reducing the risk of operational downtime.

An Emergency Preparedness Plan is also in place, which identifies potential emergency scenarios including natural calamities and defines appropriate response protocols for each.

6.5 ESG Performance

Environment Metrics

GHG Emission

Clover Infotech's ESG Performance	Unit	FY 21-22	FY 22-23	FY 23-24	FY 24-25
Scope 1					
Refrigerant	tCO2e	424.449	588.228	258.011	**280.400**
Scope 2					
Purchased Electricity	tCO2e	586	802.397	832.615	**976.916**
Scope 3					
Employee Commute	tCO2e	722.574	803.418	742.146	**793.421**
Business Travel	tCO2e	16.868	5.162	41.367	**42.187**

Waste

Total E-Waste Submitted	Unit	FY 21-22	FY 22-23	FY 23-24	FY 24-25
E-Waste submitted to Recycling Centre	Kg	280	225.39	-	**96**

Energy

Total Energy Consumption	Unit	FY 21-22	FY 22-23	FY 23-24	FY 24-25
Purchased Electricity (Non - renewable)	MWH	651.11	872.17	857.692	**1061.87**

Energy Intensity

Total Energy Consumption	Unit	FY 21-22	FY 22-23	FY 23-24	FY 24-25
Energy Intensity per Premises Area	kWh / m2	-	-	-	**218.58**
Energy Intensity per Employee	kWh / Employee	-	-	-	**1538.93**

*Note: We have started calculating the Energy intensity from FY'24-25.

Water

Total Water Consumption	Unit	FY 21-22	FY 22-23	FY 23-24	FY 24-25
Private (Drinking)	m^3	80.324	228.455	251.996	**303.172**
Municipal Water	m^3	-	4127.657	10931.960	**9587.952**

* 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.

6.5 ESG Performance

Social Metrics

Talent Count: Global

Geographies	FY'20-21	FY'21-22	FY'22-23	FY'23-24	FY'24-25
India	3,160	3,841	4,343	4,600	4,796
UAE	15	22	23	33	29
USA	-	-	-	2	2
Canada	-	-	-	1	2
Singapore	-	-	-	-	1

Talent Count: India

India Region wise	FY'20-21	FY'21-22	FY'22-23	FY'23-24	FY'24-25
North	91	109	93	127	194
South	174	219	291	258	234
East	1	1	0	0	0
West	2,894	3,512	3,959	4,215	4,368

India Employee Count Region-wise FY'22-23
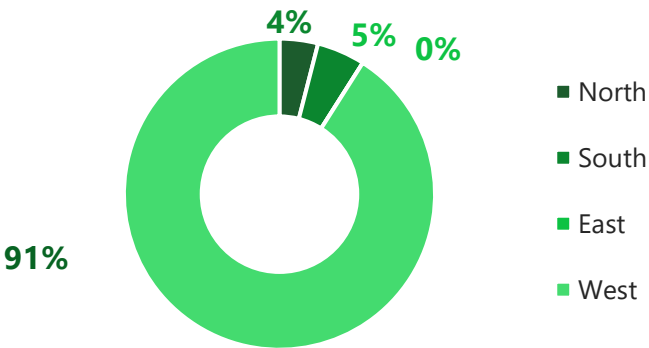
4% 5% 0% 91%

- North
- South
- East
- West

6.5 ESG Performance

Social Metrics

India

Gender	FY'20-21	FY'21-22	FY'22-23	FY'23-24	FY'24-25
Female	455	613	775	787	779
Male	2,705	3,228	3,568	3,813	4,017
Total	3,160	3,841	4,343	4,600	4,796

UAE

Gender	FY'20-21	FY'21-22	FY'22-23	FY'23-24	FY'24-25
Female	3	2	5	8	6
Male	12	20	18	25	26
Total	15	22	23	33	32

India Age Wise	FY'20-21	FY'21-22	FY'22-23	FY'23-24	FY'24-25
18-30	2,049	2,106	2823	2,611	2,738
30-50	1,095	1,365	1,490	1,942	2,019
50 & above	16	20	30	47	39

New Hire - Global	FY'20-21	FY'21-22	FY'22-23	FY'23-24	FY'24-25
India	1,037	2,623	2,693	1,731	2,029
UAE	5	8	7	19	12
USA	-	-	-	2	2
Canada	-	-	-	1	1
Singapore	-	-	-	-	1

Global New Hire – Age Wise	FY'20-21	FY'21-22	FY'22-23	FY'23-24	FY'24-25
18-30	727	1,817	1,955	1,023	1,257
30-50	307	801	734	697	765
50 & above	3	5	4	11	7

Global New Hire – Gender Wise	FY'20-21	FY'21-22	FY'22-23	FY'23-24	FY'24-25
Female	133	433	463	269	269
Male	909	2,198	2,237	1,484	1,485

6.5 ESG Performance

Social Metrics

Inclusion (%)

Gender Diversity Female %	FY'20-21	FY'21-22	FY'22-23	FY'23-24	FY'23-24
India	14%	16%	18%	17.1%	**16%**
UAE	20%	9%	26%	25%	**19%**

Women in Management position (India)

Women in Management	FY'20-21	FY'21-22	FY'22-23	FY'23-24	FY'23-24
Junior	12.31%	14.16%	15.73%	15.76%	**15.01%**
Middle	1.52%	1.38%	1.63%	1.17%	**1.11%**
Senior	0.57%	0.42%	0.48%	0.17%	**0.15%**

Women in Management position (UAE)

Women in Management	FY'20-21	FY'21-22	FY'22-23	FY'23-24	FY'23-24
Junior	20%	9.09%	17.39%	18.18%	**24.14%**

Attrition (%)

India

Gender Wise	FY'20-21	FY'21-22	FY'22-23	FY'23-24	FY'24-25
Female	17%	14%	14%	17%	**19%**
Male	83%	86%	86%	83%	**81%**

UAE

Gender Wise	FY'20-21	FY'21-22	FY'22-23	FY'23-24	FY'24-25
Female	0%	50%	11%	0%	**26%**
Male	100%	50%	89%	100%	**74%**

6.5 ESG Performance

Governance Metrics

Ethics	Unit	FY'21-22	FY'22-23	FY'23-24	FY'24-25
Business Ethics Code of Conduct	Yes/No	Yes	Yes	Yes	Yes
Anti-Bribery Ethics Policy	Yes/No	Yes	Yes	Yes	Yes
Sexual Harassment of Women at Workplace	Yes/No	Yes	Yes	Yes	Yes
Data Privacy Policy	Yes/No	Yes	Yes	Yes	Yes

Board Structure	Unit	FY'21-22	FY'22-23	FY'23-24	FY'24-25
Size of the Board	Nos.	5	4	4	4
Number of Directors with Financial, Audit, and Accounting Expertise	Nos.	4	3	3	3
Number of Non-Executive Directors on the Board	Nos.	2	1	1	1
CEO Duality	Yes/No	No	No	No	No
Independent Chairperson	Yes/No	No	No	No	No
Number of Women on Board	Nos.	0	0	0	0
Number of Board Members with Industry and Technology Experience	Nos.	4	3	3	3
CSR Committee Size	Nos.	3	3	3	3
Audit and Accounts Committee Size	Nos.	2	2	3	3
Investment Committee Size	Nos.	2	2	2	2

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