



Wipro Sustainability Report

FY 2019-20



Table of Contents

Chairman’s Letter3

Executive Summary.....6

Sustainability Highlights.....11

Report Profile.....17

Wipro & Sustainability - A Strategic Overview19

Workplace Sustainability.....58

Ecological Sustainability66

Customer Stewardship75

Financial Stewardship and Investors86

Supply Chain Sustainability99

Partnering for Social Change.....108



Chairman's Letter

Dear fellow stakeholders

Welcome to our 13th sustainability report. As I write this, the world is in the next decisive phase in tackling the Covid19 pandemic with the first wave of a global vaccination drive being rolled out. It has been a year since the Covid crisis first came to public attention and it will probably take us the best part of another 12 months before we can say with some certainty that the pandemic has been controlled. 2020 was like no other year in recent history...a year when humanity had to slow down to a halt in an effort to prevent the spread of the Covid19 virus. Despite some extraordinary efforts from the medical community, governments, civil society, and business, the human cost of the pandemic has been enormous in terms of loss of lives and livelihoods.

History and science tell us that this was not the first pandemic faced by humanity and neither will it be the last. So as a global society we must internalize the learnings of this traumatic year, in order to be better prepared the next time.

I have some satisfaction in saying that as a company, Wipro, along with Azim Premji Foundation put together a comprehensive, integrated response that contributed to addressing a whole spectrum of humanitarian and healthcare challenges arising from the pandemic. Alongside the thorough and ceaseless effort that this required, we also applied some innovative thinking to see how we could best leverage our strengths. Two examples stand out: using our campus canteens in Bangalore, Pune and Kolkata to deliver nearly 3 million cooked meals to thousands of vulnerable people and converting our Pune campus to a full-fledged 450 bed Covid hospital.

There were several bright spots that emerged from the way humanity responded to the pandemic. For example, the unprecedented speed at which vaccine research, testing, production and rollout have happened suggests that it is indeed possible for us to collaborate across geographical borders and political boundaries when required. The way the medical community, pharma companies, vaccine manufacturers, civil society, and governments have come together setting aside their off seen trepidations in such matters, gives us hope that we should be able to pull off something similar when it comes to the epochal crisis facing us -- Climate Change.

Unlike the Covid pandemic which took us by surprise, we have known about climate change for nearly three decades now. During this period, the scientific consensus is very clear that climate change will hit us hard if we don't do everything possible to keep temperature rise within 1.5 Deg C compared to pre-industrial times.

Unfortunately, we don't have much time now. The latest scientific studies suggest that we need to reduce greenhouse gas emissions by at least 50% by 2030 and reach 'Net Zero' emissions by 2050. This will require unprecedented innovation at global scale, and, sustained, unseen before, collaboration between all stakeholders.... In other words, we must replicate the best of what we did during the Covid crisis and do it continuously over the next several decades. Nothing less will do. It is again the lives and livelihoods of millions of the vulnerable that are at stake due to climate change immediately. And the future of billions in the generations to come.

In this context, let me briefly provide an update on our climate change actions. We recently signed up as one of the 9 founding members of the 'Transform to Net Zero' coalition which commits to the Paris Agreement target of net zero emissions by 2050. We believe that the coalition is a powerful example of how business can potentially contribute to solving the climate change crisis through strategic collaboration and collective action on ambitious targets. For us this net-zero goal is a natural extension of Wipro's commitment to climate change mitigation, going back to 2008, when we first articulated our GHG emissions reduction targets. Over the last decade, our initiatives on renewable energy and energy efficiency have helped reduce and avoid nearly 600,000 tons of emissions.

The risks of runaway climate change cannot be seen in isolation... They are closely interlinked to issues like water scarcity, biodiversity loss, inequitable economic progress and displacement of people. As responsible citizens and businesses, we must be sensitive to these and be alert to how one can contribute. For example, on water, we are committed to reducing our dependence on external sources of water to 25% from the current 60%. In parallel, we will continue to strengthen our programs on participative urban water management in some of the large cities we operate in. Another example is that we will continue to develop and maintain our campuses on relevant principles of biodiversity while participating in public advocacy on the need for biodiversity conservation.

Businesses of course operate within the larger ambit of markets and government policies. In this regard, we are happy to note the emerging trend of investors increasingly using Environment, Social and Governance (ESG) criteria as the basis for their investment strategies. We think this will have a powerful signaling effect and help amplify the actions of responsible companies. A critical requirement for this to succeed though is transparent and balanced disclosures by companies on their ESG performance. This is something we have always believed in and acted upon for long. For example, our annual report for FY20 was the 5th Integrated Report using the multiple capitals framework. We are one of the few companies to publish a detailed Environmental Profit & Loss statement every year. The other example of course is this very report based on the GRI framework which we have been publishing every year since 2007-08. You will find a comprehensive coverage of our ESG strategy, goals and performance in this report. Apart from our ecological initiatives which I have touched upon briefly, the report articulates in detail our programs in Diversity and Inclusion, Employee Health and Well Being, Employee Learning and Empowerment, Customer Stewardship, Supplier Responsibility and Community Initiatives. We also discuss cross-cutting issues like Data Privacy and Cybersecurity that underpin the digital world we are a part of today. As always, we will be eager to hear your feedback so that we can improve. We value our long relationship with GRI; earlier this year, we were one of the founding signatories of the GRI South Asia Charter that asks companies to accelerate their sustainability actions towards the 2030 SDG targets.

Let me conclude by saying that the world finds itself at a critical crossroads today and the path we choose will determine whether or not future generations will inhabit a planet that has nurtured humanity and civilization, or some dystopian version of it. This will also be at the core of whether we build a more humane, just and equitable society. Choosing the right path will require collective wisdom, and businesses have to be part of that.

With Best Wishes

Rishad Premji

Executive Summary



Executive Summary

In this summary, we present the organization's contextual background, the diversity of our programs spanning multiple capitals, its embedding into core organization processes and our engagement with the wider community. The core principles underlying our engagement with stakeholders and our programs stem from our values. The values encapsulated in the "Spirit of Wipro" and our brand promise are: "Be Passionate about clients' success", "Treat each person with respect", "Be Global and Responsible" and "Unyielding integrity in everything we do". These values guide all our actions and are foundational tenets for social change:

Our Core Business: We are a global IT Service organization providing a range of IT and IT-enabled services that include digital strategy advisory, customer-centric design, technology consulting, IT consulting, custom application design, development, re-engineering and maintenance, systems integration, package implementation, global infrastructure services, analytics services, business process services, research and development and hardware and software design to leading enterprises worldwide.

How We Create Economic Value: We are present in 55+ countries with 700+ clients across various industry sectors. In FY20, our revenue increased by 4.1% to INR 613,401 million while operating profit increased by 5.8% to INR 105,730 million. We paid taxes of INR 24,799 million across countries we operate in. Our total net worth as of March 2020 was INR 559,333 million. As per the shareholding pattern, 74.04% of total shares is held by the promoter and promoter group, 25.57% by the Public which is mix of banks, financial institutions, private companies, member of public and others and 0.40% held by Employee Trust as of 31st March 2020. The ownership structure in Wipro is designed in a way to create economic value on one hand and, social value on other through the two philanthropic arms in India's development space.

Our Business Strategy and Risk Management: Our strategy is centered around driving a "Digital first" approach through four foundational pillars i.e., Business Transformation, Modernization, Connected Intelligence and Trust. As part of these, we are prioritizing investing to drive growth in key Strategic fields such as digital, cloud, cybersecurity and industrial and engineering services through our "Big Bets" program.

A proactive risk management lens is a critical input into the crafting of our strategy. In doing so, we are informed by global sustainability trends that are likely to impact the emerging business and socio-economic landscape. Over the past year, we have undertaken a comprehensive Climate Change Risk Assessment Program for our major operational locations across the globe. This has been carried out for two scenarios (based on the IPCC defined RCP 4.5 and RCP 8.5) covering medium to long term (2030-2050) time frames. The significant risks we see are from the possibility of increase disruption to operations due to extreme weather events, especially in our coastal cities in India. Infrastructure damage, employee absence and productivity loss are all likely impacts of such climate change induced events. Our mitigation strategy comprises a robust business continuity plan and appropriate infrastructure insurance.

During the reporting year, we joined 'Transform to Net Zero' initiative as a founding member. This is a cross-sector initiative to accelerate the transition to a net zero emissions global economy by 2050. We are the only company headquartered in Asia to be invited to the forum. We were also featured in case-studies in the report on the themes of Ambition, Strategy and Governance: <https://www.pwc.co.uk/sustainability-climate-change/assets/pdf/building-blocks-net-zero-companies-transformation.pdf>.

Collaborating With our Customers: Our approach to customer stewardship is based on our vision of delivering maximum value to our customer organizations based on a solid relationship of trust, collaboration and competence. Our Customer Centricity framework is used to drive appropriate action that

continually help enhance customer satisfaction. Customer satisfaction surveys are conducted formally at appropriate intervals to capture customer feedback. We also provide sustainability inspired solutions to customers across industries like Automotive, Healthcare, Natural Resource, Utilities, Oil and Gas among others. While we look to create the most customer-centric solutions, we also recognize the related risks arising out of the pervasiveness of digital technologies. We have a structured risk identification and mitigation program in place to address areas such as cyber security, data privacy and business continuity.

As the world transitions to a new normal, Wipro is contributing to a more empowered and resilient future for customers and communities. From building more adaptive "business-anywhere" frameworks to advanced technologies that fuel the intelligent enterprise, Wipro helps businesses thrive in a world defined by disruption and driven by transformative technology. We anticipate that our "Digital first" strategy will be particularly relevant as we believe consumer and industry trends, driven increasingly by the response to the COVID-19 pandemic, will reshape the way we operate. This will lead to new ways of working, digital acceleration Adaptability, Agile and Resilient Enterprises.

Our Approach to Workplace Sustainability: Value for customers is created primarily by our talented employees, who design, develop, and implement integrated solutions. We have a global and diverse workforce of 180,000+ employees spread across 55 countries. We place strong emphasis on respecting dignity, diversity and being sensitive to human rights. Our policies and processes are designed to promote transparency and responsible conduct at the workplace. Our people strategy is based on Culture Transformation, Careers & Capability Building, Communications & Employer Branding and Employee Experience. We view employees as key stakeholders and provide multiple engagement platforms and initiatives to facilitate continuous communication, feedback and advocacy. Our approach towards people development includes developing a strong sense of citizenship and social responsibility as well. We had over 14,000 employees from nearly 40 chapters in India collectively spend around 44,000 hours in voluntary engagement on a wide range of community and environmental initiatives. Our multi-dimensional Diversity and Inclusion program enters in its 13th year and we continue to drive initiatives around the theme of gender, persons with disabilities, the LGBTQ+ community, nationalities and underprivileged communities. We extend our efforts in promoting diversity to our partner employees, communities and supplier networks as well.

Top two workplace related issues exacerbated due to COVID-19 pandemic are health & safety and transition to work from home - the later influenced by family commitments like care giving, education for children, domestic work among others. As a response to COVID-19, we activated our COVID-19 Global Crisis Management task force in early March 2020. The task force was chaired by our Chief Operating Officer and consisted of several cross-functional teams, including business continuity, Chief Information Officer ("CIO") and cybersecurity. Most of our employees were quickly asked to work from home. In order to better support employees working from home, we have enhanced our cybersecurity measures by installing secure agents in our systems. Our teams have settled into the new ways of working and our managers are tracking employee welfare, productivity and customer service delivery progress through the use of various tools, as we collaborate with our customers on delivering on our commitments. We proactively reached out to our customers, briefed them of the measures we were adopting and sought their approval. Through these efforts, we have been able to continue support to the majority of our customers. In the coming year we plan to conduct materiality assessment and re-assess our position with some of the material issues like work from home among others.

Partnering With our Supply Chain: We considers our suppliers as vital to our business continuity and optimal performance. In order to build and maintain a sustainable supply chain, we collaborate with our suppliers on ethical and responsible sourcing of products and services. We also assess supply chain risks arising out of weak people practices in our supplier-firms and work with suppliers to mitigate and

eradicate them. Specifically, we engage in strengthening labor and human rights compliance and fair working conditions. We have a robust people supply chain comprising of contract employees engaged in IT services and Solutions Delivery, Security and essential functional services such as Maintenance and Housekeeping.

Our Environmental Externalities & How We Manage Them: Our ecological sustainability programs comprise multiple themes that are identified through a rigorous assessment of environmental impacts arising from our business and supply chain operations. The key themes of our ecological sustainability program are Energy, Water, Waste Management, Campus Biodiversity and Urban Resilience. One of the pivots of our assessment process is the Natural Capital Valuation exercise, to gauge the impacts created across our operations and value chain on a comprehensive set of environmental factors. The results of the assessment have been incorporated back into our sustainability agenda, goals and actions.

Our lifecycle approach to energy efficiency starts with green building design and incorporates rigorous execution of the use of energy efficient technologies and renewable energy. We have well defined Science Based Targets (SBTs) for reductions in carbon intensity and absolute emissions till 2050, from 2017 baseline year. These initiatives have resulted into energy saving of 206.7 million over the last decade.

Our rigorous focus on improving freshwater efficiency has resulted in saving of 5189 million liters of freshwater between FY 2015-20. At the overall level, 41% of our total water requirement in FY20 was met through recycling. Given the fluid nature of the water problem, our efforts in water goes beyond our organizational boundaries. We have partnered with expert-organizations, citizen groups and government bodies to address systemic issues affecting communities in the proximity of our locations through programs like Participatory Ground Water Management Program.

All our campuses in India segregate, track and manage more than 40 subcategories of waste. Close to 90% of the total waste from India is recycled through both in-house recycling, and through external reprocessing through authorized vendor tie-ups.

Our urban biodiversity program addresses the twin aims of creating biodiversity in our urban campuses while also using it as a platform for wider employee education and advocacy. We believe that biodiversity in the campus makes for a more holistic work setting, and builds a deeper sense of connectedness and understanding of our natural surroundings. The scientific consensus around the origin of the Covid 19 pandemic has further reinforced the relevance of this and the call for an urgent recalibration of our societies to stay within nature's balance.

Community Engagement: Our principle of good citizenship and responsibility extends beyond the boundaries of our core business towards our communities. Our approach in this regard is two pronged: (i) to mitigate/minimize any negative impacts of our operations on proximate communities, and (ii) to proactively try and make a positive difference to communities. Our chosen domains of engagement are education, ecology and community care. Where our approach is to engage deeply and meaningfully on long-term systemic challenges. The common foundation underlying all our social initiatives is derived from the values of Spirit of Wipro: 'Treat each person with respect, Be global and responsible, Unyielding Integrity in everything we do' are universal tenets that underline our approach to social change and community engagement.

Our initiatives are designed to be contextually relevant to local communities and geographies. In India, for instances, the challenge and complexities of the school education are common at one level but also vary depending in the geographical, social and cultural milieu. The Wipro Education program partners with civil society to bring about systemic, long term improvement in school education. The Wipro Earthian program on the other hand engages with schools and colleges, - to foster sustainability thinking and acting among

the young in India. The Wipro Cares program engage with communities in various part of India, supporting initiatives on primary healthcare, education for underprivileged and girl children, children with disabilities and rehabilitation in disaster hit areas. Several of these initiatives are in geographies distant from our operational locations; we support them as they have significant, intrinsic value, and contribute to long term social well-being.

Governance and Management: All our programs and actions are based on a strong foundation of ethics and values, manifest in the Spirit of Wipro. Our values and principles of ethical conduct are embedded in all our policies, processes and procedures. We also have a comprehensive Code of Business Conduct for our suppliers that cover basic issues of human and labor rights. Stakeholders are encouraged to highlight and report any wrong-doing or violation of our values and ethics via the Ombuds process, without fear of reprisal. The reporting process is open to all and we have a relatively large number of cases reported, which is the reflection of stakeholder empowerment, transparency, and trust placed in the Ombuds process. Our approach to corporate governance extends much beyond statutory compliance and is based on a four-tiered governance structure, with clear roles and responsibilities for advocating, implementing, reviewing and guiding ethical conduct. While our sustainability strategy and action is carried out across organizational levels, geographies and functions, the primary oversight of all program is with our Board of Directors led by our Chairman and the Group Executive Council.

We consider voluntary disclosures such as this sustainability report as being integral to our standards of good governance. Comprehensive and well-articulated sustainability disclosures reflect a culture of transparency and accountability that is central to our sustainability philosophy. We have been active participants in several Environment, Social and Governance (ESG) disclosure frameworks such as the Dow Jones Sustainability Index, the Carbon Disclosure Index, Ethisphere's World Most Ethical Company listing. Our disclosures aligned with GRI (Global Reporting Initiatives) and NVGs (National Voluntary Guidelines) are available in the public domain.



Sustainability Highlights



Workplace Sustainability

- **155,000+** employees trained in digital skills as of FY20
- **729,000+** hits on Wipro OnAir Podcasts, **130,000+** employees on the enterprise social platform Yammer and **64,000+** monthly active users on collaborative platforms like MS Teams
- Rotation, Promotion, break from work, Sabbatical, Adoption Assistance Program, Company Car and India paternity leave policies enhanced based on employee feedback
- **100,000+** employees covered in 20 locations in India and 8 locations outside India under ISO **14000** and OHSAS certifications
- **61,000+** employees are members of TopGear - social learning and crowdsourcing platform.



Ecological Sustainability

Biodiversity, Waste and Water

- **2.2%** reduction in water consumption intensity to **930** liters per employee
- **41%** of water recycled in FY20
- **18.5%** reduction in total waste disposed to **5,057** tons in FY20
- **3** biodiversity projects completed till date-Butterfly park, Wetland zone and thematic garden in Bengaluru and Pune
- Community Water Programs: Participative urban water programs in Bengaluru and Pune. Hosted a two-day program in Hyderabad on Urban Water.
- Bengaluru Sustainability Forum: Supported 8 grant proposal on urban water, waste and biodiversity in FY20. Till date we have supported 19 such projects.

Energy Emissions

- **35%** (84 million units) of our total India Energy Consumption comes from Renewable Energy (RE)
- **53%** increase in energy saving due to server virtualization from FY19
- **9.8%** reduction in business travel footprint in last three years
- **20.9%** reduction in employee commute footprint in last three years
- **9.8%** increase in global people based emissions intensity to 0.93 tons per person per annum.

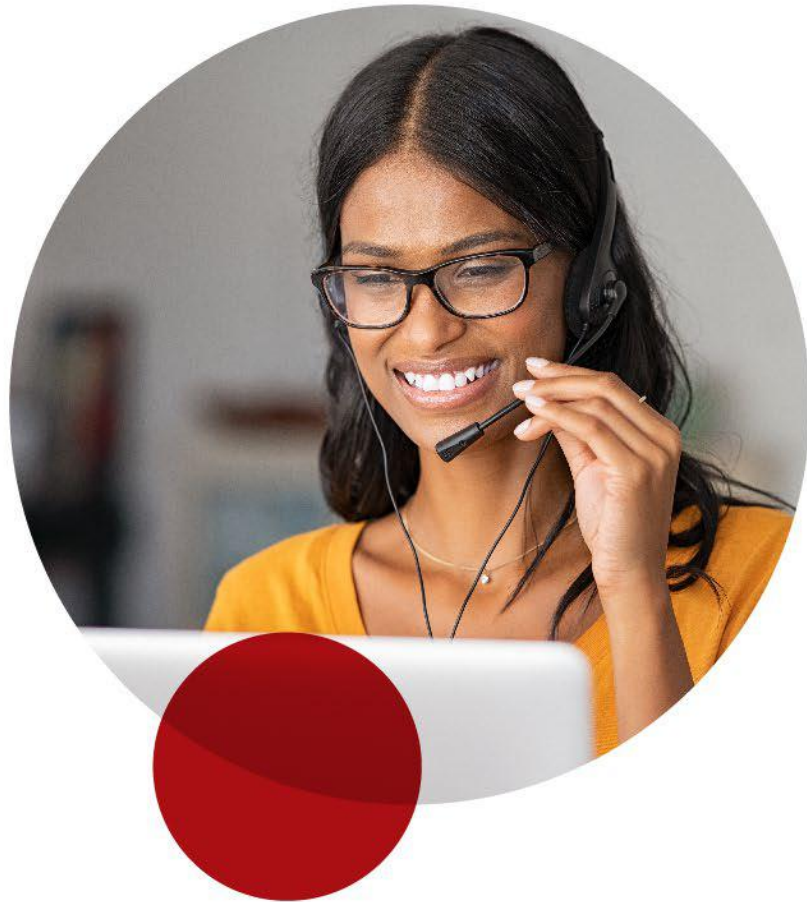




Customer Stewardship

Customer Engagement

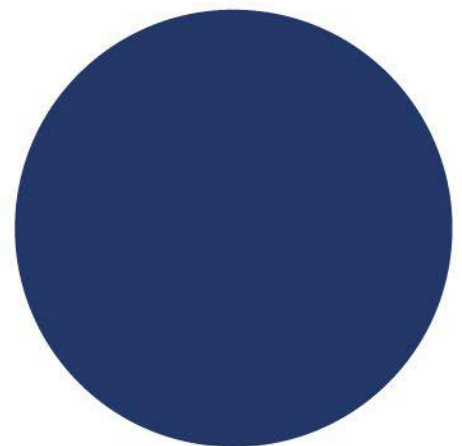
- Participated in sustainability assessment led by **100+** customers
- Topcoder is our crowd sourcing platform for enterprise with **1.5 million** members from 255 countries. In FY20 close to **26K** challenges and tasks were completed.



Supply Chain Sustainability

Engaging with Suppliers

- Adopted EPEAT program in 2016 for IT hardware procurement for laptops, desktops, printers, mobiles and servers. In CY 2019, purchased 108,000+ Gold, Silver and Bronze category products.





Social Responsibility

School Education

- Supported **132** organizations working towards systemic reforms in school education through **198** educational projects and initiatives across **29** states
- Supported **16** new organizations in FY20. Cumulatively, **88** organizations supported towards our goal of **100** organizations by FY20; **60** under Seeding program and **28** under Grants program.
- **4** Regional Partner's Meets organized with participation from X participants
- Nearly **42,000** children from underprivileged communities benefited from our **22** education projects in **8** states through our community program
- Education for Children with Disability program supports the educational and rehabilitative needs of over **7,200** underprivileged children with disabilities, through **16** projects in **6** states.



Engineering Education

- Supported **33,000** students to pursue higher education in engineering through WASE, WiSTA and WIMS programs cumulatively. In FY20, the total number of new entrants into the work integrated learning program was **2,697** while the aggregate strength across 4 years was about **9,000**.
- Trained **25,000** students and **49** faculty in digital technologies through our program TalentNext till date. **10%** of students have joined our organization. In FY20, **453** students joined while **757** were selected for FY21.

Sustainability Education

- Recorded highest participation in flagship Wipro Earthian program from **1,498** schools and colleges across **79** districts in **29** states and 3 UT's in FY20.
- Launched Wipro Sustainability Educator Program, to support grassroots environment educators across India. **11** educators selected from 10 NGO's
- Faculty Development Program on sustainability, MOOC's launched at IIMB for **39** faculty across India focusing on simulating exercises on climate change and energy for participants
- **6** regional sustainability quizzes conducted with **1,354** participants from 677 teams along with the national finals
- **22** college sustainability internships facilitated at **6** partner organizations.

Science Education Fellowship Program

- Wipro Science Education fellowship program is active in seven locations across USA - University of Massachusetts, Boston; Montclair State University, New Jersey; Mercy College, New York; Stanford University, California; University of Missouri, Jefferson City; University of South Florida, Tampa; University of North Texas, Dallas. The program is working with **500** teachers across **35** school districts in **7** states.
- Developed UK's first Master's program in STEM education in partnership with King's College, London. The first batch which includes **15** in-service teachers on Wipro Fellowship, as well as **2** international students is progressing as per plan.
- Initiated 'Wipro Teacher Fellowship' and 'Wipro Teacher Mentor' programs in partnership with Sheffield Hallam University (SHU UK) to provide rigorous continuous professional development to STEM teachers. SHU had recruited **35** new STEM teachers and teacher mentors in Q2.



Community

- Over **122,000** people from disadvantaged communities have access to primary healthcare through **9** healthcare projects across **5** states.
- Restored livelihoods of more than **8,000** people that were affected by natural disasters (cyclones & floods) through **6** rehabilitation projects.
- In response to the Kerala Floods in August 2018 we restored **8** dysfunctional craft-based livelihood centres; provided livelihood opportunities to **150** women, trained **+1800** women and supported **150** flood affected fishermen community with fishing equipment and gear.
- In response to cyclonic storm Fani in 2019 we supported **70** marginal fishermen with fishing boats, **80** marginal fishermen with fishing nets, provided livelihood training to **10** women Self Help Groups (SHGs) and supported community to become disaster resilient by building capacity and setting up a community based Task-Force for disaster preparedness.

Urban solid waste management project in Bengaluru and Mysuru provides social, nutritional and health security to more than **12,000** workers in the informal sector.

Agro-forestry project in rural Tamil Nadu helped **100** farmers in integrated farming by planting **40,000** trees and benefited **400** farmers through seed distribution and training programs.

SDG Alignment

- Wipro contributes strongly SDG 8: Decent Work and Economic Growth, SDG 4: Quality Education, SDG 7: Affordable and Clean Energy, SDG 11: Sustainable Cities and Communities, SDG 9: Industry Innovation and Infrastructure, SDG 7: Affordable and Clean Energy, SDG 9: Industry, Innovation and Infrastructure, SDG 11: Sustainable Cities and Communities, SDG 13: Climate Action, and SDG 16: Peace Justice and Strong Institution.



Rewards & Recognition

- Member of Dow Jones Sustainability Index (DJSI), World for the 10th time in a row
- Named as 2020 World's Most Ethical Company for the 9th successive year by the Ethisphere Institute
- Received Silver Class Sustainability Yearbook Award 2020
- Ecovadis-CSR rating of Gold
- Member of Vigeo Eiris Emerging Market Sustainability Index (comprises of the 70 most advanced companies in the Emerging Market Region)
- Member of FTSE4Good Index Series and also a global sector leader
- Received A- in Carbon Disclosure Project (CDP) 2020 Climate change assessment
- Won the "Asia IP Elite" award from the Intellectual Asset Management publication for the 6th consecutive year for best IP Practices.
- Received Best of Best Award for FY19 from 'Association for Talent Development' (ATD)
- Certified Top Employer in Australia 2020
- Certified Great Place to Work, India
- Winner at the NASSCOM Diversity and Inclusion awards (2019) for the 'Gender Inclusion' category
- Featured in the Bloomberg Gender Equality Index 2020
- 2019 Working Mother & Avtar Most Inclusive Companies Index (MICI): Declared as a "Champion of Inclusion"
- 2019 Working Mother & Avtar Best Companies for Women in India (BCWI) list: declared as one of the "100 Best Companies for Women in India"
- Received a score of 90 out of 100 on the 2020 Corporate Equality Index
- Annual HR Distinction Awards 2019, UK: Winner in the category "Distinction in Inclusion and Diversity".



Report Profile



Report Profile

| | |
|---|---|
| Reporting Period for Integrated Report - Extended | April 1, 2019 to March 31, 2020 (Referred hereafter in short as '19-20') |
| Date of most recent previous report | Wipro Sustainability Report for last fiscal year 2018-19, released in March |
| Link to previous report | https://www.wipro.com/content/dam/nexus/en/sustainability/sustainability_reports/sustainability-report-fy-2018-19.pdf |
| Reporting Cycle | Annual basis |
| Contact Point | Mr. P.S. Narayan Vice President and Head, Sustainability Email: narayan.pan@wipro.com |

Scope and Boundary

| | |
|--|--|
| Businesses* | |
| Wipro Technologies | |
| Wipro Business Process Services | |
| Geographies | |
| America | |
| Europe | |
| India | |
| Japan | |
| Middle East | |
| Asia Pacific | |
| Scope of Reporting | |
| Financial Performance Indicators | All Geographies |
| Environmental Performance Indicators | India (Energy data reported for overseas location) |
| Employee Metrics | All geographies |
| Social Performance Metrics | Primarily India |
| Other Qualitative Reporting | All Geographies (unless otherwise specified) |
| *A list of all entities included in the consolidated financial statements is given in pages 99-103 of Wipro Annual Report for FY 2019-20. However, the scope of this report is restricted to Wipro Technologies, Wipro Infotech and Wipro Business Process Services. | |

Approach

Like our previous reports, we continue to adopt the stakeholder format of reporting. Given that stakeholder inclusion and engagement is such a crucial cornerstone of the Aa1000 and the GRI frameworks, we believe that the stakeholder format is more appropriate for focusing attention on key material aspects for each of the stakeholders. Each individual section on this report is structured as our response to concerns of the respective stakeholder identified through the materiality assessment. Additionally, for financial year 2019-20 we have followed the ISO26000 guidelines.



Wipro and Sustainability – A Strategic Overview

Wipro & Sustainability - A Strategic Overview

In this section, we present an overview of the organization's strategy and business operations. Governance driven by core values is integral to how we engage and work with our stakeholders. Our approach to corporate governance in this section covers the key areas of governance by the board, risk management, Codes of Conduct and Policies, disclosures and grievance redressal and feedback mechanisms. All of these together provide the anchors for navigating our journey in being a responsible organization:

Organization Overview

Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help our clients adapt to the digital world and make them successful. A company recognized globally for its comprehensive portfolio of services, strong commitment to sustainability and good corporate citizenship, we have over 180,000 dedicated employees serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

Values, Vision, Policies

The Spirit of Wipro is the core of Wipro. These are our Values. It is about who we are. It is our character. It is reflected consistently in all our behavior. The Spirit is deeply rooted in the unchanging essence of Wipro. It also embraces what we must aspire to be. It is the indivisible synthesis of the four values. The Spirit is a beacon. It is what gives us direction and a clear sense of purpose. It energizes us and is the touchstone for all that we do:

| Be passionate about clients | Treat each person with respect | Be global and responsible | Unyielding integrity in everything we do |
|--|--|---|---|
| Be passionate about clients' success. We succeed when we make our clients successful. We collaborate to sharpen our insights and amplify this success. We execute with excellence. Always. | We treat every human being with respect. We nurture an open environment where people are encouraged to learn, share and grow. We embrace diversity of thought, of cultures, and of people. | We will be global in our thinking and our actions. We are responsible citizens of the world. We are energized by the deep connectedness between people, ideas, communities and the environment. | Integrity is our core and the basis of everything. It is about following the law, but it's more. It is about delivering on our commitments. It is about honesty and fairness in action. It is about being ethical beyond any doubt, in the toughest of circumstances. |

Wipro Vision

"To earn clients' trust & maximize value of their business by providing solution that integrate deep industry insights, leading technologies & best in class execution".

Policies

Values are the foundational cornerstones of an institution and shape its essential core i.e. 'what it stands for'. The Spirit of Wipro is the core of Wipro. Policies and processes further articulate these across key organizational and stakeholder domains. Some of the key policies are:

- Code of Business Conduct
- Ecological Sustainability Policy
- Corporate Social Responsibility Policy
- Health and Safety Policy
- Supplier Code of Conduct
- Human Rights Policy

Policies and processes are developed based on globally accepted frameworks and norms, industry benchmarking as well as consultations with leadership and experts. For effective implementation, we have appropriate governance in place for all policies. Communication, advocacy and engagement is done at multiple levels through various forums.

Business Overview

Our business comprises of the IT Services, IT Products and ISRE segments:

IT Services

Our IT Services segment provides a range of IT and IT-enabled services which include digital strategy advisory, customer centric design, technology consulting, IT consulting, custom application design, development, re-engineering and maintenance, systems integration, package implementation, global infrastructure services, analytics services, business process services, research and development and hardware and software design to leading enterprises worldwide. 59.1% IT revenue is from Americas, 24.0% is from Europe and 16.9% is from Rest of the World.

Our key service offerings and percentage contribution to our revenue are outlined below:

| Practices | Revenue in FY 2019-20 |
|-----------------------------------|-----------------------|
| Digital Operations and Platforms | 14.8% |
| Cloud and Infrastructure Services | 25.8% |
| Data, Analytics and AI | 7.3% |
| Modern Application Services | 44.5% |
| Industrial & Engineering Services | 7.6% |

Our IT Services business is organized into seven industry verticals:

| Strategic Business Units | Revenue in FY 2019-20 |
|---|-----------------------|
| Banking, Financial Services and Insurance | 31.0% |
| Communications | 5.7% |
| Consumer Business Unit | 16.3% |
| Energy, Natural Resources and Utilities | 12.9% |
| Health Business Unit | 13.2% |
| Manufacturing | 8.1% |
| Technology | 12.8% |

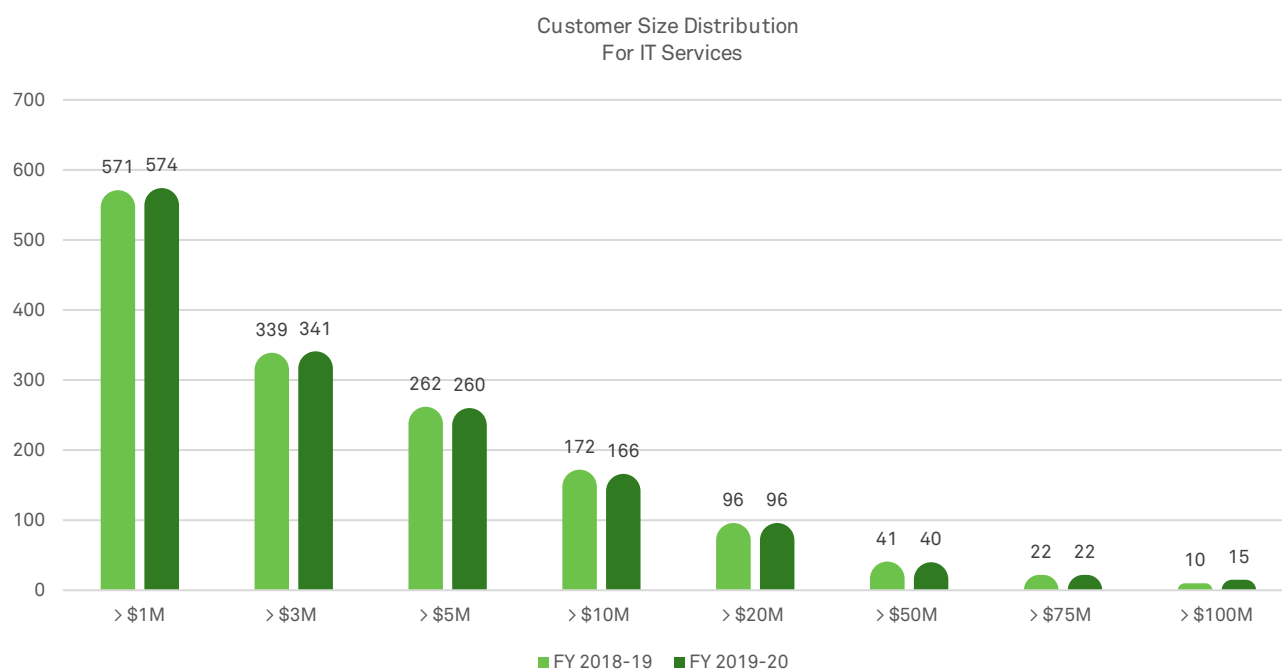
IT Products

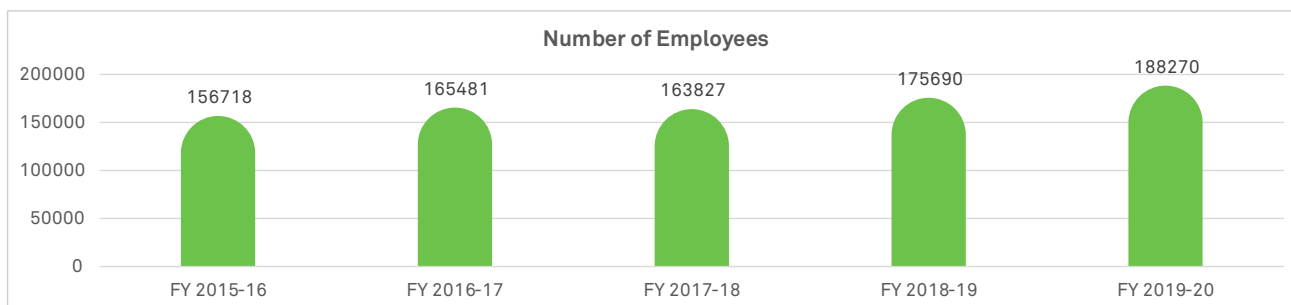
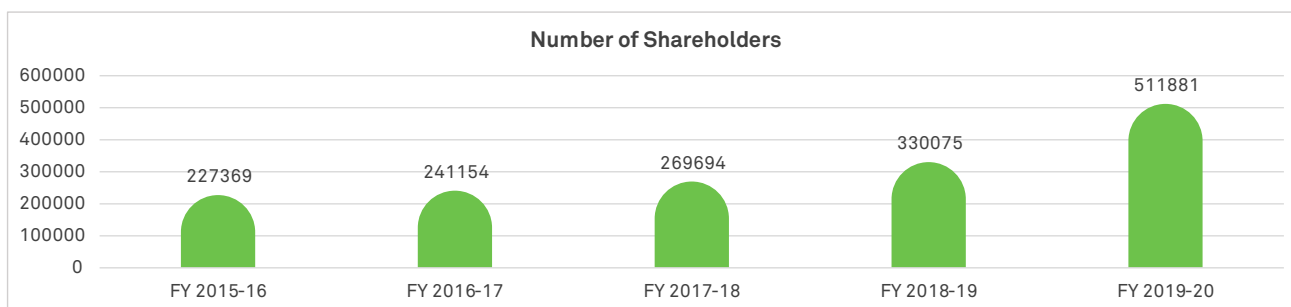
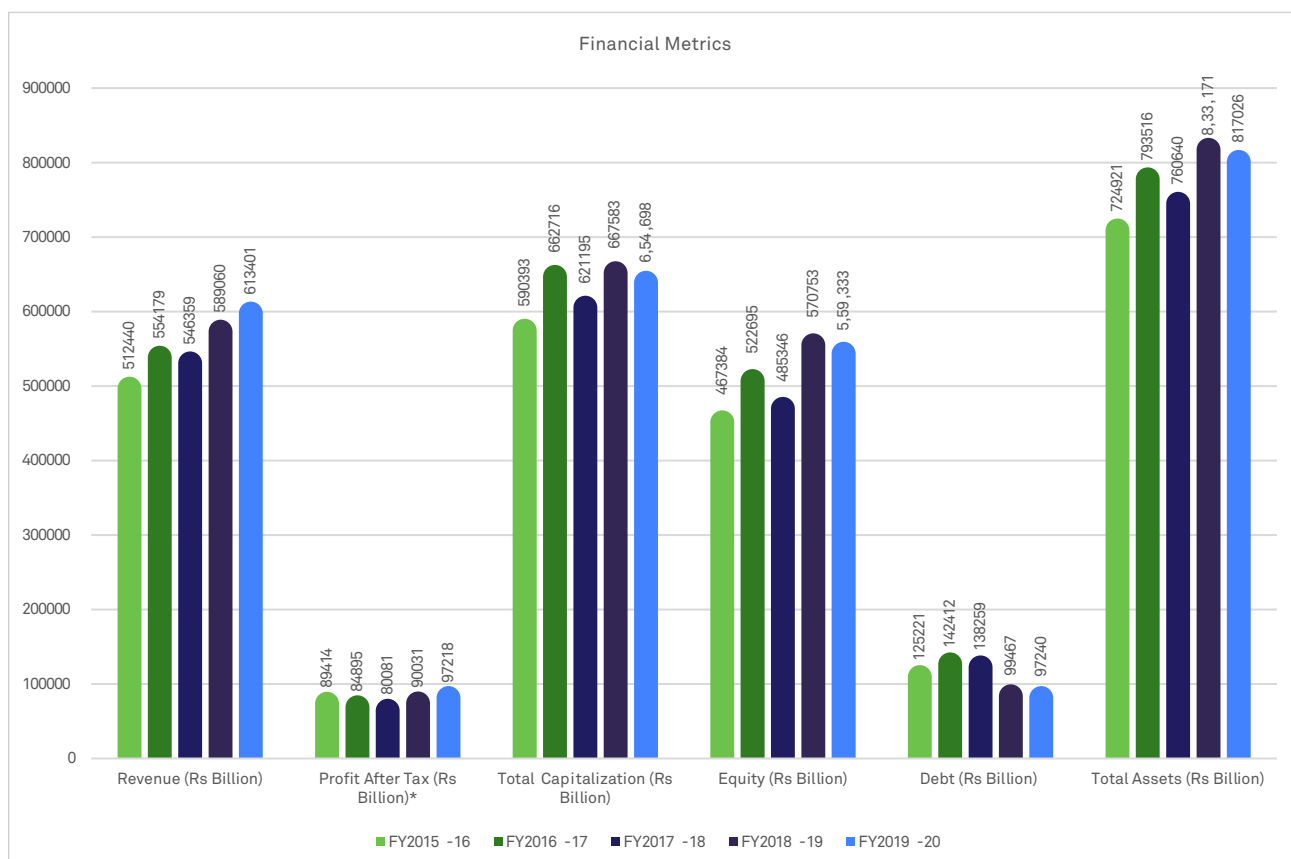
Our IT Products segment provides a range of third-party IT products, which allows us to offer comprehensive IT system integration services. These products include computing, platforms and storage, networking solutions, enterprise information security and software products, including databases and operating systems. We provide IT products as a complement to our IT services offerings rather than sell standalone IT products.

ISRE Seagmenent

Our ISRE segment consists of IT Services offerings to organizations owned or controlled by the GoI and/or any Indian State Governments. Our ISRE strategy focuses on consulting and digital engagements, and we are selective in bidding for SI projects with long working capital cycles.

Key Organizational Metrics





Number of employees figures are only for core employees in IT business. Does not include partner employees, retainers, and support service workforce

Good Governance and Management Practices

Corporate Governance

At Wipro, Corporate Governance is more than just adherence to the statutory and regulatory requirements. It is equally about focusing on voluntary practices that underlie the highest levels of transparency and propriety. Our Corporate Governance philosophy is put into practice at Wipro through the following four functional layers, namely:

| | |
|---|--|
| Governance By Shareholders | |
| Governance By Board Of Directors | |
| Governance By Sub-Committees Of Board Of Directors | Audit, Risk and Compliance Committee, which also acts as Risk Management Committee |
| | Board Governance, Nomination and Compensation Committee, which also acts as CSR Committee |
| | Strategy Committee |
| | Administrative, Shareholders and Investors Grievance Committee (Stakeholders Relationship Committee) |
| Governance By Management Process | Risk Management |
| | Code of Business Conduct |
| | Compliance Framework |
| | The Ombuds process |

Wipro Corporate Governance Guidelines can be viewed at:

<https://www.wipro.com/content/dam/nexus/en/investor/corporate-governance/policies-and-guidelines/ethical-guidelines/12766-corporate-governance-guidelines.pdf>.

Governance by Management Process

Ensuring regulatory compliance and adherence to standards is of utmost importance to Wipro. Wipro has a compliance framework and the objective of this framework is to deploy appropriate practices and processes to ensure compliance with all applicable laws and regulations, globally and to ensure compliance risks are identified, and adequately mitigated. The Compliance framework includes the Global Statutory Compliance Policy and Certification Process as approved by the Audit Committee and Board of Wipro Limited. Electronic dashboards, self-declaration checklists on statutory obligations and audits are some of the mechanisms to monitor and manage compliance in Wipro.

The Risk Steering Council and Risk and Governance committee, meet on monthly & quarterly basis respectively, to review key risk themes and provide direction and oversight, to the risk management process.

Governance by Code of Business Conduct

Wipro has an organization wide Code of Business Conduct which reflects general principles to guide employees in making ethical decisions. The Code outlines fundamental ethical considerations as well as specific considerations that need to be maintained for professional conduct. More details are provided in the Corporate Governance report.

Board of Directors

As at March 31, 2020, our Board had two Executive Directors, six non-executive Independent Directors and one non-executive non-independent Director. The Executive Chairman and Whole time Director, and the non-executive non-independent Director are Promoter Directors. The Chief Executive Officer (CEO) and Managing Director is a professional CEO who is responsible for the day to day operations of the Company. Of the seven Non-Executive Directors, six are Independent Directors, free from any business or other relationship that could materially influence their judgment. In the opinion of the Board, all the Independent Directors are independent of the management and satisfy the criteria of independence as defined under the Companies Act, 2013, the Listing Regulations and the NYSE Listed Company manual.

The Board is well diversified and consists of two women Independent Directors and three Directors who are foreign nationals. The profiles of our Directors are available on our website at:

<https://www.wipro.com/leadership>.

In the opinion of the Board and the Board Governance, Nomination and Compensation Committee, the following is a list of core skills/expertise/competencies required in the context of the Company's business and which are available with the Board:

| | |
|--|--|
| Wide Management and Leadership Experience | Strong management and leadership experience, including in areas of business development, strategic planning and mergers and acquisitions, ideally with major public companies with successful multinational operations in technology, manufacturing, banking, investments and finance, international business, scientific research and development, senior level government experience and academic administration |
| Information Technology | Expertise or experience in information technology business, technology consulting and operations, emerging areas of technology such as digital, cloud and cyber security, intellectual property in information technology domain, and knowledge of technology trend |
| Diversity | Diversity of thought, experience, knowledge, perspective, gender and culture brought to the Board by individual members. Varied mix of strategic perspectives, geographical focus with knowledge and understanding of key geographies |
| Functional and Managerial Experience | Knowledge and skills in accounting and finance, business judgment, general management practices and processes, crisis response and management industry knowledge, macro-economic perspectives, human resources, labour laws, international markets, sales and marketing, and risk management |
| Personal Values | Personal characteristics matching the Company's values, such as integrity, accountability, and high performance standards |
| Corporate Governance | Experience in developing and implementing good corporate governance practices, maintaining board and management accountability, managing stakeholders' interests and Company's responsibilities towards customers, employees, suppliers, regulatory bodies and the communities in which it operates. Experience in boards and committees of other large companies |

Given below is a list of core skills, expertise and competencies of the individual Directors:

| Name of Director | Skills/Expertise/Competencies | | | | | |
|-----------------------------|--|------------------------|-----------|---------------------------------------|-----------------|----------------------|
| | Wide Management & Leadership Experience* | Information Technology | Diversity | Functional and Managerial Experience* | Personal Values | Corporate Governance |
| Mr. Rishad A. Premji | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Mr. Abidali Z. Neemuchwala | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Mr. Azim H. Premji | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Mr. William Arthur Owens | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Mr. M. K. Sharma | ✓ | - | ✓ | ✓ | ✓ | ✓ |
| Mrs. Ireena Vittal | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Dr. Patrick J. Ennis | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Mr. Patrick Dupuis | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Mrs. Arundhati Bhattacharya | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Mr. N. Vaghul** | ✓ | - | ✓ | ✓ | ✓ | ✓ |
| Dr. Ashok S. Ganguly** | ✓ | - | ✓ | ✓ | ✓ | ✓ |

* These skills/competencies are broad-based, encompassing several areas of expertise/experience. Each Director may possess varied combinations of skills/experience within the described set of parameters, and it is not necessary that all Directors possess all skills/experience listed therein. ** Mr. N. Vaghul and Dr. Ashok S. Ganguly retired as Independent Directors of the Company with effect from July 31, 2019.

Board Tenure of Directors: In FY 2019-20, 2 members of board has +10 years, 5 members of Board has 0-5 years and 2 member of board has 6 -10 years. Average tenure of Board of Directors is 10.9 years.

Board Nomination and Selection

Our Corporate Governance Guidelines specify the board nomination process as well as board membership criteria. We consider different factors of expertise and experience on economic and social aspects in board selection. These factors such as independence, alignment with company's values, diversity & complementarity in terms of age, skills and knowledge, management experience, industry background, perspectives, etc., ensures selection of a Board which can act in the best interests of the company and its stakeholders.

Training of Board

The board undergoes familiarization program and other continuing education programs which are aimed at developing and enhancing the collective knowledge of economic and social topics related to their duties as

Directors on an ongoing basis to enable them to perform their duties better and to recognize and deal appropriately with issues that arise.

Board Evaluation

In line with the Corporate Governance Guidelines of the Company, Annual Performance Evaluation was conducted for all Board Members, for the Board and its Committees. This evaluation was led by the Chairman of the Board Governance, Nomination and Compensation Committee with specific focus on performance and effective functioning of the Board.

Evaluation of the Board was based on criteria such as composition and role of the Board, Board communication and relationships, functioning of Board Committees, review of performance of Executive Directors, succession planning, strategic planning, etc.

Evaluation of Committees was based on criteria such as adequate independence of each Committee, frequency of meetings and time allocated for discussions at meetings, functioning of Board Committees and effectiveness of its advice/recommendation to the Board, etc.

Evaluation of Directors was based on criteria such as participation and contribution in Board and Committee meetings, representation of shareholder interest and enhancing shareholder value, experience and expertise to provide feedback and guidance to top management on business strategy, governance, risk and understanding of the organization's strategy, etc.

The outcome of the Board Evaluation for the financial year 2019-20 was discussed by the Board Governance, Nomination and Compensation Committee and the Board at their respective meetings held in April 2020. The Board has received highest ratings on Board communication and relationships, functioning of Board Committees and legal and financial duties. The Board noted the actions taken in improving Board effectiveness based on feedback given in the previous year. Further, the Board also noted areas requiring more focus in the future, which include discussion on succession planning and updates to be provided on the recent trends on corporate governance scenario at a global level.

Conflict of Interest

Board members are not prohibited from serving on Boards and/or Committees of other organizations, except for companies that are in competition with the businesses pursued by the Company. However, members of the Board are required to comply with applicable regulatory requirements with respect to limits on number of directorships in the both the country of incorporation and the country of residence.

The Board Profile section in our Annual Report discloses other board memberships held by our Board of Directors. Service on Boards and/or Committees of other organizations shall be consistent with the Company's conflict of interest policy. Wipro is a promoter group-led company with the promoters having other diverse businesses and interests. Given the fact that the promoter group has occasions to engage in Related Party Transactions (RPTs), disclosures on the same are made in our annual reports in the interest of transparency. Such transactions are guided by 'Policy on Related Party Disclosures', an abridged version of which is made available in our website [here](#).

Risk Management

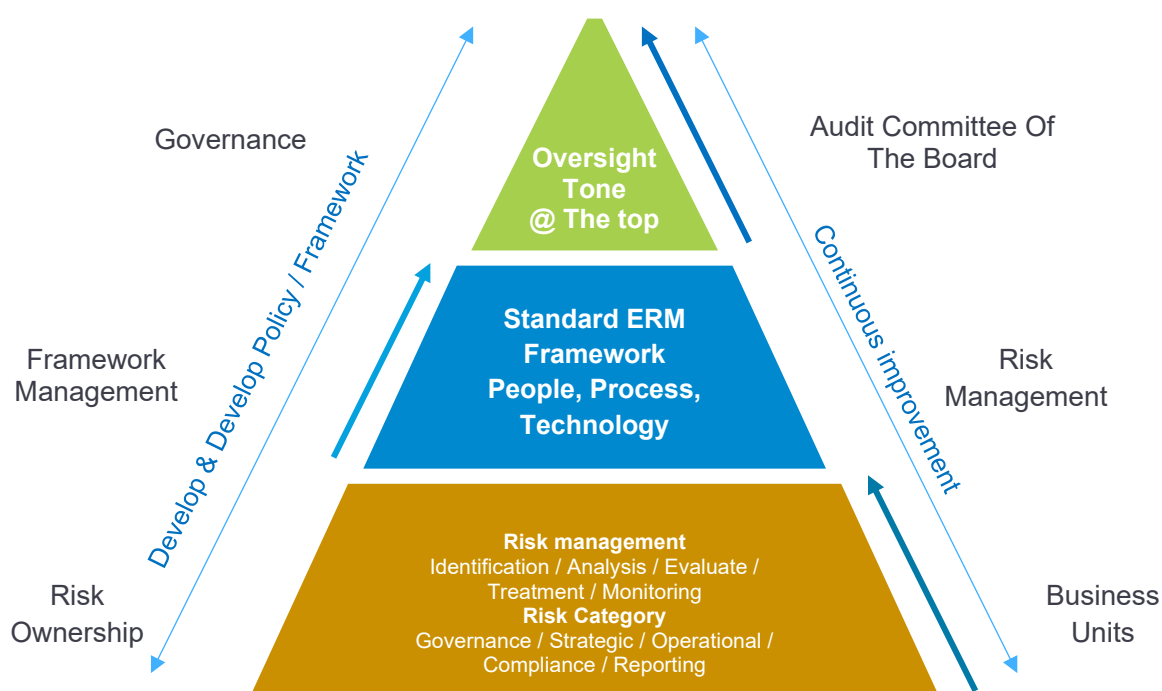
Risk Management at Wipro is an enterprise wide function that aims at assessing threats to business sustainability and mitigating those threats. The function is backed by a qualified team of specialists with deep industry experience who develop frameworks and methodologies for assessing and mitigating risks. Enterprise Risk Management (ERM) works in close co-ordination with Business teams, Legal, Finance, Human Resources, Quality, office of the CIO, Delivery, Internal Audit and other Functional teams. Enterprise

Risk Management (ERM) enables and supports business objectives through risk-intelligent assessment and mitigation mechanisms while providing reassurance to all stake holders including Customers, Shareholders and Employees. This is done by identifying, assessing and mitigating risks within key business and functional processes through a collaborative approach. As part of this, the leveraging of technology and tools for continuous monitoring and reporting of risks is crucial.

Risk Management Framework

The risk landscape in the current business environment is changing dynamically with the dimensions of Cyber security, Information Security and Business Continuity, Data Privacy and Large Deal Execution figuring prominently in the risk charts of most organizations. To effectively mitigate these risks, we have employed a risk management framework, which helps proactively identify, prioritize and mitigate risks. The framework is based on principles laid out in the four globally recognized standards as below:

- Orange Book by UK Government Treasury
- COSO; Enterprise Risk Management-Integrating with Strategy and Performance (2017) by Tread way Commission
- AS/NZS ISO 31000:2009 Risk Management - Principles and Guidelines by AUS/NZ Standards Board
- ISO - ISO 31000:2018, Risk management - Guidelines.



Risk Governance

The Board Committee on Audit, Risk and Compliance consisting of non-executive independent directors has the responsibility of periodically reviewing the company's policies for risk assessment and risk management and assess the steps taken to control such risks. The committee also reviews and approves the Strategic and Operating Plan of Enterprise Risk Management function of the Company. Concomitantly, the internal Audit function at Wipro also plays a key role in identifying and highlighting potential risks to Board Committee. High risks including concerns related to grievance redressal, sexual harassment prevention and critical security incidents are tracked and reviewed periodically. They are reported to the Audit committee of the board every quarter. Customer related issues and key employee engagement developments are also reviewed by the board.

Sustainability Risk Management

Sustainability risks are increasing nowadays and have become a growing concern among investors, customers, employees, communities, regulators, etc. Over the past year, we have undertaken a comprehensive Climate change Risk Assessment Program, encompassing both physical and transitional risks, for our major operational locations across the globe, covering India (12 cities), China, Philippines, Germany, Romania, the UK and the US. This has been carried out for two scenarios (based on the IPCC defined RCP 4.5 and RCP 8.5) covering medium to long term (2030-2050) time frames. Climate change risks like increase disruption to operations due to extreme weather events, employee absence and productivity loss are likely to impact Wipro's operations. Our mitigation strategy comprises a robust business continuity plan and well-covered infrastructure insurance. Going forward we plan to incorporate the findings of the study into our BCP framework. We are also carrying out Human Rights Due Diligence at our operations and value chain.

Major Risk Management and Risk Mitigation Initiatives

| Major Risks | Mitigation Plan |
|---|---|
| Decisions made by local governments or public health bodies owing to the COVID-19 pandemic, posing restrictions on physical movement of employees thereby impacting business continuity. | We have a Business Continuity team in place which is cross functional including delivery, legal, office administration, procurement, IT enablement & IT security teams. They are reviewing the situation closely and providing adequate information on the appropriate measures to be taken to remain compliant. |
| Risk of an COVID-19 outbreak within the company's premises impacting employee Safety & well-being. | Constant communication on building employee awareness, limited working from campus, proper sanitization, availability of medical staff within the premises, appropriate social distancing are already in place. We have a well-crafted BCP plan in place if the outbreak affects one campus. |
| Escalation of Information Security & Cyber Security risk on account of increase in surface area of devices. | Based on the perceived risks, effective security controls implemented to detect, prevent and remediate threats. Program to continuously monitor the effectiveness of the controls are implemented to effectively sustain the security controls. Based on the changing threat landscape, focus is on continuous improvement of the efficacy of the security controls with the adoption of new processes and latest technology solutions. |
| Change in internal controls over financial reporting. | In response to the COVID-19 pandemic, we initiated our business continuity program in March 2020 and facilitated our employees to work remotely/work from home. Our business continuity program and the design of our processes allow for remote execution with accessibility to secure data. There were no changes to our internal control over financial reporting that have materially affected or are reasonably likely to materially affect our internal control over financial reporting during the period covered in this Annual Report. |
| Intellectual Property violating or misusing our clients' intellectual property rights or for breaches of third-party intellectual property rights or confidential information in connection with services to our clients. | Elaborate program exists and is enhanced on an ongoing basis, to assess and mitigate the risks on account of intellectual property, both Customer and Wipro owned. The program is crucial and assists in identifying, monitoring, governing and creating awareness across the organization. |
| Data Privacy regulations (such as General Data Protection Regulation in Europe) relating to | The Data Privacy program has been augmented keeping into consideration privacy regulatory requirements, with specific emphasis to revalidate all existing frameworks, policies and |

| | |
|--|--|
| personal information dealt with both by and on behalf of Wipro increases the risk of noncompliance. | processes that can be leveraged by respective support function and delivery teams, covering all applicable geographies and areas of operations. Wipro has implemented the Data process/ Data transfer agreements with customers as well as vendors for flow down DTA/DPA to ensure GDPR governance of personal data. We have also strengthened Wipro systems to strengthen personal data governance from controller perspective. Also setup a process to handle subject access requests related to personal data. Implemented Personal incident management process to ensure speedy governance on personal data related incidents; if any. |
| Regulatory Compliances covering various federal, state, local and foreign laws relating to various aspects of the business operations are complex and non- compliances can result in substantial fines, sanctions etc. | A program on statutory compliance is in place with the objective to track all applicable regulations, the obligation arising out of the same and corresponding action items that requires to be adhered to ensure compliance along with necessary workflows enabled. The program is monitored and regularly reviewed to ensure compliance. |
| Functional and Operational risks arising out of various operational processes. | Appropriate risk and control matrices have been designed for all critical business processes and both design and effectiveness is tested under the SOX & Internal Financial Control Programs and theme based assessments. |
| Service Delivery risks relating to complex programs providing end-to-end business solutions for our clients. | Risk Management framework has been deployed for large value deals to assess solution fitness, credit risks, financial risks, technology risks among other risk factors. Additionally contract compliance programs are in place with regular reviews, early warning systems as well as customer satisfaction surveys to assess the effectiveness of the service delivery and early detection of any risks arising from the service delivery. |
| Work place environment, Safety and Security. | Strong Control measures have been put in place to ensure employee health and safety. Awareness is created about various issues and are communicated on regular basis to employees. Wipro maintains Zero Tolerance for violators of code of business conduct. Also employees are provided with an online web portal to log in concerns relating to various subjects including environment and safety in the work place. |
| Business Continuity risks arising out of climate change related and other disruptions like natural disasters, IT outages, Cyber, pandemic, terror and unrest, power, water and other resource disruptions etc. which may | Effective implementation of Business Continuity Management System (BCMS) and framework aligned to ISO 22301 across global locations, accounts and service functions. The framework will ensure a robust BCM planning to manage any crisis which could disrupt People and process, Technology and Facility level disruption effectively and efficiently. |

| | |
|---|--|
| challenge or impact our customers business and availability of People and process, Technology and Infrastructure. | |
| Geo political risk arising out of entering into contracts in a new country. | An assessment of doing business in a new country is done in order to analyze the feasibility of doing business based on the country's economic stability, corruption index, investment opportunities, ease of doing business and physical safety. |
| Risk of Protectionism policies impacting the business. | Appropriate measures are being taken to provide uninterrupted high quality services to the clients at all geographies. Additionally, localization efforts are being prioritized. More than 69% of the USA workforce is local. In Latin America almost all our employees are local. |

Climate Change Risk Assessment - Case Study

Over the past year, we have undertaken a comprehensive climate change risk assessment program, encompassing both physical and transitional risks, for our major operational locations across the globe, covering India (12 cities), China, Philippines, Germany, Romania, the UK and the US. This has been carried out for two scenarios (based on the IPCC defined RCP 4.5 and RCP 8.5) covering medium to long term (2030-2050) time frames. The assessment provides detailed analysis of the changes in key climatic parameters such as temperature and rainfall that are likely to impact Wipro's operations. It takes into consideration a variety of climate risks which include, an increase in extremely hot days and extremely warm nights, increasing frequency of heat waves, exacerbated urban heat island effect, air quality deterioration, urban flooding and decreasing water availability.

In both scenarios, we see increased probability of higher incidence of water stress, hot days and heat waves across cities. For the coastal cities of Mumbai, Chennai, Kolkata and Vizag we see a high probability of increased rainfall events leading to urban flooding while there is the increased likelihood of adverse health impacts due to Air Pollution in the NCR region. The study has also been used to estimate the extent to which we could witness reduction in employee productivity and increase in absenteeism due to these physical risks. Other operational impacts include those on account of changing regulations in the areas of renewable energy, carbon taxes, green buildings, water management and a shift away from fossil fuel based transport.

Outside India, we see increased physical climate risks for our operations in Philippines, China, Romania and the U.S due to floods and cyclones and while Germany and U.K are primarily exposed to transitional risks due to policy and regulatory changes.

Based on a health survey carried out as part of the study with employees, we see emerging linkages to heat-induced health issues as well as seasonal vector borne diseases. These adverse heat impacts are likely to increase in the future, particularly in cities of Delhi, Noida, Mumbai and Vishakhapatnam which are likely to see an increase in extreme heat conditions. Furthermore, the impacts of vector-borne diseases could become more severe in the cities of Chennai, Mumbai, and Kolkata, where we are likely to see increase in rainfall and urban flooding. These impacts may again contribute to a decrease in the productivity of our employees.

Finally, the study also illustrates how climate change induced financial impacts to our global customers across sectors could likely lead to contraction in their spends on IT services. For instance, business loss due to climate change induced financial impacts to energy and utilities sector customers. Going forward we plan to incorporate the findings of the study into our BCP framework.

Code of Conduct

Wipro has a corporation wide Code of Business Conduct (COBC) that provides the broad direction as well as specific guidelines for all business transactions. The COBC is applicable to all business practices and employees, contractor employees and consultants. It covers critical aspects like customer relations, protecting customer information, supplier selection, conflicts of interest, gifts, entertainment & business courtesies, communicating with the public, confidential information, intellectual property, competitive/business intelligence, protecting the privacy of employee and personal information, business records and internal controls, safeguarding company assets, insider trading, anti-trust and fair competition, anti-corruption, political involvement/lobbying, global trade; human rights, diversity and non-discrimination, harassment-free workplace, safe and healthy work environment, and sustainability and corporate citizenship.

The COBC is socialized at multiple points of an employee's lifecycle - it is first covered as part of the induction program of new hires and subsequently; every employee has to take an online test annually to assert their familiarity with the tenets of the COBC. The code can be accessed [here](#).

The COBC is the central document on which the Company's ethics compliance message is disseminated to all employees. Hence, it is constantly reviewed by the Legal & Compliance team to ensure it stays current with trends and changes in corporate ethics, benchmarking with the best and most ethical companies in the world, and keeping up with the statutory changes.

Wipro will take appropriate disciplinary action including termination against any employee, agent, contractor or consultant, whose actions are found to violate the terms of COBC. We have a zero tolerance policy for non-compliance with the nonnegotiable aspects of COBC e.g. child labor, anticorruption etc. 360 degree feedback process rates Wipro managers on how well they align with the principle of unyielding integrity.

Compliance Management Framework

Compliance processes at Wipro have the oversight of the Board of Directors, the Audit Committee, and the Corporate Compliance Committee. The Committee is responsible for matters relating to Wipro's Code of Business Conduct, grievance redressal and other applicable statutory matters.

Wipro has an effective framework for monitoring compliances with applicable laws. The Board has approved a Global Statutory Compliance Policy which provides guidance on broad categories of applicable laws and process for monitoring compliance. In furtherance to this, an online compliance management system monitor compliances real-time and provides update to senior management and Board on a periodic basis. The Audit, Risk and Compliance Committee and the Board periodically monitors status of compliances with applicable laws based on quarterly certification provided by senior management.

We also have a dedicated in-house Legal & Compliance team focused on compliance to identify and analyze the legal and regulatory changes resulting in creation and update of policies and processes. The team oversees compliance with local business laws and regulatory compliance in each of the countries we operate. It is important to assure the stakeholders that internal systems are fair and just. Global Immigration Management System (GIMS), Integrated Risk management and Human Resources have been identified as functions with "material" compliance related risks. As a result, the legal and compliance team

reviews the process of these functions. Dashboards are maintained across Business Units and Support Functions and reviewed for contractual compliances periodically. Suitable external consulting firms are engaged for Corporate, Taxation and Labour law compliance activities.

GSCCP Program

In 2014, the Global Compliance Management Project was started with the objective of adopting a global statutory compliance certification program (GSCCP) framework and automating the framework. The project covers all functions across 24 countries, including India. Under this project, Compliance Landscaping is being done under the broad categories of Corporate and Commercial laws; Industry specific laws; Employment, Human Resource & Immigration laws; Environment, Health & safety; and IT and Data. An external service provider has been engaged for this project. A compliance tracking tool has also been implemented, to track statutory compliance across global operations and ensure compliance with all relevant legal requirements.

Anti-Corruption

Our code of conduct and the supplier code of conduct cover requirements of FCPA (Foreign corrupt practices act) and the UK anti-bribery act. High risk functions assessed are procurement, Talent Acquisition, CMF, Human Resources, Facility Management Group, Sales and the geographies selected are based on the relative ranking in Transparency International ranking of countries we operate in.

Grievance Redressal

Having a robust whistle-blower policy that allows employees and other stakeholder to raise concern in confidence is an essential condition for a transparent and ethical company. This ensures a robust mechanism is in place, which allows employees, non- employees, partners, customers, suppliers and other members of public to voice concern in a responsible and effective manner.

Under Ombuds Policy adopted by each of our businesses, all complaints are addressed to Ombuds and investigative findings are reviewed and approved by Chief Ombudsperson who reports into the Compliance Committee. Dedicated email address (ombuds.person@wipro.com) has been created to facilitate receipt of complaints and for ease of reporting. All employees and stakeholders can also register their concerns through web-based portal at www.wiproombuds.com. Following an investigation, a decision is made by the appropriate authority on the action to be taken basis the findings of the investigation. In case the complainant is nonresponsive for more than 15 days, the concern may be closed without further action.

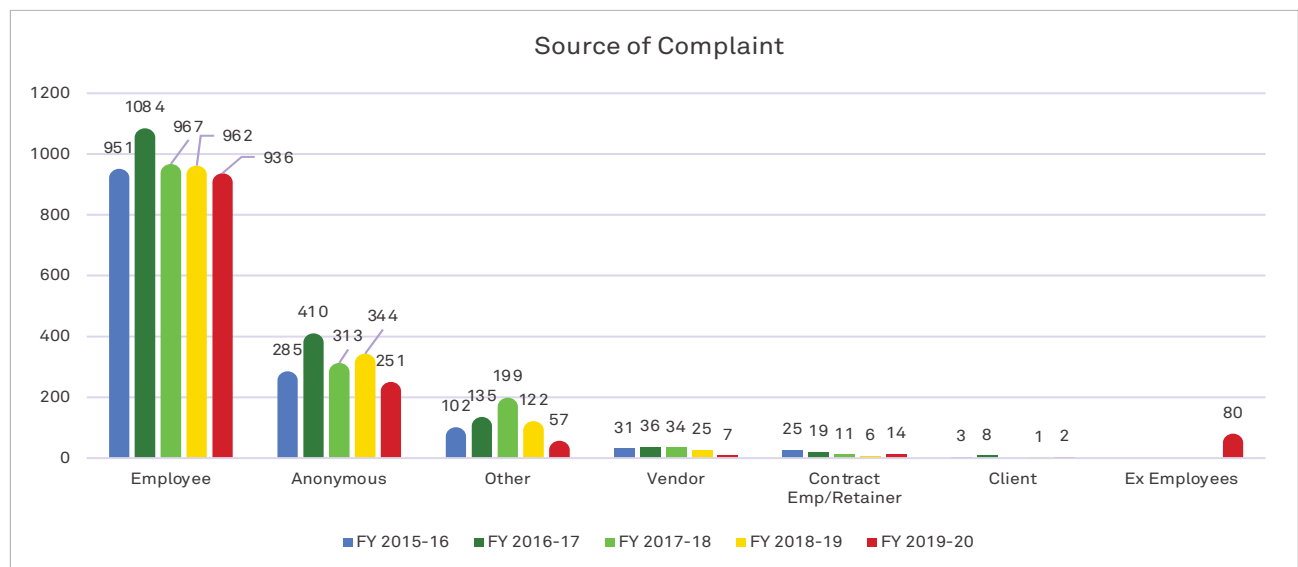
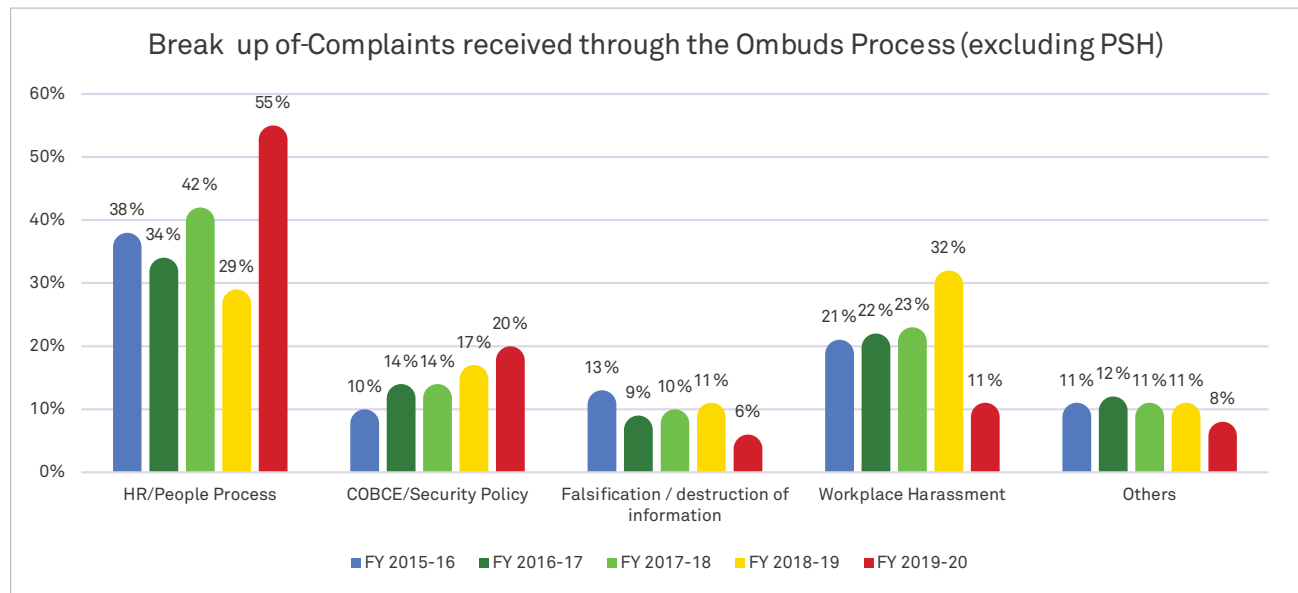
Complete details of the Ombuds process for employees and non-employees is available at the following links in our website: <https://www.wipro.com/content/dam/nexus/en/investor/corporate-governance/policies-and-guidelines/wipros-ombuds-process/Ombuds%20Policy.pdf>.

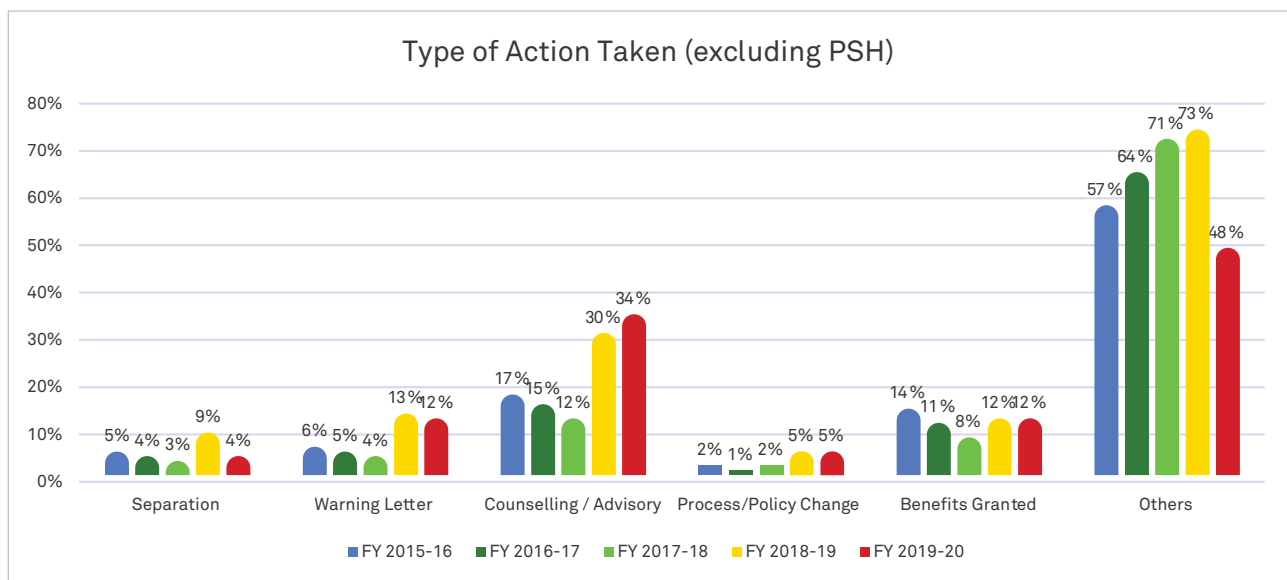
1347 complaints were received via the Ombuds process and 1409 complaints were closed in FY 2019-20. All cases were investigated and actions taken as deemed appropriate. Based on self- disclosure data, 18.6% of these were reported anonymously. The top categories of complaints were people processes at 43% and workplace concerns and harassment at 23%. The majority of cases (82%) were resolved through engagement of human resources or mediation, or closed since they were unsubstantiated.

Wipro has a policy and framework for employees to report sexual harassment cases at workplace and our process ensures complete anonymity and confidentiality of information. Adequate workshops and awareness programs against sexual harassment are conducted across the organization. The below table provides details of complaints received/disposed during the financial year 2019-20:

| | |
|--|-----|
| Number of complaints filed during the financial year | 125 |
| Number of complaints disposed of during the financial year* | 98 |
| Number of complaints pending as at end of the financial year | 27 |

*In addition, 21 cases reported in 2018-19 were disposed during the financial year 2019-20.





Besides the Grievance Redressal, the stakeholders also have the option of sharing their concerns with us via mail mentioned in our website. We have registers at all our locations which can be used by any stakeholder group to express their concerns. The concerns about unethical or unlawful behavior, and matters related to organizational integrity which are mandated by law to report are communicated to the relevant agencies as and when such issues happen. In FY 2019-20, there was no instance of ethical or unlawful activity which required seeking external advice or reporting to external agency.

Training

Training programs on ethical compliance and the Grievance Redressal are regularly conducted at various leadership levels. At these interactive sessions, key applicable ethical policies are explained, with real organizational case studies and relevant judicial pronouncements on ethical matters. Statistical data on the complaints / concerns received by the Ombuds-persons, and the processes adopted to address these are shared with the participating leaders. Every new hire is required to attend an ethical compliance session titled “Spirit of Wipro Session” where key aspects of the ethics framework are communicated. We have an annual test and certification for all employees on the Code of Business Conduct. Additionally, specific training through e-learning modules is rolled out on various subjects including anti-corruption, Gifts, entertainment, and Business Courtesies, and is mandated for all employees in a phased manner.

Other modes of maintaining awareness of ethical compliance among employees include focused training sessions organized for various functions- Procurement, Operations and Administration, Human Resources, Finance and Accounts, Internal Audit. At these classroom sessions, key policies relevant to the participants are discussed and feedback is taken for addressing any changes to processes and policies. Mailers on Compliance are periodically circulated by the ombuds process group through emails, posters at key employee access locations. External Trainings are organized regularly for Legal & Compliance, Finance, Accounts, and Internal Audit teams on anticorruption laws of USA and UK, best practices on implementing anti-corruption processes in organizations. These sessions are conducted by US external counsel and consulting firms. In accordance with mandatory local law, all manager-level employees located in the states of California and Connecticut within the US are required to undergo training and certification on prevention of sexual harassment. In addition, special training are conducted for Prevention of Sexual Harassment Committee panel members, and SOPs are published for better governance encompassing the requirements under law on sexual harassment.

Sustainability Governance

At Wipro, sustainability is every one's job. The responsibility is spread across hierarchies, functions and businesses with multiple functions seeing themselves as key stakeholders in its success; among these, the Global Operations team, the People Function, the Investor Relations team and the Legal team play a major role in several of the programs. However, the oversight of sustainability programs rest at the corporate level with our Chairman, Board of Governors and Group Executive Council.

Board Oversight

The Board of Directors comprises 2 Executive Directors, 6 non-executive Independent Directors and 1 non-executive non-independent Director. In keeping with the company's Corporate Governance guidelines, the Board is comprised of a majority of Independent Directors. The Board of Directors has designated one Independent Director as Lead Independent Director. The Lead Independent Director is responsible for coordinating the activities of the other independent directors, and to perform various other duties. The general authority and responsibility of the Lead Independent Director are to be decided by the group of Independent Directors. The nomination and selection process for appointing Directors is led by the Board Governance, Nomination and Compensation Committee. Nomination is governed by Corporate Governance Guidelines and the Board Nomination policy. Nomination criteria includes experience, expertise, and specific diversity factors such as Gender and Nationality, to promote diversity of composition and perspective. Further, importance is given to personal characteristics such as 'awareness of the Company's responsibilities to its customers, employees, suppliers, regulatory bodies, and the communities in which it operates'. Familiarization programs are conducted for newly appointed Directors, through meetings with key officials and senior business leaders. During these meetings Directors are familiarized with the roles and responsibilities of Directors, as well as other specific aspects such as governance, strategy, and related matter.

Sustainability governance at Wipro is informed by our strategic choice to work across both dimensions – business responsibility and social responsibility. Business responsibility is about the organization fulfilling its essential duties and obligations, and running its business with integrity and ensuring that the ecological footprint of its operations is minimized. The second dimension of social responsibility is about looking beyond the boundaries of organization and contributing towards development of the larger community.

The Board Governance, Nomination and Compensation Committee is headed by an independent director, and also acts as the CSR Committee - an apex body that oversees Wipro's sustainability policy and programs. The Committee comprising of entirely independent directors has the additional responsibility of reviewing the Company's policies on Corporate Social Responsibility, including public issues of significance to the Company and its stakeholders.

This committee and the Chairman will discuss and sign off the goals and objectives along with the budgets of CSR programs at the beginning of every year. Subsequently, the sustainability team leadership will allocate the budgets in line with the defined priorities and goals. The sustainability/CSR leadership team also presents a quarterly report to the Chairman and the Board CSR Committee.

The Committee comprises Mr. William Arthur Owens, Mrs. Ireena Vittal and Mr. M. K. Sharma. During the financial year 2019-20, the Committee met four times and in each of the meetings, update on CSR initiatives were discussed.

Organization Structure

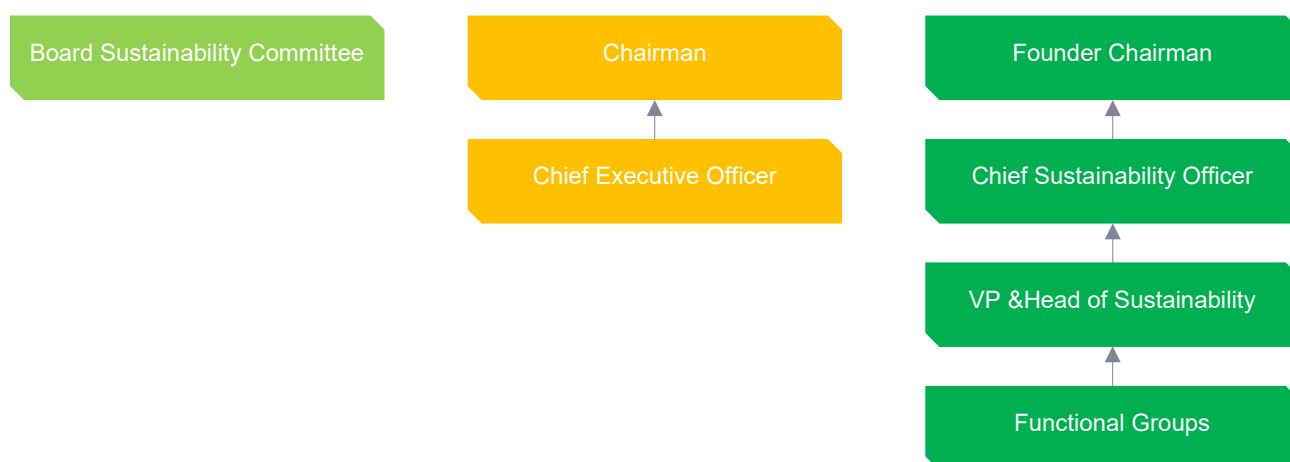
The operating structure of Wipro's multiple sustainability initiatives is based on the idea of building a Coalition or network of partners – internal and external – with nodal responsibility lying with a distinct

group. The initiatives are handled by four functional groups at the corporate level which carry distinct responsibility and accountability but are part of a common sustainability charter under the Chief Sustainability Officer. The operational oversight of sustainability programs as well as reporting rests with Head of Sustainability. This includes the responsibility of formally reviewing and approving sustainability disclosures to ensure comprehensive reporting of material topics as well as seeking external assurance.

The sustainability organization includes four functional groups namely eco-eye, Wipro Cares, Wipro Education and Wipro earthian. The overarching responsibility for our sustainability charter rest with our Chief Sustainability Officer who reports to the Chairman. All sustainability programs of Wipro follow the regular planning and budgeting cycles of the company and are also reviewed by the group executive council:

| | |
|-----------------|---|
| Wipro Eco-Eye | Carries The Primary Responsibility For Sustainability Programs At Corporate Level. Also Has The Oversight Of Sustainability Disclosures, Like GRI Sustainability Report And Business Responsibility Report. |
| Wipro Cares | Works On Our Community Development. |
| Wipro Education | Responsible To Drive Our Education Reform Agenda. |
| Wipro Earthain | Wipro's Sustainability Education Program For Schools And College Brings Together Two Of Our Key Concerns: Education And Sustainability. |

Collectively, these four programs pull together the different strands of our sustainability initiative and steers it in the defined direction. The reporting structure is illustrated below:



Responsibility Matrix

All key organizational stakeholders have vested responsibilities related to planning, execution, evangelization, review, as well as advocacy of the sustainability agenda of the company. Given below is

the responsibility matrix for our environment programs (energy, water, waste and biodiversity). Other sustainability programs have similar matrix pertinent to their operations:

| | Planning & Review | Execution | Internal Evangelizing | External Advocacy |
|--|-------------------|-----------|-----------------------|-------------------|
| Board of Directors | ✓ | | | |
| Group Executive Council | ✓ | | ✓ | ✓ |
| Business Leadership | ✓ | | ✓ | ✓ |
| Facility Management Group | ✓ | ✓ | | |
| Infrastructure Creation Group | ✓ | ✓ | | |
| Sustainability Office | ✓ | | ✓ | ✓ |
| Employee Chapters | | | ✓ | |
| Human Resource | ✓ | | ✓ | ✓ |
| Finance | ✓ | | | |
| Corporate affairs, Brand & Communication | | | ✓ | ✓ |
| Risk Office | ✓ | | ✓ | |

Materiality Determination and Our Strategic Sustainability Priorities

Sustainability reporting should aim to be a faithful reflection of the organization's values, vision, plans, progress and challenges on the different dimensions of sustainability. Determining 'materiality' helps an organization to understand issues that are relevant to its stakeholders over the short, medium and long term. This understanding, in turn, makes sustainability strategy and action more in tune with stakeholder priorities, and more robust in terms of creating impact and navigating risk. The process has to be centered at the intersection of organizational relevance and stakeholder priorities. In this section, we discuss the rationale, approach and outcomes of our materiality determination exercise:

Materiality Recalibration

Materiality is informed by the socio-economic context in which an organization operates and the needs of its primary and/or influencing stakeholders. It requires us to keep 'ears to the ground' by understanding stakeholders' perceptions and expectations, the business context, local and macro developments and changing thresholds of sustainability risks and opportunities over time.

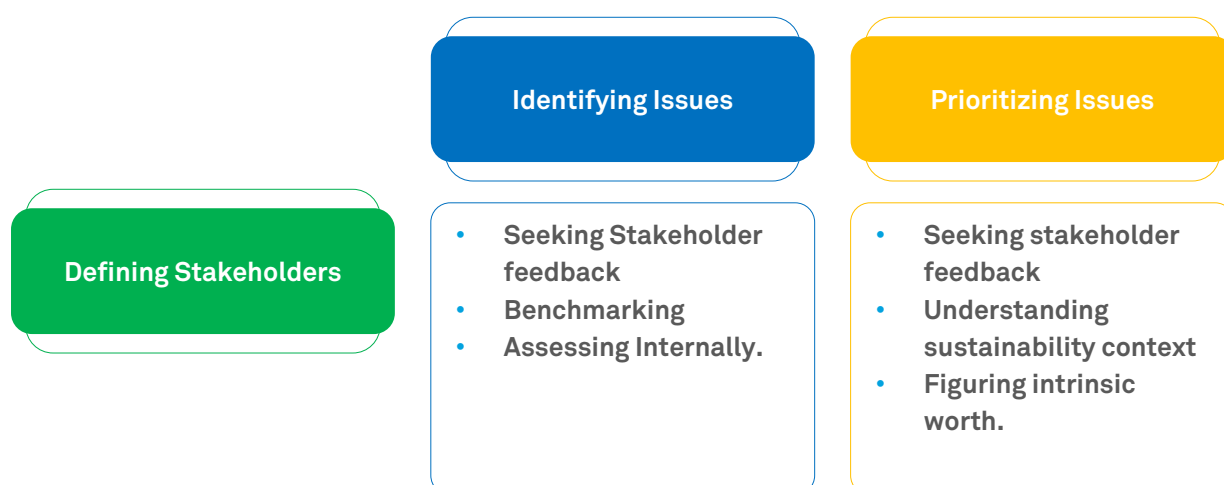
The Driving Principle

In addition to the classic framework that maps issues on the basis of 'Relevance to the Organization' and 'Relevance to Stakeholders', our materiality framework incorporates the following driving principles:

- **Incorporation of multiple dimensions:** Material dimensions vary from one organization to another as the context of each company and the industry or geography in which it is operating is not necessarily the same. The issues faced by a business can be different even within the same sector and geography. The materiality determination should reflect the complexities of multiple environmental, social and governance dimensions that are relevant to Wipro as a company and to the IT Services sector. It is also important to look at the probability and impact of the issues over a long period of time. The societal and global context could shift and what would have been peripheral in the short term could eventually become central and critical.
- **Individual stakeholder view:** The conventional materiality matrix typically places issues based on relevance to the company and relevance to stakeholders; however, given that a company will have multiple stakeholders who are often very different in the roles that they play, it makes little sense to talk about 'stakeholder relevance' as an abstract, macro notion unless it is mapped to the next level of detail to the individual stakeholder.
- **Intrinsic worth:** In the conventional materiality matrix of 'Relevance to Wipro' and 'Relevance to Stakeholders', certain critical sustainability issues may not score high on either of the dimensions. And yet, they have an intrinsic worth that compels serious and deep engagement. Therefore, our new framework will look at all these three factors.

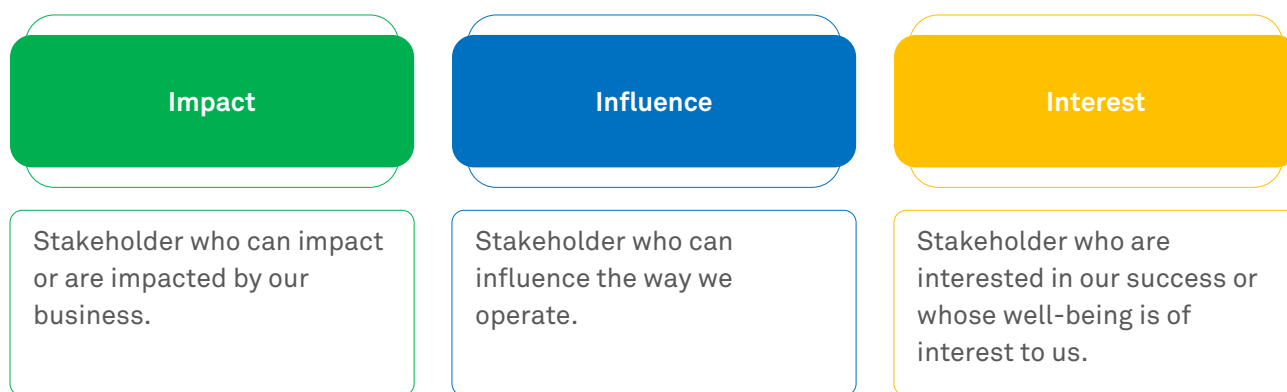
Our Approach

The questions 'Who are your stakeholders?' and 'What are their material issues?' are important starting steps and we consider these questions as the building blocks of our sustainability initiatives and reporting. Based on GRI G4 Guidelines and AA 1000 principles of 'Stakeholder Inclusiveness', 'Materiality' and 'Sustainability Context', we have adopted the following approach to determine materiality for our company:

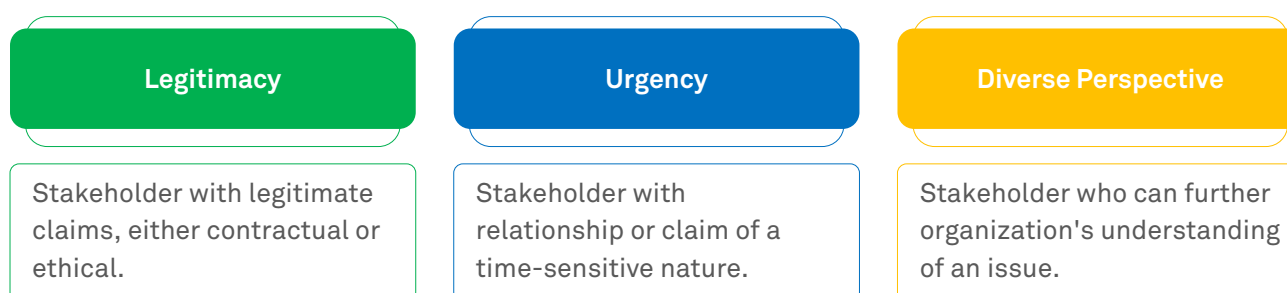


Stakeholder Identification

Defining who an organization's primary stakeholders are, can be relatively straightforward within the business ecosystem. But when it comes to larger social and environmental contexts, the meaning of stakeholders can assume a form that is unduly large or amorphous. Here it becomes important to understand and identify those attributes of stakeholders that makes them important to business and necessitate meaningful engagement. We began our identification by defining those attributes and then mapping our value chain to determine stakeholders who qualify the attributes:



We also looked at the three additional factors while finalizing our stakeholders:



These led us to identify the following eight stakeholders groups. Readers will note that, except for minor semantic differences, these are the same stakeholders that appear in our previous reports. Therefore, the materiality recalibration exercise essentially reaffirmed our earlier decision in this regard:

- Employees
- Customers
- Investors
- Suppliers
- The Education System: Partners and Academic Institutes
- Communities and Civil Society Networks
- Government and Policy Networks
- The Young Citizen and Future Generation

While the first four have direct and operational/ business value chain impacts, the other four are part of the larger community and society that we operate in.

Identification of Issues

Material issues and their relative importance to Wipro and our stakeholders are not static and are likely to change with time. In line with this, we followed a threefold approach based on the Five Part Materiality Test proposed by AccountAbility. We try to present a 360 degree perspective on our business and ecosystem through this process and its outcomes:

Relevance to Wipro

Internal Assessment

- TEST 1: Direct Economic Impact
- TEST 2: Organizational value & commitments

External Benchmarking

- TEST 3: Business peer based norms.

Relevance to Stakeholders

Stakeholder Feedback

- TEST 4: Stakeholder behaviour and concern
- TEST 5: Societal norms.

Internal Assessment

A significant part of materiality determination stems from the organization's overall mission, values, commitments and competitive strategy as well as the impact of or on its economic performance. An internal perspective on risks as identified through organizational processes like risk assessment studies and audits or self-assessments using disclosure frameworks is also considered in the process. Listed below are the sources of information:

- Financial Reports (Annual Reports & FORM 20F)
- Sustainability Reports
- Disclosures (Dow Jones Sustainability (DJSI), Carbon Disclosure Project (CDP), etc)
- Other Risk Assessment Studies & Audit Reports.

External Benchmarking

We conducted an extensive review of literature to identify issues considered as material and identified as risks by our business peers and also to understand expectations expressed in international standards and agreements. Listed below are the sources of information:

- Annual Report, Sustainability Report and FORM 20F of peers
- ISO 26000 guidance on social responsibility
- SASB materiality map
- WEF Global Risk Report.

Stakeholder Feedback

Stakeholder inclusiveness is central to the materiality determination process. It is important to consider reasonable expectations and interests of stakeholders so as to provide a balanced view of the issues that emerge. At Wipro, we engage with our stakeholders regularly to understand their concerns and develop plans to address those concerns.

From the above-mentioned sources, a universe of all issues or dimensions that could be material for our businesses was identified.

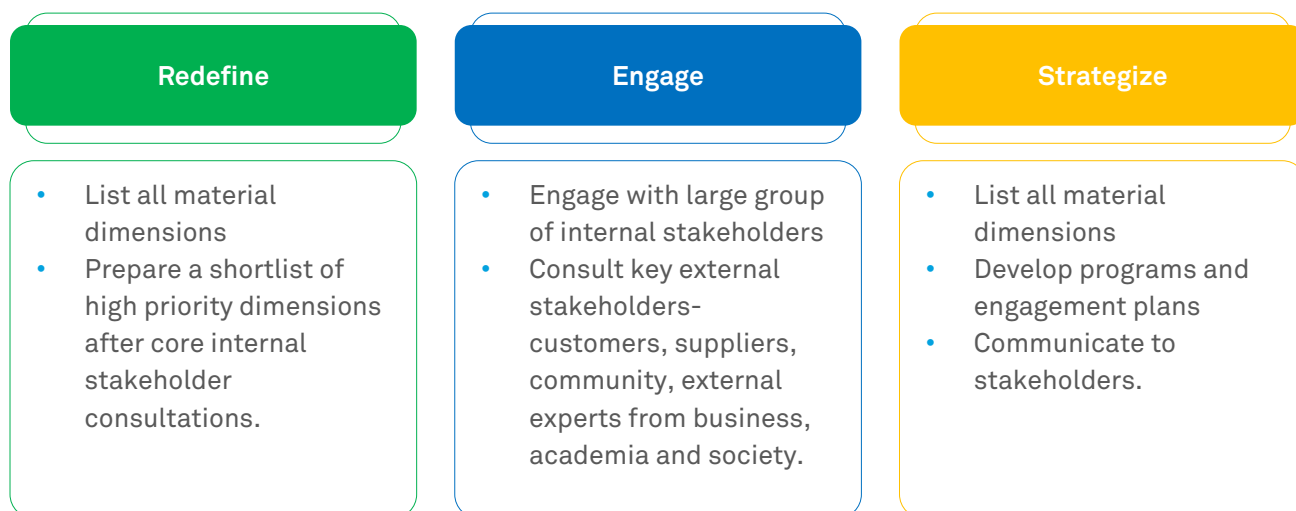
Materiality Map

| People, Employees And Communities | Environment And Ecology |
|--|---|
| Corporate Citizenship and Philanthropy | Biodiversity |
| Knowledge and Skills Development | Environmental Performance |
| Human Rights - Freedom of Association, Non-Discrimination, Forced Labor, Child Labor, etc. | Waste |
| Gender | Energy |
| Employee Health Safety and Wellbeing | Environmental regulation compliance |
| Disability | Urban resilience |
| Fair Labor Practice | Water |
| Talent Attraction, Development and Retention | Energy |
| | Natural and man-made catastrophes |
| Corporate Governance And Ethical Business Conduct | |
| Competition | Open Source |
| Customer Privacy | IT system security and operational resilience |
| Operational Efficiency & Speed | Accounting for externalities |
| Corporate Governance | Economic performance |
| Corruption, Bribery, Corporate Fraud | Regulatory compliance |
| Customer Satisfaction | Supply chain management |
| Intellectual Property Rights | Innovation |
| Transparency and Disclosure | Service Delivery |
| Outsourcing Related Issues | Data Security |
| Tax strategy | Stakeholder communication |
| Management Vision Leadership Stability | |

Prioritization of Material Issues

The sustainability context of each of the issues or dimensions identified was detailed so as to understand their materiality to our business and industry. Following this, a prioritization exercise was undertaken by looking at the intrinsic worth of each issue as well as its relative priority. The stakeholder's feedback was also taken into account by incorporating their ratings for each of these dimension against four criteria of 1) Relevance to Wipro's business operations; 2) Relevance to stakeholders; 3) Impact; and 4) Time horizon of impact.

In 2014-15, we held a formal consultation with senior leadership, employees and external sustainability experts from industry and academia, on stakeholder priorities, concerns and expectations. We also considered inputs from customers and investors. The collective outcome of the consultation process was a revised materiality matrix. Since then, we have revisited the materiality matrix/map each year, and consider any refresh that it requires, based on latest stakeholder feedback and input:



Materiality Reporting of the Year

In line with GRI standard requirement to focus on ‘what matters’ and ‘where it matters’, we undertook an exercise to determine the most material issues to include in this report from multiple dimensions of risk, returns and relevance. We adopted the following steps to identify material aspects for reporting:

- Mapping the identified material issues to GRI Topics
- Defining the boundary of each ‘Topic’ based on impacts
- Deciding the scoping of reporting for other issues/dimensions.

From the universe of issues or dimensions that was identified as material, a total of 20 topics have been finalized for reporting. Depending on the relative importance, the other issues identified will be detailed in the respective sections as part of disclosure of management approach. The outcomes of the process were shared with all relevant functions for review and the consequent feedback was incorporated.

Given below is the mapping of identified aspects and topics to respective sections and primary stakeholders:

| Stakeholders | What is material? | Where the impact occur? | Why the topic is material? | Respective Sections |
|--------------|--------------------------------|-------------------------|--|---------------------|
| | Employment | | Business continuity and obsolescence are typical concerns for the technology sector, given the pace of change that the industry is known for. Ensuring continued meaningful employment for employees and creating opportunities for external talent, consistently are therefore important focus areas. | |
| | Occupational Health and Safety | | Health and Safety performance is a key measure of an organization’s duty of care. Low injury and absence rate are generally linked to positive trends in staff morale and productivity. The aspect is critical for stability of the workforce especially for an organization like Wipro. | |
| | Diversity and Equal | | It is legislative mandated in India to provide equal pay for work of equal value. | |

| | | | | |
|-----------|--|---|---|--------------------------|
| Employees | Opportunity | People Supply Chain- Global (employee, contract and support staff). | According to WEF Gender Gap report 2018, India is part of the bottom forty countries in global index and one of the worst-performing countries on Economic participation and opportunity. Diversity, especially gender equity, is another well-known issue in STEM sector. | Workplace Sustainability |
| | No-Discrimination | | According to the Global Gender Gap Report 2020, it will take another 100 years to achieve gender equality based on the current rate of progress. Women represent 39% of the global workforce but accounted for 54% of job losses as of May 2020. Furthermore, women are over-represented in sectors which are most heavily hit by the pandemic, such as hospitality or the food services industries, further exacerbating inequalities. | |
| | Freedom of Association and Collective Bargaining | | The right of workers (and employees) to organize collectively in organizations of their own choice is a fundamental provision of the UN Universal declaration of Human Rights. | |
| | Capacity Building and Career Development | | The quality of employee is considered to be an important source of competitive advantage to any organization. Hence maintaining and improving the human capital of the company, particularly through training that expands the knowledge base of employees, is a key differentiator. | |
| | Energy | Global Supply Chain (includes business travel and commute) contribute to 69% of total environmental impact. | Studies estimates that ICT system now use 1,500 terawatt hours of power per year which is about 10% of the world's total electricity generated. Jevons paradox proposes that the increase in efficiency which comes along with technological progress trends to increase (rather than decrease) the rate of consumption of that resources. | |
| | Emissions | Global Supply Chain (includes business travel and commute) contribute to 69% of total environmental impact. | Emissions are the major contributors to climate change. Research from 2018, estimates the ICT sector's carbon footprint to be 730 Mt CO ₂ -equivalents or 1.4% of overall global emissions, and the sector uses 800 TWh or 3.6% of the global electricity for its operation. To limit the negative impact of climate change, it is critical to limit the temperature increase to 2 degree Celsius above preindustrial level. | |
| | Water | Operations in India as they constitute 80% of overall footprint and higher impact. | World Economic Forum's Global Risk Report 2018 identifies water crisis as one of the top high impact risks. The UN-Water (2018) forecasts that 2 billion people live in countries or regions which experience high water stress and 700 million people | |

| | | | | |
|---|----------------------|--|--|----------------------------------|
| Current & Future generations | | | worldwide could be displaced by intense water scarcity by 2030. | Ecological Sustainability |
| | Effluents and Waste | Operations in India as they constitute 80% of overall footprint and higher impact. | Unmanaged disposal of waste and effluents can have significant impact on receiving ecosystem and this in turn can affect the quality of the water supply available to the organization and its relationship with communities & other water users. Reduction of waste and effluents can contribute directly to lower costs for materials, processing and disposal at the same time reduce financial risks from the loss of raw materials, remediation costs, regulatory action as well as reputation. | |
| | Campus Biodiversity | All large Wipro campuses in India. | The vast sprawling campuses where we operate gives an opportunity to promote ecological balance by improving biodiversity. | |
| | Urban Resilience | Primarily India. | Given the urban centric nature of our operations, ecological issues affecting urban areas cannot be overlooked by the organization. A better, safer and cleaner environment promotes wellbeing of the citizens. | |
| Customers | Customer Privacy | All our customers and businesses. | Given the pervasive nature of technology, data privacy has become a concern for businesses. Any lapse from the organizations part in safeguarding the privacy and interests of customers can have financial, legal and reputation impacts to business. | Customer Stewardship |
| | Customer Engagement | All our customers and businesses. | Engagement is critical to understand and meet expectations of customers and customer retention is dependent on the quality of engagements. | |
| | Innovation | All our customers and businesses. | Opportunities to learn and innovate in emerging areas of work drive the engagement levels of employees. Also innovation helps generate revenue for the business and builds relationships for the long term. | |
| Investors | Economic Performance | Economic performance: Across the value chain, primarily India. | Economic performance is key to the sustainability of any business and the success of the business cascades to the stakeholders involved. | Financial Stewardship |
| | Anti-corruption | Anti corruption: Supply chain and business functions, primarily India. | Corruption can be a significant risk to business as it can have create legal and regulatory implications. There are instances where instances of corruption by organizations affecting the economy at large. Anti-corruption as a focus area is also naturally aligned with our Spirit of Wipro values. | |

| | | | | |
|--|-----------------------------------|---|---|-----------------------------|
| Suppliers* | Supplier Environmental Assessment | Social aspects of Supply Chain: India based suppliers. | The responsibility of the business does not ends within the boundary of the organization. The suppliers play critical role in the sustainability and hence issues faced by the supplier ecosystem should be considered by the organization for effective risk mitigation. | Supply Chain Sustainability |
| | Supplier Social Assessment | Environmental aspects of supply chain: Categories based on life cycle assessment of services and products (see natural capital accounting). | | Workplace Sustainability |
| Community & civil society networks; The education ecosystem | Community and Education | Communities in India and other counties where we have significant operations. Other countries include South Africa, United States of America. | It is critical for business to engage with the social and ecological challenges that face humanity in a deep and meaningful manner with long term commitment; for that is the only way by which real change can happen on the ground. It is these engagements which gives the organizations 'license to operate'. | Social Responsibility |

* Our suppliers are of three categories - Human Resources, Service Providers and Materials & Equipment Providers. We are covering aspects and topics related to our primary supply chain (contractors directly engaged in customer delivery) in the section 'People Sustainability' and product and services supply chain related aspects in the section 'Supply Chain Sustainability'.

Stakeholder Engagement

Organizations do not exist in silos; it can be even said that every organization is the sum total of interactions with different stakeholders so as to create value for all parties involved either directly or indirectly. In such a system of interdependencies, engagement with stakeholders is central; however over the past few decades, stakeholder engagement has become more than just interactions happening over the normal course of business. Engaging with stakeholders has a greater purpose of understanding risks and opportunities associated with the social, environmental and economic climate that a business is embedded in:

Summary of Stakeholder Engagement

| | Customers | Employees |
|---|--|---|
| Rationale for Engagement (Key Drivers / Benefits Of / Risks of Not Engaging) | Building relationships with customers is core to understanding their business needs and emerging trends. Close engagement helps Wipro to communicate unique and differentiated value to customers. | People are at the core of a knowledge-based organization like ours. Partnering with employees to understand their expectations and feedback enable us to strengthen our people processes and thereby strengthen our talent pool enabling better retention outcomes. |
| Strategic Objective of Engagement | Partnerships with customers to meet their present and emerging business information technology requirements. | To solicit feedback and employee perception to enhance and improve people processes and improve employee satisfaction. To empower employees and provide them with voice in key people decisions. |
| Key Material Issues | Quality and timeliness of delivery. Impact on customer's business goals. Does Wipro meet the expected norms on environment, labor and human rights and corporate responsibility? | Empowerment, Continuous Learning , Quality of Work, Work-Life balance, Compensation & Benefits, Workplace facilities, Health & Safety , Counseling and Advice, Diversity in the workplace, Career planning, Appraisal and Feedback, Integrity and transparency at workplace, the company's larger vision on sustainability and social issues. |
| Steps Taken To Address Stakeholder Concerns | Deeper engagement with customer across levels. Develop better review, communication and feedback processes. | Enhanced communication and collaboration forums to voice feedback. Continuous review and improvements to existing processes. Detailed analysis of employee satisfaction scores and survey feedback to close gaps. |
| Modes Of Engagement | Strategic and operational reviews, Customer Meets, Formal customer feedback and surveys. | Ranges from daily (blogs) to annual (360 degree feedback). |
| Primary Internal Custodian | The Chief Executive Officer, Chief Strategy Officer, Chief Business Operations Officer, the Chief Quality Officer, Sales & Marketing functions & their teams. | The Human Resources group, Environment Health and Safety group (joint responsibility for health and safety). |

At Wipro, we look at stakeholder engagement as a sine qua non for fostering responsible and sustainable business practices that benefit both, the organization and the stakeholders. What follows is a summary representation of our engagement with the eight stakeholders. This acts as a valuable input to our materiality determination process:

| | Suppliers | Investors |
|---|---|--|
| Rationale for Engagement (Key Drivers / Benefits Of / Risks of Not Engaging) | Supplier engagement helps reduce risks from quality and disruption of services. | Engaging with our investors helps gain diverse perspectives on business strategy and performance. It also helps us proactively communicate our performance and future plans, which in turn, can help strengthen our brand. |
| Strategic Objective of Engagement | Partnerships with suppliers to meet diverse business operations requirements. | To communicate our strategy and performance as well as our views on economic environment; To seek feedback on our performance. |
| Key Material Issues | <ul style="list-style-type: none"> • Ease of doing business with Wipro across the Order to Payment life cycle • Ability to meet corporate responsibility requirements - with regards to ethical business conduct, social practices. | <ul style="list-style-type: none"> • Corporate governance • Financial performance • Labor & Human rights • Attrition • Compliance |
| Steps Taken to Address Stakeholder Concerns | <ul style="list-style-type: none"> • Communication • Capacity building • Collaboration with suppliers | Strengthen our governance systems and Processes. |
| Modes of Engagement | Regular operational reviews, Supplier meets, Vendor survey. | Annual General Meeting, Annual Report, Investor meets, Analyst conferences. |
| Primary Internal Custodian | Central Procurement Office, Wividus Shared Services, Facility Management Group. | Chief Strategy Officer. |

| | The Education Ecosystem: Partners and Academic Institutes | Communities and Civil Society Networks |
|---|---|--|
| Rationale for Engagement (Key drivers / Benefits of / Risks of not engaging) | Education is one of the strategic long term community engagement programs identified as force multipliers for effecting social change and sustainable development. It is one of Wipro's main planks of societal engagement. | The imperative for business to engage deeply with communities and society stems from the fundamental axiom that for business to flourish, the fabric of society must be strong. |
| Strategic Objective of Engagement | Developing a good understanding and capacity building of civil society organizations working in school education is the core objective of our education program. | To engage on systemic issues that are force multipliers for social change and sustainable development. |
| Key Material Issues | Quality of education in schools. Teacher capacity development Understanding of good Education; Availability of resource organizations and people in specific areas in school education. | Education for disadvantaged children e.g. children of migrant laborers, children with hearing disability et.; Primary healthcare for rural communities.; Environment issues that affect Disadvantaged communities e.g. water, solid waste. Long term rehabilitation for disaster affected area. |
| Steps Taken to Address Stakeholder Concerns | Facilitating mutual learning among partner organizations through annual partners' forum; Cross-leveraging the learning from diverse partner experiences through our engagement with partners. | Designing programs to address the specific; needs of the communities with whom we are associated. |
| Modes of Engagement | Periodic visits, conference calls, email, reviews, reports of workshops or events. | Periodic meetings with partners, open meets with community, partner newsletters. |
| Frequency | 3- 4 times a year for each partner/project. | Varies from monthly to quarterly. |
| Primary Internal Custodian | Wipro's CSR group , Wipro education - the school education team. | Wipro's CSR group, Wipro Cares, Location leadership. |

| | Governments and Policy Networks | The Young Citizen and Future Generations |
|---|--|---|
| Rationale for Engagement (Key drivers / Benefits of / Risks of not engaging) | Corporations must engage with government as part of the larger charter of bringing about systemic changes in society through legislation, policies and directives. | The young citizen has enormous potential as a change agent and in creating lasting positive impact to the environment and society. Trying to safeguard the interests of future generations is a fundamental act of responsibility leading to. |
| Strategic Objective of Engagement | To participate meaningfully and to influence policy directions for larger social good. | To ensure a safe and sustainable planet for future generations. |
| Key Material Issues | India's policies on climate change, energy efficiency, water, waste, biodiversity including SDG's; Legislation policies on workplace inclusion, labor and human rights; The role of corporate social responsibility and Taxation legislation in the countries we operate in. | Ecological sustainability of our planet at a local, national and global level; Issues of inclusiveness and fairness. Meaningful work and livelihoods. |
| Steps Taken to Address Stakeholder Concerns | Active involvement in both, policy formulation and in a more general process of debate and dialog on various challenges of development and sustainability. | Design and execution of several projects that addresses societal and environmental problems beyond the scope of business. |
| Modes of Engagement | Planned meetings, workshops, taskforces and steering committees of industry network bodies. | Indirect inference from our school and college interventions as well as with Wipro's employees. |
| Frequency | Varies from monthly to annual | |
| Primary Internal Custodian | Corporate Affairs group, Senior Leadership, Wipro Sustainability team. | Human Resources Group, Wipro's Sustainability Group, Wipro sustainability team. |

Alignment with Sustainable Development Goals (SDGs)

Sustainable Development Goals (SDGs) was adopted with the objective of stimulating action over the 15 years (2015-30) in areas which are of critical importance for humanity and the planet. These goals focuses on achieving sustainable development in its three dimensions – economic, social and environmental – in a balanced and integrated manner. These goals call for action by all countries, poor, rich and middle income to promote prosperity while protecting the planet and covers a wide range of issues like poverty eradication, economic growth education, health, social protection, climate change, environmental protection.

Given the ambitious nature of the targets for 2030, magnitude of efforts required to achieve them and the scale of challenge, it is not possible to achieve the goals without meaningful partnership between different stakeholders. Businesses as drivers of economic growth and employment and a source of finance, technology and innovation is a key stakeholder and it has great potential to contribute towards the implementation of the SDGs. At Wipro, we are actively working on multiple aspects of development which are aligned with the different themes of SDGs.



Ensure healthy lives and promote well-being for all at all ages

Well-being and safety is a critical component of doing business at Wipro and it is embedded in our core values of acting with integrity and sensitivity. We work towards enhancing well being of our employees through workplace safety and security initiatives with special focus physical and emotional health.

For more information, refer to 'Employee well-being and Safety.'



Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

Education is one of the themes identified by Wipro to help in societal change and development. Currently, there are multiple distinct tracks running on school education, each with its own overarching goals but with shared synergies wherever relevant. Wipro Applying Thought in Schools works towards systemic reform of education in the country. The Wipro Cares program in school education focuses on supporting access to and ensuring continuity of school education for underprivileged children as well as children with disability, especially those from disadvantaged backgrounds. Wipro School Education Fellowship (SEF) was started with the purpose of strengthening Science and Math teaching in schools through teacher capacity building.

For more information, refer to 'Partnering for Social Change'



Achieve gender equality and empower all women and girls

The entire organization, beginning with our leadership, is aligned with our I&D vision. Our CEO is the Executive Sponsor of the I&D Council. We have a structured program 'Women of Wipro' to develop and nurture the women talent in the organization.

For more information, refer to 'Diversity and Inclusion'



Ensure availability and sustainable management of water and sanitation for all

Wipro's water stewardship program has water efficiency, responsible sourcing, reduce consumption and water security as its stated objectives. Our engagement with water include a broad range of programs, both, within Wipro and outside like recycling waste water, use of water efficient fixtures, rain water harvesting and Participative Ground Water Management.

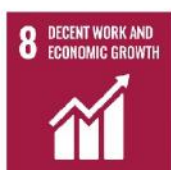
For more information, refer to 'Water Stewardship'



Ensure access to affordable, reliable, sustainable and modern energy for all

Wipro contributes to the cause of affordable and sustainable energy by investing in renewable energy resources, adopting energy efficient practices as well clean energy technologies and infrastructure.

For more information, refer to 'Energy Efficiency and GHG Mitigation'



Promote inclusive and sustainable economic growth, full and productive employment and decent work for all

Wipro is a global information technology, consulting and outsourcing company with 160,000+ workforce and revenues of \$8.06 Billion. The company contributes to the economic growth and development for all by creating jobs while upholding highest labor standards across operations and the value chain.

For more information, refer to 'Workplace Sustainability' and 'Financial Stewardship'



Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation

Inclusive and sustainable industrial development and technological progress furthers the cause of income generation. Wipro continues to work on technological innovations which can drive sustainability by way of digitalization and dematerialization, system integration and optimization and offers a range of sustainability inspired solutions to our customers.

For more information, refer to 'Innovation' and 'Sustainability Inspired Solutions'



Make cities and human settlements inclusive, safe, resilient and sustainable

Wipro through its community programs is working closely with industry, government and communities on different challenges posed to urban living. We have identified mobility, waste and water management as the themes of engagement.

For more information, refer to 'Urban Resilience'



Ensure sustainable consumption and production patterns

Wipro sustainability program aims to reduce its ecological footprint and a number of initiatives have been developed to improve resource and energy efficiency across its value chain. The focus is on energy efficiency, responsible water use, and pollution and waste management.

For more information, refer to 'Ecological Sustainability'



Take urgent action to combat climate change and its impacts*

Understanding the implications of climate change to the planet and business in specific, Wipro has set ambitious scientifically valid and traceable targets levels to reduce our Scope 1 and Scope 2 people emissions intensity figures. The targets are based on Science Based Target setting framework by WRI (World Resource Institute) that tries to align with the 2015 Paris agreement which aims to limit global warming to below 2 degrees Celsius from pre-industrial. Considering 2017 as the base year, we have set medium term targets till 2022 (detailed in response) and 2030 and longer term targets till 2040 and 2050

For more information, refer to 'Partnering for Social Change'



Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss

Wipro currently runs a significant initiative around campus biodiversity in two of our campuses in India. It is our objective to convert five of our existing campuses to biodiversity zones and design all our new campuses based on biodiversity principles.

For more information, refer to 'Campus Biodiversity'



Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

Structured interventions like our grievance Redressed process of Prevention of Sexual Harassment (POSH) and Ombuds, Employee Perception Survey (EPS), Contract Employee Engagement, governance reviews with Health Committees, Audit Risk & Compliance Board and Inclusion & Diversity Council, help us to proactively identify and mitigate risks on human rights and any other organization processes.

For more information, refer to 'Workplace Sustainability'

17 PARTNERSHIPS
FOR THE GOALS



Strengthen the means of implementation and revitalize the global partnership for sustainable development

At Wipro, we think it is critical for business to engage with the social and ecological challenges that face humanity in a deep and meaningful manner with long-term commitment; for that is the only way by which real change can happen on the ground. We engage with communities, governments, coal societies on issues like education for underprivileged children. etc.

For more information, refer to 'Partnering for Social Change'

SUSTAINABLE DEVELOPMENT GOALS

Advocacy Engagements

Water, Biodiversity, Mobility and Waste Management

- Water: continued to be a major area of collaborative focus for us in 2019-20. The major advocacy platforms that we have been deeply involved in are summarized below:
 - Urban Water: Participatory Ground Water Management (PGWM) and Wetland program seeks to address the pressing issue of water in Bangalore. It does this through a combination of scientific hydrogeology and the involvement of several citizen groups as part of a unique decentralized governance framework. We have a similar project running in Pune through our partners ACWADAM, which has seen active engagement with the municipal authorities in the city. More information is available at the program site <http://bangaluru.urbanwaters.in>.
- Biodiversity: Our participation in advocacy on biodiversity issues is through two national levels forums - the CII-India Business for Biodiversity Initiative (IBBI) . We have been supporting the “World Sparrow Day” and the “Wipro-Nature Forever Society Sparrow Awards” for the past five years
- Waste Management: We continue to be part of the sub-committee on ‘Waste’ in the CII National Environment Committee. We supported a study to understand the contribution of informal economy to waste and material recycling in Bengaluru. This study was done by Hasiru Dala in association with IIHS, Bengaluru. The study report has been disseminated through workshops and a publication
- Bangalore Sustainability Forum: This forum was set up in early 2018 and convened by Wipro along with the National Center for Biological Sciences. BSF brings together civil society, academia, research institutions and government with the broad goals of fostering curated interactions between different stakeholders on issues of urban sustainability. Over the past year, the forum has curated three retreats on the themes of Urban Water, Biodiversity and Climate Change and supported many collaborative projects through a small grants program. In the present year the forum is hosting ‘Reading for Change’ – interesting book readings connected to SDG’s, podcasts, among others. Program Website: <http://www.bengalurusustainabilityforum.org/>
- Mobility: Wipro became the first Indian major business to join EV 100 initiative- a global initiative launched by The Climate Group, which addresses this alarming concern by bringing together forward looking companies committed to accelerating the transition to electric vehicles (EVs) and making electric transport the new normal by 2030. Our initiative is in line with Government of India’s National E-Mobility Programme and country’s ambition of ensuring that 30% of all vehicles on the road are electric by 2030.

Diversity

Over the years, Wipro has participated in various eminent forums by bodies like SHRM (Society for Human Resource Management), NASSCOM, Catalyst, NHRDN (National HRD Network), UNGCNI etc. We continued our engagement with external stakeholders where we hold advisory board / core committee positions:

- Wipro is part of the core CII committee for employment of people with disabilities and also part of the NASSCOM working group on gender inclusion. Wipro is also one of the founding member of CII’s Business for Human Rights Initiatives.

Sustainability and CSR

We continued to strengthen our participation in advocacy on the cause of corporate sustainability as a whole. Wipro’s electronics city campus was awarded the Greenco Silver Rating by CII-GBC (Green Business Center). We were the first campus in IT Services sector to have received the award. The rating is provided based on 700 points performance covering energy efficiency, water conservation, renewable energy, GHG emission reduction, waste management, material conservation, green supply chain and other innovations.

As Co-Chair of the CII-GBC Greenco forum (Bangalore chapter), the goal is to drive the adoption of the ‘Greenco’ framework by the IT sector. The Greenco framework encourages companies to establish a

multidimensional framework of ecological sustainability that spans the areas of Energy, Water, Waste, Biodiversity and Product Stewardship.

Speaking engagements in public forums play an important role in building sustainability awareness and advocacy. We actively participated as speakers in several events in previous years, some examples of which are: the CRB's India and Sustainability Standards conference, GRI Conference on Disability Reporting, the CII Annual Greenco Summit, and Sustainability workshops at IIM Bangalore, IIM Lucknow and MDI Gurgaon.

Workplace Sustainability



Workplace Sustainability

Introduction

Our people are our core and as an organization we are committed to their holistic and sustainable development. We firmly believe that we cannot build a great business without being able to attract, retain and nurture the best available talent. We are committed to partnering with employees and strengthening our talent pool by providing them with growth, career enhancement opportunities and a safe and secure workplace. Today, we have a large and diverse workforce (180,000+ employees of 130+ nationalities working for us as on 31st March 2020) and we continuously design and implement processes and programs to foster people development, leadership development and skill enhancements among our global teams.

Business Context

Our people centric interventions are driven by the dynamic business landscape we operate in. Today, innovations like artificial intelligence, automation and analytics are disrupting traditional business models, and opening up newer opportunities and revenue streams. Continuous learning is key to staying relevant in any industry and more so in the IT and ITeS sector. Organizations are moving away from being process-centric to becoming experience-centric in order to attract, nurture and retain the best global talent.

Human Capital Value Chain

Our human capital interventions are driven by the dynamic business landscape we operate in. Today, traditional business models are getting disrupted by innovative technologies such as digital, cloud, cybersecurity and, even an unexpected crisis like the novel coronavirus is establishing newer ways of working and doing business. Adapting and evolving continuously through rapid learning and embracing ambiguity are key to staying relevant in any industry and more so in the IT and ITeS sector. Organizations are moving away from being process-centric to becoming experience-centric to attract, nurture and retain the best global talent. Our human capital value chain consists of people strategies which are based on the current and future business requirements. Our policies, processes and systems flow from these strategies which encompass our employee lifecycle. We also make sure these policies, processes and systems comply with the laws of the land and international standards, wherever applicable. The outcomes of these people interventions are evident in our people result indicators, which directly or indirectly contribute to the intellectual, social, natural and financial capital of Wipro. As part of our governance process, the strategies, processes and results are reviewed periodically by the leadership and course corrections are made when and where necessary. Throughout this value chain, our strategies, processes and policies reflect an unflinching commitment to the Spirit of Wipro values, as well as globally recognized principles of business responsibility, human rights and corporate governance.

Culture / Values

While our company has transformed many times over the years, the Spirit of Wipro, our core values, has been the only constant. It is our true north that connects us with the past and guides us into the future. As we embark on a journey of culture transformation, these values are put into action through the Five Habits, which are essential to drive a growth mindset. The Five Habits are Being Respectful, Being Responsive, Always Communicating, Demonstrating Stewardship and Building Trust. We believe in their combined power to build our culture for tomorrow. Five Habits is a movement at Wipro, championed by the Chairman and driven by our leaders for all employees to embrace. The Five Habits will be introduced in phases over 6-9 months. As part of phase 1, we have completed immersive sessions with the top 1000 leaders of our organization as we believe they can spearhead and influence the change.

People Strategy

Our people strategies are geared towards creating an unparalleled employee experience through diverse learning opportunities, great careers, a strong employer brand and an empowering and inclusive culture where our employees find meaning in what they do while they create value for Wipro

- **Culture Transformation:** Build a global inclusive culture that is transparent and drives long term sustainable performance
- **Careers & Capability Building:** Catapult careers of key talent and enable employees for careers of tomorrow
- **Communications & Employer Branding:** Position Wipro as a great place to belong for employees and candidates
- **Employee Experience:** Design an integrated and enriched employee experience through strong employee advocacy.

People Processes: Key Highlights FY 2019-20

Hiring and Onboarding We are an equal opportunity employer and focus on meritocracy at all stages of the hiring and deployment process, including role-mapping and remuneration. Localization continues to be a strategic focus for our talent agenda, and we have made considerable progress in our key markets in Europe and APAC, in FY20. Our G100 program has successfully brought in diverse talent from across the globe who are engaged in impactful work and are groomed for leadership roles of the future. We have a robust process to source and select the best talent, both for entry-level roles as well as lateral hires through our website, channel partners, job fairs, campus placements, and internal job postings. Our comprehensive onboarding program, aided by best-in-class systems, helps assimilate new talent seamlessly within Wipro. We conducted National Level Talent Hunt for engineering and non-engineering graduates to select the best talent based on a comprehensive coding and analytical evaluation. Around 150,000 students appeared for our tests. Our recruitment process has become more inclusive with diversity-focused sourcing. As an equal opportunity employer, we do not discriminate on the basis of race, colour, religion, sex, national origin, gender identity, gender expression, sexual orientation or disability status. Gender ratios in hiring has been over 45% in our Digital Operations and Platforms business.

Performance and Talent Management: Our development-focused performance management system is based on the principles of meritocracy, fairness and transparency. Our quarterly review process continues to be a strong platform to encourage candid, constructive and meaningful feedforward discussions between employees and managers. Our performance management system leverages Artificial Intelligence to aid employees and managers in writing effective reviews, thereby nudging them and training them while they submit reviews quarter on quarter. For employees working on Agile methodology in certain projects, we have a customised performance management process which incorporates metrics-driven evaluation and feedback on competencies from self, peers and managers in addition to the quarterly feedforward discussions. There is an annual 360-degree feedback survey where employees in middle and senior level roles receive feedback on eight qualities from their teams, peers, internal customers, managers, external customers. The feedback report is received over an interactive app that enables the creation of an action plan for self-development as the employee reads the report. At Wipro, succession planning is an annual exercise. Talent is classified in terms of performance and potential; successors are identified for critical roles and development actions are framed. Executive coaching is provided to senior leadership to facilitate their all-round development. Career building is an important pillar of our employee value proposition and in line with that the promotion and rotation policies have been strengthened to ensure more employees can take up internal roles and build a career that they aspire to.

Learning and Development: We continue to make significant investments in learning and development in line with our business imperatives as well as the evolving expectations of our employees. We have a comprehensive Learning and Development program which caters to the behavioural, technical and leadership needs of our employees. Our curriculum includes classroom courses, on-the-job-training, virtual learning, social learning, mentoring and gamified modules to suit the diverse needs of the participants:

- **Social/Peer Learning:** 61,000+ employees are members of TopGear - social learning and crowdsourcing platform. Through this platform, 17,500+ real-life project challenges were completed by these employees in FY 2020. We have created over 250+ learning videos which are accessible on mobile. We have also enabled learning through social learning platforms like MS Teams and Yammer, and revamped our Learning Management System, focusing on hands-on training and assessments, and this platform is available on mobile
- **Digital Upskilling:** We have enabled over 155,000 employees in foundational, intermediate and advanced digital skills as of FY 2020. This year, NASSCOM'S FutureSkills platform was rolled out to 10,000+ students from more than 20 colleges enabling them to learn advanced digital technologies as part of TalentNext program. This is to help them become future-ready while they are still studying
- **Focused Programs and Interventions for the Leadership Level:** We have engaged senior level managers effectively in leadership workshops, coaching and specific interventions to develop high potential employees
- **Strengthening Capability Across Critical Roles in Delivery, Sales and Presales:** We have effectively engaged middle level managers and critical role holders in programs that focused on Account Mining, People Management, Client Experience and other role-based programs for Delivery, Sales and Presales function
- **Building Foundational Talent:** We ensure campus recruits learn behavioral skills through a mandatory two-day program. We impart communication skills and customer orientation to employees through such interventions. We have sustained interventions for elite hires from campuses across the globe, women employees, first-time managers and first-time travellers to client locations
- **Mentoring Networks:** We have created an in-house mentoring platform called Mentoring Networks, where employees can find, connect and sustain meaningful mentoring relationships. Over 15,000 employees have registered as mentors or mentees in the platform as of FY20.

Employee Wellbeing: Our employee wellness programs encompass the three areas of employee wellbeing, namely physical, emotional and financial well-being:

- **Physical Wellbeing:** We are always actively coming up with programs to enhance the physical wellbeing of our employees. Some of our initiatives include:
 - **Health and Safety Risk Assessment:** Risk management has always been an integral part and includes its planning, execution and reporting processes and systems. We conduct periodic as well as annual assessments of our campuses/offices, employees, stakeholders and service providers as a part of this process. Environment, Occupational Health & Safety(EHS) management systems in our campuses conform to international standards such as 14001/OHSAS 18001 and are certified by accredited third party agencies. Besides internal and other third-party audits, EHS experts assess every unit at periodic intervals not exceeding six months, to ensure compliance to statutory norms and EHS requirements
 - **Safety and Security:** Wipro has voluntarily committed to providing best-in-class 'duty of care' support to our global and diverse workforce of over 180,000 employees and 100,000 unique business travellers spanning over 230 cities worldwide. Wipro has a dedicated Global Security Command Centre, run by the Global Security Group, to mitigate risks and ensure safety for a globally mobile workforce. The Foresight & Analysis (F&A) Division proactively and continually assesses global developments to provide business with various risk briefs and forecasts and

carries out country risk assessments to provide insight to business teams on the operating environment, before they even enter a market. We have well-defined policies and standard operating procedures to ensure the safety of women employees inside and outside the campus. These include Safety Awareness Programs, Global 24x7 Security Command Centre, cab pickup/drop facility with escort, mobile apps to confirm “Safe Reach”, among others

- **Sensitization and Training:** Both permanent and contract employees undergo the necessary Health, Safety & Environment (HSE) training to ensure they meet with the standard of competence required by law in performing their duties. We have institutionalized various channels that raise awareness, foster dialogue and provide opportunities for employees to give feedback
- **Health:** A healthy workforce is an important contributor to Wipro’s competitiveness and sustainability. All campuses maintain a conducive work environment in line with Indian/International standards on hygiene, lighting, ventilation and effective controls on noise and dust. Wipro has 24 Occupational Health Centres with adequate medical staff to monitor occupational health and provide immediate relief as required. During 2019-20, more than 12,619 permanent and contract employees, were part of awareness camps and programmes. Awareness sessions were also conducted regarding off-the-job safety and road safety
- **Cafeteria:** A Food Safety Standards Authority of India (FSSAI) license is mandatory for vendors operating within Wipro-owned locations in India. Internal and external teams to ensure compliance conduct regular inspections and audits. Wipro Sarjapur campus received the Eat Right Campus Award and a five-star rating by the Food Safety and Standards Authority of India (FSSAI).
- **FitforLife:** Our physical wellbeing program that encourages employees to remain fit and lead a healthy lifestyle. We have a special Wellness Corner mobile app and a web portal that provides employees access to health trackers and a host of other online services to enhance their physical wellbeing
- **Participation in Committees:** All our facilities have safety committees, which meet quarterly and participate in risk assessments, safety inspections, incident investigations and hygiene audits. More than 4000 permanent and contract employees participated in committees on safety, food, transport, etc. across India, to represent the interests of the workforce.

Emotional Wellbeing Given our hectic lifestyles, employees sometimes need additional help and guidance for their emotional wellbeing. Mitr is our employee counselling and support forum in India. It enables employees to reach out to counsellors 24x7 in-person and/or on phone to seek assistance for issues pertaining to personal or professional life. In geographies outside India, we have employee counselling services provided as a part of Employee Assistance Programs. Key policy changes in the Financial Year:

- **Break From Work:** Break from work leave policy (leave on loss of pay) is intended to help employees take a break from work of up to 6 months for self-development, pursuing a passion, physical rehabilitation, care giving or time for self, including recovering/ recuperating post gender reassignment surgery or during the transitioning phase the employee can utilize the ‘Break from work’ leave. This leave is available for employees who have spent a minimum of two years with the company and is available once in 5 years
- **Enhanced Sabbatical Leave:** Sabbatical leave of 1 year can be taken to volunteer with Azim Premji Foundation. Earlier this was available only for higher studies.
- **Financial Wellbeing:** We continually strive to provide our full-time and part-time employees with compensation packages commensurate with their skills and experience and in accordance with laws of the land. Our benefits program follows an integrated approach and provides a range of options for better financial and social security, including efficient tax-management options, life and accident insurance, medical packages and assistance in managing financial issues. For employees in India, we have MoneyWise, a financial wellbeing program which helps them in better financial planning, tax savings as well as contingency planning. We started providing long-term incentives by granting restricted stock units (RSUs) in 2004 towards long-term retention of key talent. We continue to drive a

high-performance culture through our variable pay programs. Our management compensation is now more closely aligned with organizational objectives and commitments, and rewards higher performance, significantly. Key policy changes in the Financial Year:

- **Adoption Assistance Program:** The Adoption Assistance Program (AAP) is designed to aid employees in the process of adopting a child. Under this program Wipro will reimburse adoption agency fees up to INR 35,000 basis approved bills for legally approved adoption for 2 adoption events.

Employee Experiences, Engagement and Communication: We have instituted several global initiatives and communication channels to enable employee participation, engagement and feedback. These include All Hands Meets, Yammer blogs and employee connects with senior leadership and more:

- **Wipro OnAir** - Our global podcast series is an exclusive window into Wipro's culture and people. Since its launch in 2017, it has received over 729,000 hits over 77 podcasts
- **Yammer** - Our enterprise social platform launched in 2014 has over 130,000 users who have shared over 2.7 million messages and formed over thousands of groups. It is currently the largest social engagement tool at Wipro
- **Microsoft Teams** - MS Teams is used widely to set up meetings, chats, share data and collaborate across geographies and time zones. The platform has over 64,000 users with close to 8 million conversations per month
- **Employee Experience Survey (EES) and Employee Insights** - EES is the formal mechanism to capture employee feedback, annually. The results of 2018-19 survey have been analysed and action have been taken based on its inputs. We could not have the 2019-20 survey cycle because of the COVID-19 lockdown. Supplementing the annual EES, we have also introduced Employee Insights, a platform to seek real-time, continuous and targeted feedback from employees, besides communicating actions taken on feedback. This is done through a combination of pop-polls and enterprise level surveys with built-in analytics
- **Digitization and Talent Analytics:** With all the technological advances happening in our immediate environment, we continue to keep pace in embracing the digital trend, transform our internal systems and find ways to use digitization and talent analytics to drive business outcomes and employee experience
- **Inclusion and Diversity (I&D)** - While our I&D charter focuses on gender, persons with disabilities, the LGBTQ+ community, nationalities, underprivileged communities and suppliers, our definition goes beyond diversity of identities towards inclusion for all- embracing diversity of personalities, age, education, parenthood, religion, function, skill etc. Across the spectrum, we remain focused on building a plurality of ideas and on elimination of unconscious bias. We firmly believe in making Inclusion a "way of life" for each individual in the organization. Our values are the cornerstone of our I&D practices. Further, I&D is a key agenda item in our Board reviews. Some of Wipro's key diversity initiatives include:
 - **Focus on Returning Mothers:** Our WoW (Women of Wipro) Mom program aims to support employees returning from maternity break as they transition back to work, through HR connects and a WoW Mom handbook for all (to be) mothers. We recently launched the #HerCode program, especially designed for women returning from maternity break, to get hands-on experience on new technologies, upskill, and stay updated with the latest in the industry. It enables women to work on different projects and challenges across Wipro through TopGear (an internal crowdsourcing platform)
 - **Support for Parents:** We have 10 (check the number once with Shanthi) in-house Day Care Centers and tie-ups with vendors across locations in India, giving employees the choice to opt for a day care near their homes. Our day cares are well-equipped and meet all statutory requirements; regular internal audits are conducted by various stakeholders. The Parenting Hub is an internal community

for parents at Wipro, that aims to build a network of parents, and engage with and support them through regular parenting sessions

- **Sensitisation/ Conversations:** We continue to nurture a more inclusive work environment by conducting sensitization programs on breaking unconscious bias, working with a culturally diverse workforce, disability inclusion training, LGBTQ+ sensitisation and creating focused development programs for women employees. We believe in the power of conversations and role models and this is enabled through our mentoring programs, I&D speaker series, panel discussions and Women in Business customer sessions
- **Disability Inclusion:** Our strategic framework CREATE (Career, Recruit, Engage, Accessibility, Train and Enable) encompasses the key aspects of disability inclusion and help us strengthen the required ecosystem. Over 36 applications and in-house courses are accessibility compliant. Process trainers and L&D facilitators are coached on inclusive methodologies to customise learning modules for persons with disabilities
- **LGBTQ+ Inclusion:** Our Code of Business Conduct, Supplier Code of Conduct and Equal Opportunity Policy include protection against discrimination based on gender identity and gender expression. Wipro Pride is an employee resource group for LGBTQ+ community and allies. We have introduced gender-neutral restroom signage in Wipro offices. Employees can self-identify as LGBTQ+ and state their preferred pronouns through an internal voluntary self-declaration form.

Freedom of Association - We respect the right of employees to freely associate without fear of reprisal, discrimination, intimidation or harassment. Our employees are represented by formal employee representative groups in certain geographies including Continental Europe and Latin America which constitute about 2.7% of our workforce with a further 2.0% under collective bargaining agreements. Our HR representatives meet these groups periodically to inform and consult on any change that can impact their terms and conditions / work environment.

Human Rights & Values at Wipro Human Rights related Policies and Commitment:

- **Commitment to Human Rights:** Wipro is committed to protecting and respecting Human Rights and remedying rights violations in case they are identified. Providing equal employment opportunity, ensuring distributive, procedural and interactional fairness, creating a harassment-free, safe environment and respecting fundamental rights are some of the ways in which we ensure the same. Our Code of Business Conduct (COBC), Supplier Code of Conduct and Human Rights Policy are aligned to globally accepted standards and frameworks like the U.N. Global Compact, U.N. Universal Declaration of Human Rights and International Labour Organization's Declaration on Fundamental Principles and Rights at Work (ILO Declaration). They cover all employees, suppliers, clients, communities and countries across geographies where we do business. Wipro is also one of the founding members of CII's Business for Human Rights Initiative
- **Risk Identification Process:** We have established committees and processes like the Ombuds, Prevention of Sexual Harassment Committee, EES, Audit/Risk & Compliance committees, EHS and an Inclusion & Diversity Council to review progress and formulate strategies to address issues pertaining to compliance, safety and a harassment-free workplace. These processes are periodically reviewed by the top management. We keep our employees informed about these processes regularly through trainings, mailers and internal social media platforms. We are currently conducting a Human Rights due diligence exercise in association with Confederation of Indian Industries (CII). The study is designed to identify any risk of Human Rights violations or gaps in any of our own operations or in the extended supply chain
- **Identified Risks:** Through various audits and feedback we have identified the following as potential risks to Human Rights:
 - Benefits and engagement of extended/contract workforce
 - Unconscious bias at the workplace.

Mitigation Policies/Processes: We have created specific interventions to tackle these issues:

- **Contract Employee Engagement:** We engage contract employees for infrastructure support at our offices in India. The duration of engagement varies depending upon the project and role. We have created eLearning modules on COBC, Prevention of Sexual Harassment (POSH) and data privacy for them. Chatbots have been introduced to clarify any doubts that employees may have on policies and guidelines. We also proactively conduct open houses for our contract employees across India where we address their concerns and queries, take feedback and provide them career guidance. Specific concerns on delayed claims, role change and location change, among others are actively addressed
- **Sensitization on Unconscious Bias:** Under the umbrella of our #BreaktheBias campaign, we have monthly leadership blogs, mailers and a mandatory e-learning module which raise awareness among employees on how they can eliminate biases at the workplace. At present, over 1,28,000 employees have undertaken the Unconscious Bias E-module. Additionally, 140000+ employees have been certified through the mandatory Online Assessment module of Prevention of Sexual Harassment.

People Results

We have a culture of transparent and voluntary reporting which include the Business Responsibility Report, the Sustainability Report, the Dow Jones Sustainability Index, Ethisphere Institute etc. This has strengthened our employer brand and our internal business processes helping to create differentiated people outcomes. Leaders who significantly influence human capital strategies of the organization are measured on the performance of key indicators in this area. The indicators provide insights into the effectiveness of human capital strategies and are reviewed regularly both at organizational and individual business unit levels. The key targets are:

- Attrition - low to mid double digits with focus on retaining top talent
- Employee Experience Survey (EES) Score - We usually conduct our annual EES survey in March. We could not conduct the EES this year because of the COVID-19 crisis and the challenges associated with, it during this timeframe

Productivity & Retention

- Gross Utilization has gone up to 72.2%
- Net Utilization has gone up to 82.3%, excluding Trainees
- Voluntary attrition (includes employee-initiated termination) - 14.7%

Inclusion

- 35% Overall Gender Diversity
- 17.0% women in management (in junior, middle and senior management) positions
- 130+ nationalities
- Localization: US - 69.5%, UK - 33.0%, Australia - 40.0%, Continental Europe - 67.6%
- 578 employees with disabilities employed (with 15 disability types).



**Ecological
Sustainability**

Ecological Sustainability

Wipro recognizes the environmental challenges that face humanity today are as critical as are economic imperatives. Hence ecological sustainability is an essential part of our approach to responsible corporate citizenship.

Natural capital refers to the notion that nature provides immense value that is critical to human existence and therefore, any action that depletes natural capital is self-defeating for our society. Wipro's approach to Natural Capital embraces the continuum of:

- Initiatives 'within the organization' that focus on reducing the energy, water, waste and biodiversity footprint of our business operations; and
- Engaging through partners on key external programs in community ecology.

Governance

Sustainability governance is informed by our strategic choice to work across both dimensions – business operations and with the larger community. The former is about ensuring that the ecological footprint of its operations is minimized and the organization fulfils its essential regulatory duties, and runs its business with integrity. The latter dimension goes beyond the boundaries of the organization and contributes towards development of the larger community.

All key organizational stakeholders, right from the board, executive leadership and different functions have defined responsibilities related to planning, execution, review, evangelization and advocacy of the sustainability charter. Strategic oversight of sustainability programs rest at the corporate level with our Chairman, Board of Directors and Group Executive Council. The goals and objectives are jointly set with inputs from across functions. The quarterly reviews are attended by the Chairman, Chief Strategy Officer, Chief Financial Officer and Chief HR Officer apart from the Chief Sustainability Officer and Head of Operations. We benchmark our performance with our global peers through extensive disclosures as well as a system of rigorous internal and external audits.

Management Approach

At Wipro, we have identified Energy efficiency and Green House Gases (GHG) mitigation, Water efficiency and Responsible Water management, Pollution and Waste management, and Campus Biodiversity as our most material issues and have developed programs around them.

Our Ecological Sustainability Policy, available at:

<https://www.wipro.com/content/dam/nexus/en/sustainability/pdf/ecological-sustainability-policy.pdf> forms the structural framework for our environmental programs and management systems. We have been following the guidelines of the ISO 14001 framework for nearly two decades now as one of the cornerstones of our Environmental Management System (EMS). 20 of our campus sites in India and 8 in Australia are certified to ISO 14001 and OHSAS 18001 standard. Other campuses are benchmarked against the same standard as a part of our internal review/audit process. We were one of the early adopters of Green Building Design with 18 of our current buildings certified to the international LEED standard (Silver, Gold, and Platinum) during commissioning. We strive to maintain the same standards in the maintenance of our facilities. We have been responding to Carbon Disclosure Project (CDP) Climate Change Investor and Supply Chain for the last 10 years. In addition we have applied the Natural Capital Protocol guidelines to publish our annual Environmental Profit and Loss account. We are also members of LfN (Leaders for Nature) consortium anchored by IUCN in India and CII's India Business and Biodiversity initiative (IBBI). Strategic Partnerships are key to achieving our goals across the value chain. We work with Renewable energy suppliers, energy efficient hardware manufacturers and service providers and other partners who help to reduce our overall GHG footprint including employee commute and business travel footprint

Environmental Risks

The Enterprise Risk Management and Sustainability functions at Wipro jointly oversee environmental and climate change related risk identification and mitigation. Impacts of extreme weather events, urban water stress, air pollution, waste management and their impacts on employee health and wellbeing are the most material issues we engaged with.

Climate Change Related Impact

Our risk assessment exercise is undertaken at both the company level and at the asset level. A well-defined Business Continuity Policy prescribes principles to plan for climatic disruptions which could disrupt business objectives. The Corporate Business Continuity Team (CBCMT) governs and guides the standard risk assessment methodology at every location to identify risks which could potentially impact continuity of business, financial parameters like revenue & profitability as well as reputational and legal parameters. This group collaborates with various support groups in the organization to assess risks for human resources, facilities & IT infrastructure with identified impacts, probability/likelihood & controls in place. A severity matrix of Low, Medium & High impacts is defined and a defined crisis management group is vested with the responsibility to respond, recover, resume, return & restore from these situations. The detailed climate modeling and impact assessment exercise will help in further calibrating our risk management program.

Energy Efficiency & GHG Mitigation

Targets

We have set Science Based Targets for Scope 1, Scope 2 and Scope 3 till 2030 that are based on well below 2 degree temperature goal. Further, work on aligning our targets with 1.5 degree temperature goals is in progress.

Considering 2017 as the base year, we have set medium term targets till 2022 and 2030 and longer term targets till 2040 and 2050. The following goals have been set for the period FY 2017 to FY 2022:

- Emissions reduction of 14% in absolute Scope 1 and 2 GHG emissions
- Energy Intensity in terms of EPI (Energy Performance Index) - Cumulative reduction of 7.8% in EPI over 5 years
- GHG Emission Intensity (Scope 1 and Scope 2) on Floor Area (FAR) basis - Cumulative reduction of 16 % in GHG intensity from 117 Kg CO₂ eq./ Sq. Mt. (kgpsm) to 98 kgpsm of CO₂ –eq
- Renewable Energy (RE)- Increase renewable energy procurement by 55% to 120 million units
- Absolute reduction of 10% in Scope 3 emissions for Business Travel, Employee commute and Upstream fuel and energy related emissions.

Performance Against Goals

Absolute Emissions: The absolute Scope 1 and 2 emissions (India) for FY 2020 has increased by 17.5% from 1,17,290 to 1,37,995 tonnes. This is primarily for few reasons – reduction in RE share by 22% for reasons mentioned later in this section, which also lead to increase in share of diesel generated electricity by 9.5%. The dashboard below provides a summary of our Global and India GHG emissions, including data centres. The figures are net emissions for all years, after considering zero emissions for renewable energy procured:

| | FY 2017-18 | FY 2018-19 | FY 2019-20 |
|--------------|------------|------------|------------|
| Offices | 152361 | 113082 | 135537 |
| Data centers | 53470 | 4208 | 2458 |

Emissions Intensity: Our India office space emissions intensity (Scope 1 and Scope 2) is at 87.24 Kg CO2 eq. per Sq. Mt. per annum, up by 22% from FY 2019. Concomitantly the global people based emissions intensity has also increased by more than 9.8% to 0.933 tons per person per annum.

Energy Consumption: The overall energy consumption from Scope 1 and 2 boundaries (operational and financial control) is 915.3 million Mjoules, compared to 900.8 million Mjoules in the previous year, a marginal increase of 1.5%. The total energy consumption, electricity and back-up diesel generated, for office spaces in India is 223.7 million units (including leased spaces globally this is 297 million units). Data centers in India contribute to another 5.7 million units.

For India operations, about 82.1 million units constituted renewable energy procured through PPAs (Power Purchase agreements) with private producers. Of this 73.6 million units is with green attributes (zero emissions). Another 10.8 million units is from renewable resources for our downstream leased space. In total renewable energy in our portfolio is 92.9 million units.

Energy Intensity: EPI for owned office spaces, measured in terms of energy per unit area has been nearly flat at 144 KWh units per sq. meter per annum. The absolute energy has marginally increased by 0.63% for the reporting year.

Scope 3 Emissions: Our total scope 3 emissions for FY 2019-20 is 421515 tons of CO2 eq, which accounts for 75% of our total footprint. Out of the 15 categories of scope 3 reporting as per the new GHG corporate value chain standard, we are currently report on all of the 8 categories applicable to us. The table below shows comparison for Business Travel, Employee Commute and Upstream fuel and energy emission category for last three years - these contribute to 50% of our overall emissions:

| | |
|------------|--------|
| FY 2017-18 | 315254 |
| FY 2018-19 | 273638 |
| FY 2019-20 | 281202 |

Total Emissions: The overall emissions across all scopes is 559,510 tonnes. Within this, the main contributors to our GHG emissions are: Electricity – Purchased and Generated (23.6%), upstream fuel and energy emissions (13%), Business Travel (22.1%) and Employee Commute (15.1%). Leased office spaces contribute to 7.1% of emissions.

GHG Mitigation Measures

Our five year GHG mitigation plan consists of three key elements - Energy Efficiency (Reduce), Renewable Energy (RE) Purchase (Replace) and Travel Substitution (Reduce and Replace); of this, RE procurement will contribute the maximum, 80% share to GHG emission mitigation strategy for Scope 1 and 2.

Energy Efficiency: These measures include new retrofit technologies to improve Chiller and Air Handling Units (AHUs), integrated design and monitoring platforms. The Global Energy command centre aggregates

Building Management System inputs on a common platform to optimize operational control and improve energy efficiency.

Since 2007, we have been working on a server rationalization and virtualization program, through which we have decommissioned old physical servers and replaced the processing capacity with virtualization technology on fewer numbers of servers. As of March 2020, we have 10155 virtual servers (6750 in March 2019) running on 409 physical servers which contributes to an energy savings of approximately 45.6 million units in the reporting year. The savings showed an increase of 53% over the previous year. Our current Virtual Desktop Infrastructure (VDI) capacity is 8,000. VDIs provide high capacity scalable infrastructure with On Demand provisioning, High Availability and High Performance Computing environment. Out of this, we have enabled 6,300 VDI's across two of our campuses. Thin clients consumes less energy (80% less) compared to Desktop, resulting in savings of 0.75 million units. Through Managed Print Service Model, we saved 4 million papers in printing and 19 Kwh in energy during the reporting period. Over a 5 year period, energy efficiency initiatives have resulted in savings of 120 million units (based on per capita consumption).

RE Procurement: For the reporting period of FY 2020, RE purchase contributed to approximately 84 million units or 35% of our total India energy consumption, out of which 11 million units is for downstream leased spaces. Our RE consumption this year has reduced due to external reasons like load shedding and grid failure leading to less evacuation in few states.

Rooftop Solar and Captive RE: The rooftop Solar PV installations at 6 of our campuses followed by extensive use of solar water heaters in our guest blocks and cafeterias have resulted in equivalent savings of 1.57 million units of grid electricity in the reporting year.

Business Travel: The IT services outsourcing model requires frequent travel across the delivery life cycle to customer locations, mainly overseas, and contributes to around 22% of our overall emissions footprint. This includes travel by air, bus, train, local conveyance and hotel stays. We have seen an increase in emissions by 5.1% as compared to FY2019 - though over the three-year period between FY2017 and FY2020 we have reduced emissions by 9.8%.

Employee Commute: Employees have various choices for intra-city commuting. In addition to company arranged transport (33%), employees owned cars & two wheelers contribute to 16% and public transport account for the balance 51%. Over a three year period (FY2017-FY20) our employee commute emissions reduced by 20.9%.

Over the past few years, we have taken steps to facilitate a shift towards improved access to public transport for employees (buses, commuter trains) and carpooling. Our carpooling initiative now has over 1 Lakh registered users across locations. Around 22.7 Million kms of rides were shared in the reporting year saving 4900 tons of CO2 equivalent emissions, more than double from the previous reporting period.

We became the first major Indian business to join EV100, a global initiative by The Climate Group, in our commitment to transition our global fleet to electric vehicles (EVs) by 2030. In the current year, we launched the program in 4 more cities and clocked 3.4 Million Kms across 63,000 trips saving around 850 tons of CO2.

Water Efficiency and Responsible Use

At Wipro, we view water from the inter-related lens of efficiency and conservation coupled with our role as a responsible citizen in engaging with urban water issues outside our own boundaries. Our articulated goals are therefore derived from these dimensions.

Water Efficiency

- To improve water efficiency (fresh water use per employee) by 5% year on year
- To reduce absolute water consumption in existing campuses by 20% between FY 2016 and FY 2021 Water Responsibility.

Water Responsibility

To ensure responsible water management in proximate communities, especially in locations that are prone to water scarcity. We are also collaborating on building capacity and advocacy platforms at the city level for integrated urban water management.

Freshwater Recycling and Efficiency

The per employee water consumption for the reporting year is 930 litres per month as compared to 951 litres in FY 2018, an improvement of 2.2%. Freshwater consumption has seen an increase of 6.75% from last year to 1621 million litres essentially due to leakages from aging underground pipeline network at two locations. Real-time monitoring pilots are being implemented in two of our campuses. Water free systems (where applicable), smart metering, optimizing heating and cooling and recycling of blow down are other initiatives being explored. We have achieved 12.5% reduction in absolute fresh water consumption from FY 2016.

We recycle 1,118 million litres of water in 27 of our major locations (vs 1,090 million litres in FY 2019) using Sewage Treatment Plants (STPs) and ultra-filtration units. Recycled water represents 41% of our total water consumption. The amount of recycled water as a percentage of freshwater extracted is around 70%. We have completed ultra-filtration and RO projects for STP treated water at three of our large locations. Of the total treated water (1090 million liters), 62% is used for flushing and 6% is used in cooling tower. The balance 32% is used mostly in our landscapes and for general cleaning – the quality is equivalent to freshwater (Less than TDS of 1000). Our water recycling initiatives have cumulatively saved 5190 million liters of water over a 5 year period.

Freshwater use-India Offices

| | FY 2017-18 | FY 2018-19 | FY2019-20 |
|------------------|------------|------------|-----------|
| Freshwater (KL) | 1514703 | 1518934 | 1621501 |
| Area Intensity | 1.005 | 0.957 | 1.044 |
| People Intensity | 0.991 | 0.951 | 0.930 |

Sourcing of Water: Our water is from four sources - private water (mainly ground water sourced from tanker water suppliers), municipal and industrial bodies supplied water, in-situ ground water and harvested rain water - with the first two sources accounting for nearly 92% of the sourced water. Water purchased from private sources is primarily extracted from ground water. Not surprisingly, ground water contributes to nearly 60% of our total freshwater consumption across cities in India. Our urban/ peri-urban facilities located in three states – Karnataka, Tamil Nadu and Telengana, are located in water stressed basins. The water supplied by the municipal bodies is sourced primarily from river or lake systems. The table below provides parentage of water sourced from different freshwater sources during the reporting year:

| | |
|-------------------------------|-----|
| Private water (Ground water) | 52% |
| Municipal and industry bodies | 40% |
| Ground water | 7% |
| Rainwater | 1% |

Pollution and Waste Management

Pollution of air and water poses one of the most serious threats to community health and welfare. Managing these ‘commons’ in an urban context again requires business organizations to look beyond its own boundaries and to adopt an integrated approach.

Our waste management strategy includes:

- Regular monitoring of air, water and noise pollution to operate well within regulatory norms.
- Reducing materials impact through recycling and reuse
- Arranging for safe disposal of waste that goes outside our organizational boundaries. To operationalize our strategy, we segregate and monitor waste processing across 13 broad categories and nearly 40 subcategories.

Total waste disposed during FY 2020 was 5,057 tons – a reduction of 18.5% compared to the previous year. This is primarily due to reduction of construction and demolition (C&D) debris, mixed metals and scrap and wood/lumber by around 870 tons due to completion of renovation work and initiatives to reduce packaging waste The summary of our performance on solid waste management (SWM) is as follows:

Our current recycling rate is 81% (excluding construction and demolition debris). 84% of organic waste is recycled in house and the balance sent as animal feed outside the campus. Close to 100% of the inorganic waste is recycled through approved partners. 70% of the total mixed solid waste and scrap is currently recycled and the rest sent to landfills. Our target is to improve this to 80% by 2021. Biomedical and hazardous waste is incinerated as per approved methods. All our E-waste is currently recycled by approved vendors.

Waste Disposal Methods Summary (Excluding C&D)

| | |
|---------------|-----|
| Recycle | 81% |
| Landfill | 3% |
| Other Methods | 10% |
| Incineration | 6% |

Others: We monitor diesel generator stack emissions (NOX, SOX and SPM), indoor air quality (CO, CO2, VOC's, RSPM), treated water quality and ambient noise levels across 25 key locations every month. These meet the specified regulatory norms.

Urban Biodiversity

The twin primary aims of our campus urban biodiversity program have been to build on them as platforms for wider education and advocacy. One of our goals has been to convert five of our existing campuses to biodiversity zones.

Our first flagship project in biodiversity was the unique Butterfly Park and wetland biodiversity zone that uses recycled water and excess flood water at the Electronic City campus in Bengaluru. The wetland area now has 106 species of plants across nine thematic areas- integrated across a walking trail with engaging signages. Similarly the Pune project also has a number of native species across five thematic gardens - Aesthetic and palm garden, Spring garden, Ficus garden, Spice and Fruit garden. In all these programs we work closely with expert partners in biodiversity, conservation, ecological design and communications. A work environment which integrates biodiverse and natural design principles has multiple intangible benefits for employees and visitors - it builds a larger sense of connectedness and a perspective of our place in the world around. We also have drafted a set of biodiversity management guidelines for adoption across our campuses.

Urban Resilience

Collaborative Advocacy on Water: Our long term projects on Urban Water in cities are providing key policy insights and levers for citizen engagement and advocacy on ground water management and its relationships to surface water flows and water bodies like lakes/tanks and wetlands. We bring together hydrogeologists, academia, government, citizen groups for a nuanced understanding of issues catalysing citizen action on the ground. In Bengaluru, over the last four years, we have extensively worked in two peri-urban geographies with different land use and demographic profiles. We have now initiated a similar long term program in Pune – which includes citizen led mapping of ground water data and creating institutional capacity with government and other players for revival and rejuvenation work. In the year we also hosted a two day program in Hyderabad on urban water – a workshop followed by an open fair for citizens on water management.

Collaborative Advocacy on Biodiversity: Our participation in advocacy on biodiversity issues is through the Leaders for Nature program from the India chapter of International Union of Conservation Networks (IUCN). We have been supporting the “World Sparrow Day” and the “Wipro-Nature Forever Society Sparrow Awards” for the past six years. We also chair the Bengaluru chapter of CII’s Greenco program.

Collaborative Advocacy on Waste: We supported a study to understand the contribution of informal economy to waste and material recycling in India and their perspectives. A book publication, based on the study, has been released. We also supported the art work for a solid waste knowledge center ‘Swacha Kalika Kendra’ in Bangalore.

Bengaluru Sustainability Forum (BSF)

This forum was set up in early 2018 and convened by Wipro along with the National Center for Biological Sciences. In the reporting year, the forum continued to participate in dialogues, facilitate conversations around a sustainable future and partner with other institutions. In the year, we partnered with Science Gallery, Bengaluru on their first interactive exhibition "Submerge" at Bangalore International Center and hosted 9 events in the city. We also partnered with Indo-Germany Energy Forum (IGEF) and the German Consulate General on 'Energy Transition' traveling exhibition. We extended our support to 8 new small grant proposals in the areas of urban water, waste and biodiversity - with this we have supported 19 such projects till date.

Wipro’s Natural Capital Valuation Program

Natural capital valuation is a technique to discover invisible impacts both positive and negative on nature or natural capital by company’s operation and supply chain. Natural Capital Impacts are calculated across six key performance indicators (KPIs) namely, GHG emissions, air pollution, water consumption, water and land pollution, waste generation and land use change. The methodology uses social cost of carbon based on higher discount rate for developing countries and low discount rate for developed countries – overall a

3% discount rate was used. For calculating the impact due to air pollution only human health Impacts were considered as they contribute to 95% of total impact from air pollution. Land use valuation was based on net change in economic value due to loss of ecosystem service and was calculated only for the electricity procured from the grid mix, since for the direct operations land use change is not considered to be a material impact. For calculating impact due to water consumption the following factors were taken into consideration – impact on human health, incidence infectious disease and impact of energy consumption.

In FY2020, total environmental cost relating to Wipro's operations and supply chain was equal to USD 0.23 billion (USD 0.31 billion in FY19), of which operational and upstream supply chain impacts contributes 8% (USD 18 million) and 92% (USD 210 million) of impacts, respectively. Of the operational impacts, highest contribution is from electricity consumption related impacts at 77% (USD 14 million). Within Wipro's upstream supply chain, purchased goods and services (75%; USD 160 million) (this includes impacts across all tiers of suppliers) and fuel and energy related activities (14%; USD 30 million) are the top two impact categories:

| Impact Contribution by percentage | | | | | | |
|-----------------------------------|------------|---------------------------|------------------------------------|-----------------|--------------------|-----------------------|
| Key Performance Indicator | Operations | Purchased Goods & Service | Fuel and energy related activities | Business Travel | Employee Commuting | Upstream Leased Asset |
| GHG Emissions | 4% | 20% | 2% | 3% | 2% | 3% |
| Air Pollution | 2% | 48% | | 1% | 1% | |
| Water Consumption | 1% | 2% | | | | |
| Water & Land Pollution | | | | | | |
| Waste Generation | 1% | | | | | |
| Land Use Change | | | 11% | | | |

In terms of the KPI's, air pollution (51%; USD 120 million), greenhouse gas emissions (33%; USD 77 million) and land use change (11%; USD 26 million) are the top three contributors to the total impacts:

| Key Performance Indicator | FY20 impact (USD million) | FY19 impact (USD million) |
|---------------------------|---------------------------|---------------------------|
| GHG Emissions | 77 | 62 |
| Air Pollution | 120 | 210 |
| Water Consumption | 7.1 | 7.7 |
| Water & Land Pollution | 1.9 | 3 |
| Waste Generation | 1.7 | 1.9 |
| Land Use Change | 26 | 27 |
| Total | 230 | 310 |

Customer Stewardship



Customer Stewardship

As the world transitions to a new normal, Wipro is empowering a more resilient future for customers and communities. From building more adaptive "business-anywhere" frameworks to advanced technologies that fuel the intelligent enterprise, Wipro helps businesses thrive in a world defined by disruption and fueled by transformative technology. We anticipate that our "Digital first" strategy will be particularly relevant as we believe the following consumer and industry trends, driven by the response to the COVID-19 pandemic, will reshape the way businesses and organizations operate. They are:

- **Accelerate to Digital** – The COVID-19 pandemic has precipitated the shift to online/Digital business models globally, across industries and markets, such as Digital only banks and platform-based business models across industries including banking and asset management. Ecosystem collaboration will become a key element of business strategy, and will be driven by the need to optimize for time, cost and de-risking imperatives
- **Ways of Working** - We anticipate a long-term impact on established ways of operations, including a redefinition of the core compared to non-core workforce and use of community/gig models, in the following ways:
 - Work done 'anywhere by anyone'. Virtual, remote, community-based and distributed work models such as work from home/remote working will become mainstream, enabled by remote working and collaborative technologies
 - We believe that in response to the COVID-19 pandemic, mainstream adoption of the community work force and crowdsourced and community models (private, public and hybrid) will accelerate
- **Adaptable, Agile and Resilient Enterprise** – Enterprises will need to evaluate their technology stack to allow them to operate with flexibility and agility, and work with partners who can respond and adjust quickly to changing circumstance
- **Automation and Autonomous** – Social distancing will become a key design principle element from an operating model standpoint across businesses and will be a key factor that will accelerate the adoption of automation, autonomous and low or no human touch or contactless ways of working
- **Safe Enterprise** – Focusing on employee health and safety, enterprise health and risk management. Given large scale disruptions in supply chains globally, we anticipate that organizations will invest in decentralizing and nearshoring supply chains in the future and reduce dependency on a few countries

Enterprises will increasingly require partners, such as Wipro, who bring capabilities that span across consultancy, design, engineering, systems integration and operations to enable them to achieve the accelerated digital transformation. The transformation can only be effective if delivered in the context of the relevant industry or domain, hence it is critical to us that we provide strong domain expertise along with "Digital."

Customer Engagement

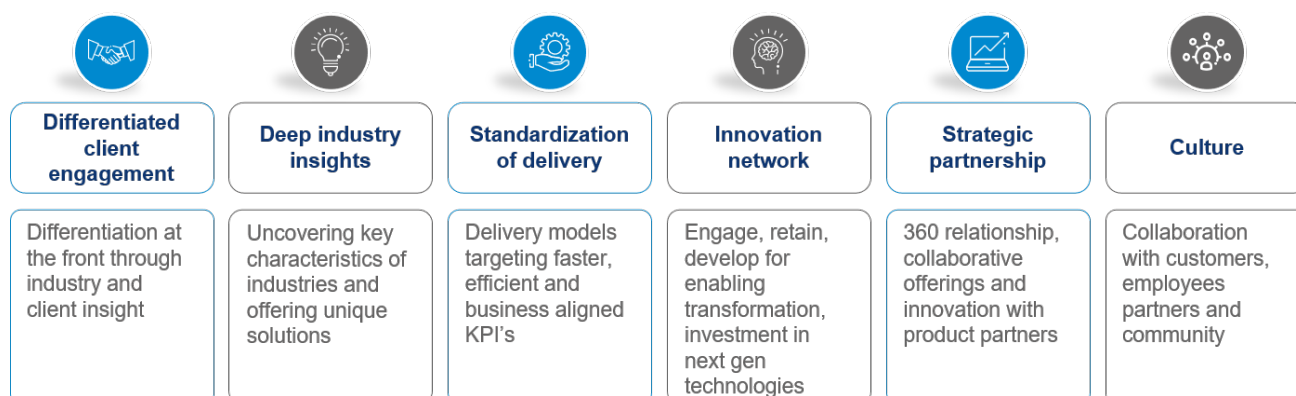
Customer stewardship hinges on meeting customer expectations by being responsive to the emerging trends and offering portfolio of products and services which integrate resource efficiency, dematerialization, organizational transparency, connectedness and collaboration. Engaging with customers is critical to meet customer expectations and it is the foundation on which stewardship rests. In FY 2020, our Net Promoter Scores (NPS), improved by 99 basis points from previous year. Number of new customers acquired by Wipro in FY 2020 is 240. Total number of active customers during the same year is 1,074.

Sustainability Expectations from Customers: Apart from technology driven value creation, our global customers also expect transparency and compliance on different sustainability aspects within our operations and in our extended value chain - Human Rights, Labour Practices and Diversity being key

dimensions among them. Many customers require acceptance and alignment with their supplier code of conduct. We have 100+ customers who are part of independent raters like Ecovadis, CDP and industry led consortiums like the JAC (Joint Audit Consortium), and Quest Forum (Focusing on Quality and Sustainability in ICT community).

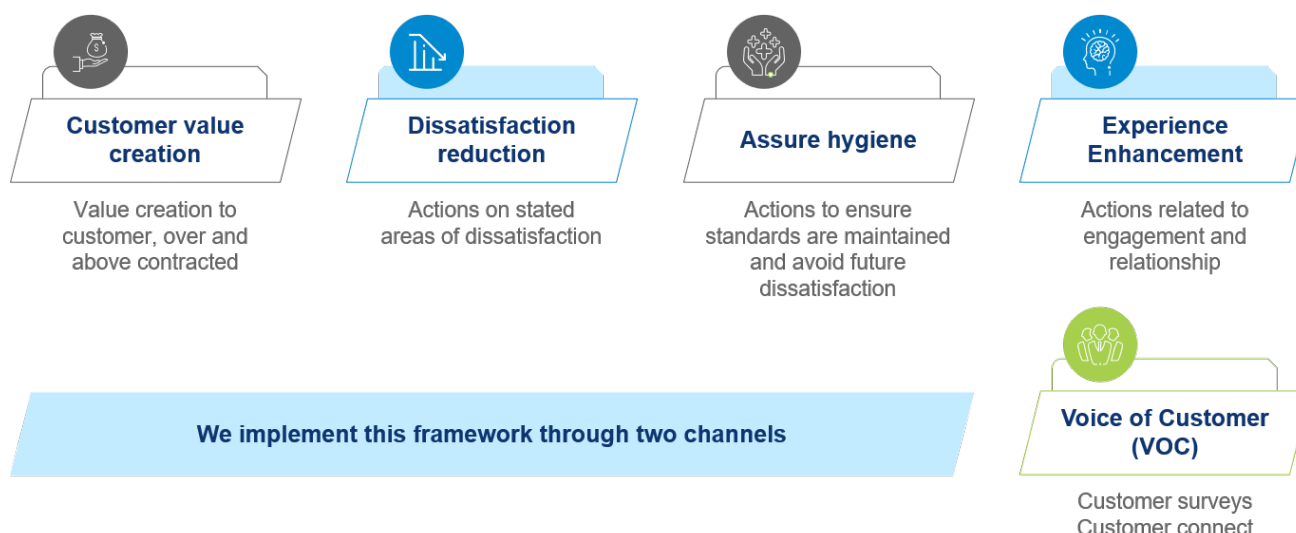
Strategic Approach and Policy

Wipro's strategy is based on customer needs and divided into four pillars - Business Transformation, Modernization, Connected Intelligence and Trust. We provide solutions that integrate deep industry insights, leading technologies and best in class delivery processes:



Approach to Customer Centricity

Our unique Customer Centricity framework is used in all key accounts to drive appropriate actions that continually help customer satisfaction. The key objectives of our framework are detailed below:

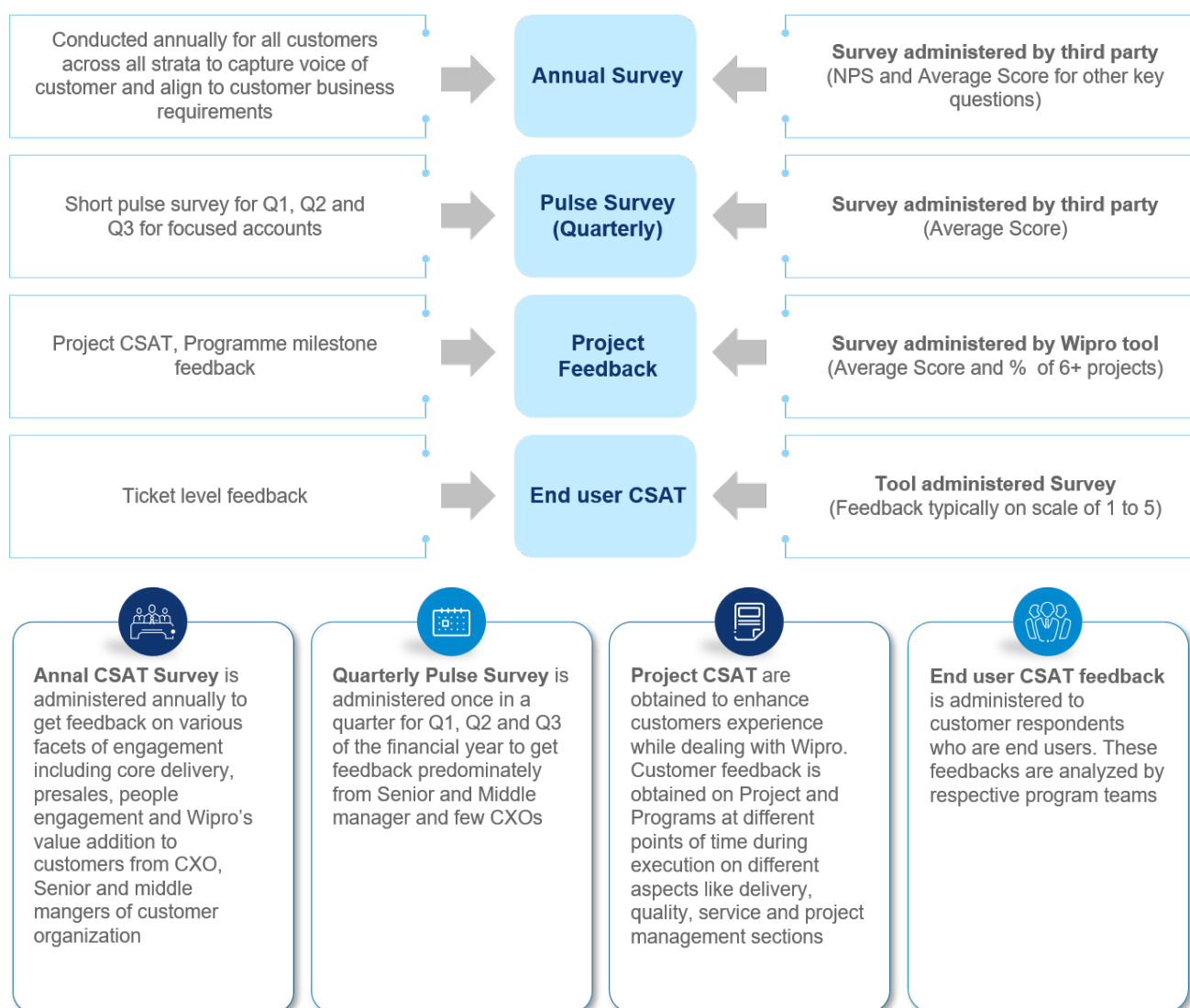


Voice of Customer

The Voice of the Customer is heard at various levels i.e., at project level, program level, account level and through direct feedback, informal meetings, governance meetings and senior management interaction with the client. The processes include Program CSAT, Quarterly Pulse Surveys and the Annual CSAT conducted through third party surveys. These are conducted formally and at appropriate intervals to capture customer feedback on Wipro. The Strategic Marketing Group conducts surveys on brand perception where they also understand customer's expectations of Wipro and Wipro's position relative to its competitors. Regular

visits by senior leaders to customers are another key source of information. We also conduct webinars with our alliance partners to capture the customer voice.

Customer Satisfaction Surveys (CSAT)



The Customer Connect Process

Wipro communicates and connects with its customers through a matrix framework. Every key account has a dedicated Client Partner to own and manage the relationship. The Client Partner profiles the account and proposes/ offers solutions that are strategically relevant to customers. An execution process document and system maintenance technical document for each engagement ensures that all customer needs are documented and agreed between the two parties.

Business Unit heads interact and engage with customers via monthly governance meetings, quarterly business review meetings, and client-visits every quarter. Service Line heads visit and attend all the important meetings. In addition, the CEO visits key accounts regularly. Executive sponsors are assigned for all mega accounts to maintain and build the relationship.

'Customer Centricity' is also a key leadership quality on which Wipro leaders receive 360-degree feedback, every year. Quantitative and qualitative feedback from peers, managers and direct reports is analyzed and shared with employees. The feedback is also integrated with the performance appraisal process to ensure that right actions are put in place to improve customer satisfaction.

Data Privacy & IT Security

The Global Risk Report 2020 of the World Economic Forum includes (a) breakdown of critical information infrastructure and networks and (b) massive incidents of data fraud/theft among the top risks faced by the world.

With cloud services such as SaaS, PaaS and IaaS becoming increasingly important to the way businesses operate, the resilience of critical information infrastructure becomes critical. It is crucial to ensure access to systems and data at all times. Any service disruptions or suboptimal system performance can lead to businesses incurring higher costs and suffering reputational damage. It can even become a business continuity issue, especially for organizations whose business models are technology centric. Such systemic failures can negatively impact industrial production, public services and communications.

The breakdown of IT infrastructure could be triggered by technical failures, weather events, natural disasters or terrorist attacks. The Risk report identifies large scale state-sponsored, state-affiliated, criminal or terrorist cyberattacks as a significant risk which can cause an infrastructure breakdown and/or loss of trust in the Internet.

The magnitude of data to be handled by today's organization is gigantic. This abundance of data opens the door to many opportunities in all spheres of life- economic, social, and political. But with 'big data' which can create 'big impacts' comes big responsibilities. The globalized nature of the internet as well as the intensive virtual interactions and extensive data storage makes this a significant risk to corporate organizations. Any leakage or misuse or unauthorized access of information could expose companies to legal and reputational risks. Insufficient protection of database and network, unclear management of personal information and vague database access rules are the main reasons behind any data breach.

The nature of the IT services industry does not require Wipro to store any customer proprietary data in its systems and networks. In rare circumstances where, as part of project requirement, it is needed to view customer data, it is accessed remotely - with the data being stored and hosted in the customer's systems. This avoids the risk of customer information vulnerability in Wipro's systems.

Privacy Statement for Data Protection

'Protecting Customer Information' is a key section of Code of Business Conduct of Wipro and communicates our stand on the protection of personal information of our employees, customers and relevant stakeholders. Wipro mandates compliance to this code through periodical certification and company-wide awareness and testing of the code every year. In addition to the section in Code of Conduct, Wipro has also defined Privacy statement and this is published in the website <https://www.wipro.com/privacy-statement/>. This statement communicates Wipro's approach to protection of personal information collected electronically. There is an internal Data Protection and Privacy statement defined under Information Security Management System (ISMS) with the objective – 'to define collection, protection and usage of personal data & company confidential information as per applicable laws and regulations'. We have also established and implemented Security Incident Management policy that covers procedures for reporting and handling policy violations & data breaches. Our policies are in compliance with globally accepted data protection principles.

Wipro's ISMS is published on an intranet portal - ISMS which provides applicable IT security and privacy policies for different target segments (Employees, Third Party Contractors, Leadership Team, System Administrators and Sales Teams) and contains all relevant details on policies, standards, procedures and guidelines related to information security.

Policy in Action through the Information Security Management System

To ensure effective implementation of privacy policy within Wipro, a comprehensive and mature framework of systems and processes have been evolved. Applicable statutory regulations are identified and documented with supporting compliance procedures and policies to manage the entire process of legal and regulatory compliances. For example, generally accepted Data Protection (DP) principles pertaining to fair and lawful purpose, adequacy, accuracy, retention of data, safeguards for processing and data transfers are mapped to the processes and practices of Wipro's Information Security Management System (ISMS).

Privacy risk assessments are undertaken with the objective of identifying potential areas of risks relating to privacy of employee data collected, processed and stored within Wipro's internal Information Systems within various geographies. The mitigation measures in-line with ISMS practices are implemented to address the risks. Compliance verifications are performed through regular internal and external audits. (ISO27001:2013 for Information Security and other Business Continuity framework principles). Changes to applicable privacy laws, regulations, and policies space across various geographies are monitored and assessed for their impact on the enterprise from Information Security/ Business Continuity perspective. Necessary inputs are sought from the Legal team to assess the impact for any legal risks involved while undertaking key enterprise level initiatives.

Automated monitoring tools and detective controls have been implemented for detecting leakages of confidential data from Wipro. The data breach notification procedure template, which is deployed specifically for each customer account/program/project, is also provided. A security incident notification form is also designed for notifying the data breach incidents and published on the intranet portal accessible for all employees.

Data privacy specific training programs are designed and imparted to employees of customer accounts on all applicable privacy regulations. In addition, innovative methods are employed to spread Information security and privacy awareness amongst all Wipro users such as e-mailers, blogs, and theme based awareness campaigns.

Wipro's technology infrastructure in various locations of operation ensures adequate resilience in the basic IT infrastructure, which helps critical business operations run during disaster situations. Technology disaster recovery planning includes physical infrastructure, computing infrastructure and communication infrastructure. Wipro's corporate (i.e. non-customer data) data assets residing in our enterprise information systems and applications are backed up on a regular basis and the backup integrity tests are periodically performed as per Wipro Information Security Policy.

Governance

The Security Organization in Wipro is established with clear roles and responsibilities for implementing information security and business continuity in the organization. The General Counsel of Wipro is the authority to review the effectiveness and progress of information security and business continuity programs. Information Risk Management & Policy Compliance Group (IRMC) headed by the designated CISO (Chief Information Security Officer), a group that holds the overall responsibility of governing the Information Security risk and compliance practices within Wipro. Further, on the Risk Management initiatives, IRMC works closely with Enterprise Risk Management (ERM) team headed by Chief Risk Officer (CRO), which holds the responsibility for data privacy and reports to General Counsel as well as Wipro Board

of Directors. It is generally understood and accepted internally that information security and privacy is a joint responsibility of multiple stakeholders from various departments/functions such as Information Risk Management, Legal, Human Resources, Enterprise Risk Management Office, Senior Leadership, Global Delivery Organization and the internal Information Systems teams.

Performance on Data Privacy and Information Security

Wipro is certified under the ISO 27001 standard which provides assurance in the areas of information security, physical security and business continuity. We benchmark our processes to meet the EU's General Data Protection Regulation (GDPR) and SOX IT compliance requirements. We closely monitor IT infrastructure availability incidents based on severity, outage duration and users impacted. Most of the incidents are related to telecommunications and network links. We have maintained SLA with vendors on IT and telecom infrastructure availability close to 99.99% in the reporting year.

Being a B2B business, Wipro does not collect, store or monetize information pertaining to our customers' attributes or actions, including but not limited to, records of communications, content of communications, demographic data, behavioral data, location data, or any other personally identifiable information. Therefore, our company does not receive requests for customer information from government or law enforcement agencies. Wipro does not store any customer proprietary data in its systems and networks. In rare circumstances where, as part of project requirement, it is needed to view customer data, it is accessed remotely - with the data being stored and hosted on the customer's systems. This helps in meeting data privacy compliance requirements from a contractual & operational perspective since it is Wipro's customers that are in control of their own data, even while outsourcing project work to Wipro. Wipro signs Master Services Agreements with its customers that have clauses covering confidentiality of the customer's information. Wherever applicable, Wipro also executes Business Associate Agreements with its customers who are governed by sectoral privacy regulations such as HIPAA (Health Insurance Portability and Accountability Act) of 1996. As a matter of due process, a customer is notified in the event of any breach of data privacy as per notification procedure agreed in the contract. In Wipro's BPS (Business Process Services) business, technical help-desk and process outsourcing in areas like human resources, finance accounting, procurement and retail are provided. Like in IT services, all customer data is stored in customer systems and there are multiple process layers before the data is presented to the customer support executive, with appropriate controls and auditing mechanisms.

In April 2019, we became aware that our system was subject to a cyber-attack by a coordinated and advanced phishing campaign, which was reportedly directed against several major companies, including Wipro. Upon learning of this incident, we collaborated with forensic firms to investigate and have worked closely with our anti-virus provider and our information security team to counter the threat found in our system and implemented a series of additional precautionary and containment measures across our systems. As per the investigations, there is no evidence of data breach or data loss reported. In addition, we had commissioned an independent assessment by a third party. The assessment has been completed and the independent third party has confirmed that they found no evidence of any risk and also that the remediation controls implemented by Wipro are effective.

Innovation

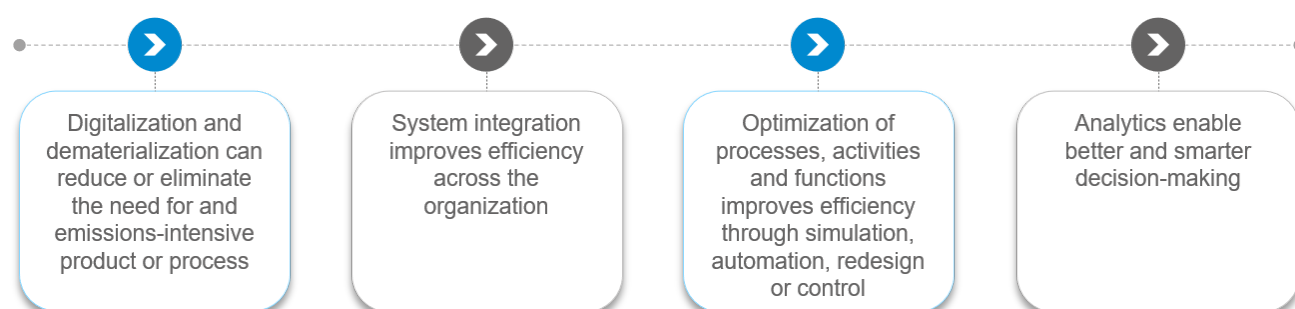
Human experience in interacting with machines is rapidly evolving. Breakthroughs in Man-Machine Interfaces (MMI) using acoustics, gestures, biometrics, body movement and virtual reality coupled with context-aware applications are introducing higher levels of user engagement. Such interactions are dynamic, flexible, personalized, responsive, real-time and data driven. Growing project complexities, competitive pressures, operational challenges and the need to maintain and grow margins is driving companies to adopt technologies that will help them run business as usual, improve operational

efficiencies and provide competitive differentiation. Essentially, this will prepare organizations to fundamentally change the way they do business.

Research and Development Initiatives

Wipro's Research and Development initiatives continue to focus on strengthening and extending our portfolio of IT services across multiple new and emerging technology areas as well as in the intersection of these technologies. We are investing extensively in developing solutions and services in a host of advanced technology areas (e.g. ADAS - Autonomous Driver Assistance Systems/ autonomous vehicles, commercial wearables, machine vision, human machine interfaces, smart assistants, natural language processing and understanding, augmented & virtual reality, blockchain tech, quantum computing, smart machines, among others). We continue to invest in working on new ways of software development and deployment for edge-based IoT and always-on architectures.

Next generation digital technologies like Artificial Intelligence, Internet of Things, Big Data Analytics and emerging collaborative development methodologies like Open Source are driving this change. These emerging technological innovations can drive sustainability by way of digitalization and dematerialization, system integration and optimization. For example:



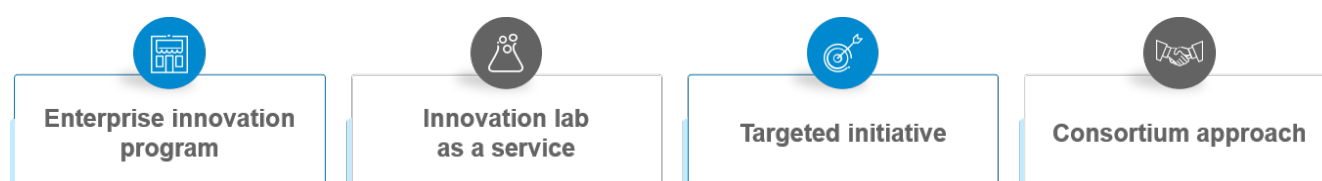
Some of the use cases we have built that are showcased in our innovation centers are shopper robot, vision assisted machine tending operation, inventory & inspection, segregation of hazardous materials, game playing robot.

We are also collaborating with agricultural university, startups and research institutions to develop early detection of pest infestation in crops with the use of these APIs. We have reached a reasonable accuracy in detection and are working with one of the processing industries to deploy the same.

Strategic Approach to Innovation

Wipro has a two-pronged approach to innovation - external and internal. Externally, we work jointly with our customers and with various academic institutes, research organizations both from a recruitment perspective as well as from a partnership perspective.

For joint innovation with customers, Wipro has primarily four models:



Each model has specific use situations depending on the amount of investment and the nature of the innovation problems that are addressed. We also assess maturity levels of participating stakeholders while proposing these different engagement models.

Wipro understands the necessity of having a strong Open Innovation Network and invests into building, supporting and participating in various such networks and forums. The bulk of the company's Open Innovation activity is aligned to the focus themes driven by the CTO Office and the strategic areas as identified by the respective individual business units.

On the Internal Innovation side, a number of initiatives have been started that are designed on concepts of Open Innovation to inculcate a culture of innovation in people. They span the lifecycle of Idea Management from Ideation to Development. Some of them are Directed Idea Campaigns sponsored by business units (BU) which may want to crowdsource ideas around a defined Use Case or Problem Statement. Ideas coming in as part of these are further taken up by the Sponsoring Business Units or the Idea Author is given a chance to develop it wherein the CTO Office support is in the form of infrastructure and mentoring. Technology training and enablement initiatives like CodeStorm enable people to learn and become proficient in new and emerging technology and languages by participating in Coding Contests and Hackathons.

Technology Themes for Innovation

Open Innovation: Open Innovation is about engaging with the “external innovation” ecosystem to tap leading edge innovation and disruptive technologies to bring the best solutions to our clients. It is about tapping the global innovation network through vehicles such as Wipro Ventures, Research Partnerships and Horizon Program, crowdsourcing models, such as Topcoder and M&A.

Wipro Ventures, the strategic investment arm of Wipro, Wipro Ventures invests in early to mid-stage enterprise software startups. Wipro Ventures was launched as a \$100 million Fund in early 2015. In February 2020, Wipro Ventures received an additional allocation of \$150 million for Wipro Ventures Fund II. As of March 31, 2020, Wipro Ventures has active investments in and partnered with 14 startups in the following areas - AI (Avaamo, Inc., Vicarious FPC, Inc.), Business Commerce (Tradeshift, Inc.), Cybersecurity (IntSights Cyber Intelligence Ltd., Vectra Networks, Inc. CyCognito, CloudKnox), Data Management (Incorta), Industrial IoT (Altizon Systems Private Ltd.), Fraud and Risk Mitigation, Testing Automation (Headspin, Inc., Tricentis GmbH, Sealights) and Cloud Infrastructure (CloudGenix, Moogsoft). In addition to direct investments in emerging startups, Wipro Ventures has invested in five enterprise-focused venture funds: B Capital, TLV Partners, Work-Bench Ventures, Glilot Capital Partners and Boldstart Ventures.

Partner Ecosystem: We have a dedicated unit to drive and deepen our partner ecosystem and to drive creation of new markets and solutions, expand in key verticals and geographies, drive innovation in our offerings and drive go - to market outcomes. We have subdivided the partner ecosystem into the following categories:

- Strategic Partners: Multiple product lines with significant business volume and potential
- Growth Partners: Single practice alliances
- Niche Partners: Niche products with differentiated solution.

Horizon Program: The goal of the Horizon Program is to drive organic incubation in emerging areas covering products, platforms, solutions and capabilities. In order to achieve this objective, we are investing in key areas such as AI, robotics, software-defined everything, autonomous vehicle, connected cars, digital twins, cybersecurity, Industry 4.0 and industry solutions such as cargo management. During the year ended March 31, 2020, we funded 12 projects as part of this program.

Crowdsourcing: A community and crowdsourcing platform with over one million developers, designers, data scientists and testers. Topcoder provides focused enterprise offerings around AI/ML and analytics, digital experience (“DX”), Quality as a Service (“QaaS”), workforce transformation, TaaS and hybrid (certified) communities. We are also using the Topcoder Hybrid Crowd Platform to scale and engage in-house talent pools in emerging technologies such as Full Stack, DevOps, AI/ML, Cloud, Analytics and other Digital skills with our internal TopGear hybrid community. It also acts as a structured learning path for accounts providing hands-on experience across more than 200 skills. We are creating a pool of Challenge Architects, Topcoder Co-pilots and Reviewers to expand the percentage of work delivered through crowdsourcing.

Research Partnerships: Collaboration with academic institutions and associations in the United States, Europe, Israel and India in the fields of computer and electrical engineering to promote innovative technology research and capability.

Governance

Wipro follows a federated model for innovation with innovation being driven through multiple structures. The CSO (Chief Strategy Officer) and his group invests in long term solution building and aids the investment efforts of the Business Units /Service Lines by supporting some selected seeding initiatives that are designed to create new business services for Wipro.

The CTO (Chief Technology Officer) and his group drive innovation through investing in a set of technology themes that can be applied to create services in different industry verticals. The CTO Office also anchors innovation crowdsourcing and open execution processes within and outside the organization through internal innovation programs and by driving an external program that connects with the ecosystem of startups, academia and research institutions.

Business units (BU's) and Service Lines (SLs) also drive innovation within their respective industry or technology domain develop solutions and service products within their remits. The internal process transformation group invests in tools and frameworks that help improve costs and productivity of our delivery processes for both infrastructure and application management services.

Intellectual Property and Patents in Wipro

Our considerable R&D efforts have helped build our Intellectual Property (IP) portfolio substantially. In the year ended March 31, 2020, Wipro filed 255 patents and currently has approximately 741 registered patents and 1560 patent applications pending registrations in various jurisdictions across the world. Wipro won the “Asia IP Elite” award from the Intellectual Asset Management publication for the sixth consecutive year for best IP Practices.

Sustainability Inspired Solutions

COVID-19 pandemic accelerated disruption in the global economy, healthcare, higher education, services, small businesses, and the enterprise. At Wipro, our mission is to help customers manage disruption and accelerate their transformation through various offerings. Over the past few years, we built a portfolio of leading IT enabled sustainability solutions which help our customers advance in their sustainability journey and also build resilience. The strengths of our positioning come from decades of working with partners and customers to understand stakeholder needs - and placing it in the context of a larger common purpose of providing ‘sustainability’ inspired solutions.

Industry Focus

Example of industries where we provide sustainability inspired solutions are listed below:

Automotive: Combining traditional solutions with the potential of Industry 4.0 technologies to deliver vehicles that are safer and more enjoyable to drive. Example of our services include Connected Cars, Smart Manufacturing, etc. Refer to <https://www.wipro.com/en-IN/automotive/> for more information

Healthcare & Medical Devices: Non-invasive wearable sensors, for real-time health monitoring and patient-centric healthcare. We deliver cost-effective, high-quality care through robust systems, products and commercial models. Refer to <https://www.wipro.com/en-IN/healthcare/> for more information

Natural Resources: Real-time monitoring of mine equipment, management of assets, worker health and safety. Refer to <https://www.wipro.com/en-IN/natural-resources/> for more information

Utilities, Oil & Gas: Reliable, integrated energy and asset management to improve energy efficiency. Refer to <https://www.wipro.com/en-IN/oil-and-gas/> and <https://www.wipro.com/en-IN/utilities/> for more information

Retail: Supply chain optimization, along with real-time situational awareness to improve customer experience and returns management. Refer to <https://www.wipro.com/en-IN/retail/> for more information

Travel and Transportation: Optimizing costs and providing a differentiated user experience by combining a host of new technologies with strong governance frameworks to achieve sustainable and predictable outcomes. Refer to <https://www.wipro.com/en-IN/travel-and-transportation/> for more information.



Financial Stewardship and Investors

Financial Stewardship and Investors

The history of financial disclosures through annual and financial reports can be largely attributed to the voluntary disclosures of business performance from a few companies in the U.S. and U.K. to their providers of financial capital in the 19th century. Over the subsequent decades, accounting and reporting methods were refined and institutionalized. In the last couple of decades, progressive calls for transparency and accountability have led stock exchanges to enforce a number of requirements for corporate disclosures.

The King Report on Corporate Governance (1994, 2002, and 2009) is widely regarded as the first integrated reporting framework on corporate governance and performance, covering both finance and non-financial disclosures. Compliance with the Kings framework is required by companies listed on the Johannesburg Stock Exchange. Similarly, in India, the National Voluntary Guidelines (NVGs) released by the Ministry of Corporate Affairs have been adopted by the Securities and Exchange Board of India for listed companies to publish a Business Responsibility Report (BRR) as part of their annual financial report. In 2018, NVGs updated to National Guideline for Responsible Business Conduct (NGRBC) by Ministry of Corporate Affairs, India.

The International Integrated Reporting Council (IIRC), a global coalition of regulators, investors, companies, standard bodies, the accounting profession and NGOs, is facilitating adoption of integrated reporting framework <IR> as the new corporate reporting norm. One of the core elements of the framework is accountability and stewardship of the stocks and flows of the six forms of capital: financial, manufactured, intellectual, human, social and natural. The first two forms of capital are covered in almost all annual reports while the others are covered to varying degrees by some organizations depending on their context and understanding of impacts to significant stakeholders. In 2018, we joined the IR business network – where we participate in deliberations on integrated thinking, strategy and technology and data informed reporting. In 2017 we released our first annual report aligned with the principles of <IR> Framework. Since then our annual Integrated Report is aligned with GRI Standard and BRR requirements of SEBI and also incorporates the recommendation set out by Task Force on Climate-related Financial Disclosures (TCFD) and CDSB (Climate Disclosures Standards Board) framework.

In 2017, Wipro signed the commitment to move towards using the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) in our annual financial reporting. TCFD is spearheaded by The Climate Disclosure Standards Board (CDSB), which is an international consortium of business and environmental NGOs. By signing this, Wipro commits to implement the recommendations of the Task Force on Climate-related Financial Disclosures in our Annual Reports.

The increasing recognition that social and environmental risks can affect a company's operational strength and continuity has prompted active engagement from investors, regulators and government. Investors are increasingly incorporating ESG criteria (Environmental, Social and Governance) into their investment decision frameworks. Over the last decade, this has manifested in at least four different ways as shown below:

- Stock Exchange (DJSI, MSCI, FTSE4Good,)
- ESG Assessment by Investors (CDP, Vigeo, Oekom)
- Subscription to Principles (Responsible Investing (PRI) and <IR>)
- Custom Assessment and studies (Natural Capital Accounting and Social Risk Assessment).

Investors

Investors in Wipro are key stakeholders and must get fair returns for investing in our company. Our endeavor is to report the true and fair financial results in a timely manner and communicate the business outlook, risks and opportunities. With reliable financial results and consistent messaging of economic environment, investors are empowered to take investment decision best suited to their risk profile.

Profile of Wipro Shareholders

| | FY 2015-16 | FY 2016-17 | FY 2017-18 | FY 2018-19 | FY 2019-20 |
|---------------------|------------|------------|------------|------------|------------|
| No. of Shareholders | 2,27,368 | 2,41,153 | 2,69,693 | 330075 | 5,11,881 |
| ADR Holders | 16,120 | 16245 | 14,152 | 14,000 | 10400 |
| Total Shareholders | 2,27,368 | 2,41,153 | 2,69,693 | 330075 | 5,11,881 |

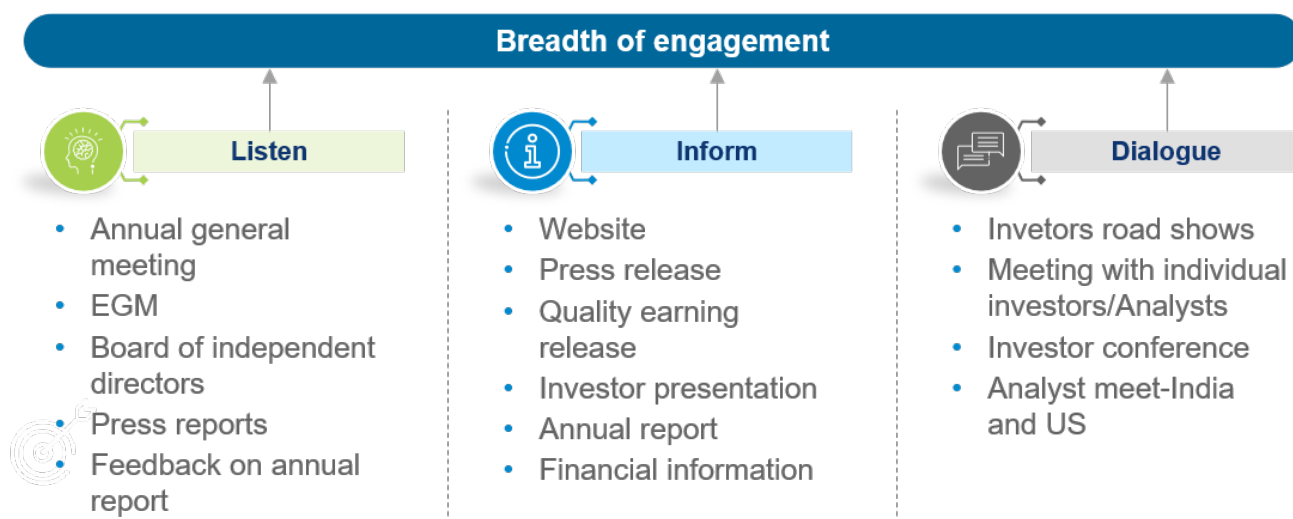
For overall shareholding pattern refer to table given on Page 104 of our Annual Report FY 2019-20. Our investors are increasingly getting aligned with 'The Principles of Responsible Investment' (PRI). PRI was developed by an international group of institutional investors under the umbrella of Principles for Responsible Investment Initiative (PRII), reflect the increasing relevance of environmental, social and corporate governance issues to investment practices. UNEP Finance Initiative and UN Global compact are partnering with PRII in this initiative. The total number of PRI signatories are 2,701 and 30% of all investors in Wipro are PRI signatories.

Engagement with Investors

We have multiple channels of communications to keep the investors informed about various development and events. Communication through proactive disclosures in our financial statement has been the bedrock of investor engagement at Wipro. Our senior management leaders along with our dedicated Investor Relations team participate in various forums like investor conferences and investor road shows, in addition to hosting investors who visit us. Our quarterly results, regulatory filings, transcripts of our earnings call and media presentations are available at <http://www.wipro.com/investors/>.

Engagement Approach

The figure below reflects the breadth of our engagement with Investors:



Details of Engagement

The following table details the different types of engagement exercise undertaken by the company in 2019-20:

| | Q1 | Q2 | Q3 | Q4 | FY20 |
|------------------------------|----|----|----|----|------|
| Investors Meetings and Calls | 56 | 80 | 56 | 60 | 252 |
| Conference | 2 | 4 | 3 | 2 | 11 |
| Road Show Conducted | 1 | 1 | 1 | 2 | 5 |
| Earning Conference Calls | 1 | 1 | 1 | 1 | 4 |

Our goal is to have zero pending complaints or queries at the end of a period. The table below presents the number of complaints/ queries received and the number of queries responded to:

| | Q1 | Q2 | Q3 | Q4 | Total |
|--|-----|-----|-----|----|-------|
| Complaints received on Non receipt on annual report | 244 | 167 | 18 | 1 | 430 |
| Complaints resolved on Non receipt on annual report | 244 | 167 | 18 | 1 | 430 |
| Complaints received on Non receipt on dividend warrant | 89 | 68 | 676 | 46 | 879 |
| Complaints resolved on Non receipt on dividend warrant | 89 | 68 | 676 | 46 | 879 |

| | | | | | |
|---|----|------|-----|----|------|
| Complaints received on Correction/revalidation of dividend warrants | 0 | 0 | 0 | 0 | 0 |
| Complaints resolved on Correction/revalidation of dividend warrants | 0 | 0 | 0 | 0 | 0 |
| Complaints received on Non receipt of securities | 57 | 6 | 4 | 1 | 68 |
| Complaints resolved on Non receipt of securities | 57 | 6 | 4 | 1 | 68 |
| Complaints received on SEBI/Stock exchange complaints | 4 | 6 | 8 | 2 | 20 |
| Complaints resolved on SEBI/Stock exchange complaints | 4 | 6 | 8 | 2 | 20 |
| Other Complaints received | 37 | 2928 | 104 | 21 | 3090 |
| Other Complaints resolved | 37 | 2928 | 104 | 21 | 3090 |

Economic Performance

We are a global technology services firm, with employees across over 55 countries and serving enterprise clients across various industries. We provide our clients with competitive advantages by applying various emerging technologies and ensuring cyber resilience and cyber assurance. We work with our clients not only to enable their digital future, but also to drive hyper efficiencies across their technology infrastructure, applications and core operations, enabling them to achieve cost leadership in their businesses.

We are recognized by our clients for our ability to bring in “an integrated perspective”, or our ability to bring together broad and deep technology and domain expertise, our ability to draw learnings and apply insights from one company or sector to another and our ability to provide end-to-end services. Our clients value our consistent excellence in execution and our ability to proactively incorporate relevant innovation.

Our IT Services business provides a range of IT and IT-enabled services which include digital strategy advisory, customer centric design, technology consulting, IT consulting, custom application design, development, re-engineering and maintenance, systems integration, package implementation, global infrastructure services, analytics services, business process services, research and development and hardware and software design to leading enterprises worldwide.

Growth in core traditional services revenues are expected to be moderate, whereas digital technology is continuing to gain prominence due to increased technology adoption by governments and businesses

upgrading platforms, products and solutions to enhance the consumer experience. The markets we serve continue to undergo rapid changes due to the pace of development in technology, innovation in business models and changes in clients' sourcing strategies. Digital business has changed the nature of demand for IT services. Big data and analytics, cloud computing, cybersecurity and advanced technologies such as artificial intelligence ("AI"), machine learning ("ML"), IoT, robotics, and 3D printing are profoundly impacting enterprise, government and end consumer segments by enabling new business opportunities across sectors.

The markets we serve are undergoing a massive disruption due to the outbreak of COVID-19. The situation caused by the COVID-19 pandemic continues to evolve and the effects on the markets we serve remain uncertain. The outlook for the markets we serve going forward will depend, in addition to other factors, on how COVID-19 continues to affect the global economy.

Business scenarios due to Covid-19

Due to the uncertainty around the course of the COVID-19 pandemic, we are currently unable to predict the extent to which the pandemic will disrupt our business and operations. In March 2020, as the COVID-19 pandemic rapidly spread, governments across the world announced public health measures, including complete or partial lockdowns restricting movement of people, goods and services. Economic activity was severely impacted, including disrupting the businesses of our customers.

As a response to COVID-19, we activated our COVID-19 Global Crisis Management task force in early March 2020. The task force is chaired by our Chief Operating Officer and consists of several cross-functional teams, including business continuity, Chief Information Officer ("CIO") and cybersecurity. Most of our employees were quickly asked to work from home. In order to better support employees working from home, we have enhanced our cybersecurity measures by installing secure agents in our systems. While various cybersecurity control mechanisms are deployed and periodically reinforced, security control mechanisms may not always be successful, considering the complexity of the environments, inter-dependencies, sophisticated attack methodologies, highly dynamic heterogeneous systems, global digital presence hosted both in cloud and on premises with work from home arrangements. In parallel to our employees working from home, we reached out to our customers, briefed them of the measures we were adopting and sought their approval. Through these efforts, we have been able to continue to support the majority of our customers.

Our teams have settled into the new ways of working and our managers are tracking employee welfare, productivity and customer service delivery progress through the use of various tools, and we are collaborating with our customers on delivering on our commitments. However, the markets we serve continue to undergo massive disruptions due to the COVID-19 pandemic. Unlike past financial crises, triggered by weaknesses in capital markets, COVID-19 is a public health crisis that has necessitated restrictions on social interactions across the globe, leading to significant economic uncertainty across all industries. The IMF predicts that the global economy will shrink by 3% in the year 2020. Ultimately, the economic fallout of and the subsequent recovery from COVID-19 will depend on multiple factors, such as recovery driven by containment efforts, supply chain disruptions, impact of lockdowns, repercussions of the dramatic tightening in global financial markets, shifts in consumer behaviour and spending patterns and volatile commodity prices, including oil prices.

The continued spread of COVID-19, and any related adverse public health developments, could adversely affect workforces, customers, economies and financial markets globally, potentially leading to further economic downturn. This could decrease technology spending, adversely affect demand for our products, increase pricing pressure including customer requests for price discounts and supply-side constraints, impact cash conversion cycles and otherwise harm our business and results of operations. The conditions

caused by the COVID-19 can also affect the rate of customer spending, including through cancellations or ramp-downs of existing projects, increased requests for furloughs, customers' decreased ability or willingness to purchase our offerings, delays to prospective customers' purchasing decisions, adverse impacts on our ability to provide on-site services to our customers or delays to the provisioning of our offerings, including due to various travel restrictions, all of which could adversely affect our business and overall financial performance.

There is uncertainty caused by COVID-19 across sectors and in all geographies that we operate in. Economic activity has slowed and nearly all of our industry verticals are likely to be impacted in the short term, and recovery may be staggered across sectors depending on the course of the pandemic. This is likely to have a significant impact on our customers' earnings and their IT spending with us. The potential impact to our results going forward will depend to a large extent on future developments regarding COVID-19 that cannot be accurately predicted at this time, including the duration and severity of the pandemic, the extent and effectiveness of containment actions and the impact of these and other factors on our employees, customers, partners and vendors.

Our business performance: Global IT service providers offer a range of end-to-end software development, digital services, IT business solutions, research and development services, technology infrastructure services, business process services, consulting and related support functions. According to the NASSCOM Report, IT export revenues from India grew by 8.1% to an estimated \$147 billion in fiscal year 2020. India's IT industry grew by 7.7% to reach \$191 billion during the year ended March 31, 2020. According to the NASSCOM Report, "Digital" continues to drive growth (more than 50% of growth in fiscal year 2020) and now contributes \$51 billion to the overall IT industry in India. Technologies such as industrial automation, robotics, cloud, IoT, AR/VR and blockchain continue to fuel growth.

Growth in core traditional services revenues are expected to be moderate, whereas digital technology is continuing to gain prominence due to increased technology adoption by governments and businesses upgrading platforms, products and solutions to enhance the consumer experience. The markets we serve continue to undergo rapid changes due to the pace of development in technology, innovation in business models and changes in clients' sourcing strategies. Digital business has changed the nature of demand for IT services. Big data and analytics, cloud computing, cybersecurity and advanced technologies such as AI, ML, IoT, robotics, and 3D printing are profoundly impacting enterprise, government and end consumer segments by enabling new business opportunities across sectors. Two-thirds of enterprises are building cloud native applications to support cloud-based AI-workloads and AI-powered business models.

We have invested in developing intellectual property ("IP") across products, platforms, frameworks, solutions, components, accelerators, tools and applications. Our IP has enabled us to provide standardized solutions to our customers and obtain significant time-to-market advantages over the previous customized solutions which incurred higher costs and required a longer time to develop.

Gross profit as a percentage of revenue in our IT Services segment for the year ended March 31, 2020 is 30.1%. We anticipate challenges in significantly improving our gross profits largely due to the following reasons:

- Limited ability of the market to accept increase in prices;
- Customer demand for price discounts and productivity improvement;
- Loss of revenue due to vendor consolidation at customer end;
- Lower utilization rates for our resources arising from reduction in demand for our services from customer or contract terminations;
- Regular increases in salaries, a cost which accounts for a major part of our expense line;

- The impact of exchange rate fluctuations on our Indian Rupee realizations;
- Higher investment in research and development and other emerging technology areas;
- Investment in acquisitions with potentially lower contribution to margins; and
- In the short term, there may be a decrease in gross margins due to any decrease in technology spending, lower demand for IT products, lower rate of customer spending, delay in customers' purchasing decisions resulting from the ongoing COVID-19 pandemic.

In response to COVID-19, we are focusing on various cost optimization initiatives, including:

- Re-skilling and re-deployment of our workforce from our existing pool of talent, and new hiring will be done only for business-critical reasons;
- Optimization of costs relating to travel, facilities and other discretionary spends like marketing events;
- Deferment of annual increases in salary and progression cycles; and
- Optimization of our variable workforce (i.e., sub-contractors), including replacing them with our existing internal pool of talent.

In response to the increased competition in the market place for IT services and pressure on gross margins, we are focusing on:

- Differentiating our offerings by providing premium services across the Digital value-chain, including consulting and advisory, strategy, design, cloud and connected offerings;
- Investing in non-linearity through our IP portfolio that de-link the linear relationship between revenue and efforts expended;
- Investing in customer experience to establish deeper client relationships and provide a wider range of services;
- Aligning our resources to expected demand and pivoting ourselves to meet new opportunities;
- Leveraging Wipro HOLMESTM to increase use of automation within our client organizations to gain cost efficiencies, agility and enhanced user experiences;
- Using next-generation technology-led business process services to drive superior customer experience and maximize returns and bring down operating costs
- Driving revenue and cost synergies of acquired businesses; and
- Emphasizing a talent and delivery model to increase the utilization of our IT professionals.

Business Strategy

The vision for our business is “To earn our clients’ trust and maximize value of their businesses by providing solutions that integrate deep industry insights, leading technologies and best in class execution”. In doing business we seek to emphasize our core values of being passionate about our client’s success, treating each person with respect, being global and responsible, and maintaining unyielding integrity in everything we do.

Our strategy is about driving a “Digital first” approach through four foundational pillars: Business Transformation, Modernization, Connected Intelligence and Trust. As part of this approach, we are prioritizing and investing significantly to drive growth in key strategic fields such as digital, cloud, cybersecurity and industrial and engineering services through our “Big Bet” program, under which we prioritize investments in certain high potential growth areas. For example, our “Big Bet” in each of digital and cloud is at the heart of our Business Transformation and Modernization pillars, while our “Big Bet” in industrial and engineering services is central to our Connected Intelligence pillar and our “Big Bet” in cybersecurity is central to our Trust pillar. Talent and Delivery Models, IPs and Platforms, and Open

Innovation are the underlying strategies that support the four pillars. Refer to pages 28 of Wipro Annual Report for FY 2019-20 for detailed Business Strategy.

Assessment of Financial and Economic Risks

Our annual financial report and the Form 20-F filing with the U.S. Securities and Exchange commission for the reporting year lists a number of external factors or risks that may impact our business. These externalities are assessed regularly and inform business strategy. We present here a summary of the key external risks identified and our approach towards them. The engagement is informed by three primary factors (i) the different timescales in which they play out, (ii) the relative influence business has and (iii) meeting the concurrent and diverse needs of its various stakeholders:

- **Global Economic and Geo Political Risks:** We derive approximately 57% of our IT Services revenue from the Americas (including the United States) and 24% of our IT Services revenue from Europe. If the economy in the Americas or Europe continues to be volatile or conditions in the global financial market deteriorate, pricing for our services may become less attractive and our clients located in these geographies may reduce or postpone their technology spending significantly. Reduction in spending on IT services may lower the demand for our services and negatively affect our revenues and profitability. Our clients are concentrated in certain key industries. Any significant decrease in the growth of any one of these industries, or widespread changes in any such industry, may reduce or alter the demand for our services and adversely affect our revenue and profitability.
- **Uncertainty Relating to the Global Health Pandemic on COVID-19:** In assessing the recoverability of receivables including unbilled receivables, contract assets and contract costs, goodwill, intangible assets, and certain investments, the Company has considered internal and external information up to the date of approval of these financial statements including credit reports and economic forecasts.
- The Company has performed sensitivity analysis on the assumptions used herein. Based on the current indicators of future economic conditions, the Company expects to recover the carrying amount of these assets. The Company based on, its assessment believes that the probability of the occurrence of forecasted transactions is not impacted by COVID-19. The Company has also considered the effect of changes, if any, in both counterparty credit risk and own credit risk while assessing hedge effectiveness and measuring hedge ineffectiveness and continues to believe that there is no impact on the effectiveness of its hedges.
- The impact of COVID-19 remains uncertain and may be different from what we have estimated as of the date of approval of these consolidated financial statements and the Company will continue to closely monitor any material changes to future economic conditions.
- **Taxation Risks:** Our profits for the period earned from providing services at client premises outside India are subject to tax in the country where we perform the work. Most of our taxes paid in countries other than India can be applied as a credit against our Indian tax liability to the extent that the same income is subject to taxation in India. Currently, we benefit from certain tax incentives under Indian tax laws. These tax incentives include a tax holiday from payment of Indian corporate income taxes for our businesses operating from specially designated Special Economic Zones ("SEZs"). Changes to these incentives and other exemptions we receive due to government policies can impact our financial performance.
- **Wage Pressure:** Our wage costs in emerging markets have historically been significantly lower than wage costs in the developed markets for comparably skilled professionals, and this has been one of our competitive advantages. However, wage increases in emerging markets may prevent us from sustaining this competitive advantage and may negatively affect our profit margins. We may need to increase the levels of our employee compensation more rapidly than in the past to retain talent. Unless we are able to continue to increase the efficiency and productivity of our employees over the long term, wage increases may reduce our profit margins. The inability to provide adequate wage increases may result in attrition and impact competitiveness.

Components of Market Risks

- **Foreign Currency Risk :** We operate internationally and a major portion of our business is transacted in several currencies. Consequently, the Company is exposed to foreign exchange risk through receiving payment for sales and services in the United States and elsewhere, and making purchases from overseas suppliers in various foreign currencies. The exchange rate risk primarily arises from foreign exchange revenue, receivables, cash balances, forecasted cash flows, payables and foreign currency loans and borrowings. A significant portion of our revenue is in U.S. Dollars, United Kingdom Pound Sterling, Euros, Australian Dollars and Canadian Dollars while a large portion of our costs are in Indian Rupees. The exchange rates between the rupee and these currencies have fluctuated significantly in recent years and may continue to fluctuate in the future. Appreciation of the Indian Rupee against these currencies can adversely affect our results of operations. We evaluate our exchange rate exposure arising from these transactions and enter into foreign currency derivative instruments to mitigate such exposure. We follow established risk management policies, including the use of derivatives like foreign exchange forward/option contracts to hedge forecasted cash flows denominated in foreign currency. We have designated certain derivative instruments as cash flow hedges to mitigate the foreign exchange exposure of forecasted highly probable cash flows. We have also designated foreign currency borrowings as hedges against respective net investments in foreign operations. As of March 31, 2020, a `1 increase in the spot exchange rate of the Indian rupee with the U.S. dollar would result in approximately `1,972 million (Consolidated Statement of Income `658 million and other comprehensive income `1,314 million) decrease in the fair value, and a `1 decrease would result in approximately `1,912 million (consolidated statement of income `658 million and other comprehensive income `1,254 million) increase in the fair value of foreign currency dollar denominated derivative instruments. Interest rate risk: Interest rate risk primarily arises from floating rate borrowing, including various revolving and other lines of credit. Our investments are primarily in short-term investments, which do not expose us to significant interest rate risk. From time to time, to manage our net exposure to interest rate risk relating to borrowings, we may enter into interest rate swap agreements, which allows us to exchange periodic payments based on a notional amount and agreed upon fixed and floating interest rates. Certain borrowings are also transacted at fixed interest rates. If interest rates were to increase by 1% from March 31, 2020, additional net annual interest expense on our floating rate borrowing would amount to approximately `773 million.
- **Credit Risk:** Credit risk arises from the possibility that customers may not be able to settle their obligations as agreed. To manage this, we periodically assess the financial reliability of customers, considering the financial condition, current economic trends, forward-looking macroeconomic information, analysis of historical bad debts and ageing of accounts receivable. Individual risk limits are set accordingly. No single customer accounted for more than 10% of the accounts receivable as of March 31, 2020 or for revenues for the year ended March 31, 2020. There is no significant concentration of credit risk.
- **Counterparty Risk:** Counterparty risk encompasses issuer risk on marketable securities, settlement risk on derivative and money market contracts and credit risk on cash and time deposits. Issuer risk is minimized by only buying securities in India which are at least AAA rated by Indian rating agencies. Settlement and credit risk is reduced by the policy of entering into transactions with counterparties that are usually banks or financial institutions with acceptable credit ratings. Exposure to these risks are closely monitored and maintained within predetermined parameters. There are limits on credit exposure to any financial institution. The limits are regularly assessed and determined based upon credit analysis including financial statements and capital adequacy ratio reviews.
- **Liquidity Risk:** Liquidity risk is defined as the risk that we will not be able to settle or meet our obligations on time or at a reasonable price. Our corporate treasury department is responsible for liquidity and funding as well as settlement management. In addition, processes and policies related to such risks are overseen by senior management. Management monitors the Company's net liquidity position through rolling forecasts on the basis of expected cash flows. As of March 31, 2020, our cash and cash equivalents are held with major banks and financial institutions.

Financial Performance

| Consolidated Results | FY 2019 (INR Mn) | FY 2020 (INR Mn) | YoY Change |
|---|------------------|------------------|------------|
| Revenue ¹ | 589,060 | 613,401 | 4.1% |
| Cost of Revenue | (413,033) | (436,085) | 5.6% |
| Gross Profit | 176,027 | 177,316 | 0.7% |
| Selling and Marketing Expenses | (44,510) | (42,907) | (3.6)% |
| General and Administrative Expenses | (35,951) | (29,823) | (17.0)% |
| Other Operating Income ² | 4,344 | 1,144 | (73.7)% |
| Operating Income | 99,910 | 105,730 | 5.8% |
| Finance Expenses | (7,375) | (7,328) | (0.6)% |
| Finance and Other Income | 22,923 | 24,081 | 5.1% |
| Income Taxes | 25,242 | 24,799 | (1.8)% |
| Profit Attributable to Equity Holders | 90,031 | 97,218 | 8.0% |
| As a Percentage of Revenue | | | |
| Gross Margin ³ | 29.7% | 28.9% | (0.8)% |
| Selling and Marketing Expenses | 7.6% | 7.0% | (0.6)% |
| General and Administrative Expenses | 6.1% | 4.9% | (1.2)% |
| Operating Margin ³ | 16.8% | 17.2% | 0.4% |
| Earnings per share-Basic (₹) ⁴ | 14.99 | 16.67 | 11.2% |
| Earnings per share-Diluted (₹) ⁴ | 14.95 | 16.62 | 11.2% |

¹ For segment reporting, we have included the impact of exchange rate fluctuations in revenue. Excluding the impact of exchange rate fluctuations, revenue, as reported in our statements of income, is INR 585,845 Mn. and INR 610,232 Mn. for the years ended March 31, 2019 and 2020 respectively. Further, finance income on deferred consideration earned under multi-year payment terms in certain total outsourcing contracts is included in the revenue of the respective segment and is eliminated under reconciling items. ² Other operating income represents: (i) For the year ended March 31, 2019, net gain on sale of (a) hosted data center services business, and (b) the Workday business and Cornerstone OnDemand business. (ii) For the year ended March 31, 2020, (a) change in fair value of the callable units upon partial achievement of business targets pertaining to sale of data center business, and (b) gain on sale of assets pertaining to Workday business and Cornerstone OnDemand business in Portugal, France and Sweden. ³ Gross margin and operating margin as a percentage of revenue for year ended March 31, 2020 have been calculated by including Other Operating Income with Revenue. ⁴ In FY 2019-20, EPS growth is higher than Net profit growth largely due to reduction in number of equity shares due to completion of buyback.

Ethical Business Conduct - A Fundamental Expectation from Investors

Investors expect ethical conduct from businesses. They are concerned about loss of management time and resources dealing with such issues, legal liability and damage to reputation due to unethical practices like bribery, corruption, anti-competition and anti-trust. Even though large businesses have formal systems to ensure compliance and avoid unethical businesses, they are exposed to such risks from their supply chains. Corruption and bribery are significant risks to businesses, and they are more pervasive in the supply chain. This makes business functions dealing with suppliers and business partners vulnerable to such risks.

Policy

Our corporation wide Code of Business Conduct (COBC) provides the broad direction for all business transactions. The COBC is Wipro's central and comprehensive compliance policy document that provides the framework and a common language for ethical conduct for all employees as well as all our stakeholders. The COBC applies to all employees and members of the Board of Directors of the Company, as also to all individuals who serve the Company on contract, subcontract, retainer, consultant or any other such basis. Suppliers, service providers, external professionals, agents, channel partners (dealers, distributors and others) serve as an extension of the Company and their conduct and behavior while carrying out business dealings with Wipro or on behalf of Wipro can have an impact on Wipro and its reputation. Other than COBC, we also have other policies like the abridged Policy on Related Party Transactions, Wipro Supplier Code of Conduct, Code of Independent Directors and Code of Ethics for Principal Executive Officer and Senior Financial Officers, which contextualize the communication for relevant stakeholders.

Approach

From an anti-bribery compliance perspective, Wipro has the following processes internally to ensure an ethical culture across our businesses:

- A payment due diligence process where payments made by and on behalf of Wipro are reviewed to ensure adherence to anti-corruption and anti-bribery
- A Standard Operating Procedure to enable employees understand and comply with the requirements for specific purposes like business courtesies, gifts, entertaining, charitable contribution, sponsorship, etc. Employees are advised to avoid transactions which might give the appearance of offering or accepting an improper payment, bribe or kickback
- Due diligence mechanisms, internal controls and assessments on its third parties such as channel partners, dealers, collection agents, lead finders/hunters etcetera which includes a specific undertaking from identified vendors, service providers, consultants to affirm compliance to our Code of Business Conduct and more specifically to our anti-bribery policies
- An Ombuds process for receiving and redressing employees' complaints, through which employees are encouraged to report any fraudulent financial or other information to the stakeholders, any conduct that results in violation of the Company's COBC (on an anonymous basis, if employees so desire). For more information, refer to Organization Profile section of this report.

As part of COBC training, Wipro conducts entry-level training to all its employees across levels worldwide on corporate policies pertaining to Business Relationship, Gifts and Entertainment, Business Courtesies and Conflict of Interest. Compliance with Foreign Corrupt Practices Act, UK Bribery Act, the Indian Prevention of Corruption Act, are included as part of leadership training programs and of focused training programs. In addition to annual test and certification of Code of Business Conduct, a certification process is enabled for employees travelling to High Risk Countries and employees working in certain functions. Also, communication of COBC and their significance to Wipro are being done through emails, posters, etc.

Compliance

Wipro has a continuing good track of ethical conduct and we comply with relevant legislations. There has been no significant instances related to bribery, corruption, anti-competitive or anti-trust practices in the reporting period across our business divisions.

Natural Capital Valuation

Natural capital can be defined as the world's stocks of natural resources which make human life possible. Businesses rely on this natural capital to produce goods and deliver services. They depend on natural non-renewable resources (for example, fossil fuels and minerals) as well as natural renewable ecosystem goods and services (for example, freshwater and pollination). Businesses also rely on natural capital for its ability to absorb by-products of production such as pollution and water. Business extraction and production activities can damage natural capital with long-term economic and social consequences.

These economic and social consequences manifest themselves as physical, regulatory and reputational risks for companies. One of the most useful ways for companies to account for these risks is to quantify and value the environmental impacts generated across their value chains in monetary terms.

Traditional 'single parameter' environmental metrics such as cubic meters of water or hectares of land provide an indication of the scale of dependency on ecosystem goods and services or environmental impacts. However, they often fail to identify optimization opportunities for business. Natural capital valuation, on the other hand, provides a deeper insight because it also factors critical environmental parameters such as regional water scarcity and the ecosystem services provided by land. Natural capital valuation quantify the environmental impact of the risks associated across value chain in monetary terms.

Wipro initiated its first natural capital valuation exercise for the financial year 2013-14. During the most recent valuation exercise, the assessment quantify and value (in economic terms) the impacts associated with key performance indicators (KPIs) namely GHG emissions, water consumption, air pollution, water and land pollution, waste generation and land use change across domestic and overseas operations. In FY2020, total environmental cost relating to Wipro's operations and supply chain was equal to USD 0.23 billion (USD 0.31 billion in FY19), of which operational and upstream supply chain impacts contributes 8% (USD 18 million) and 92% (USD 210 million) of impacts, respectively. Of the operational impacts, highest contribution is from electricity consumption related impacts at 77% (USD 14 million). Within Wipro's upstream supply chain, purchased goods and services (75%; USD 160 million) (this includes impacts across all tiers of suppliers) and fuel and energy related activities (14%; USD 30 million) are the top two impact categories. Please refer to Wipro Natural Capital Valuation Program in Ecological Sustainability section of this report for details.

Supply Chain Sustainability



Supply Chain Sustainability

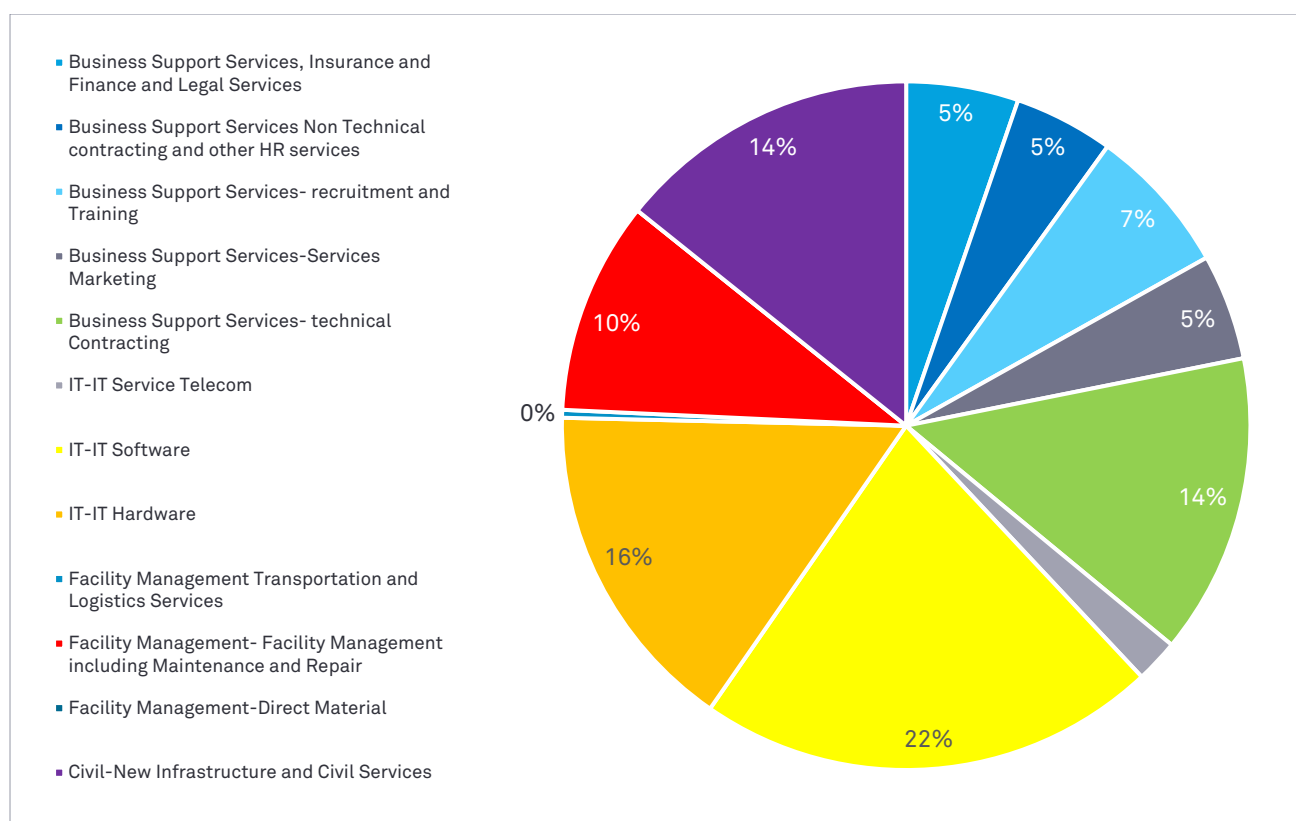
The impacts or externalities of businesses are frequently influenced by their supply chain processes. Managing the environmental and social impacts of supply chain are interlinked to economic outputs over the long term - they can help businesses avoid disruptions, meet evolving customer and business partner requirements, foster innovation and protect the company's reputation and brand value. It can also help further the business imperatives of efficiency, cost effectiveness and resilience in the supply chain. However, the fundamental and compelling reason for sustainability engagement in our value chain stems from our belief that it is the right thing to do in the larger interests of both, the suppliers as well as of society.

The context, scale and complexity of modern supply chains pose challenges for business to identify, influence and control these impacts. Our supply chain management program is influenced by our understanding of the multiple drivers as well as the challenges associated with it.

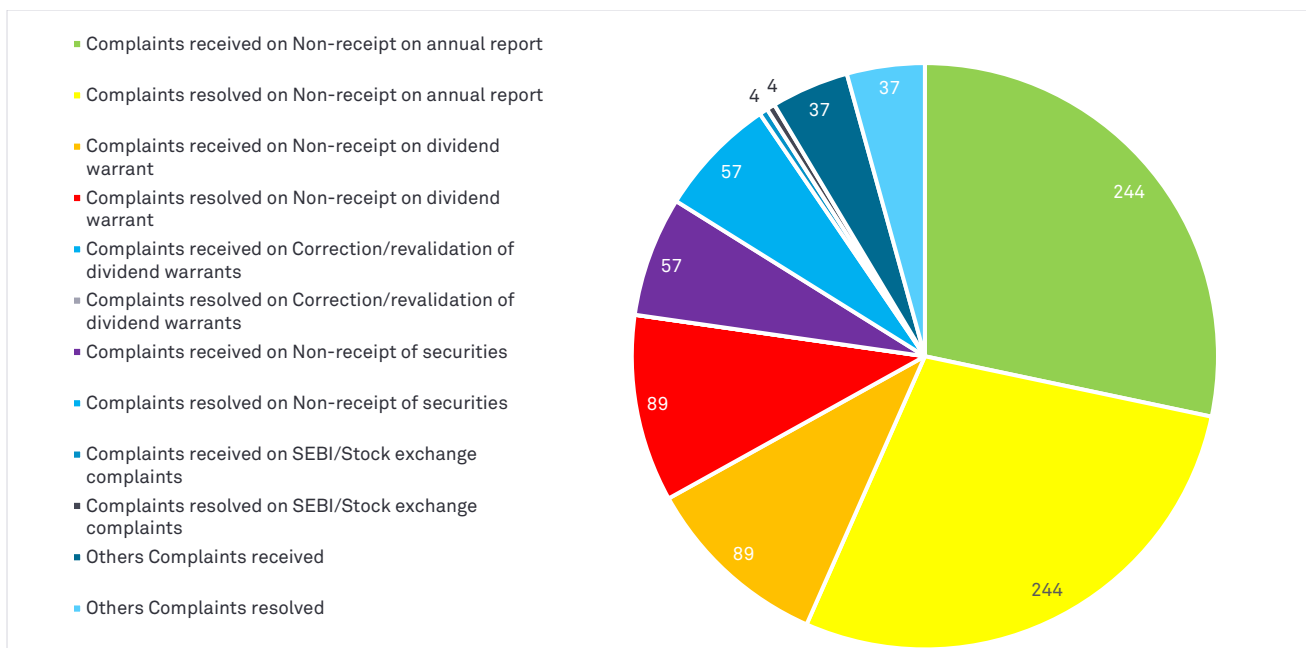
Understanding the Stakeholder-Supply Chain

The supplier ecosystem of Wipro can be broadly categorized into two broad heads. One category can be called as our 'primary supply chain' which comprises of our contract employees involved in core delivery of IT Services and Solutions. Such employees typically have gone through a minimum graduate degree qualification and are experienced in specialized technology and consulting skills aided by an intensive in house capability building program. We considered them as part of our supply chain as they not engaged directly/employed by Wipro. Our workforce currently includes more than 20,000 contract employees.

The second component of our supply chain is 'product or services supply chain' or 'secondary supply chain' which comprises of suppliers who provide products, business support services and utility management services for our operations. The list of categories of procurement which form the 'secondary supply chain' is given below:



| | | |
|----------|---|-----|
| Product | IT-IT Hardware | 16% |
| | Facility Management- Facility Management including Maintenance and Repair | 10% |
| Services | Business Support Services, Insurance and Finance and Legal Services | 5% |
| | Business Support Services Non Technical contracting and other HR services | 5% |
| | Business Support Services- recruitment and Training | 7% |
| | Business Support Services-Services Marketing | 5% |
| | Business Support Services- technical Contracting | 14% |
| | IT-IT Service Telecom | 2% |
| | IT-IT Software | 22% |
| | Civil-New Infrastructure and Civil Services | 14% |



Facility management requires a diverse set of support services ranging from hospitality, housekeeping, catering, equipment maintenance among others and for this we have moved to an IFMA arrangement (Integrated Facility Management Services). A significant number of contract manpower is employed as part of these facilities.

Wipro is an Equal Opportunity employer and strongly advocates the same through its supply chain by encouraging supplier diversity. Qualified enterprises owned by persons with disability, women or member of minority communities are proactively identified and engaged with. We are restructuring our vendor empanelment process to help strengthen our supplier diversity process.

Suppliers Segmentations

Wipro has a formal process to identify suppliers who are strategic to its sustained business performance. The suppliers are classified into two categories: Strategic suppliers and Tactical suppliers. The Global Procurement Group finalizes the supplier categorization based on annual performance evaluation. Strategic Suppliers are suppliers which are essential for the success of strategic business outcomes for Wipro. Sustainability or other serious issues with such suppliers may seriously dent Wipro's ability to meet its' objectives. Tactical Suppliers account for only a small part of the overall spend of Wipro.

Supply Chain Risk Assessment

Wipro's approach to identifying sustainability risks in the supply chain includes cross functional analysis of the risks pertaining to different organizational functions. The Enterprise Risk Management function owns the supplier economic risk assessment process and their focus is on ensuring continuous and non interrupted supply of services/goods. Vendor Risk Assessment comprises a formal evaluation of a vendor company's financial health which is determined by many factors including operational efficiency, susceptibility to corruption etc.

The Group Sustainability Function partners with Central Procurement Organization, Facilities Management Group and other relevant stakeholders in identifying environmental and social risks in Wipro's supply chain through independent studies conducted periodically.

The Ombuds process is also available for suppliers through a 24X7 hotline and on the internet. The concerns raised through the Ombuds process are another source of identification of risks in the supply chain:

| | Impact Identified in Supply Chain | Supplier Category for whom the impacts are significant |
|----------------|---|--|
| Economic | <ul style="list-style-type: none"> Probability of Default Bankruptcy Corruption Risk | All Supplier Categories |
| Environmental* | <ul style="list-style-type: none"> High Carbon Footprint High Water Footprint High Waste Footprint | <ul style="list-style-type: none"> Commercial and Industry Machinery and equipment repair and maintenance Architectural, engineering related services Hardware manufacturing Architectural, engineering, and related services Business support services Telecommunications |

| | | |
|----------|---|---|
| | | <ul style="list-style-type: none"> • Architectural, engineering, and related services • Telecommunications • Business support services |
| Social** | Human Rights & labor Practice (Women's safety at workplace & Benefits-Leave, Compensation, Working Hours) | Office Services (Security, Casual labor, food suppliers) Facility Services Travel |

* Based on 'Natural Capital Valuation' which studied Stakeholder Feedback** Based on Social Audit conducted for manpower service providers.

* Based on 'Natural Capital Valuation' which studied Stakeholder Feedback** Based on Social Audit conducted for manpower service providers.

| | |
|--------------------------|--|
| Influencing Stakeholders | <ul style="list-style-type: none"> • Emerging Concerns |
| Customers | <ul style="list-style-type: none"> • Global customers requesting information and assessing our supply chain • Business impact due to operations impact |
| Employees | <ul style="list-style-type: none"> • Demand for comfortable and safe working environment |
| Investors | <ul style="list-style-type: none"> • Investors requesting information on our supply chain program |
| Business | <ul style="list-style-type: none"> • Competency gaps in the IT Services people supply chain • Financial prudence |
| Society & Community | <ul style="list-style-type: none"> • Externalities due to operations • Employment • Diversity |

Identified Material Aspects

The understanding of risks in supply chain and our stakeholders' concerns informed the outcomes of our materiality determination exercise. Based on the identified risks, we have identified the following aspects as material from a sustainability perspective:

| GRI Aspects/Topics | Section |
|---|-----------------------------|
| Supplier Environmental Assessment | Supplier Engagement Program |
| Supplier Assessment for Labor Practices | |
| Supplier Human Rights assessment | |
| Supplier assessment for impacts on society (Corruption, Anti-competition) | |
| Procurement Practices | |

(We refer to our high proportion of contract staff - both, people involved in core delivery as well as skilled or unskilled support staff who work in campus operations as 'people supply chain'. In this section, we will primarily address the secondary supply chain as the 'people supply chain' aspect has been covered in detail in 'Workplace Sustainability' section of our report.)

Strategic Approach

Based on our understanding of risks in our supply chain, our supply-chain approach is based on the principles of ethics and integrity, ecological sustainability and workplace responsibility:

- Ethics - Wipro expects its suppliers to adhere to similar standards of ethics and integrity as its own standards.
- Ecological Sustainability - We expect suppliers to supply products and services that exceed environmental standards and to establish a program of ecological sustainability in their own operations.
- Workplace Responsibility - Wipro expects its suppliers to adhere to 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.

The Global Procurement Group

The responsibility of managing procurement related activities of Wipro rests with the Global Procurement Group. The goal of the Procurement Group is to provide high quality products and services on a timely basis, consistent with organizational objectives and policies and at the same time by adhering to the highest ethical standards. The responsibility is divided among multiple buyer groups who handle different procurement categories. The Procurement Group works along with Enterprise Risk Management, Internal Audit and Legal teams to ensure compliance and to proactively address risks in the supply chain.

Suppliers Engagement Program

At Wipro, we believe that a supply chain program should consider the socio-economic realities in the geographies where we operate. The supply chain sustainability charter should go beyond legal compliance and take into consideration emergent debates and issues. Fundamentally, our supply chain program is driven more by responsible engagement and commitment as informed by our values, rather than a compliance mindset.

Policy & Guiding Principles

Our Code of Business Conduct which provides the ethical guidelines and expectations for conducting business on behalf of Wipro also directs Wipro's relationship with its suppliers and is applicable to all suppliers, agents, service providers, channel partners, dealers, distributors and vendors ("Suppliers"). In addition to the COBC, the Supplier Code of Conduct (SCOC) of Wipro further strengthens and augments the COBC with respect to environmental and social aspects of business practices, expected of our supply chain.

The SCOC covers key risks in the supply chain like forced or compulsory labor, prohibition on child labor, equal employment opportunity and non-discrimination/ no harassment, minimum wages, environment, health and safety, and compliance with anti-bribery laws. The code is aligned with the requirements of the FCPA (Foreign Corrupt Practices Act) and the UK anti-bribery act. The document also gives an overview of the process followed by Wipro so that it provides a ready reference template for its suppliers. The SCOC is communicated to all suppliers and it is mandatory for suppliers to accept and sign it.

Wipro also has a procurement policy which acts as an internal decision-making guide related to procurement. This policy details the procurement principles that the Global Procurement Group is expected to adhere to as well as other aspects of procurement like supplier selection, supplier diversity etcetera.

Our supply chain governance program is informed by four guiding principles:

- **Understanding Socio-economic Context:** We are mindful of the fact that while one may have ambitious policies, commitments and codes of conduct in place, it must take into account the complex socio-economic realities in which it has to be operationalized. For example, in developing economies, supplier staff may not be aware of the nuances of human and labor rights. In certain cases, the practice may be due to livelihood issues – for example, excessive working hours in some cases may be the norm to secure additional income. Children in family owned or sole proprietorship could sometimes be employed (or “helping”) in the business. Enforcement of unilateral actions in such cases, does not change the practice on the ground but only diverts attention from the problem at hand
- **Ability to Monitor, Influence and Control:** The ‘secondary supply chain’ in many categories of procurement extends across multiple branches/levels/tiers. Due to the factors mentioned in the first principle, it would be naïve of us to claim compliance across all the tiers. In many cases, our visibility is limited to the first one or two tiers. For supply chain entities not critical or strategic to us – where suppliers are not a core part of our business or where spend does not contribute to either a reasonable proportion of the suppliers’ revenue or the available market supply. Our ability to influence supplier practices is that much more limited. Industry bodies and large government procurement programs have a larger role in influencing change
- **Regulatory Compliance:** Given the spread of the supply chain across different geographies as well as sectors, the compliance landscape can be quite complex. The impact of the supply chain on different stakeholders is dependent on the nature of business and operational context. As a result, the compliance requirements of one supplier category can vary from another. However, it is often found compliance is not reflective of the ground reality. At Wipro, we try to uphold all the regulations and wherever there is a conflict, our best efforts are to minimize any dissonance
- **Integrating Best Practices in Supply Chain Engagement:** Managing supply chain externalities is of key interest to business due to the deepening of complexities in the supply chain and the resultant risks. Customers and investors are looking at compliance levels and ethics of organizations as a key differentiator in their decision process. Industry forums like Electronic Industry Citizenship Coalition, Sedex, Ecovadis etcetera are working towards indirectly driving continuous change in ethical and responsible business practices in global supply chains. Industry ratings such as Dow Jones Sustainability Index and CDP are increasingly giving importance to the supply chain performance of organizations. There are many emerging standards and frameworks dedicated to this cause. We intend to adopt and integrate best practices from all these sources to drive sustainability in our supply chain.

Suppliers Engagement Approach

Our Supply Chain engagement has been a journey where sustainability has increasingly become central. Our engagement approach is multi-pronged with the focus on improving the capabilities of suppliers in managing their sustainability performance. Manpower service providers in civil, operations and support services is a category identified as being significant in terms of social impacts. Similarly, suppliers who provide utility products and services (electricity, water, waste management) and ICT equipment have large environmental footprints and are therefore material to our strategy to reduce our environmental impact



A significant feature of our engagement is how we align our community or CSR (Corporate Social Responsibility) programs with supplier engagement wherever it is possible. This can address some of the fundamental issues at hand - our bridge program in education for children of migrant laborers for our new infrastructure projects, urban water programs in cities where we operate and access to social benefits for city municipal solid waste workers are some examples.

Programs & Process

Our supplier engagement program integrates a process of continuous evaluation, capacity building and risk management. We expect these steps to encourage responsible behavior from our partners. Environment and social aspects are important factors in our supplier engagement and Wipro supplier code of conduct (SCOC) must be mandatorily signed by all suppliers at the time of onboarding.

We have identified material issues across main procurement categories – through desk-based study as well as a few internal and external audits with a focus on human rights, labor practices and regulatory compliance.

A dedicated vendor helpdesk handles supplier queries on payment issues, policy clarifications and provides the initial contact for grievance redressal. Helpdesk had a two day SLA resolution percentage of 99.99% with respect to vendor queries in the reporting year. The feedback from our vendors received through this initiative helped us improve our processes and initiate new steps like automation of sharing payment advices, periodical validation of vendor credentials in our database as well as self-service payment status intranet link for internal stakeholders to update partners/vendors.

Ombuds Process: Our organization wide multi-lingual Ombuds process is available 24x7 (phone and internet enabled) for our Suppliers and Contractors. Wipro's Ombuds process allows and encourages any affected stakeholder including suppliers and contractors to report breaches of the COBCE and any other matter of integrity to the concerned Ombudsman. While a good proportion of Ombuds process cases are anonymous, based on self-disclosure, we know that there were 21 complaints reported by suppliers during the year.

Supplier Diversity Program for facilities management services at our campuses – A sensitization program was conducted and expectations have been conveyed formally through our contracting process.

It is compulsory for all our vendors to acknowledge and accept the Wipro Supplier Code of Conduct (SCOC). High Risk Vendors (HRV) identified based on geography, nature of service and engagements where they interact with government on behalf of Wipro go through additional checks and balances during processing for key words like government payments, miscellaneous expenses, commission, facilitation fee, gift, reward, out of pocket expense, etc. All HRV vendors are required to submit an anti-bribery anti-corruption questionnaire. We also have requirements of stricter negotiating threshold, clear break up of costs and multiple quote regardless of the value.

Environmental Impacts: Based on natural capital valuation, in purchased goods and service category, we identified most of the impacts are concentrated down the value chain of Wipro's direct suppliers. Of the total impact across tiers, tier 1 constitute 23%, tier 2 – 45% and rest is from tier 3 suppliers. We engage with tier 1 suppliers in improving their sustainability performance so that they are able to cascade these practices down their supply chain.

Green initiatives in ICT Hardware:

- **Green Procurement:** Wipro adopted the EPEAT standard from Green Electronic Council in 2016 for its IT hardware procurement – across categories such as laptops, desktops, printers, mobiles and servers. In 2019, we purchased more than 108,400+ EPEAT Gold and over 590 EPEAT Silver and Bronze category products across desktops, laptops, displays, imaging equipment and mobiles. In tangible terms, our procurement of EPEAT certified hardware translates into a saving of 25.9 million kWh of energy over the lifetime of products.
- **Enhancing Virtualization Platform:** Till date we have migrated 6300 users from traditional physical desktop to Virtual Desktop Infrastructure (VDI). This has led to reduction in energy consumption, easier operations and cost saving.
- **Asset Re-Utilization:** Through proactive maintenance and upgrades, we have been able to reutilize 27% of the assets post their scheduled end of life.
- **Managed Print Services:** This outcome-based model, where Wipro's printing services are managed through an independent third party helps generate higher operational efficiency through better controls and analytics as well as reduced resource consumption (paper, toner) and planned asset refresh. Consumables and printer issues are tracked remotely and managed by MPS vendor. During the reporting year, we saved 3 million papers in printing and `2.3 million in cost due to duplex savings.



**Partnering for
Social Change**

Partnering for Social Change

At Wipro, we think it is critical for business to engage with the social and ecological challenges that humanity faces. We engage with communities on issues that matters most to them in a deep and meaningful manner with long-term commitment; for that is the only way by which real change can happen on the ground. Our social initiatives center on the following dimensions- Education, Community Care and Ecology. The programs on ecology are covered in the 'Ecological Sustainability' section:

Education

Engaging in deep and meaningful systemic work in the area of school and college education

School education in India

School education outside India

Sustainability education

Technology education

Talent Next

Community Care

Engaging in proximate community in the areas

Primary Health Care

Environment

Disaster Rehabilitation

Ecology

Addressing environmental issues like energy, water, solid waste and biodiversity

Energy & Carbon

Waste

Water

Biodiversity

Our approach to social responsibility and sustainability rests on three important pillars:

- **The Strategic:** We choose domains and issues to engage with that are force multipliers for social change and sustainable development. Social responsibility is as much about being a sustainable organization as it is about external initiatives. Therefore, some of our areas of engagement lie at the convergence of business goals and social purpose.
- **The Systemic:** Within the chosen domains, we choose to engage on systemic issues that require deep, meaningful and challenging work. Given the nature of social change, this implies commitment over the long term, typically for several decades because real, genuine change takes long to happen.
- **The Deliberative:** Our emphasis on depth and on long term commitment implies a deliberative approach that precludes spreading ourselves thin or engaging in 'cheque book philanthropy'. By implication, this also means that we are wary of expanding and growing our social programs as ends in themselves.

SDG Mapping with Social Initiatives

| Program | Wipro Divisions | SDGs |
|--|-----------------|-----------------------------|
| PRIMARY HEALTHCARE Primary healthcare services for the remote inaccessible villages of Nagaland where availability of primary healthcare services has been weak or inconsistency. Healthcare programs in the remote tribal district of Gadchiroli in Maharashtra. Nagaland, Northeast India and Gadchiroli in Maharashtra India. | Wipro Cares | SDG 3 |
| Nagaland, Northeast India and Gadchiroli in Maharashtra, India | Wipro Cares | SDG 3, SDG 2 |
| EDUCATION Inclusive education- Program for disabled children in disadvantage sections 16 projects across 6 states | Wipro education | SDG 1, SDG 4 |
| Education for underprivileged children 22 projects in 8 states | Wipro education | SDG 1, SDG 4, SDG 8, SDG 10 |

| | | |
|--|-----------------|----------------|
| Sustainability education 29 states and 3 UT's in India Develop capacity in civil society organizations to work on issues of education reform in a systematic manner 198 projects across 29 states Encourage new/young start ups working in school education Wipro Science Education Fellowship Programs (SEF) | Wipro earthian | SDG 4, SDG 11 |
| | Wipro education | SDG 4, SDG 10 |
| | Wipro education | SDG 4, SDG 10 |
| | Wipro education | SDG 4, SDG 10 |
| DISASTER REHABILITATION 6 programs across 4 states (Kerala, Odisha, Uttarakhand and Tamil Nadu) | Wipro cares | SDG 1, SDG 2 |
| URBAN RESILIENCE Urban waste management and welfare of waste pickers-Organize waste workers, i.e. waste pickers to enhance and upgrade their skills for innovation in waste management services Bangalore, India Urban Water – Long term projects on urban water in Bangalore and Pune, India | Wipro cares | SDG 10, SDG 11 |
| | Wipro eco-eye | SDG 6, SDG 11 |
| EMPLOYEE VOLUNTEERING During 2019-20 +14000 Wipro employees engaged with Wipro cares either through volunteering or by the way of monetary contribution or both. | Wipro cares | SDG 17 |
| Working through partners and communities is at the core of all the programs | | SDG 17 |

Social Program Expenditure

The Corporate Social Responsibility (CSR) Expenditure / CSR Spend as disclosed in the Director's Report of the Annual Report 2019-20 is Rs. 1,818 Mn. Refer to pages 94-96 of our Annual Report FY 2019-20 for program wise information on spend.

Governance

Wipro Foundation is a public charitable trust created in 2017 to manage corporate citizenship and CSR activities of Wipro. The foundation have a robust governance process led by a 5-member board of trustees which reviews plans and progress against goals on a quarterly basis. Over the last 12 months, there has been an intensive focus on improving and streamlining operational practices along with people and talent development.

Our work with organizations is usually in the nature of programmatic support. They typically span a period of three years and may be extended further, if needed. We work closely with our partners and review the progress and participate in important decisions along with them during the lifecycle of the project. However, our fundamental philosophy is to leave it to our partners to design and run their programs as they deem appropriate since they know best.

Our Programs

Our key programs in Education

Our work in education covers a range of initiatives in school and higher education in India and overseas. The common vision that ties this together is our belief that good education is the primary enabler of change towards a better society.

Sustainability Education

Wipro earthian, our flagship program that brings together two of our key concerns, Education and Sustainability, into a nation-wide initiative for schools and colleges continued to expand and progress on multiple fronts in its ninth year. In the schools segment, Wipro earthian is now present in 29 states and 3 union territories across India. In the past couple years, we have consciously established and expanded our outreach to the North-East in India and the Northern Himalayas, which is normally underserved on many counts. While our strategy for schools is centered on broad awareness building through large scale outreach, our engagement with colleges is more selective and aligned with the particular characteristics of different disciplines and institutes.

Wipro earthian covers two phases – the Wipro earthian awards program and the Continuous Engagement Program (CEP). The award program for schools engage students under three thematic areas – Water, Waste and Biodiversity. Participating schools form teams and engage in an intensive 5 month activity based learning program in their school and communities. The CEP provides unique learning experiences for schools and colleges – through experiential workshops, internships, in-school learning material and co-creation of faculty led pedagogy material, which further accelerates sustainability learning at an institutional level.

Key Highlights of the Year

- A new theme on 'Waste' for the Wipro earthian school program launched
- A new theme on 'Food and sustainability' introduced for the 2019 program
- First - time workshops held in underserved areas like rural Meghalaya, Rann of Kutch, Panna and Leh and Majuli Island increasing our geographic spread and reach
- Continued partnership with Xavier School of Sustainability and collaboration with other leading institutes to develop sustainability pedagogy tools for faculty across various disciplines/subjects

- CEPT, Ahmedabad (Urban Planning case study development), IIM Ahmedabad (Sustainability Business Case study development) and ICT, Mumbai (mapping sustainability to chemical engineering curriculums)
- Wipro Sustainability Educator Program launched as a new initiative to support grassroots environment educators across India with 11 educators selected from 10 NGO's across India
- International Conference on Sustainability Education
 - Wipro participated in the 1st International Conference on Sustainability Education in Delhi and was part of 2 panels - 'Reforming Education Systems for ESD' and 'Documenting Action Oriented Programs in ESD'
 - Wipro also hosted and moderated a standalone breakout discussion on sustainability and college education
- Faculty Development Program on sustainability MOOC's launched at IIMB for 39 faculty across India focusing on simulating exercises on climate change and energy for participants
 - 1 faculty-led research grant on the theme of 'Business and Human Rights' and 2 post doctoral student sustainability fellowships IIM- Bengaluru
 - Wipro sustainability internships completed by 22 students from 5 colleges with diverse sustainability non-profit and consultancy organizations - BIOME, CSTEP, WRI, CDP, S3DIF, CHINAR
 - 6 sustainability quizzes at XUB, IIM-B, IIM Kozhikode, NIT Trichy, GIM Goa, TERI-SAS with participation from 677 teams and 1354 participants.
 - 1 Field Experiential workshop conducted at the Sunderbans attended by 9 teachers and students from schools
 - The 9th edition of the Wipro earthian awards were held on the 8th of Feb 2020 with over 280 attendees including winning teams, program partners, employees and media.

Wipro Sustainability Educator Program - Case Study

In a changing world of limited resources, schools play a vital role in preparing students to meet the sustainability challenges of the future. Critical sustainability challenges such as climate change, resource extraction and water scarcity are at the center stage of world attention. It is now well accepted that sustainability issues cannot be adequately addressed without driving sustainability thinking and action through the learning process. Schools can play a critical role both as a fountainhead of new ideas and as an enabler of social and ecological change. This requires not only new content, but also engaging ways of teaching that content. As we work towards achieving these goals, we need more Changemakers to empower the school ecosystem who would be able to provide learning, training, and practical experience, in both formal and non-formal settings, that fosters personal development, community involvement, and action for change in our human and natural worlds. They would help teachers, students and institutions develop an understanding of, and concern for, stewardship of their natural environment, and the knowledge to contribute to ecologically sustainable development.

Launched in 2019, Wipro Sustainability Educator Program seeks to support grassroots sustainability/ environmental educators to work with schools and communities and to build awareness, skill sets and engage with locally relevant environmental issues. As a part of this, participating organizations are expected to build local networks as well as individual and organizational capacity in the general area of sustainability education, sustainable development and community engagement on these issues. The idea is to build a strong network of such individuals and organizations across the country committed to sustainability in their local communities. Wipro Foundation envisions this to grow into one of the most broad-based and effective sustainability educators' networks in the country, which will be deeply engaged in stewarding sustainability education in schools through engagement at scale.

Wipro and partnering-organizations jointly recruit a 'Sustainability Educator' who will become a member of the partner-organization and work in a focused manner on improving the reach and quality of sustainability-education in schools and communities of their village/district/state. Their primary objectives will be:

- Facilitating teacher trainings/workshops on sustainability/environmental education at state/district/cluster levels;
- Developing & anchoring sustainability teachers'/educators' networks/forums in the region;
- Curating experiential learning programs around sustainability/environmental issues for students and teachers;
- Creating spaces for sustainability education in schools and communities while conducting/supporting activity based learning programs;
- Liaise and engage with local government and other relevant nodal bodies to build awareness and capacities around sustainability education;
- Follow up and documentation of learning in the school ecosystem;
- Help deepen the understanding/expertise on sustainability education in their parent/host organization by involving other team members, periodic sharing of their learning and experiences with the larger team etc.

Capacity Building: Sustainability education is a niche but wide domain, that requires one to absorb multiple perspectives, schools of thought, understanding of local contexts and key trends. Keeping this in mind, the program is intended to be a platform for Wipro Sustainability Educators to undertake a journey of learning and capacity building to strengthen this understanding. To this effect, Wipro Foundation has curated a calendar of domain specific sessions/trainings that will focus on specific areas like facilitation and training skills, enhancing domain knowledge, stakeholder engagement etc. It is expected that Wipro Sustainability Educators will be active learners and contributors to this process.

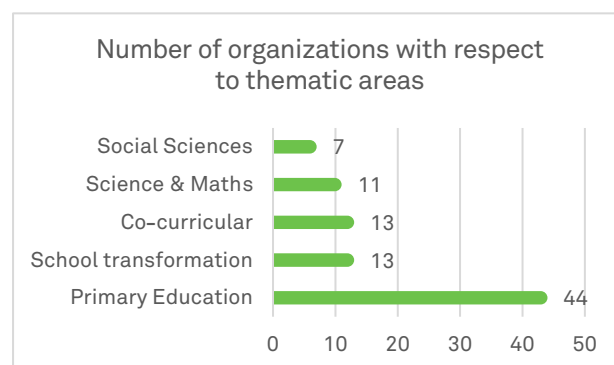
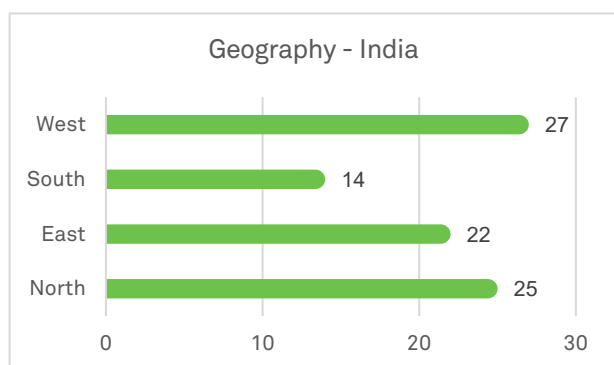
Cohorts: Till date, two cohorts have been accepted into the program with a total of 13 partner organizations representing the states of Himachal Pradesh, Madhya Pradesh, Bihar, Meghalaya, Arunachal Pradesh, Maharashtra, Kerala, Gujarat, Uttarakhand and Assam. We have been able to directly work with more than 200 govt and private schools in these regions on the domains of Biodiversity, Waste and Water, as well as engage with local communities on areas like citizen science, local biodiversity registers and learning from nature.

Systemic Reforms in School Education

Since 2001 we have been working on issues of systemic reform in school education in India, through the Wipro Applying Thought in Schools (WATIS) program. The strategy has two key elements; (i) **to support the development and strengthening of good organizations working in this space.** The focus is on early to mid-stage organizations, through grants as well as fellowships. The impact of this wide network of education organizations has been in the areas of curriculum, text books, teacher capacity, and school leadership. Since inception, our work has spanned 198 educational projects spanned through 132 organizations across 29 states. During FY 2020, we continued to build momentum of identifying and supporting new and young start-ups in school education through a structured program of seeding fellowships. 24 Fellows from 13 organizations were added during the year taking the total number of 'Fellows' to about 97. (ii) **The second element of our strategy is to support organizations working in other developmental areas like livelihoods or healthcare and encourage them to expand their work to school education.** In addition, we continue to identify and partner with good early to mid-stage organizations who are already working in education. Three such organizations were supported through the grants program during the reporting period. In combination,

we hope this strategy will eventually help to build a bulwark of strong organizations across the country which are deeply committed to change in school education.

As part of network building and advocacy of such issues, 4 regional meets were held for all our education partners. These were all well-attended events with most partner organizations coming together in each of the regions to deliberate and exchange thoughts and ideas on some of the most important issues in education. Apart from this, a series of capacity building workshops on educational and organizational themes conducted for partners, by resource organizations such as Azim Premji University, Jodo Gyan, Vikramshila.



Key Highlights of the Year

- 16 new organizations have been supported in FY20. Cumulatively, 88 organizations supported towards goal of 100 organizations by FY20 – 60 under Seeding program and 28 under Grants program
- 4 Education Partners' Regional Meets organized successfully for partners and fellows across Wipro Education programs
- A series of nine capacity building workshops on educational themes and one on organizational aspects conducted for partners, by resource organizations such as Azim Premji University, Jodo Gyan, Vikramshila, Disha and Bookworm.



Vigyan Mahotsav.



Field visit by Wipro employees at partner organization.



Children with disabilities perform at an event organized by Astha.



Students sharing rhymes in Bal Utsav.

Unnati Institute for Social and Educational Change - Case Study

Unnati ISEC works for promotion of literacy and language development of the children in the tribal area, where the language of the community is different from the official state language. The focus is on development of the pedagogy from primary grades for literacy and language development, which includes teaching learning methods, creating spaces and culture where children's language and culture has a dignified place in school processes, textbooks, story books and student-teacher interactions.

Unnati's work of literacy and language development is based on the approach of Mother-tongue based Multilingual Education (MTB-MLE) which uses child's mother tongue for language development. Literacy is looked as developing skills beyond listening, speaking, reading and writing (LSRW) like critical thinking. Unnati is doing this work in Akola district of Maharashtra since last 4 years for Korku language of Korku tribe. The aim is to guide and help the government and non-government agencies in its effort to provide meaningful education to thousands of children from tribal and nomadic communities having different language than Marathi.

Here are the outputs and outcomes of our work of developing pedagogy using the approach of MTB-MLE:

Three community centers set up as an experimental space to learn directly in 2 tribal villages namely, Chichpani and Dhonda Akhar, Distt. Akola, Maharashtra. 60 children come to the centres studying in classes 1 to 5. 4 para-teachers are trained by the organisation to conduct the classes in these community learning centres.

Work with teachers includes Teacher trainings on Multilingual education and Library program:

- Training of over 10 teachers every month, 2 hours for 8 months. Developing understanding of 'Language', multilingualism, thought behind making an 'akshar-gat' (grouping of letters to be taught), Marathi vramala vis a vis Korku vramala, Teaching learning strategies for language and its skills, language games, preparing TLM, theory of multiple intelligence were the subjects of the workshops
- In collaboration with the linguistics department of Mumbai University, Unnati offered a course "Language in schools" in the University's Kalina campus.

Creation of text material in Korku language featuring in it the tribal people's culture and daily life events:

- Created picture books (Khushite Ithuba), booklet on Korku proverbs, local stories and festivals, songs book of Korku people, practice workbooks for language etc
- Unnati ISEC has translated over 150 stories in Korku of various publishers, such as, National Book Trust, Pratham and Jyotsna Prakashan - reputed publishers from Marathi. Of these, 100 are available on "story weaver", a global digital platform for children's stories in many global languages
- Created 122 audio stories in Korku, a translation of 7 stories from Marathi language textbooks.

Moolgami Prakashan - a Pune based publication collaborated with Unnati for translation of children's stories in Korku language. The 6 storybooks are now available in the market.

Library programme for advanced learner children who have developed minimum reading skills in the earlier classes of learning centre:

- 1300 books present in the library, out of which 910 are storybooks (670 Marathi books, 170 Korku and 70 are Hindi books) for children from age group of 0-18 years. A small number of books of poems / songs are also there in the library. 69 children have regular and direct access to the library.

Simple Education Foundation - Case Study

Simple Education Foundation (SEF) was founded on the belief that every child deserves access to quality education, regardless of their social and economic background. To solve the challenge of education inequity, Simple Education Foundation mission is to transform teaching and learning practices inside government schools. Their flagship programme, 'Simple Schools' is a whole-school transformation model, designed to empower four key stakeholders in a school community - students, teachers, principals and parents- to lead the process of transformation and bridge the learning gap in government schools. SEF have partnered with South Delhi Municipal Corporation to run the Simple Schools programme in 4 government primary schools. SEF's rural programme, 'Paathshala', involves direct engagement with students, parents and teachers in 1 government secondary school in the tiny hamlet of Gularghati, Tehri Garhwal district, Uttarakhand, to build pathways to quality education for the children of this remote village.

Here are the outputs and outcomes of our work - **Simple Schools - Delhi:**

- Partnership with South Delhi Municipal Corporation under the School Quality Enhancement Program (SQEP) to work intensively with 4 Government Primary schools
- Reached out to 983 students, 39 educators and 795 families, through the intervention
- Engaged in a deep process of framing the student vision with school leaders and teachers
- Developed curricular and pedagogic tools and practices to support educators and students in bringing the student vision alive
- Established regular, structured Parent Teacher Meetings (PTMs) and activated School Management Committees to ensure parent participation in children's learning and school governance processes.

Paathshala - Uttarakhand

- Partnership with Samagra Shiksha Abhiyan' in the state of Uttarakhand to work closely with 1 Government Secondary School in rural Uttarakhand
- Close collaboration with educators to improve curricular materials and pedagogic practices within the school, and create an enabling culture
- Immersive community engagements with parents and other community-level stakeholders to strengthen support for children's learning.

Wipro Science Education Fellowship Program in USA

Started in 2012, the Wipro Science Education Fellowship (SEF) is a two-year program designed to improve individual teacher practice, foster teacher leadership opportunities and create a district corps of teacher leaders supporting sustainable positive changes in science education. The program, funded entirely by Wipro, consists of a rigorous selection process that identifies cohorts of experienced science teachers each year from grades K-12 endorsed by the subject coordinators within local school districts. The entire program has been developed at the Center of Science and Mathematics in Context (COSMIC) at UMass Boston, led by Prof. Arthur Eisenkraft. It is designed as a two-year fellowship program. We now have 7 university partners - University of Massachusetts, Boston; Montclair State University, New Jersey; Mercy College, New York; Stanford University, California; University of Missouri, Jefferson City; University of South Florida, Tampa; University of North Texas, Dallas- working with 500 teachers across 35 school districts in 7 states.

Wipro Science Education Fellowship Program in UK

We launched the Wipro Science Education Fellowship program in the UK in FY 2019 in partnership with Kings College, London and Sheffield Hallam University. A three- year agreement was finalized with King's College London, to develop and offer UK's first Master's program in STEM education, targeted at in-service teachers from 'social- mobility cold-spots'. After a successful launch of UK's first Masters in STEM Education programme in Q2, Kings College London is receiving good response for the recruitment of Cohort 2, which will join in the next academic year. The first batch (which includes 15 in-service teachers on Wipro Fellowship, as well as 2 international students) is progressing as per plan.

Sheffield Hallam University initiated the 'Wipro Teacher Fellowship' and 'Wipro Teacher Mentor' programs to provide rigorous continuous professional development to STEM teachers working in government designated 'opportunity areas', which by definition have a high proportion of failing-schools. SHU had recruited 35 new STEM teachers and teacher mentors in Q2 of FY20, as part of Cohort 2; and their professional development is progressing as per plan. Cohort 1 Fellows and Mentors will graduate from Wipro Fellowship by end of current academic year – modalities of their continued engagement with SHU and other incoming cohorts is under discussion.

Education for Underprivileged Children

Education is so critical that it is necessary to focus on multiple points of leverage. While systemic reforms are an important area of work, we also have a large program that is designed for more direct impact on underprivileged children. Run through Wipro Cares, the program reached out to close to 42,000 children across eight states in FY 2020. The projects address a gamut of critical issues faced by disadvantaged communities when it comes to school education – starting from enrolment in schools to nutrition for children, counseling services for parents, remedial education, just to name a few. These children are from some of the most vulnerable groups in our society – urban slums, HIV-affected families, migrant labor families, street children.

Education for Children with Disability

We continue to strengthen our program which supports the educational and rehabilitative needs of children with disabilities from underprivileged backgrounds through 16 projects across six states that works with over 7,200 children. Going beyond just schooling, our approach tries to integrate enabling factors like availability of nutrition, community support, specially trained teachers, assistive technology, access to healthcare etc. Our work in this space covers multiple categories of disability and focuses on early intervention and inclusive education.

Technology Education

People with the right skills and competencies form the bedrock of IT services organizations. The challenge for the Indian IT industry has always been to respond fast enough to the ever rapidly changing dynamics of the industry. The present times are no different, in fact even more so with the challenge of a bewilderingly fast changing landscape of technology which is often summarized as Industry 4.0. We have always owned this as our primary responsibility. In 1995, we started a program for science graduates that would enable them to study for a post-graduate degree in engineering and technology, called the Wipro Academy of Software Excellence (WASE) program, it helps Science graduates to study for a Master's degree in Software Engineering (M.Tech). Run in partnership with the Birla Institute of Technology & Science (BITS), Pilani, India, this unique program blends rigorous academic exposure with practical professional learning at the workplace. We launched yet another program with BITS Pilani, called Wipro Infrastructure Management School (WIMS) to develop and nurture an exclusive talent in IT infrastructure business, keeping the Cloud Computing as the technology theme. We run a similar program called Wipro Software Technology Academy (WiSTA) in collaboration with Vellore Institute of Technology (VIT) for science graduates to offer some specific courses like Data Scientists, VLSI and Embedded and Information Technology programs. Since its inception in 1995, Wipro has supported and enabled more than 33,000 students to pursue their higher education in Engineering with India's Premier Engineering Institutions under the programs WASE, WiSTA and WIMS initiatives. Over 22,840 students successfully completed their M.Tech degree in various IT disciplines over the last two decades. During FY2020, the total number of new entrants into the work integrated learning program was 2,697 while the aggregate strength across four years was about 9,000.

TalentNext

Our program TalentNext focus to improve the overall quality of engineering education in India. The program has helped train about 300 Professors from 100 Engineering colleges on Digital Technologies with Project Based Learning approach. The Academic Leaders such as Principals, Deans, Directors and Heads of the Department (HoDs) of the institutes are invited to Wipro to go through a residential Digital Leadership training program. We offer Digital Technology courses to the faculty members for 2 weeks on Industry relevant skills and certify them. Such certified faculty are called Wipro Certified faculty (WCF). They in turn leverage our course contents, platform, assignments, case studies and assessments to train their 6th semester students as part of the curriculum. The students trained by these faculty have to go through a 250-hour self-directed learning and qualify the coding challenge to participate in Wipro's campus selection process. Till date we have trained 100 leaders and 25,000 students through this approach and 10% of the students have joined our organization. In FY20, we trained 49 faculty, 453 students joined our organization and 757 are selected for FY21. We also offer NASSCOM's FutureSkills in 20 Engineering colleges in India where about 10,000 students of these colleges can avail free access to top 10 technologies of the industry. About 100 Faculty members from these colleges are also provided the access. Both the students and faculty who would complete the specific courses and clear the associated certificate examination receive a joint certificate from Wipro and NASSCOM.

Community Care

Wipro has a presence in 50+ countries around the world with 180,000+ employees from 130+ nationalities. We think it is crucial to engage with proximate communities wherever we have significant presence. This is a reaffirmation of our belief that at its core, social responsibility and sustainability must transcend and should not be restricted to India for a global company like ours. In the context of rural communities, seeing the larger integrated picture is important when executing programs in individual domains. Issues of healthcare, education, access to energy, water and sanitation and livelihoods are often closely inter-linked. If executed well, the outcomes in individual domains can impact the larger canvas of community development. For example, the work that we do for primary health care services in Nagaland, Karnataka, Delhi and Maharashtra covered more than 1,22,000 people from extremely disadvantage communities.

A core principle of our CSR strategy is that we must engage meaningfully with disadvantaged communities who are proximate to our facilities. Our work is channelled through Wipro Cares, a unique platform that is based on the operating model of employee contributions which are matched by Wipro Limited 1:1. Our work spans across following domains.

Primary Health Care

Access to primary health care is a key determinant of an individual's future trajectory in life, including the ability to engage in productive livelihoods and responsible citizenship. Wipro works with partners who provide quality primary health care services to underserved communities covering more than 1,22,000 people belonging to extremely disadvantaged communities in Nagaland, West Bengal, Karnataka, Delhi and Maharashtra. Our work in these states are mainly in the urban slums, and rural villages where health care access has been weak or non-existent. Through our projects we address the issues related to maternal and child health, adolescent health, nutrition, community hygiene and sanitation, preventive and curative care, health education & counselling. Our operating approach is driven by the primary goals of building the capacity of the local community in managing their health needs, of augmenting government infrastructure and in training health workers to address the unique needs of the communities.

Disaster Rehabilitation

Natural disasters like earthquakes, floods and cyclonic storms are an unfortunate fact of life, especially in a climatically and geologically diverse country like India. Whenever these happen, the disadvantaged sections get affected the most as the already fragile basis of their livelihoods gets further disrupted. Starting with the Gujarat earthquake in 2001, we have responded to several natural calamities wherein Wipro's employees have also risen to the occasion and played a sterling role. By design, we focus on the more difficult challenge of long-term rehabilitation of the affected communities:

- In response to the Kerala floods in Aug 2018, as part of our rehabilitation program, we supported 8 dysfunctional craft-based livelihood centres, provided livelihood opportunities to 150 women and trainings to more than 1800 women. A total of 150 flood affected fishermen community have been supported with fishing equipment and gear along with setting up of more than 20 mollusc units in the community.
- The extremely severe cyclonic storm Fani in the Bay of Bengal had landfall on Puri district in Odisha coast in 2019, resulting in considerable damage in 4 districts including Puri. We provided fishing boats to 70 marginal fishermen, fishing nets to around 80 marginal fishermen, along with livelihood training to 10 women Self Help Groups (SHGs) of Bhoi community in Puri. The community was also supported to become disaster resilient by building capacity of their existing DMC and by setting a new community-based Task Force (TF) for disaster preparedness with provision of rescue equipment.

Community Ecology

Our project in agro-forestry in rural Tamil Nadu has helped nearly 100 farmers in effectively implementing integrated farming by planting 40,000 trees in FY 2020. Also, more than 400 farmers were benefitted through the training programmes and seedling distribution organized through this programme. Our project in urban solid waste management at Bengaluru and Mysore provides social, nutritional and health security to nearly 8500 workers in the informal sector of waste as well as comprehensive skills upgradation program for such workers.

Highlights of the Year

- Through 9 projects, an aggregate of over 1,22,000 people are getting access to primary health care
- Restoring livelihood of 150 fishermen affected by floods in Kerala, through Disaster Rehabilitation Project
- Community ecology project in rural Tamil Nadu helped aggregate 500 farmers in planting trees and promoting agroforestry training to the farmers.

The Power of Engaged Employees

Employees are integral to many of our social programs in many ways. Providing them a platform to engage develops a sense of citizenship and larger responsibility towards society. From our experience, employees also see this as a workplace differentiator. The Wipro Cares trust is built on a model of employee contribution that is matched by Wipro. Wipro employees are currently engaged with Wipro Cares either through volunteering or by way of monetary contributions or both. Around 23,000 Wipro Employees contributed monetarily during the FY 2020. During FY 2020, more than 14,000 employees from nearly 40 chapters in India collectively spent around 44,000 hours in voluntary engagement on a wide range of community and environmental initiatives. One of our prime goals is to further increase the scale and scope of employee engagement.

International Chapters

Our employees across the world are keen and enthusiastic participants in local community initiatives. In 2019, through Sprit of Wipro (SoW) Run, more than 13,000 Wipro employees from across the globe contributed for their local charities. Beyond the SoW, in North America, First Book continues to be the anchor community program. During the reporting year, more than 150 Wipro employees volunteered hundreds of hours and distributed more than 13,000 books impacting more than 1,000 at-risk and rural students throughout North America. Including First Book activities, Wipro employees volunteered more than 1550 hours in the U.S. Beyond the US, Wipro Cares chapters in Philippines, UK, Europe, Asia-Pacific and Japan have also been very active in engaging with local communities on a range of initiatives that include disaster rehabilitation (i.e. Australia), biodiversity conservation (i.e. Spain), health care (i.e. Europe & US), food drives (i.e. Brazil & US) and education for disadvantaged children, particularly children with disabilities (i.e. Philippines). All programs remained consistent with the Wipro Cares Charter.

Our Response to COVID- 19 Pandemic - Case Study

Wipro Ltd. has committed Rs. 100 crore towards tackling the unprecedented health and humanitarian crisis arising from the COVID-19 pandemic outbreak. Actions are being taken for a comprehensive on-the-ground response in specific geographies, focused on immediate humanitarian aid, and, augmentation of healthcare capacity, including containing and treating those affected by the COVID-19 outbreak:

- **Humanitarian Support:** Our focus is on the immediate provision of food, dry rations, water, basic medicines and safety kits, etc. for the marginalized communities that are currently bearing the brunt of loss of livelihoods and jobs
- **Healthcare Support:** Our focus is on augmenting the capacity of our healthcare system to respond effectively at scale, with the urgency the situation demands. We are working with a network of partner organizations on a whole range of interventions starting from the first line of defence like the supply of sanitizers, masks and other essentials, to supporting the build-up of capacity in our health systems - such as Personal Protection Equipment (PPEs), Testing Kits, Ventilators, Isolation Units etc. In parallel, attempts' we are also trying to ensure that primary healthcare services continue to be available for the disadvantaged communities in the locations we operate in.

These responses are being carefully coordinated with relevant government institutions and will be executed in an integrated manner by Wipro, Wipro Enterprises Ltd. and the Azim Premji Foundation.



Independent Assurance Statement

Scope and Approach

DNV GL Business Assurance India Private Limited has been commissioned by the management of Wipro Limited ('Wipro' or 'the Company', Corporate Identity Number L32102KA1945PLC020800) to carry out an independent assurance engagement on the non-financial - qualitative and quantitative information ('sustainability performance') in its Annual Report 2019-20 ('the Report') in its print and online formats, and references to the Company's website, for the financial year ending 31st March 2020.

The sustainability performance is presented based on the materiality determination exercise carried out by the Company covering Wipro's Information Technology business operations in India and other geolocations, and considering the key requirements of:

- The International Integrated Reporting Council's (IIRC's) <IR> Framework;
- The Global Reporting Initiative (GRI) Sustainability Reporting Standards 2016 ('GRI Standards');
- The principles of the National Voluntary Guidelines (NVG) and Securities and Exchange Board of India's (SEBI's) requirements with respect to Business Responsibility Reporting (BRR) vide circular No. CIR/CFD/DIL/8/2012 dated August 13, 2012.

We performed a limited level of assurance based on our assurance methodology VeriSustainTM1, which is based on our professional experience, international assurance best practices including International Standard on Assurance Engagements 3000 (ISAE 3000) Revised* and the GRI Principles for Defining Report Content and Quality. Our assurance engagement was planned and carried out during June 2020 – July 2020.

Responsibilities of the Management of Wipro and of the Assurance Provider

The Management of Wipro has the sole responsibility for the preparation of the Report and are responsible for all information disclosed in the Report as well as the processes for collecting, analysing and reporting the information presented in both the printed and online versions of the Report. Wipro is also responsible for the maintenance and integrity of its website. In performing this assurance work, our responsibility is to the Management; however, this statement represents our independent opinion and is intended to inform the outcome of the assurance to the stakeholders of the Company.

We provide a range of other services to Wipro, none of which in our opinion, constitute a conflict of interest with this assurance work. Our assurance engagements are based on the assumption that the data and information provided by the client to us as part of our review have been provided in good faith. We were not involved in the preparation of any statements or data included in the Report except for this Assurance.

Statement. We expressly disclaim any liability or co-responsibility for any decision a person or an entity may make based on this Assurance Statement.

Basis of our Opinion

We planned and performed our work to obtain the evidence considered necessary to provide a basis for our assurance opinion, and as part of the assurance, a multi-disciplinary team of sustainability and assurance specialists reviewed sustainability disclosures related to Wipro's operations in India and other geolocations.

We undertook the following activities:

- Review of Wipro's approach to identification of key capitals, the processes of stakeholder engagement and materiality determination, and its outcomes as brought out in this Report. We did not have any direct engagement with external stakeholders;
- Interviews with selected senior managers responsible for management of sustainability issues and review of selected evidence to support issues disclosed in the Report. We were free to choose interviewees and interviewed those with overall responsibility to deliver the Company's sustainability objectives;
- Carried out remote assessments with management teams at Wipro's Corporate Office at Sarjapura Road, Bengaluru and sample locations of the Company: (i) Kolkata Development Centre (KDC); (ii) Pune Development Centre-2 (PDC-2); (iii) Kodathi SEZ, Bengaluru (Kodathi-SEZ), and (iv) Coimbatore Development Centre (CODC) to review processes and systems for preparing site level sustainability data and implementation of sustainability strategy. We were free to choose sites for conducting assessments;
- Review of the processes for gathering and consolidating the performance data related to the identified GRI Topic-specific Standards;
- An independent review of Wipro's reporting against its Business Responsibility Report for the year 2019-20 covering requirements under Section 'a' to 'e'.

Due to the outbreak of the COVID-19 pandemic worldwide, and the nationwide lockdown imposed by the Government of India, we carried out remote assessments with the various locations of Wipro as one-to-one discussions and onsite location audits were not feasible. We did not come across limitations to the scope of the agreed assurance engagement during our assurance process. The reported data on economic performance, expenditure towards Corporate Social Responsibility (CSR) and other financial data are based on audited financial statements issued by the Company's statutory auditors which is subject to a separate audit process. We were not involved in the review of financial information within the Annual Report.

Opinion

On the basis of the verification undertaken, nothing has come to our attention to suggest that the Report does not bring out the sustainability performance disclosures for the identified material topics and related capitals ie. Financial, Intellectual, Human, Social and Relationship, and Natural (hereafter referred to as 'Capitals') and disclosure requirements as set out by SEBI for Business Responsibility Reporting through the following GRI Standards:

- GRI 201: Economic Performance 2016 – 201-1, 201-2, 201-3, 201-4;
- GRI 204: Procurement Practices 2016 – 204-1;
- GRI 205: Anti-corruption 2016 – 205-1, 205-2, 205-3;
- GRI 205: Anti-competitive Behavior 2016 – 206-1;
- GRI 302: Energy 2016 – 302-1, 302-2, 302-3, 302-4;
- GRI 303: Water 2016 – 303-1, 303-2, 303-3;
- GRI 304: Biodiversity 2016 – 304-2;
- GRI 305: Emissions 2016 – 305-1, 305-2, 305-3*, 305-4, 305-4, 305-5, 305-6, 305-7;
- GRI 306: Effluents and Waste 2016 – 306-1, 306-2, 306-3;
- GRI 307: Environmental Compliance 2016 – 307-1;
- GRI 308: Supplier Environmental Assessment 2016 – 308-1, 308-2;

- GRI 401: Employment 2016 – 401-1, 401-2, 401-3;
- GRI 403: Occupational Health and Safety 2016 – 403-1, 403-2, 403-3;
- GRI 404: Training and Education 2016 – 404-2, 404-3;
- GRI 405: Diversity and Equal Opportunity 2016 – 405-1;
- GRI 406: Non-discrimination 2016 – 406-1;
- GRI 407: Freedom of Association and Collective Bargaining – 407-1;
- GRI 412: Human Rights Assessment 2016 – 412-1, 412-2, 412-3;
- GRI 413: Local Communities 2016 – 413-1, 413-2;
- GRI 414: Supplier Social Assessment 2016 – 414-1 ;
- GRI 418: Customer Privacy 2016 – 418-1;
- GRI 419: Socioeconomic Compliance 2016 – 419-1.

*Wipro reports on eight Scope 3 emission categories from the Greenhouse Gas Corporate Value Chain Standard which it deems as applicable to the information technology business.

Observations

Without affecting our assurance opinion, we provide the following observations against the principles of VeriSustain:

Materiality

The process of determining the issues that is most relevant to an organization and its stakeholders:

The Report brings out the process of materiality determination carried out by Wipro in 2018-19, which included internal reviews of material topics based on mission, values, commitments, strategy and risks and self-assessments based on sustainability reporting frameworks. Further, the process included external benchmarking with peers and considered requirements of sustainability rating agencies, applicable reporting frameworks and key concerns of identified stakeholders.

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Materiality.

Stakeholder Inclusiveness

The participation of stakeholders in developing and achieving an accountable and strategic response to Sustainability.

Wipro has ongoing formal and informal processes in place to identify and engage with significant stakeholders across its value chain i. e., employees, customers, investors, suppliers, education system, communities and civil societies, government and policy networks, and the 'young citizen and future generations'. The Report brings out the mode and frequency of engagement with each stakeholder group, and key concerns raised which have been responded to through the Company's strategies, policies and management approach.

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Stakeholder Inclusiveness.

Responsiveness

The extent to which an organization responds to stakeholder issues:

The Report identifies and articulates the reasonable expectations and interests of stakeholders as part of Wipro's process for determination of material issues. The Company's responses related to material matters and stakeholder concerns are brought out across the Report through disclosures on policies, strategies, management systems, governance mechanisms and value creation across identified Capitals.

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Responsiveness.

Reliability

The accuracy and comparability of information presented in the report, as well as the quality of underlying data management systems:

The majority of data and information verified through our remote assessments with Wipro's management teams at the Corporate Office and sample locations were found to be fairly accurate and reliable. Some of the data inaccuracies identified during the verification process were found to be attributable to transcription, interpretation and aggregation errors and the errors were communicated for correction, corrected and verified again.

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Reliability.

Completeness

How much of all the information that has been identified as material to the organization and its stakeholders is reported?

Wipro has chosen the scope and boundary for its sustainability performance for 2019-20 based on its chosen frameworks (GRI Standards, the Content Elements and disclosure requirements of <IR> and the National Voluntary Guidelines) consisting of Economic, Environmental and Social performance for the identified material topics covering its operations in India and locations overseas, and is as described in the section 'Scope of Reporting' of this Report.

Nothing has come to our attention to suggest that the Report does not meet the Principle of Completeness with respect to scope, boundary and time.


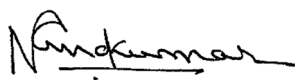
Neutrality

The extent to which a report provides a balanced account of an organization's performance, delivered in a neutral tone:

The disclosures within the Report present Wipro's sustainability/ non-financial performance related to its identified material topics and key issues and concerns in a neutral and balanced manner in terms of content and presentation, while applying adequate consideration to not unduly influence stakeholders' opinions made based on the reported data and information.

Nothing has come to our attention to suggest that the Report does not meet the Principle of Neutrality.

For DNV GL Business Assurance India Private Limited

| | |
|--|--|
|  Kiran Radhakrishnan Lead Verifier DNV GL Business Assurance India Private Limited, India |  Vadakepatth Nandkumar Assurance Reviewer Head - Regional Sustainability Operations DNV GL Business Assurance India Private Limited, India. |
|--|--|

24th July 2020, Bengaluru, India

DNV GL Business Assurance India (Private) Limited is part of DNV GL – Business Assurance, a global provider of certification, verification, assessment and training services, helping customers to build sustainable business performance. www.dnvgl.com.

Feedback and Communication

We welcome our readers' feedback, points of view and suggestions on Wipro's Sustainability Report 2019-20 in particular and on our sustainability program in general, and look forward to hearing from you. It is your honest feedback that will enable us to strengthen and improve our sustainability program. You may write to us at any of the following contact points:

| Name | Contact Details |
|---|---|
| Wipro Sustainability Team | Sustain.report@wipro.com |
| Mr.P.S.Narayan Vice President & Head Sustainability | Wipro Limited Doddakanelli, Sarjapur Road, Bangalore - 560 035, India Tel: +91 080 25056766 Email: narayan.pan@wipro.com |
| Mr. Abhishek K. Jain Senior Manager - Investor Relations | Wipro Limited Senior Manager, Investor Relations Wipro Limited 300 N. Patrick Blvd, Suite 150 Brookfield, WI USA 53045 Tel: +1 978 826 4700 abhishekkumar.jain@wipro.com |



Wipro Limited
Doddakannelli,
Sarjapur Road,
Bangalore-560 035,
India
Tel: +91 (80) 2844 0011
Fax: +91 (80) 2844 0256
wipro.com

Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help our clients adapt to the digital world and make them successful. A company recognized globally for its comprehensive portfolio of services,

strong commitment to sustainability and good corporate citizenship, we have over 190,000 dedicated employees serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

For more information,
please write to us at info@wipro.com