WRITER

ANNUAL
SUSTAINABILITY
REPORT

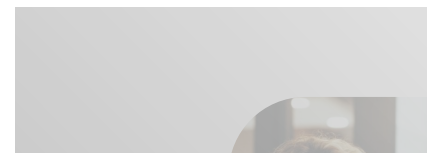2 0 2 3 - 2 0 2 4

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MESSAGE FROM
THE MANAGING DIRECTOR

"This year too, we have continued to focus on inculcating Sustainability in our strategy development and decision-making. Sustainability requirements are duly embedded in our policies and procedures guiding all our new initiatives and existing process."

I am pleased to share our second Sustainability report, outlining important initiatives undertaken in FY 23–24 and the progress we've collectively made towards moving us closer to our ESG goals. Our first report was well received by our stakeholders, giving us the strength to pursue even higher goals across each category in ESG (Environment, Social and Governance).

Owing to the sheer determination demonstrated by our people, who were well supported by the Green Squad members, the carbon intensity (tons of CO2 equivalent emitted per crore of turnover) of our India Services Business improved by 6.57% as compared to FY 22–23. Additionally, in our pursuit to bring all our business units under the sustainability fold, our Payments Business (MSP) was also added to the program. The MSP business, which manages close to 4,500 ATMs across the country, has a significant energy footprint. On account of this, while our carbon footprint exposure increased by 48%, the overall carbon intensity still decreased by 4.14%. What this means is that we continue to grow the business whilst improving our resource utilization and our overall carbon footprint.

Some of our key highlights for FY 23–24 include achieving an installed capacity of 481 kWp of solar plants across our facilities, offsetting more than 5 lakh units of electricity—an increment of 3 lakh units as compared to FY 22–23, thereby saving an additional 245 tons of carbon emissions. We also adopted a checklist based on industry best practices to pursue sustainability in building standards, and we hope to see the results in the coming years.

Additionally this year , we have continued to focus on inculcating sustainability in our strategy development and decision-making. Sustainability requirements are duly embedded in our policies and procedures, guiding all our new initiatives and business processes. ESG is included in all our job descriptions reminding us of being conscious while playing our day to day role and is also a key component of our training calendar. We also periodically share information on our sustainability initiatives with key stakeholders via newsletters and annual awards.

Our governance practices continue to remain strong as ever, and we remain committed to our alliance with the Shillim Institute on its mission to 'Conserve, Sustain, and Heal'.

I would like to conclude by reiterating that we as an organization remain committed to our sustainability pledge and continue to work towards embedding ESG deeper into all facets of the organization. I hope you will find this report insightful.

Sincerely,

Dayle de Souza
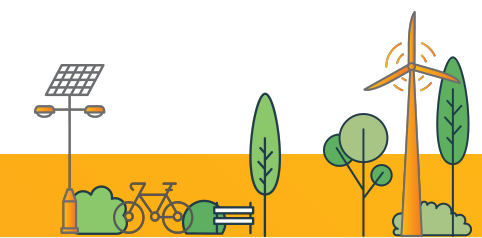
OUR SUSTAINABILITY
PLEDGE

FOR OUR PEOPLE

We pledge to do all that we can to create and nurture workplaces and working cultures where our people flourish.

FOR OUR COMMUNITIES

We pledge to be responsible global citizens making positive contributions to the communities that we work and live in.

FOR OUR ENVIRONMENT

We pledge to constantly search for ways to reduce the ecological impact that we create and safeguard the environment that we all share.

FOR FUTURE GENERATIONS

We pledge to share our values and long-term aspirations with future generations.

OUR BUSINESS UNITS

Established in 1947

Leading Business Services Group

WRITER RELOCATIONS   WRITER INFORMATION   WRITER REALTY   WRITER PAYMENT

BTR   intelics A WRITER COMPANY   Shillim INSTITUTE   DHARANA AT SHILLIM

UK

Bahrain
Qatar
UAE
Saudi Arabia
Nigeria
Mumbai
Pune
Bengaluru
Delhi
Kolkata
Hyderabad
Singapore
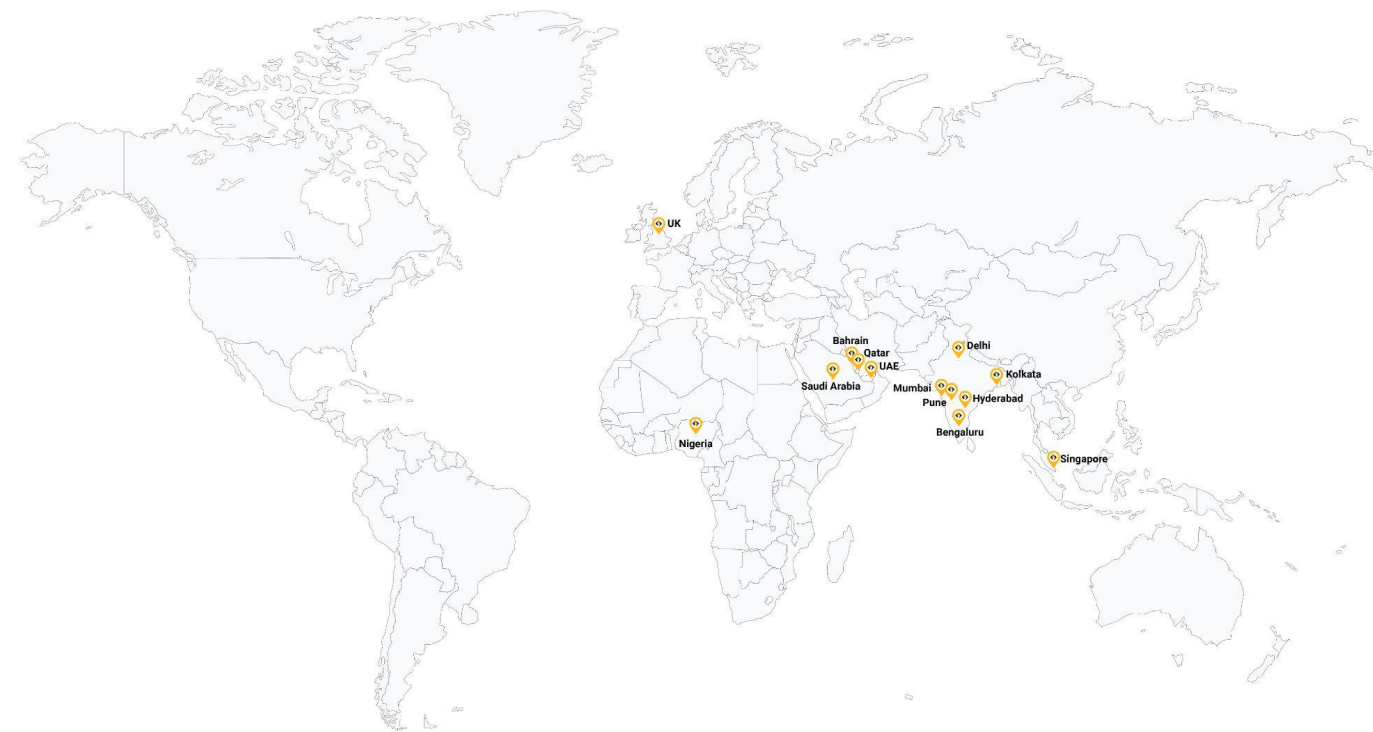
Presence in **8 countries** | Over **70+** Service Locations | Employee Strength **5000+** | Servicing **3000+** Global Clients

ABOUT WRITER BUSINESS SERVICES PRIVATE LIMITED

Over the years, Writer Corporation has evolved from a 20-employee, single-service operation to a global multi-business enterprise with over 5000+ employees across geographies, with the single goal of consistently meeting and exceeding our customers' expectations through premium quality services. Imagination and innovation have been the hallmarks of Writer Corporation, which has helped align our service capabilities with the evolving needs of corporations and individuals across the world. Tracing its origins back to a Mumbai-based packing company was founded in 1947, the organisation has established a reputation for superior quality within Relocations, Information Management, Payments Business (MSP), and Realty.

Today, Writer Corporation is a world-class provider of global relocations in the Indian Subcontinent, with presence in the Middle East, Asia, and the UK. We have also established ourselves as a global player in Information Management in India. Writer Payments is emerging as a key participant in the payments services sector.

Our capability to acquire, design, and build high-quality real estate to support our core businesses led to our foray into premium properties covering residential, commercial, and hospitality properties. Spread over 2000 acres, Writer Group owns the picturesque Shillim Estate, which overlooks the Shillim Valley and Lake Pawana. This estate currently houses a wellness retreat. Today, Writer Corporation has a presence in eight countries, servicing over 3,000 global customers with a workforce of over 5000 motivated professionals. As the physical and digital worlds converge, we strive to meet the evolving needs of our customers. We will continue to leverage our deep customer understanding, our commitment to sustainability, and innovative technology solutions to provide our customers with best-in-class experiences.

KEY FACTS

8 COUNTRIES
Across India, Middle East, Africa and Europe

5,000+
Employee Strength

3000+
Global Customers

70+
Service Locations

OUR MISSION ——

Delivering Excellence in Product Design, Product Quality, Risk Management, New Technology Applications and Service Processes to enhance and enrich the customer experience.

OUR VISION ——

Innovate & Grow

OUR VALUES ——

Commitment : We deliver the promises we make to our customers, shareholders and employees.

Integrity : We gain the trust of our customers, shareholders and employees as there is complete alignment in what we think, what we say and how we act.

Ownership : We own every detail of every task - so that our services consistently meet expectations of our customers, shareholders and employees.

Collaboration : We actively engage with each other to deliver on our Vision and Mission.

Passion : A desire to 'make a difference' is in the heart, mind and soul of every Writer employee.

ABOUT THIS REPORT

This second edition of our Annual Sustainability Report outlines our ongoing ESG efforts to protect the planet. It details our approach, journey, and results from the Sustainability Program, which is based on the Polaris® Sustainability Framework.

It focuses on the growing interests and expectations of our internal as well as external stakeholders, covering the three pillars of sustainability linked to various United Nations Sustainable Development Goals.

SCOPE AND ASSURANCE

The information and data in this report cover our sustainability performance in FY 23–24 and exclude our businesses in Relocations (GCC), Relocations (UAE), and IMS (Nigeria). However, we have included the disclosures from our Payments Business (MSP) from this report onwards.

This report is based on references, guidance, and input from the Polaris® Sustainability Framework, which is built on UNCTAD (United Nations Conference on Trade and Development) indicators for corporate reporting on SDG contribution and incorporates elements of both ESG (environment, social, and corporate governance) performance and alignment to SDGs.

The GHG emissions have been calculated scientifically using industry-accepted and publicly available emission factors wherever possible. The GHG emissions for the CRA business are included until November 2023, as we exited this business in FY 23–24.

For more information on our sustainability program, please write to **sustainability@writercorporation.com.**
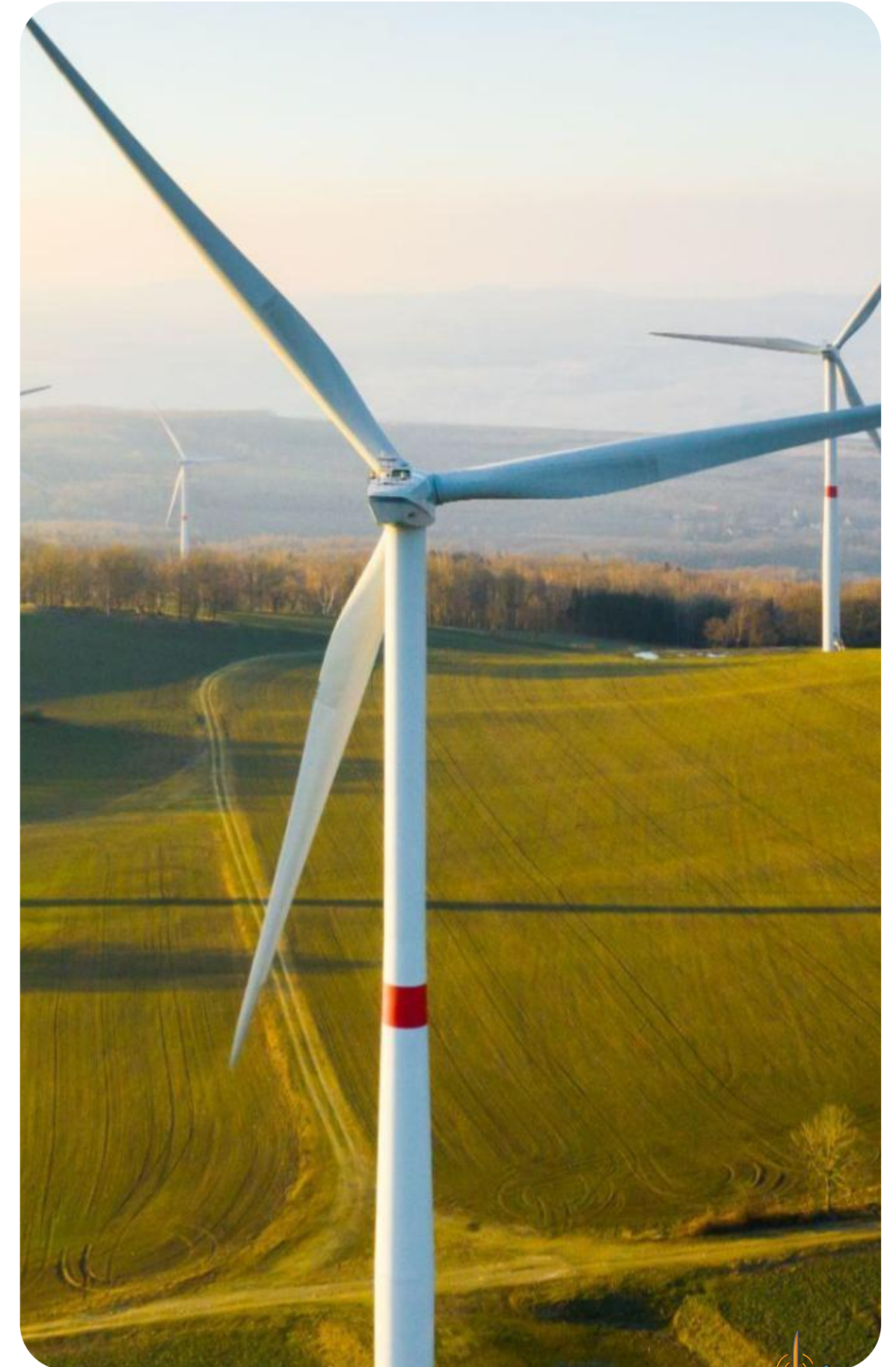
POLARIS® SUSTAINABILITY FRAMEWORK

To make our Sustainability Vision a reality, the Group has adopted Polaris®, a comprehensive sustainability framework and guide, that helps us chart our journey and enables us to find our own True North. Polaris® incorporates a holistic approach to sustainability that has economic, environmental, social and cultural dimensions.

We believe that true sustainability enables positive social change, encompasses environmental stewardship, embraces fiscal responsibility, drives profits, fosters innovation, and enriches future generations.

Family

Future Generations · Community · People · Family Members · Family Leaders · Owners

- SETTING THE STAGE
- HOLDING THE MIRROR
- CONNECTING THE DOTS
- INNOVATING FOR THE FUTURE
- REDEFINING BUSINESS

INCREASING IMPACT

Advocacy
Focus : Impacts as core
Process : Redefining value
Outcome : Business as a force for good

Activation
Focus : Impacts as driver for innovation
Process : Mapping true cost of business
Outcome : New business models Active family capital

Alignment
Focus : Cascading impacts within & beyond the organisation
Process : Capacity development-Measurement & reporting
Outcome : Holistic implementation Transparent communication

Awareness
Focus : Addressing gaps, risks, impact & opportunities
Process : Creating a sustainability taskforce & governance structures
Outcome : Identifying the What First steps in sustainability

Awakening
Focus : Moving from to We Start with the Why
Process : Family & business meetings Define commitment
Outcome : Shared understanding of family bur ress values on sustainability

Board · Leadership · Employee · Supply Chain · Industry · Community · Future Generation

Business

OUR MATERIAL ISSUES

In the FY 2023 - 2024, we continued to address the material issues identified in early 2021 materiality assessment based on Polaris® Sustainability Framework and presented a list of material topics that included the impact on the environment, communities, economies, people and our business to the leadership.

The material issues were found to be pertaining to all three pillars of Sustainability namely, Environment (E), Social (S) and Governance (G) and were also mapped to relevant United Nation Sustainable Development Goals (UN-SDGs).

Material Topics	Initiative/ Impact	UN SDGs
GHG Emissions	Reduce energy consumption and GHG emissions	12 RESPONSIBLE CONSUMPTION AND PRODUCTION · 13 CLIMATE ACTION
	Increase proportion of renewable energy	7 AFFORDABLE AND CLEAN ENERGY
	Carbon neutrality roadmap with timeline by including business growth projections	7 AFFORDABLE AND CLEAN ENERGY · 13 CLIMATE ACTION
Waste Management- RRR	Create, promote & implement Reduce-Reuse-Recycle policy in alignment with Zero waste to landfill	12 RESPONSIBLE CONSUMPTION AND PRODUCTION
	Reduction in waste generation across BUs with yearly targets	12 RESPONSIBLE CONSUMPTION AND PRODUCTION
Hazardous Waste	Identification of various hazardous wastes being generated in operations and set a policy to ensure the safe disposal	12 RESPONSIBLE CONSUMPTION AND PRODUCTION
Water	Achieving reduction in water consumption by efficient usage	12 RESPONSIBLE CONSUMPTION AND PRODUCTION
Sustainable Facilities (Buildings)	Evaluation of facilities and incorporating sustainable pointers during the time of lease, construction, and renovation	3 GOOD HEALTH AND WELL-BEING · 11 SUSTAINABLE CITIES AND COMMUNITIES
Diversity, Equity, & Inclusion	Institutionalise DE&I within group and improving mix with targets	5 GENDER EQUALITY · 8 DECENT WORK AND ECONOMIC GROWTH
ESG Capacity Building & Training	Periodic training and engagement activities on ESG & Sustainability	4 QUALITY EDUCATION · 8 DECENT WORK AND ECONOMIC GROWTH
Supplier Diversity & Localisation	Improving supplier diversity refers to representation from women or individuals from underrepresented populations owned businesses	10 REDUCED INEQUALITIES · 17 PARTNERSHIPS FOR THE GOALS
	Improving proportion of local suppliers	12 RESPONSIBLE CONSUMPTION AND PRODUCTION · 17 PARTNERSHIPS FOR THE GOALS
Internal Transparency	Conducting quarterly townhalls to share Group's performance and important updates	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Compensation linkage to ESG	Link executive compensation to performance on ESG goals	10 REDUCED INEQUALITIES
ESG Monitoring & Reporting	Set up a reporting system to record, monitor, and report Group's ESG performance	8 DECENT WORK AND ECONOMIC GROWTH
	Ensure Group's ESG report availability on Group's website	NA
Mission Statement	Revisit the Group's mission statement to ensure there is an ESG focus	NA
Embedding Sustainability in Decision Making	Inculcate sustainability into decision making of all leadership & managers starting with integration of sustainability statements in job descriptions	4 QUALITY EDUCATION · 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Policy Adoption	Monitor and report on various policies adoption across Group business units	17 PARTNERSHIPS FOR THE GOALS
Sustainability Maturity	Setup a framework to evaluate Group sustainability maturity	16 PEACE, JUSTICE AND STRONG INSTITUTIONS

OUR ENVIRONMENTAL
& SUSTAINABILITY POLICY

Our Environmental and Sustainability policy outlines our commitment and approach to environmental protection and sustainability integration into our business practices. The objective of the policy is to create a shared ownership of the Group's mandate with its interested parties; thereby ensuring consistency and efficiency in the implementation of the policy.

The policy has been designed with an endeavor to make the Group's Sustainability program process driven and results oriented, thereby ensuring a strong internal control environment facilitating the achievement of our goals. Through implementation of the policy, we take all possible actions to advocate environmental stewardship within our own operations, facilities, and our industry.

POLICY STATEMENT

The policy recognises the importance of Sustainable Development Goals (SDGs) and aligns itself to Polaris® Sustainability Framework that is built on UNCTAD (United Nations Conference on Trade and Development) indicators for corporate reporting on SDG contribution and incorporates elements of both ESG (environment, social and corporate governance) performance and alignment to SDGs. The goal of the policy is to enable Writer Group to conduct its business in a manner which is value accretive not only for our shareholders but also for our environment and our society at large.

OUR OBJECTIVES

In line with the same the Business Units of Writer Group have committed to below objectives towards reducing and offsetting our carbon, waste, and water footprint as well as reaffirming our commitment towards social equity:

- Continue to maintain and improve our sustainability maturity using Polaris® Sustainability Framework and any other adopted/ applicable standards/ frameworks from time to time.
- Manage and reduce our GHG emissions by:
  - Investing in less polluting vehicles/ alternate fuels.
  - Switching to renewables-based electricity/ energy use.
  - Scoping (and in future managing) the Scope 3 emissions in our supply chain.
- Invest in and promote Water conservation and rainwater harvesting.
- Establish recycling and waste management programs for hazardous as well as non hazardous waste generated within our business.
- Embrace diversity, equity and inclusion across our business lines.
- Continue to remain a responsible and accountable organization known for its good governance practices.

In alignment with our quality management practices, we have adopted the PDCA (Plan-Do-Check-Act) approach to ensure that our interventions consistently deliver significant impact. This approach has led to tangible positive changes throughout our business models and operations.
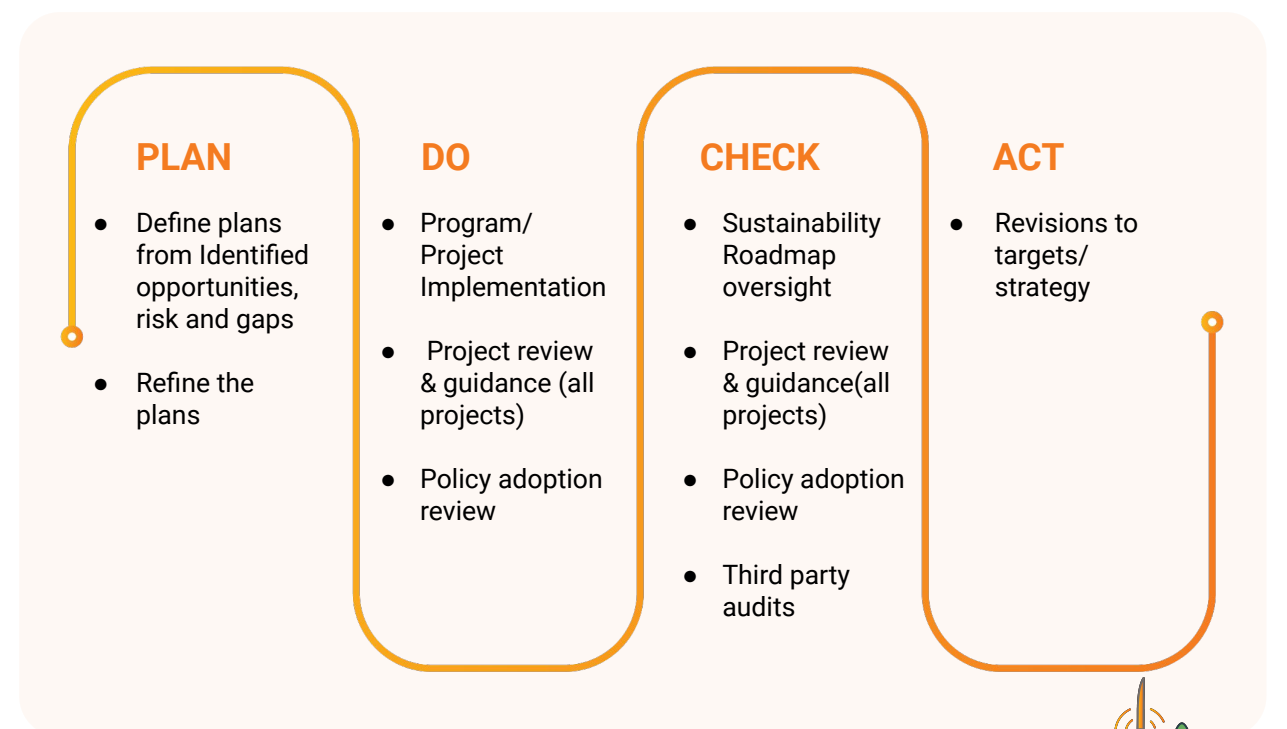
PLAN
- Define plans from Identified opportunities, risk and gaps
- Refine the plans

DO
- Program/ Project Implementation
- Project review & guidance (all projects)
- Policy adoption review

CHECK
- Sustainability Roadmap oversight
- Project review & guidance(all projects)
- Policy adoption review
- Third party audits

ACT
- Revisions to targets/ strategy

SUSTAINABILITY PROGRAM
GOVERNANCE

Addressing the material issues identified through our assessment using the Polaris® Sustainability Framework required the collaborative efforts of all strategic business units (SBUs), functions, and teams across our group. While the materiality assessment told us 'what' our gaps were; the 'who', 'how' and 'when' required a collective effort from everyone in the organisation.

SUSTAINABILITY COUNCIL

The Sustainability Council comprises of the top management that sponsors the sustainability program and sets and oversees the organisation's approach to protecting environment and embedding sustainability into its business practices.

In addition to profit entities, the council also has an independent representation from Shillim Institute that is a non-profit entity and helps in a unbiased review of our sustainability program. The Sustainability Council is responsible for:

- Sustainability Roadmap Approval and oversight,
- Initiative target setting and revisions,
- Policy approval and adoption review,
- Key Project Decisions (Multi SBU/GroupProjects),
- Project review & guidance (all projects), Resource allocation decisions –funds (for unplanned projects) and people.

> **Sustainability Council**
> (MD, CEOs, Strategy Head, CPO, Marketing Head, and Shillim Institute)
>
> ↕
>
> **Green Squad**
> (Sustainability Reps from SBUs and Functions + Sustainability)
>
> ↑
>
> **SBUs/ Functions Reps**   **Sustainability**
>
> Roadmap/Policies Inputs, Policy Adoption, Central and SBU/FN project execution   Sustainability Roadmap, Policies. Central Projects. Program Management

GREEN SQUAD

Encouraging our people to embrace sustainability is central to our ethos. The Green Squad is comprised of representatives from each business line and function. The team helps us build, test and embed the controls and action plans required to realise our sustainability goals and objectives. It holds monthly meetings to collect feedback, discuss new ideas, share best practices, and develop action plans.

The Green Squad is responsible for:

- Organisation-wide Sustainability awareness and policy adoption,
- Roadmap/policy review and feedback,
- Project execution review and guidance,
- Decision support for Sustainability Council,
- Solutioning support for projects,
- Knowledge sharing and Subject Matter Expert support.

POLARIS SCORE - IMPACT OF INITIATIVES
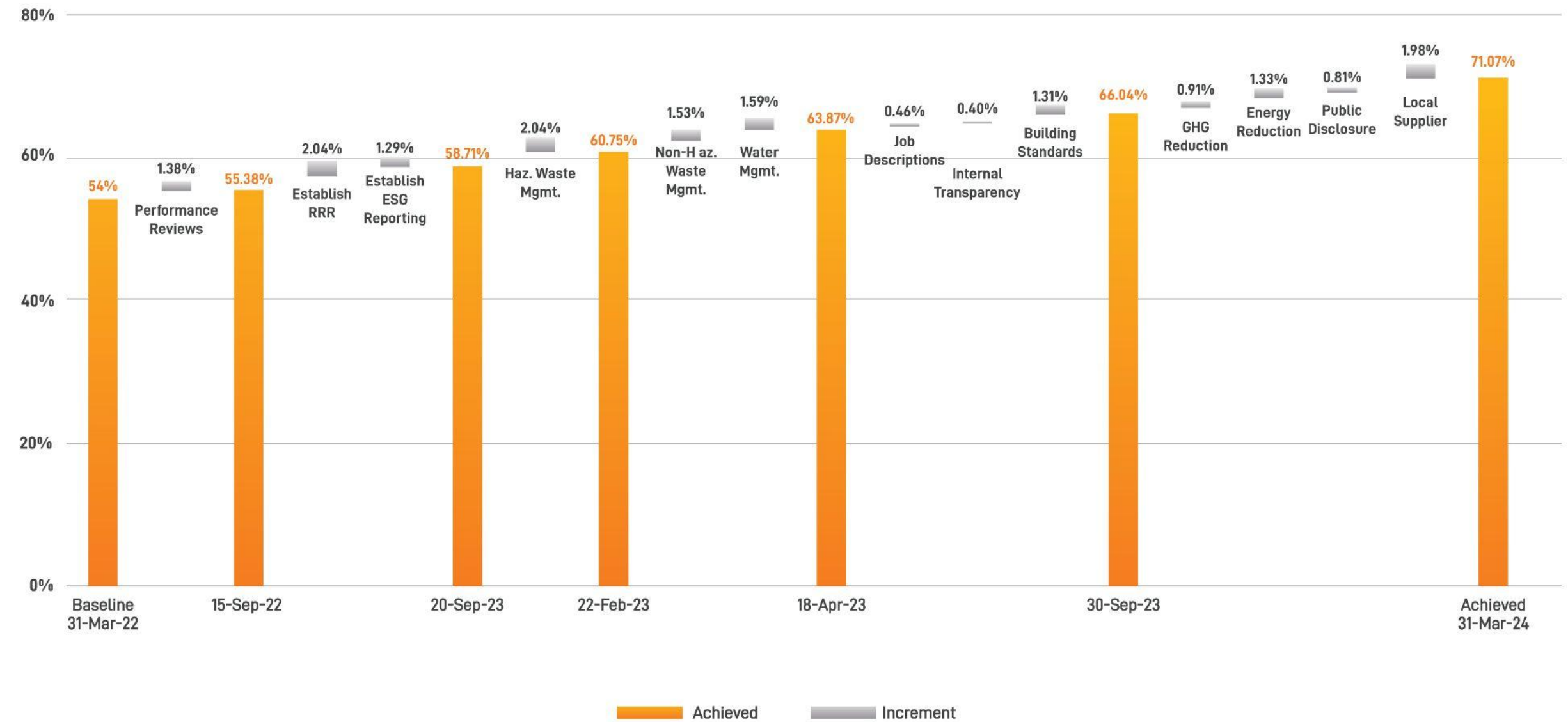
As per the targets for Phase 2 of our Polaris®-based Sustainability ESG initiatives, we succeeded in including the Sustainability Mandate in all our management job descriptions, sharing more information with our people, reporting and mapping the suppliers using local resources, and amalgamating best practices on green building standards into a checklist.

Additionally, we performed well on our GHG emissions and energy consumption numbers and published our first Sustainability report. Consequently, our Polaris® scoring improved by 7%. This concludes action on materiality assessment in FY 21-22 and lays the foundation of our formal Sustainability Program.

ENVIRONMENTAL
SUSTAINABILITY

Relevant United Nations
**Sustainable Development Goals
(UN-SDGs)**

3 GOOD HEALTH AND WELL-BEING
**GOOD HEALTH
AND WELL-BEING**

12 RESPONSIBLE CONSUMPTION AND PRODUCTION
**RESPONSIBLE
CONSUMPTION
AND PRODUCTION**

7 AFFORDABLE AND CLEAN ENERGY
**AFFORDABLE AND
CLEAN ENERGY**

13 CLIMATE ACTION
CLIMATE ACTION

11 SUSTAINABLE CITIES AND COMMUNITIES
**SUSTAINABLE CITIES
AND COMMUNITIES**

Greenhouse gas emissions (GHG) data Reporting

	Reporting Time Period
	FY 23-24
Scope 1 GHG emissions (in Metric Tons of CO_2 equivalent)	
• GHG Emissions from use of Diesel fuel in own DG sets	**161**
• GHG Emissions from use of Diesel fuel in own vehicles	**6791**
Scope 2 GHG emissions (in Metric Tons of CO_2 equivalent)	
• GHG Emissions from generation of Electricity from Own Solar Plants	**26**
• GHG Emissions from purchase of Electricity from State Utility	**10835^**
Total GHG emissions (in Metric Tons of CO_2 equivalent)	**17813**

^ Emissions from our Payments Business (MSP) are added from this year.

HARNESSING SOLAR POWER

	Generated Solar Units (1000 of kWh)	tCO$_2$e avoided
FY 22-23	230	188
FY 23-24	529	433

By generating additional ~3 lacs Solar Power Units from our Solar Plants, we were able to reduce our carbon footprint by 245 tCO2e in FY 23-24

Increase in solar power generation
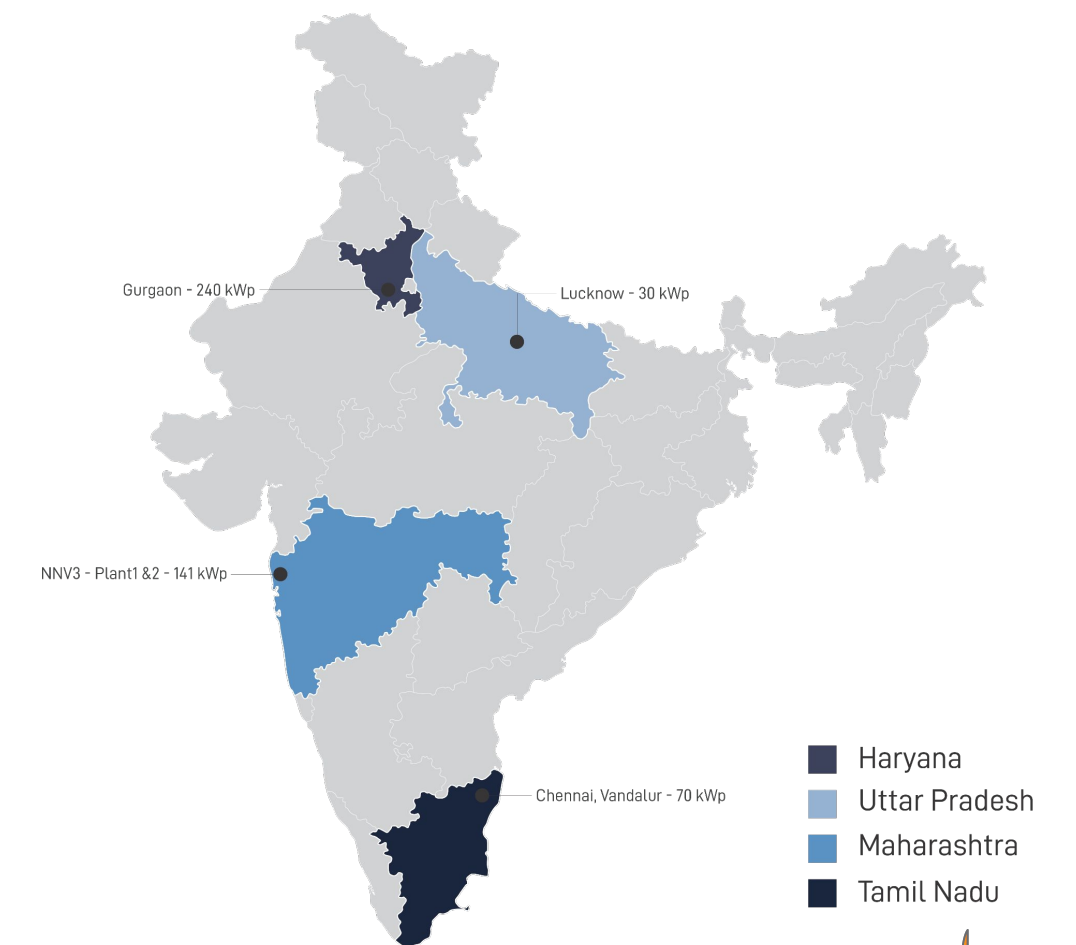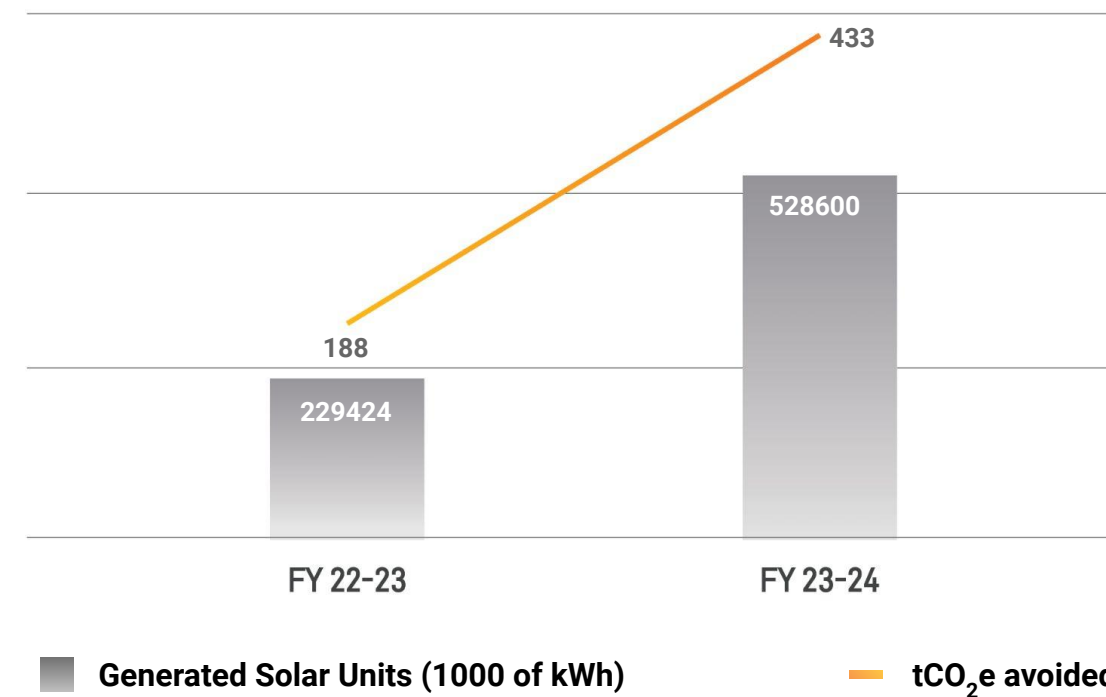
FY 22-23	FY 23-24
229424 (188)	528600 (433)

■ Generated Solar Units (1000 of kWh)　　— tCO$_2$e avoided

Gurgaon - 240 kWp
Lucknow - 30 kWp
NNV3 - Plant1 &2 - 141 kWp
Chennai, Vandalur - 70 kWp

■ Haryana
■ Uttar Pradesh
■ Maharashtra
■ Tamil Nadu

WATER CONSUMPTION

Water Consumption in Kilo liters	FY 22-23	FY 23-24
Utility Water	4694	15146
Tanker Water	8	1942
Bottled Water	2061	1811

We have added disclosures for 4 more locations to our water consumption reporting.
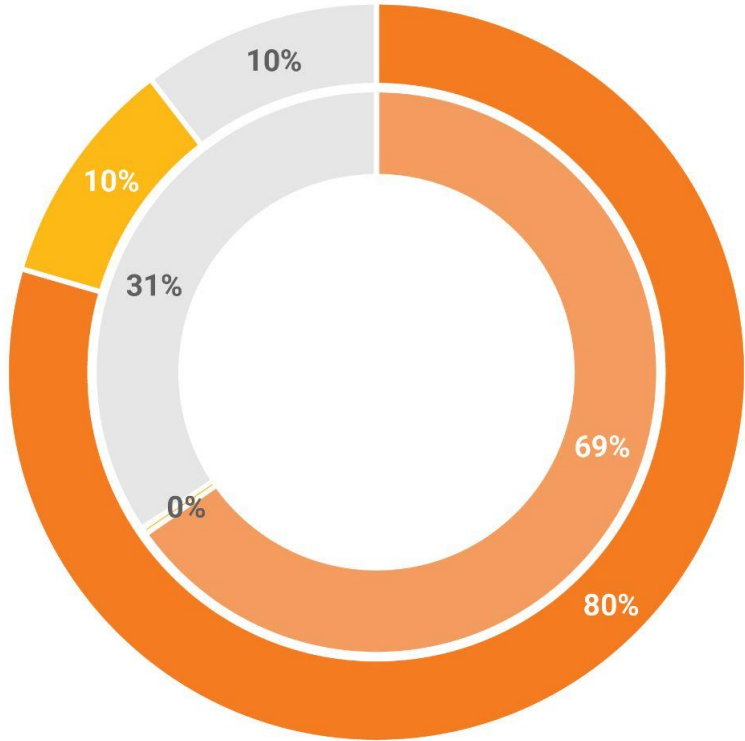
Legend:
- Utility Water 22-23
- Tanker Water 22-23
- Bottled Water 22-23
- Utility Water 23-24
- Tanker Water 23-24
- Bottled Water 23-24

Chart values: 10%, 10%, 31%, 0%, 69%, 80%

RESPONSIBLE DISPOSAL OF
E-WASTE

We continue to comply with the latest E-waste Management Rules, ensuring that all our generated e-waste is disposed of exclusively through authorized recyclers. This responsible approach to dismantling and recycling hazardous components helps prevent harm to life, health, and the environment.

In FY 23-24, through the responsible disposal of e-waste from our Payments Business (MSP), we avoided an additional ~2 tons of carbon emissions.

Year	E-waste generated (Kgs)	CO_2e avoided (Kgs)
FY 22-23	285	1430
FY 23-24	5753	28760

E-WASTE DISPOSAL
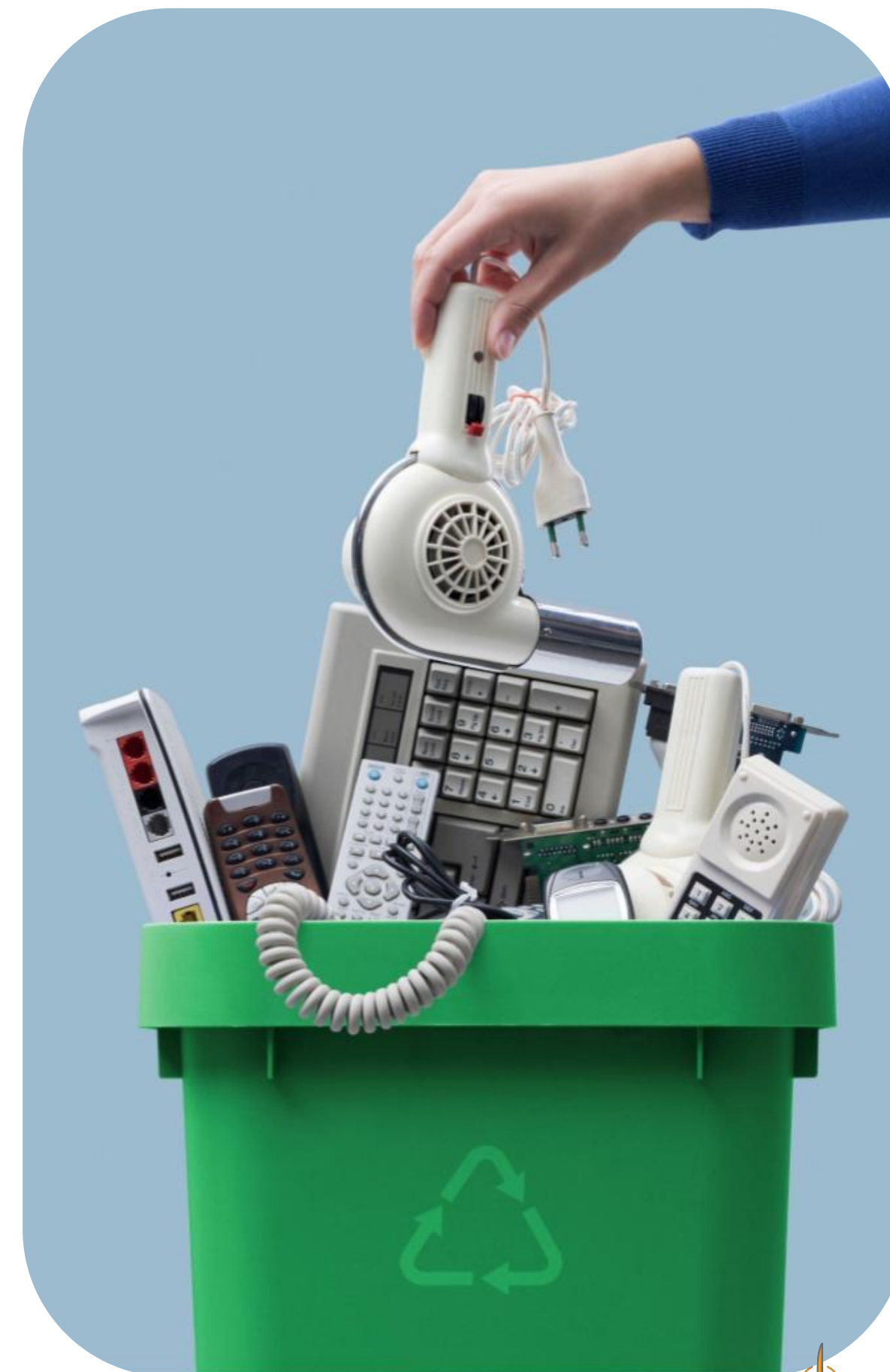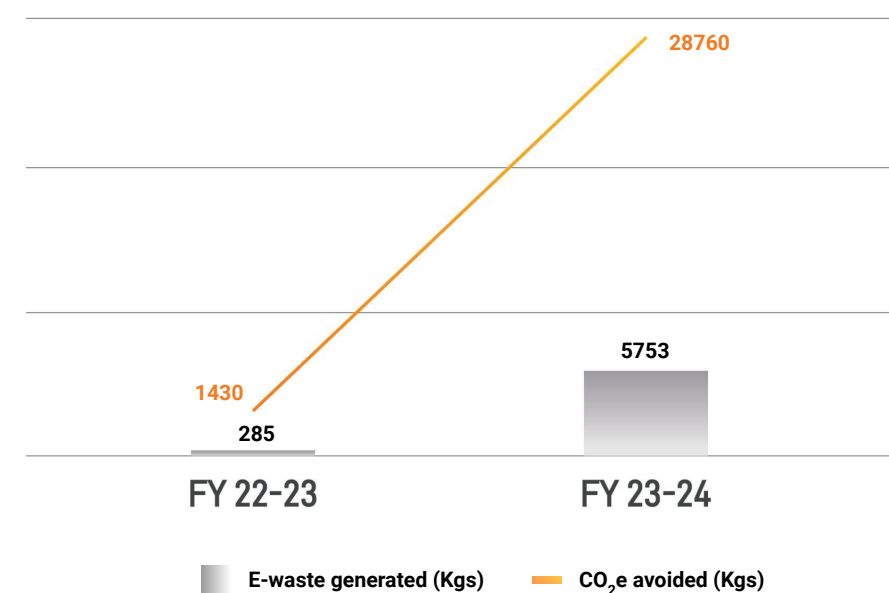
Legend: E-waste generated (Kgs) — CO_2e avoided (Kgs)

SOCIAL
SUSTAINABILITY

Relevant United Nations
**Sustainable Development Goals
(UN-SDGs)**

| 4 QUALITY EDUCATION | **QUALITY EDUCATION** | 8 DECENT WORK AND ECONOMIC GROWTH | **DECENT WORK AND ECONOMIC GROWTH** |
| 5 GENDER EQUALITY | **GENDER EQUALITY** | 10 REDUCED INEQUALITIES | **REDUCED INEQUALITIES** |
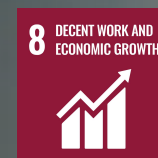
EMPLOYEE CONNECT

We foster Social Sustainability by putting well-being of our people first and foremost. Using the 5C's as the building blocks of our Employees Connect Program, we:

'C'onnect with the organisation our Family at Work. This C focuses on knowing, engaging and being involved with your work family.

'C'ollaboration to make Writer a great place to work with strong relationships, enhanced customer engagements, and quality improvements achieved through a culture of sharing, helping, and growing together.

'C'elebration to make fun and enjoyment central aspect of the organisations fabric with Integration of fun and celebrations.

'C'ommunication focusing on institutionalising mechanisms to exchange information and ideas, share knowledge and updates, and agree on a way ahead.

'C'ommunity service by giving back to society. This C encourages employees to come together and contribute to noble causes through charity. protecting the environment, education, health and other means.

Throughout the year, we conducted several events covering themes like - care for earth, care for people, care for the environment, and care for organisational values. Some glimpses are shared in this report.
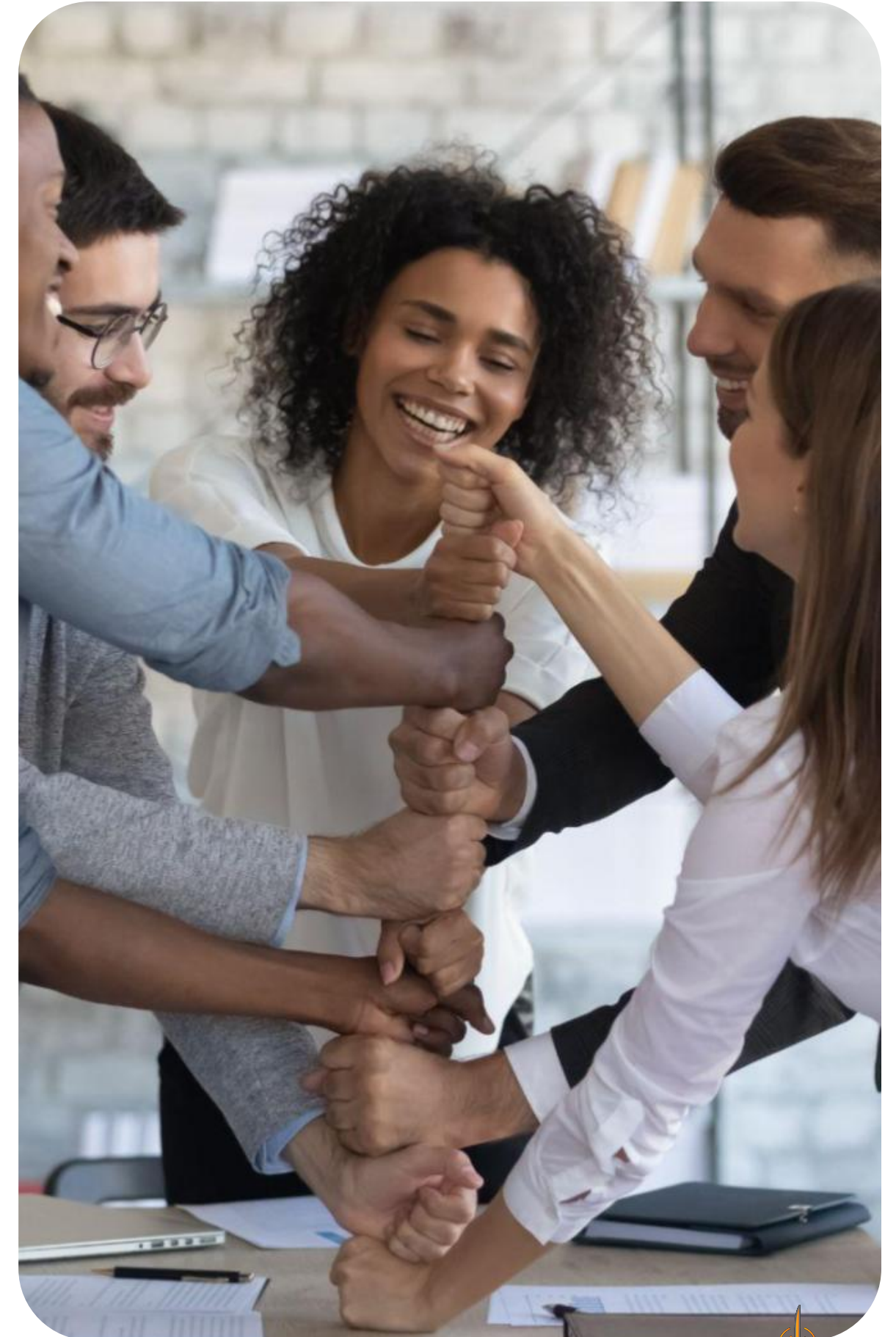
Below :
10 Sessions of Cricket / Football were sponsored to instill the importance of physical activities and sports towards good health.

Below :
Promotion of a Summer Special Wellness Campaign.

Above :
A Summer-special wellness webinar was organized to raise employee awareness about summer challenges and the preventive measures to take.

Below :
A webinar on Monsoon-Related Health Issues was organized in collaboration with our insurance brokers, emphasizing common health concerns during the monsoon season and strategies to address them.

Above
Mental and Emotional Health webinar was organized in collaboration with our insurance broker. The session focused on everyday factors contributing to mental and emotional well-being challenges and offered strategies to overcome them.

On left side:
A health camp was conducted to give our people the opportunity to monitor their health and receive professional medical guidance.

On right side:
The Shillim Institute team conducted a webinar for our people to raise awareness about critical environmental issues and share a knowledge on how it can be preserved for future generation.

WRITER DAY

Each year, Writer Day and Founder's Day gives an opportunity to our business units to showcase their work towards Sustainability by participating in the Writer Sustainability awards. This year was our 75th year since inception. The winners and the runners up for this year's "Best Sustainability initiative" were acknowledged and rewarded by the leaders of the organisation.

WINNER 1

Writer Information Management Systems

for their entry for
"Solar Power Project"
that will help them switch **10%** of their current electricity consumption from utility power to Solar power.

WINNER 2

Writer Safeguard (CRA)

for the entry for
"Responsible Disposal of Plastic Seal Tags"
that will create an impact of **2.5 tons** of Carbon Emissions savings helping us keep up our promise towards "ZERO Waste to landfills".

Issue 29 | March 2024

COMMUNIQUE

Business Updates   Achievements   Industry Updates   Corporate Initiatives

Editorial
Affluent Horizons: Sailing Through a Global Landscape of Change

Industry Trends
Defining Data Management

COMMUNIQUE

We make a conscious effort to share more about our Sustainability commitments and mandate with our people. Communique is our quarterly newsletter that helps us to disseminate our goals, our achievements and our challenges to our people on a regular basis. This year, our Sustainability Program updates found a bigger share in the newsletter and was well received by all our people.

EXECUTIVE SCORECARD

The Executive scorecard which forms the annual balance scorecard goals of the senior management team has the Environmental, Social and Governance (ESG) goals included and carry a weight towards Executive ratings and incentives.

OUR POLICIES ON
SOCIAL SUSTAINABILITY

The POSH (Prevention of Sexual Harassment) Act promotes a safe and respectful work environment for women. To ensure compliance, guidelines are integrated into our induction program. We also enforce strict measures against child labour, ensuring all employees are at least 18 years old across our facilities - a condition included in our Supplier Contracts too.

Our Group Mediclaim policy covers employees' parents and in-laws at a nominal cost. Special leaves for maternity, paternity, bereavement, and adoption are provided, in addition to earned leaves.

We continue to support the families of deceased colleagues through a "Death Benevolent Fund", where we match employee contributions. We are committed to employee health and safety through regular EHS training and audits.

Our Diversity & Inclusion mandate ensures equal opportunities for women, differently-abled individuals, and the underprivileged.

TRAINING & DEVELOPMENT

Providing our people with training on Sustainability is essential. When employees understand sustainable practices, they can better identify and communicate potential risks or environmental concerns. This knowledge also encourages innovation and inspires them to find eco-friendly solutions for processes and products.

Such training helps our people recognise their role in achieving the company's sustainability goals. We conducted a mix of online and offline hybrid sessions at regular intervals for our people across the country and abroad.

Sr. No.	Sustainability 101 Training	No. of Employees Attended
1	Apr-23	282
2	Jun-23	142
3	Dec-23	130
4	Jan-24	50
5	Mar-24	130
6	Mar-24	110
	Grand Total	**844**

SUSTAINABILITY IN
GOVERNANCE

Relevant United Nations
**Sustainable Development Goals
(UN-SDGs)**

10 REDUCED INEQUALITIES

**REDUCED
INEQUALITIES**

17 PARTNERSHIPS FOR THE GOALS

**PARTNERSHIPS FOR
THE GOALS**

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

**PEACE, JUSTICE AND
STRONG INSTITUTIONS**

OUR FOCUS TOWARDS GOVERNANCE IN SUSTAINABILITY

Writer is committed to the highest standards of governance practices and ensures a strong culture of corporate governance by adopting a risk management approach. The Group, its Businesses, and Functions follow the highest standards of compliance with all regulations, company policies, and procedures. Below are some of the excerpts of the governance system.

BOARD AND AUDIT COMMITTEE WITH INDEPENDENT DIRECTOR

While the Board oversees the financial health including approving AOP, reviewing financial performance, financial reporting etc, the Audit Committee is entrusted to oversee the regulatory compliance and risk management activities.

INTERNAL AUDIT

Risk based Internal Audits are conducted to test the existence and effectiveness of internal controls; by an Independent Internal Audit Agency, reporting to the Audit Committee. Objective assessment of state of internal controls is done through a CEI rating – Control Effectiveness Indicator.

GRIEVANCE REDRESSAL PROCESS & POSH

We believe that all forms of harassment, including sexual harassment, are detrimental and illegal. We have taken steps to ensure that all employees treat their colleagues with respect. The company has set up the Internal Complaints Committee (ICC) in line with the requirements of The Sexual Harassment of Women at the Workplace (Prevention, Prohibition & Redressal) Act, 2013 to redress complaints received regarding sexual harassment. We do not encourage our People to engage in discrimination or harassment. To this effect, guidelines to address what constitutes sexual harassment at the workplace and how the same is to be prevented and dealt with are defined in accordance with the act formulated by the Government of India. This guideline is gender neutral and applies to all categories of employees of the company.

COMPLIANCE TO STATUTORY ACTS AND REGULATIONS

The foremost element of governance comes from the commitment to pay statutory dues and abiding by the regulatory norms which are done accurately and within the stipulated time. Some of the statutes / regulations are The Labour Law Act, The Income Tax Act, The GST Act, The Companies Act.

EXTERNAL AUDITS

Necessary Statutory Audits are done by Independent Audit Agencies to certify the accuracy of the company's financial accounts, providing opinions if they are an impartial and fair reflection of the company's financial position; by examining bookkeeping records and financial transactions.

EMPLOYEE
CODE OF CONDUCT

Our Code of Conduct sets standards of behavior, on the grounds of ethics and value systems. This has helped our organisation to expand its service capabilities and lay a solid foundation for growth. At Writer Corporation, all our employees are expected to act in a way that's in line with our values and uphold the reputation of the organisation at all times.

The core pillars and related guidelines set the expectations for integrity and ethics from employees and a ready reckoner for us to read, understand, share and commit to uphold it.

ANTI-BRIBERY &
CORRUPTION POLICY

Through our 'Code of Conduct', we are committed to the highest standards of moral and ethical behavior. We respect all laws relevant to countering bribery and corruption in all the jurisdictions in which we operate, particularly laws that are directly relevant to specific or local business practices. Through our Anti-Bribery policy, we are committed to maintain the highest ethical, integrity, professional and legal standards in all our activities undertaken through our people or third parties acting on our behalf, across various international jurisdictions.

CONFLICT OF
INTEREST POLICY

Conducting business with Integrity also entails ensuring our employees to behave per moral and ethical behavior and business judgement and decision making is not influenced by undue personal interests. Our Conflict-of-Interest policy provides guidance in identifying and handling potential actual and perceived Conflicts of Interests involving the employees and its impact on the interest of the organisation. Company employees are obligated to avoid and / disclose ethical, legal, financial, or other conflicts of interest involving the Company, and remove themselves from a position of decision-making authority with respect to any conflict situation involving the Company.

FRAUD &
WHISTLEBLOWER POLICY

Writer Corporation values integrity of its employees and recognises that they have a key role to play in the prevention, detection and reporting of fraud. We are committed to have zero tolerance for fraud both inside and outside of the company. We, therefore, encourage our people to be vigilant at all times and to report any concerns they may have at the earliest opportunity. With a view to ensure ethical behavior. We consider it appropriate to provide a channel to our various stakeholders for informing fearlessly any event of concern to a designated authority in the Company via our Fraud & Whistleblower Policy. The policy ensures honest, open and well-intentioned working environment where people are confident to raise their concerns without fear of reprisal, retaliation, discrimination or any kind of harassment.

INFORMATION TECHNOLOGY
SECURITY POLICY

Our digital responsibility is integrated into our various business processes and practices. As a digitally responsible organisation, we conduct privacy impact assessments, ensure data protection measures are in place, and incorporate ethical considerations into the development and deployment of digital technologies. By embedding digital responsibility into our day-to-day operations, we attempt to create a culture that values and prioritises ethical conduct. Our "Information Technology Security Policy" (ITSP) lays firm groundwork for the development and implementation of secure practices within Writer Corporation. Our people at Writer are consistently engaged through informative emailers about their digital responsibilities. This IT Security Policy is structured on ISO/IEC 27001 standards thereby providing a robust security framework of "Confidentiality", "Integrity" and "Availability" to address risks, threats and vulnerabilities. Our IT Department along with HR and admin are duly accredited on ISO 27001:2013.

DATA PRIVACY

Writer acknowledges the necessity of collecting and processing individuals' information as part of its service delivery. As part of our Sustainability mandate and our commitment towards Data Privacy, we take cognizance of the global frameworks for data privacy and information security viz., General Data Protection Regulation (GDPR), ISO 27001 etc. and apply it as applicable. Whether obtained on paper, through websites, applications, stored in a computer database, or recorded on other materials, personal information is handled appropriately to comply with the appropriate Data Privacy norms.

We are dedicated to safeguarding the personal information of people and employ various security technologies to prevent unauthorized access, use, or disclosure. We periodically train all our people across relevant business units to handle sensitive data responsibly. You may refer to respective Statements of Privacy for **Writer Relocations** and **Writer Information**.

SUSTAINABILITY
with External Stakeholders

Relevant United Nations
**Sustainable Development Goals
(UN-SDGs)**

REDUCED INEQUALITIES

PARTNERSHIPS FOR THE GOALS

PEACE, JUSTICE AND STRONG INSTITUTIONS

ADVOCATING FOR SUSTAINABILITY WITH EXTERNAL STAKEHOLDERS

Writer Relocations' Association with FIDI and Its Role in Relocation and commitment to Sustainability

Writer Relocations is proud to be an affiliated member of FIDI, the premier global alliance of international relocation and moving companies. FIDI (Fédération Internationale des Déménageurs Internationaux) sets the industry benchmark for quality and reliability in international moving services. Our association with FIDI underscores our commitment to excellence and adherence to the highest standards in the relocation industry.

At FIDI Global Alliance, sustainability is a genuine commitment. FIDI consistently takes significant steps to reduce its environmental footprint and actively encourages its affiliates to support these efforts.

Each year, FIDI conducts a special audit on it's affiliate's sustainability maturity and we continue to be a part of it.

Writer Information and it's representation in advocating for sustainability related matters.

Sustainability in Cyberspace is becoming a major issue for cybersecurity teams, and a key responsibility for CISOs (Chief Information Security Officers). Our information management business made assertions in support of our sustainability commitments and participated in vairious industry events on cyber security.

- ETCISO Conclave 2023 that was organised between 24th and 27th August 2023 in Udaipur, Rajasthan. The primary objective of the conclave was to show the "cyber security" leaders a clear path as they rewrote their cyber security war strategies.

- GITEX 2023 that was organized between 16th and 20th October 2023 in Dubai: The primary objective of GITEX 2023 was to focus on reshaping the tech world while discussing emerging technologies.

- 3rd Cyber Security Conference for Energy & Utilities that was organised in May 2023 at Abu Dhabi: The event was organised to highlight the pivotal role that cyber security would play in protecting businesses from threats. Writer Information was a key partner and showcased its business capabilities in the technology domain.

Also, Satyamohan Yanambaka's (CEO, Writer Information) article on India's Digital Personal Data Protection Bill 2023, was published in The Economic Times - Insights where he highlighted the concerns relating to Data Security and Trust issues among the citizens and how this Bill will address the same. Mr. Satyamohan Yanambaka expertly explained how the Bill has laid the pathway for the future and any change coming in will only strengthen the Bill further.

IMPACT OF OUR CORPORATE SOCIAL RESPONSIBILITY (CSR)

I. Conservation and Eco-Restoration program: The Conservation and Eco-Restoration program at Shillim Institute is designed to preserve natural habitats and enhance biodiversity through strategic initiatives. This impact-driven journey focuses on planting, soil conservation, water conservation, and community training to create a sustainable and resilient ecosystem.

- **Eco-Restoration: One Writer One Earth - Plantation** This year, Shillim Institute has planted over 700 plants, carefully selecting appropriate habitats ranging from open scrub to dense canopy forest, tailored to each microclimate.
- **Soil Conservation** Shillim Institute has constructed 75 stone bunds and 15 stone lines on various gullies and slopes in the forested and regeneration areas. These structures are essential for erosion control, water infiltration, groundwater replenishment, terracing, soil conservation, sediment retention, improved crop yields, flood control, and land rehabilitation.
- **Water Conservation** Shillim Institute desilted an earthen dam spanning 528 square meters to conserve water resources in the valley. This effort increases the dam's storage volume and creates a habitat for wetland formation, enhancing water storage, hydrological functions, water quality, habitat restoration, biodiversity, and ecological balance.
- **Forest Guard Training Program** The Forest Guard program, the largest and oldest at Shillim Institute, includes 30 dedicated guards who protect Shillim's boundaries and natural beauty. Recently, the institute conducted a snake bite training program for these guards, enhancing their ability to serve and protect the environment effectively.
- **Relevance to SDGs** These efforts align with several UN Sustainable Development Goals (SDGs), including SDG 13 (Climate Action), SDG 15 (Life on Land), and SDG 6 (Clean Water and Sanitation), underscoring the program's commitment to sustainable development and environmental stewardship.

II. Shillim Collective

Launched in partnership with 'One Landscape' in 2022, the Shillim Collective pilots new conservation approaches through workshops and residencies at the Shillim Institute and Retreat in the Western Ghats of Maharashtra. The Collective brings together conservationists, policymakers, communities, artists, and scientists to develop a comprehensive conservation roadmap, aiming to protect the Greater Shillim landscape's natural, social, and cultural heritage.

Program Activities

- **Art Residencies & Workshops:** Engaging artists in residencies to create art that reflects and promotes conservation.
- **Thought Leadership Webinars:** Hosting webinars to discuss and disseminate innovative conservation strategies.
- **Research Studies:** Conducting studies to inform and guide conservation efforts.
- **Mapping Projects:** Developing detailed maps to support conservation planning and implementation.

Recent Achievements

- Studies Commissioned: 5
- Workshops Conducted: 3
- Webinars Conducted: 4

Relevance to SDGs These efforts support multiple UN Sustainable Development Goals (SDGs), including SDG 11 (Sustainable Cities and Communities), SDG 13 (Climate Action), and SDG 15 (Life on Land), highlighting our commitment to sustainable development and ecological preservation.

The Wellness for Communities program focuses on improving health and well-being in the Pavana Catchment area. We have adopted two hamlets within the Shillimb village—Shindewadi and Bodshilwadi—and have conducted health screenings for approximately 64 villagers.

Biodiversity Account within Project Land

III. Community Development: Sustainable Agriculture

Shillim Institute is advancing community development through sustainable agriculture training, progressively steering the program towards piloting regenerative agriculture.

Program Activities

- **Sustainable Agriculture Trainings:** Providing local farmers with training in sustainable and organic farming practices.

- **Regenerative Agriculture Pilots:** Initiating pilot projects that incorporate regenerative agriculture techniques to restore soil health and improve crop yields.

- **Agroforestry Integration:** Combining tree planting with crop cultivation to enhance biodiversity and provide additional income sources for farmers.

- **Water Resource Development:** Implementing water conservation techniques such as rainwater harvesting and efficient irrigation systems to support sustainable agriculture.

Relevance to SDGs These efforts align with SDG 2 (Zero Hunger), SDG 6 (Clean Water and Sanitation), and SDG 15 (Life on Land), promoting food security, sustainable water management, and biodiversity conservation.

IV. Health and Wellness Program:

The Wellness for Communities program focuses on improving health and well-being in the Pavana Catchment area.

Program Activities

- **Medical Camps:** Organizing medical camps to provide comprehensive healthcare services, including Yoga sessions, wellness talks, consultations with dietitians, and meditation programs.

- **Cultural Engagement:** Conducting theatre performances focused on community development and growth, aimed at spreading awareness and fostering a sense of community.

Recent Achievements

- **Health Screenings:** Conducted for 64 villagers

- **Upcoming Medical Camps:** Planned to offer ongoing support and care

Relevance to SDGs This program aligns with SDG 3 (Good Health and Well-being) and SDG 11 (Sustainable Cities and Communities), reinforcing our dedication to community health and sustainable development.

RARE - THREATENED - ENDEMIC SPECIES

Songhanta (Abutilon ranadei)

Sapkanda (Arisaema murrayi)

Nisurdi (Adelocaryum coelestinum)

Chaven (Ensete superbum)

Ashadh Amari (Habenaria grandifloriformis)

Bija (Pterocarpus marsupium)

APPENDIX

Greenhouse gas emissions (GHG) data Reporting	**Reporting Time Period**	
	FY 22-23	**FY 23-24**
Scope 1 GHG emissions (in Metric Tons of CO_2 equivalent)		
GHG Emissions from use of Diesel fuel in own DG sets	**175**	**161**
GHG Emissions from use of Diesel fuel in own vehicles	**9254**	**6791**
GHG Emissions from use of CNG fuel in own vehicles	**43**	**0.00**
Scope 2 GHG emissions (in Metric Tons of CO_2 equivalent)		
GHG Emissions from generation of Electricity from Own Solar Plants	**11**	**26**
GHG Emissions from purchase of Electricity from State Utility	**4790**	**10835**
Total GHG emissions (in Metric Tons of CO_2 equivalent)	**14273**	**17813**

Method of measurement used: Direct Measurement [multiplication with emission factors].

Solar Power	**Electricity from Grid**	**Diesel Fuel**	**Petrol Fuel**
View Link	**View Link**	**View Link**	**View Link**

Corporate Governance

Reporting on	Reporting Time Period	
	FY 22-23	**FY 23-24**
Composition of the Board		
Male	**5**	**5**
Female	**0**	**0**
Composition of Independent Directors		
Male	**1**	**1**
Female	**0**	**0**
Composition of Composition of Executive Directors		
Male	**4**	**4**
Female	**0**	**0**
Ethics & Integrity		
% employees who read and acknowledge the Code of Business Conduct	**100%**	**100%**
% employees who read and acknowledged the Fraud & Whistleblower Policy	**100%**	**100%**
% employees who read and acknowledged the Conflict-of-Interest Policy	**100%**	**98%**
Number of information security incidents or data breaches successful on our network	**0**	**0**

Organisation Composition

Reporting on	Reporting Time Period	
	FY 22-23	FY 23-24
Composition of Group Leadership		
Male	9	5
Female	0	0
Composition of Top to Middle Management		
Male	114	82
Female	12	9
Composition of Junior Management & Executives		
Male	1320	995
Female	207	261
Composition of Staff		
Male	Not reported	3386
Female	Not reported	1082
Composition of Total Employees		
Male	1443	4468
Female	219	1352
Number of Total Employees	1662	5820

WRITER

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