

Niveus Environment, Social Responsibility & Governance (ESG) Annual Report

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1. About Niveus

Niveus-Part of NTT Data is a cloud engineering services organization dedicated to building scalable, secure, and socially responsible solutions for enterprises, harnessing the power of cloud services. We operate with a strong ethical foundation, guided by integrity, innovation, empathy, and sustainability.

2. Message from Leadership

At Niveus, we believe that long-term business success is closely linked to our commitment to sustainability, ethical practices, and social responsibility. In FY 2024-25, we strengthened our ESG framework, aligned our actions with our core values, and deepened our engagement with our employees, communities, and partners. This report reflects our progress and outlines our roadmap for the years ahead.

3. ESG Strategy and Governance

Our ESG approach is anchored in the [National Guidelines on Responsible Business Conduct](#). We have formed a cross-functional ESG Committee with representatives from Operations, People Operations, and Compliance. This committee reports to the Niveus Leadership team and oversees all ESG programs, KPIs, and improvements.

4. Environmental Performance

Key Highlights:

- Continued leasing of IT assets to minimize e-waste. 78% of total assets are leased.
- All electronic waste was disposed of via an accredited e-waste handler. In total, 607.9 Kgs of e-waste was disposed responsibly

- Energy efficiency or EPEAT (Electronic Product Environmental Assessment Tool) rating is 100% (Bronze , Silver or Gold) for Laptops
- Hybrid work models helped reduce commuting-related emissions.
 - %age of work from home days - 53%
- Reduced dependency on paper through restricted printer access and digital-first workflows.
 - Printer paper consumption is at 2.5 kgs per month per location which is well under our target of 3.0 kgs per month per location

5. Social Responsibility Highlights

- Employee Well-being:
 - Regular wellness sessions, 3 per month, were conducted in partnership with our health & wellness partner
 - An eye checkup camp was carried out at both Udupi and Mangalore locations in partnership with a reputed optician chain
 - Yoga day was celebrated by conducting Yoga sessions for employees by certified Yoga instructor
 - Virtual sessions were also held to ensure inclusion of all employees working remotely
- Flexible Work: Employees continued to benefit from hybrid work arrangements to maintain work-life balance.
- POSH:
 - 100% employees completed mandatory POSH awareness training.
 - There were no POSH complaints recorded in FY 2024-25

- **Community Impact:**
 - **Blood Donation Drive:** Niveus organized a Blood Donation Drive in collaboration with prominent hospitals from Manipal & Mangalore during the month of June. Professional medical staff from the hospitals were present to safely collect blood donations, which was used to help patients in need at their hospitals.
 - **Wayanad Relief Fund:** All employees united to contribute towards the Wayanad Relief Fund, extending support to communities impacted by landslides and flash floods in the region. This collective effort was aimed at providing essential aid in the wake of the natural disaster.
 - **Medical Treatment Support:** Niveus extended medical treatment support to four meaningful causes. Donations were made to One Good Step Foundation (for Master Anvish's bone marrow transplant for Thalassemia), Bhaskar Barua (via Milaap), Animal Care Trust, and Satguna Sangraha Trust.
 - **Wish Tree Initiative:** Employees pledged their donation to our NGO partners. Niveus is associated with four organizations, each with unique requirements:
 1. Spandana Special School
 2. Cheshire Home
 3. Animal Care Trust
 4. Chethana Special School.

After gathering their respective needs, employees were given the opportunity to select the organization they wished to support and proceeded to make donations accordingly.

6. Governance and Ethical Practices

- Maintained compliance with all applicable regulations:

- 837 unique legal & statutory compliance mapped and adhered to across the following categories
 - Commercial
 - EHS
 - Finance & Taxation
 - General
 - Industry Specific
 - Labour
 - Secretarial
- Annual Code of Business Conduct (COBC) refresher carried out to reiterate our zero-tolerance approach to bribery and corruption
- Whistleblower protection channels remained active and accessible, with no retaliation cases reported.

7. Performance Against ESG KPIs

Focus Area	KPI	Goal & Target	FY 2024-25
E-Waste Management	Percentage of e-waste handled through authorized vendors	100%	100%
Energy Efficiency	Reduction in energy consumption by location	Consumption - 350 units per day / per location	Consumption - 386 units per day / per location
Paper Reduction	Reduction in printer paper consumption	Consumption - 3 Kgs per month per location	Consumption - 2.5 Kgs per month per location
Paper Reduction	Reduction in paper towel consumption	Consumption - 2kgs per day per location	Consumption - 1.7 kgs per day per location
Carbon Footprint Reduction	Operational carbon footprint	Energy star or EPEAT rating 100% (Bronze , Silver or	100%

		Gold) for Laptops	
Carbon Footprint Reduction	%age of remote working days	40%	53%
Employee Well-being	Percentage of employees participating in wellness programs	30%- 35% of the employee strength	On an average it is 26 to 28%
Employee Well-being	Employee satisfaction with work-life balance	Net Promoter Score >30%	30.32%
Diversity and Inclusion	Gender diversity ratio	Female to Male Ratio - 38:62	39:61
Prevention of Sexual Harassment (POSH)	Completion rate of POSH training	>95%	100%
Prevention of Sexual Harassment (POSH)	Number of POSH complaints resolved within compliance time frame	NA	NA
Fire Safety and Emergency Preparedness	Number of fire safety drills conducted annually	Once a Year per location	Once a Year per location
Fire Safety and Emergency Preparedness	Employee participation in fire safety training	100 %	100 %
Community Engagement	Number of community initiatives	Minimum of 4 initiatives in a year	4 Initiatives - 1. Blood Donation Drive 2. Wayanad Relief Fund 3. Medical Treatment Support 4. Wish Tree Initiative

Employee Development and Training	Average number of training hours per employee annually	25 Hr	26 Hrs
Employee Development and Training	Employee satisfaction with training programs	4 and above	4.3
Ethical Leadership	Number of ethical conduct violations reported and resolved	NA	0
Ethical Leadership	Completion rate of COBC training	100%	100%
Compliance and Risk Management	Number of internal compliance audits completed annually	1 per department	1 per department
Data Privacy and Security	Percentage of successful security audits	1	1
Data Privacy and Security	%age of security incidents resolved within set SLAs	100%	100%
Transparent Financial Reporting and Accountability	Timeliness of financial reporting (ITRV reporting to Income Tax Department)	Yearly by 30-Nov	14-Nov-2024
Transparent Financial Reporting and Accountability	Financial reporting discrepancies	0	0
Anti-Bribery and Corruption (ABC) Measures	Number of bribery and corruption incidents	NA	0
Whistleblower Protection	Number of whistleblower reports investigated and resolved	NA	0

8. Looking Ahead

In FY 2025-26, we aim to:

- Integrate ESG goals into supplier performance assessments
- Deepen our community partnerships for greater social impact
- Enhance employee engagement through targeted learning and development paths.

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