

**sify'**

# **Business Responsibility & Sustainability Reporting**

**2023-24**







SECTION A:

# GENERAL DISCLOSURES

01

## I. Details of the listed entity

Corporate Identity Number (CIN) of the Listed Entity	U72200TN1995PLC050809
Name of the Listed Entity	Sify Technologies Limited (“Sify”)
Year of incorporation	1995
Registered office address	2nd Floor, TIDEL Park 4, Rajiv Gandhi Salai, Taramani, Chennai -113, Tamil Nadu, India
Corporate address	2nd Floor, TIDEL Park 4, Rajiv Gandhi Salai, Taramani, Chennai -113, Tamil Nadu, India
E-mail	praveen.krishna@sifycorp.com; gelli.santoshkumar@sifycorp.com
Telephone	+91 44 2254 0770-77
Website	<a href="https://www.sifytechnologies.com">https://www.sifytechnologies.com</a>
Financial year for which reporting is being done	FY 2023-24
Name of the Stock Exchange(s) where shares are listed	Nasdaq- (Stock Symbol: SIFY)
Paid-up Capital	Rs. 1,84,61,45,662/-
Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	praveen.krishna@sifycorp.com; gelli.santoshkumar@sifycorp.com
Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	Consolidated Level
Name of Assurance Provider	The current BRSR report was not assured by any third party.
Type of Assurance obtained	NA



## II. Products/services

### 16. Details of business activities (accounting for 90% of the turnover):

S.No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Network Services	Network Connectivity, MPLS, VPN Services, International Voice Services, Collaboration services and International subsea cable landing services	41%
2.	Data Center Services	Colocation services, Data Center migration services	31%
3.	Digital Services	Cloud and Managed Services, Application Integration services, Technology integration services, Compute, Storage, Analytics and Security services	28%

### 17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S.No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Network Services	U72200TN1995PLC050809	41%
2.	Data Center Services	U74999TN2017PLC119607	31%
3.	Digital Services	U72900TN2020PLC136420	28%

## III. Operations

### 18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
National	NA	25	25
International	NA	7	7



**19. Markets served by the entity:**

**a. Number of locations**

Locations	Number
National (No. of States)	Across India (28 states and 8 union territories)
International (No. of Countries)	6 (2 locations in North America)

**b. What is the contribution of exports as a percentage of the total turnover of the entity?**  
Exports contribute 7% to the total turnover of the entity.

**c. A brief on types of customers.**

Our customer base includes sectors such as BFSI (Banking, Financial Services, and Insurance), eCommerce, Manufacturing, Healthcare, Insurance, Retail, Media, and IT (Information Technology).

## IV. Employees

**20. Details as at the end of Financial Year:**

**a. Employees and workers (including differently abled):**

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>Employees</b>						
1.	Permanent (D)	4319	3849	89.12%	470	10.88%
2.	Other than Permanent (E)	479	444	92.69%	35	7.31%
3.	<b>Total employees (D+E)</b>	4798	4293	89.47%	505	10.53%
<b>Workers</b>						
4.	Permanent (F)	Nil	Nil	Nil	Nil	Nil
5.	Other than Permanent (G)					
6.	<b>Total workers (F+G)</b>					



**b. Differently abled Employees and workers:**

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>Differently abled Employees</b>						
1.	Permanent (D)	3	3	100%	0	0%
2.	Other than Permanent (E)	-	-	-	-	-
3.	<b>Total employees (D+E)</b>	3	3	100%	0	0%
<b>Differently abled Workers</b>						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)					
6.	<b>Total workers (F+G)</b>					

**21. Participation/Inclusion/Representation of women**

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	7	1	14.29%
Key Management Personnel	3	1	33.33%

**22. Turnover rate for permanent employees and workers**

*(Disclose trends for the past 3 years)*

	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	18.66%	22.58%	19.05%	27.22%	30.58%	27.51%*	30.17%	37.50%	30.84%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

\*The percentage reported in the previous year has been revised.

## V. Holding, Subsidiary and Associate Companies (including joint ventures)

### 23. (a) Names of holding/ subsidiary / associate companies / joint ventures

S.No.	Name of the holding/subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Sify Infinit Spaces Limited	Subsidiary	100%	Yes
2.	Sify Digital Services Limited	Subsidiary	100%	Yes
3.	Sify Technologies (Singapore) Pte. Ltd	Subsidiary	100%	No
4.	Sify Technologies North America Corporation	Subsidiary	100%	No
5.	Sify Data and Managed Services Limited	Subsidiary	100%	No
6.	Patel Auto Engineering India Pvt Limited	Subsidiary	100%	No
7.	SKVR Software Solutions India Private Limited	Subsidiary	100%	No

## VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) **Yes**

(ii) Turnover (in Rs.): **356,339 Lakhs**

(iii) Net worth (in Rs.): **152,400 Lakhs**





## VII. Transparency and Disclosures Compliances










### 25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:








Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes Email- investor.relations@sifycorp.com	Nil	Nil	-	Nil	Nil	-
Investors (other than shareholder)	Yes Email- investor.relations@sifycorp.com	Nil	Nil	-	Nil	Nil	-
Shareholders	Yes Email- investor.relations@sifycorp.com	Nil	Nil	-	Nil	Nil	-
Employees and workers	Yes ( <a href="https://hcm44.sapsf.com/sf/start?_s_crb=pQ5P1R8wjBEIPSG5MJ8Y4TMwtYKa6%252fUjKv%252fXq5TTzUjc%253d">https://hcm44.sapsf.com/sf/start?_s_crb=pQ5P1R8wjBEIPSG5MJ8Y4TMwtYKa6%252fUjKv%252fXq5TTzUjc%253d</a> )	11	Nil	-	Nil	Nil	-
Customers	Yes corporate.communications@sifycorp.com	320163	Nil	-	Nil	Nil	-
Value Chain Partners	Yes corporate.communications@sifycorp.com	Nil	Nil	-	Nil	Nil	-
Other (please specify)	All policies of Sify are stored on internal platforms and available only through authorised credentials.	-	-	-	-	-	-

\*All the customer complaints are operational in nature and there was no complaint against corporate governance. The number of complaints is inclusive of service requests.

## 26. Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
		 Risk  Opportunity			
1.	Customer delight		To improve customer centric approach	-	Positive Detailed in the IR Report - page 75
2.	Data privacy and IT security		To protect information and system that support the operations and assets and mitigate data security risk	-	Positive
3.	Regulatory and compliance		To ensure consistent compliance with legal or other requirements	-	Positive
4.	Business Ethics		To consistently ensure a moral attitude within the entire value chain	-	Positive
5.	Product Innovation		To ensure the development and market introduction of new redesigned and new services	-	Positive
6.	Employee Engagement		To enhance employee satisfaction	-	Positive (Detailed in the IR Report - page 5, 36, 70, 78, 128-129)
7.	Energy efficiency and management		To optimise energy consumption and promote use of renewable energy.	-	Positive

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)  Risk  Opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
8.	Diversity and Inclusion		To promote diversity, inclusion and equity in the workplace	-	Positive (Detailed in the IR Report on pages 5, 35, 36, 79, 101, 124-128)
9.	Procurement and supply chain		To establish sustainable procurement system and ensure deployment in Sify supply chain.	-	Positive
10.	Water management		To optimise water consumption and improve water conservation.	-	Positive
11.	GHG emission		To achieve carbon neutrality	-	Negative
12.	Community engagement		To achieve carbon neutrality	-	Positive (Detailed in the IR Report - pages number 5, 138 and 139)



**SECTION B:**

**MANAGEMENT  
AND PROCESS  
DISCLOSURES**

**02**

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>									
<b>1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>b. Has the policy been approved by the Board? (Yes/No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>c. Web Link of the Policies, if available</b>	Sify hosts all its policies on the intranet, accessible to all employees through their user ID and password								
<b>2. Whether the entity has translated the policy into procedures. (Yes / No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>3. Do the enlisted policies extend to your value chain partners? (Yes/No)</b>	Not all policies extend to our value chain partners; some offer partial coverage								
<b>4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.</b>	ISO 9001:2015 ISO/IEC 27001:2013 ISO/IEC 27017:2015 ISO/IEC 27018:2019 ISO 14001:2015 Payment Card Industry (PCI) Data Security Standard ANSI/TIA-942-B-2017								
<b>5. Specific commitments, goals and targets set by the entity with defined timelines, if any.</b>	In its endeavour to achieve sustainability, Sify has developed an Environment, Social, and Governance roadmap with defined goals, targets, and commitments. It has identified its environment, social and governance KPIs as listed below: <ul style="list-style-type: none"> <li>• Customer delight</li> <li>• Data privacy &amp; IT security</li> <li>• Regulatory &amp; compliance</li> <li>• Business ethics</li> <li>• Product innovation</li> <li>• Employee engagement</li> <li>• Energy efficiency &amp; management</li> <li>• Diversity &amp; inclusion</li> <li>• Procurement &amp; supply chain</li> <li>• Water management</li> <li>• GHG emissions</li> <li>• Community engagement</li> </ul>								



Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	<p>The goals set by the Sify include:</p> <p><b>Environmental:</b></p> <ul style="list-style-type: none"> <li>a. To optimize energy consumption and promote the use of renewable energy sources.</li> <li>b. To optimize water consumption and promote water conservation.</li> <li>c. To achieve carbon neutrality.</li> </ul> <p><b>Social:</b></p> <ul style="list-style-type: none"> <li>a. To establish sustainable procurement systems and ensure their deployment in the Sify supply chain</li> <li>b. To improve the customer-centric approach</li> <li>c. To protect the information and systems that support the operations and assets, and mitigate data security risk</li> <li>d. To promote Diversity, Inclusion and Equity in the workplace</li> <li>e. To enhance employee satisfaction</li> </ul> <p><b>Governance:</b></p> <ul style="list-style-type: none"> <li>a. To ensure the development and market introduction of new, redesigned, and improved services.</li> <li>b. To consistently ensure a moral attitude within the entire value chain.</li> <li>c. To ensure consistent compliance with legal &amp; other requirements.</li> </ul>								
<p><b>6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.</b></p>	<p>Sify is working on the identified KPIs and setting goals to achieve them within specified timelines.</p>								
<p><b>Governance, leadership, and oversight</b></p>									
<p><b>7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure)</b></p> <p>At Sify, our core value of "keeping you ahead" is ingrained in our adoption of sustainable practices, and we take pleasure in our excellent record of consistently adhering to all rules and regulations. Sify's comprehensive commitment to sustainability is demonstrated by its Integrated Report, which is in line with Global Reporting Initiatives standards and UN Sustainable Development Goals, going above and beyond basic compliance. Our dedication to sustainability has advanced significantly. We have signed a Power Purchase Agreement (PPA) for 231 MW of renewable energy, including wind and solar power. We have successfully adopted 99 MW of renewable energy at the end of the fiscal year, which is a significant step towards lowering our carbon footprint.</p> <p>Furthermore, our commitment to environmental responsibility is demonstrated by our goal of reducing GHG emissions by 29% by 2025 in compliance with ASHRAE requirements. To further reduce our overall carbon footprint, we give top priority to enhancing Power Usage Effectiveness (PUE) and Water Usage Effectiveness (WUE) in all of our data center initiatives. Our initiatives to reduce water, waste, energy, and GHG intensity are generating results, illustrating our commitment to sustainability on numerous fronts.</p> <p>To summarise, Sify's steadfast dedication to sustainability demonstrates our proactive attitude toward environmental responsibility and innovation, in addition to being consistent with our ESG principles. We are actively seeking renewable energy sources and incorporating sustainable practices into all our operations to not only lessen our carbon footprint but also to make the future greener for generations to come.</p>									

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Girish Dhavale (Chief Technology Officer)								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes; M P Vijay Kumar Executive Director & Group Chief Financial Officer led committee DIN: 05170323								

10. Details of Review of NGRBCs by the Company																		
Subject for Review	Indicate whether review was undertaken by Director/ Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against Above policies and follow up action	Yes, reviewed by the Board of Directors									Annually								
Compliance with statutory requirements of relevance to the principles and, rectification of any non-compliances	Yes, Sify complies with all currently applicable regulations and all regulations are reviewed during the disclosure committee meeting.																	
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9									
	No																	



12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business(Yes/No)	NA								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									







SECTION C:

PRINCIPLE  
WISE  
PERFORMANCE  
DISCLOSURE

03

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally, and ethically responsible.

**Principle  
01**

**Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.**

**Essentials Indicators**


1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:


Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	1	ESG Awareness	100%
Key Manegerial Personnel	23 (Management level) 127 (Managerial level)	<ul style="list-style-type: none"> <li>Artificial Intelligence/Machine Learning (Service)</li> <li>Cognitive Neuroscience (Human Resource Workshop)</li> <li>Building leaders for tomorrow</li> <li>Situational leadership</li> <li>Configure Price Quote (CPQ) training</li> <li>Sify Cloudinfnit+</li> <li>Oracle Practice</li> <li>Certified DC facilities (Operations Manager)</li> <li>Prevention of Sexual Harassment (POSH)</li> <li>Business Process Management (BPM)</li> </ul>	100%
Employees other than BoD and KMPs*	129 (30,492 hours in Instructor Led Training, 78,737 hours in Technical and Domain training, 1,38,964 in e-learning, 42,546 hours in Behavioural and other training)	<ul style="list-style-type: none"> <li>ESG &amp; Sustainability</li> <li>Water awareness program</li> <li>Prevention of Sexual Harassment</li> <li>Data Warehouse System</li> <li>Applications</li> <li>Data Transfer Intermediate Storage</li> <li>Development centre</li> <li>Network Control System</li> <li>Sales &amp; Marketing</li> <li>SD-WAN (Software-Defined Wide Area Network)</li> <li>Cloud deployment</li> <li>Introduction to Internet of Things (IoT)</li> <li>Support System</li> </ul>	100%
Workers	NA	NA	NA

\*The trainings provided above are the most critical training programmes and owing to their industry relevance, they are continuously refreshed and administered to KMPs.



2. Details of fines/ penalties/ punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by Directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity’s website):

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil				
Settlement					
Compounding Fee					

Non-Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil			
Punishment				

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
NA	

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes, Sify maintains a robust anti-corruption and anti-bribery policy aimed at preventing any form of bribery or corrupt practices in its operations. The policy explicitly prohibits the offering or acceptance of bribes, kickbacks, improper business expenses, or any other unlawful payments in any transaction involving Sify or its representatives, including suppliers, agents, distributors, and consultants. It emphasizes the importance of compliance with anti-corruption laws in the countries where Sify conducts business, such as India (under The Prevention of Corruption Act, 1988), United Kingdom (under the UK Bribery Act, 2010), and United States of America (under the Foreign Corrupt Practices Act, 1977), among others. Furthermore, the policy mandates that all business-related transactions must be accurately documented in the Sify’s books and records.

The policy is readily accessible to all Sify employees through the Sify’s intranet, ensuring widespread awareness and adherence to its principles.

**5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:**

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

**6. Details of complaints with regard to conflict of interest:**

	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	NA	Nil	NA

**7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.**

Sify is dedicated to maintaining high standards of ethical conduct and compliance with all applicable laws and regulations. Due to these proactive measures, there have been no incidents of corruption or conflicts of interest that required corrective action.

**8. Number of days of accounts payables ((Accounts payable \*365) / Cost of goods/services procured) in the following format:**

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payables	192	176

## 9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Nil	Nil
	b. Number of trading houses where purchases are made from	Nil	Nil
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Nil	Nil
Concentration of Sales	a. Sales to dealers /distributors as % of total sales	Nil	Nil
	b. Number of dealers/ distributors to whom sales are made	Nil	Nil
	c. Sales to top 10 dealers/ distributors as % of total sales to dealers/ distributors	Nil	Nil
Share of RPTs in	a. Purchases (Purchases with related parties/ Total Purchases)	Nil	Nil
	b. Sales (Sales to related parties/ Total Sales)	Nil	Nil
	c. Loans & advances (Loans & advances given to related parties/ Total loans & advances)	Nil	Nil
	d. Investments (Investments in related parties/ Total Investments made)	Nil	Nil



## Leadership Indicators

**1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:**

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
600 (Online trainings)	Advanced Shipping & Billing Notice (ASBN) Process	85-90%
	I-Supplier usage training	90% - 95% (Excluding Government and Micro Organisations)

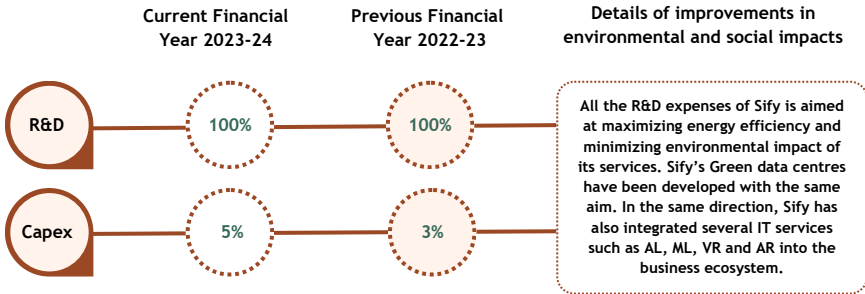
**2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If yes, provide details of the same.**

Yes, Sify has implemented robust processes to address and manage conflicts of interest involving members of the Board. Through its comprehensive "Business Ethics" and "Code of Conduct", it sets clear expectations for Board members to prioritize the interests of Sify over their personal interests. These policies require Board members to act in good faith and to promptly disclose any conflicts of interest that may arise. Additionally, Sify has mechanisms in place to address such conflicts, including recusal and seeking guidance from independent experts.



### Essentials Indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.



#### 2.a. Does the entity have procedures in place for sustainable sourcing?

Yes, Sify has established procedures for sustainable sourcing, recognizing "Sustainable supply chain and procurement" as one of its material topics. Sify evaluates the social, ethical, and environmental performance of potential suppliers before onboarding them. Once selected, suppliers undergo regular assessments, audits, and evaluations to ensure ongoing compliance with sustainability standards.

More details on our sustainability practices and measures are detailed in our integrated report that can be accessed at <https://www.sifytechnologies.com/investors/campaign/sify-integrated-report-2023-24/#page=1>

#### b. If yes, what percentage of inputs were sourced sustainably?

Sify has sourced 10% of its input materials sustainably, indicating that a portion of the materials used in its operations were obtained through sustainable sourcing practices. Sustainable sourcing involves acquiring materials or products in a manner that minimizes negative environmental, social, and economic impacts while promoting long-term viability. This indicates the Sify's commitment to integrating sustainability principles into its supply chain and procurement processes, contributing to environmental conservation, social responsibility, and ethical business practices.

#### 3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

Sify primarily offers services rather than tangible products; hence, the opportunity to reclaim products at the end of their lives is limited. However, Sify is committed to responsible waste management practices, ensuring that any waste generated, including e-waste, battery waste, and used oils, is handled safely and in compliance with government regulations. Sify works with authorized vendors to recycle such waste, adhering strictly to established guidelines and procedures. By prioritizing environmentally conscious disposal methods, Sify promotes sustainable practices within its operations.



4. Whether Extended Producer Responsibility (EPR) is applicable to the entity’s activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Sify's business model revolves around providing services rather than manufacturing tangible goods. Since the activities do not involve the production of goods, it falls outside the scope of EPR regulations. Instead, its focus remains on delivering high-quality services while ensuring responsible waste management practices within its operational framework.

### Leadership Indicators

1.Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

NIC Code	Name of Product /Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain(Yes/No) If yes, provide the web-link.
6420	Network Connectivity- Equipment including switches, fibre, towers, power equipment, gensets etc.	41%	Cradle to Grave (as the vendor is pre-selected by Sify based on stringent criteria)	No	No
8517	Data Center colocation- Equipment like Racks, servers, gensets, automation systems, fire suppressants, cooling systems, BMS, EHS etc.	31%	Cradle to Grave (as the vendor is pre-selected by Sify based on stringent criteria). For all other equipment, we have to buy it back from the OEM.	No	No
7230	Application services - Delivered only through Cloud and subsequent patches	28%	Cradle to Gate. Our onus stops with delivery. When the client decides to retire, it is up to them.	No	No (Only communicated to the client)


2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Name of Product /Service	Description of the risk / concern	Action Taken
a. Network Connectivity-Equipment	Pollution impact resulting from waste generated such as battery waste, hazardous waste and e-waste.	(a) Safe disposal through the recycling process. (b) Sify has tied up with government authorized recyclers for the safe disposal of all the waste generated.
b. Data Center colocation-Equipment		
c. Application services		

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
None	Nil	NA

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Nil	Nil	Nil	Nil	Nil	Nil
E-waste						
Battery waste						
Hazardous waste						
Other waste						

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
NA	

1. a. Details of measures for the well-being of employees:

Essentials Indicators

% of employees covered by											
Category	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent employees</b>											
Male	3849	3849	100%	3849	100%	-	0%	3849	100%	-	0%
Female	470	470	100%	470	100%	470	100%	0	0%	-	0%
<b>Total</b>	<b>4319</b>	<b>4319</b>	<b>100%</b>	<b>4319</b>	<b>100%</b>	<b>470</b>	<b>100%*</b>	<b>3849</b>	<b>100%</b>	<b>-</b>	<b>0%</b>
<b>Other than Permanent employees</b>											
Male	444	444	100%	444	100%	-	0%	-	0%	-	0%
Female	35	35	100%	35	100%	35	100%	-	0%	-	0%
<b>Total</b>	<b>479</b>	<b>479</b>	<b>100%</b>	<b>479</b>	<b>100%</b>	<b>35</b>	<b>100%*</b>	<b>-</b>	<b>0%</b>	<b>-</b>	<b>0%</b>

\*Percentage of employees covered under maternity/paternity benefits have been disclosed as a percentage of only female / male employees and not total employees.

b. Details of measures for the well-being of workers:

% of workers covered by											
Category	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent employees</b>											
Male	0	NA									
Female	0										
<b>Total</b>	<b>0</b>										
<b>Other than Permanent employees</b>											
Male	0	NA									
Female	0										
<b>Total</b>	<b>0</b>										

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format-

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Cost incurred on well- being measures as a % of total revenue of the Company	0.29%	0.21%

**2. Details of retirement benefits, for Current FY and Previous Financial Year.**

Benefits	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total Workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total Workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Yes	100%	NA	Yes
Gratuity	100%	NA	NA	100%	NA	NA
ESI	5%	NA	Yes	8%	NA	Yes
Others - please specify	-	-	-	-	-	-

**3. Accessibility of workplaces**

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes, Sify has various provisions and facilities to ensure that its premises are accessible to differently abled employees, aligning with the requirements of the Rights of Persons with Disabilities Act, 2016. These measures include the installation of lifts and elevators to enable smooth mobility for all individuals, thereby granting them access to all levels of the building. Additionally, ramps have been strategically placed at various locations within the premises to facilitate the movement of individuals using wheelchairs. Furthermore, Sify offers wheelchair services to differently abled employees and visitors, promoting their freedom of movement throughout the office.

**4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.**

Yes, Sify upholds its commitment to equal opportunity through its "Equal Employment Opportunity" policy, which is fully aligned with the provisions of the Rights of Persons with Disabilities Act, 2016. This policy serves as a safeguard against discrimination in any form, whether based on race, colour, religion, sex, origin, marital status, disability, or any other protected characteristic under the law. By implementing and strictly enforcing this policy, Sify cultivates a workplace environment that is characterized by fairness, inclusivity, and respect for diversity. Employees are provided with equal opportunities for professional growth and advancement, fostering a culture of innovation and collaboration.

**5. Return to work and Retention rates of permanent employees and workers that took parental leave.**

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	NA	NA
Female	75%	100%	NA	NA
<b>Total</b>	95%	100%	NA	NA

**6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.**

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	NA
Other than Permanent Workers	NA
Permanent Employees	Sify has Grievance redressal and POSH policies to address the grievances of permanent and non-permanent employees.
Other than Permanent Employees	<p>The Grievance Redressal Policy mandates a fair and time-bound resolution of all kinds of grievances and complaints. The associate is advised to initially approach their immediate superior regarding any issue. Sensitivity to non-verbal cues is emphasized, viewing grievances as a chance to strengthen the relationship with the subordinate. Superiors must act promptly and inform the HR team if necessary, avoiding soft options and offering reality checks to the associate when needed. If the grievance involves the immediate superior, escalation to their manager's manager is advised, with HR involvement, while collective grievances are addressed by higher management along with HR and Legal departments. The aim is to address the complaint within Sify's policies and in, all cases, resolve it within 7 working days.</p> <p>The POSH complaints can be sent to the following email: <a href="mailto:posh.icc@sifycorp.com">posh.icc@sifycorp.com</a> and is addressed by the Internal Complaints Committee (ICC) as per the mandates.</p>

**7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:**

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total employees/ workers in respective category (A)	No. of employees/ workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees/ workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union (D)	% (D / C)
<b>Total Permanent Employees</b>	4319	Nil	0%	3879	Nil	0%
Male	3849			337		
Female	470			3542		
<b>Total Permanent Workers</b>	NA					
Male	NA					
Female	NA					

**8.Details of training given to employees and workers:**

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (Previous Financial Year)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Male	3849	3849	100%	3849	100%	3542	3542	100%	3542	100%
Female	470	470	100%	470	100%	337	337	100%	337	100%
<b>Total</b>	<b>4319</b>	<b>4319</b>	<b>100%</b>	<b>4319</b>	<b>100%</b>	<b>3879</b>	<b>3879</b>	<b>100%</b>	<b>3879</b>	<b>100%</b>
<b>Workers</b>										
Male	NA					NA				
Female	NA					NA				
<b>Total</b>	NA					NA				



**9. Details of performance and career development reviews of employees and worker:**

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	3849	3849	100%	3542	3542	100%
Female	470	470	100%	337	337	100%
<b>Total</b>	<b>4319</b>	<b>4319</b>	<b>100%</b>	<b>3879</b>	<b>3879</b>	<b>100%</b>
<b>Workers</b>						
Male						
Female	NA			NA		
<b>Total</b>						

**10. Health and safety management system:**

**a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such system?**

Yes, Sify has implemented an occupational health and safety management system through its Health and Safety policy, which is an integral component of its business operations. The system encompasses various mechanisms, including a hazard identification process and the assessment of hazards in all activities, whether routine or non-routine. Additionally, the utilization of observation reporting forms ensures comprehensive coverage of health and safety concerns within the organization.

**b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis entity?**

Sify adopts proactive measures to anticipate operational hazards and assess and mitigate risks through various processes. These include:

- Regular mock drills to simulate emergency scenarios and evaluate response effectiveness.
- Simulated trojan attacks to test cybersecurity measures and preparedness.
- Proactive disaster management strategies aimed at minimizing potential disruptions.
- Hazard Identification and Risk Assessment (HIRA) gets implemented during construction and operation stages.
- Standard Operating Procedures (SOPs) for evacuation procedures in case of emergencies.
- Conducting frequent training sessions for all stakeholders to enhance awareness and foster the adoption of appropriate health and safety measures.
- Regular third-party risk management audits to evaluate risk exposure and compliance.
- Scenario response assessments to simulate potential risk scenarios and refine response strategies.

These processes ensure comprehensive risk management and contribute to maintaining a safe and secure work environment.

**c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)**

Yes, the organization has procedures in place for employees to disclose concerns associated with their work, and they are entitled to take steps to protect their safety by removing themselves from such situations. This enables workers to take proactive measures to reduce risks and report any hazards they come across in a timely manner, so contributing to the maintenance of a safe and healthy work environment. Through the Head of ground level operations, the data center operations manager reviews the identified hazards.

**d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)**

Yes, the employees of Sify have access to non-occupational medical and healthcare services through various initiatives aimed at employee well-being and engagement. These include platforms like MFINE for discounted medical services, 1-to-1 Help counselling solutions provided by psychologists and counsellors, Sapphire IMS for HR issue resolution tracking, and Amara AI for employee lifecycle management. These initiatives reflect Sify's commitment to supporting the holistic health and well-being of its workforce.

**11. Details of safety related incidents, in the following format:**

Safety Incident/Number	Category*	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers		
Total recordable work-related injuries	Employees		
	Workers		
No. of fatalities	Employees		
	Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees		
	Workers		



## 12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

Sify is deeply committed to fostering a safe and healthy workplace environment by proactively eliminating hazards and minimizing health and safety risks. To achieve this goal, the following steps are taken:

- **Establishing a Safe Working Environment:** Through comprehensive education, training, and supervision, Sify ensures that employees are equipped with the knowledge and skills necessary to work safely.
- **Regular Maintenance Programs:** Conducting routine maintenance programs for all equipment to ensure they are in good condition and operate safely.
- **Hazard Assessment and Corrective Action:** Regular hazard assessments are conducted, and corrective actions are taken promptly if required, to mitigate risks and maintain a safe working environment.
- **Zero Injury and Illness Rate:** Sify strives for a zero injury and illness rate by providing and maintaining secure and healthy work environments, effective machinery and equipment, safe work practices, policies, procedures, and necessary safety gear or personal protective equipment.
- **Waste Management and Sustainability:** Encouraging waste reduction, reuse, recycling, and recovery initiatives, and implementing systems and processes to raise awareness and facilitate their implementation.
- **Continuous Improvement:** Ensuring continuous development and improvement of existing health and safety management systems, with a focus on documentation and implementation.
- **Stakeholder Communication:** Regular communication with all stakeholders regarding health and safety matters, fostering a culture of transparency and accountability.

These measures collectively contribute to fostering a workplace environment that prioritizes the well-being and safety of all employees.

## 13. Number of Complaints on the following made by employees and workers:

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	NA	Nil	Nil	NA
Health & Safety	11	Nil	Resolved	21	Nil	Resolved

## 14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health & safety Practices	All the plants and offices were assessed by an internal team of Sify.
Working Conditions	

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

There have been no major safety-related incidents requiring corrective action.

### Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

Yes, Sify demonstrates its commitment to its employees' well-being by offering life insurance coverage as part of its compensatory package in the event of death as per employee's compensation act, 1923. This initiative reflects the organization's responsibility towards its workforce, ensuring financial protection for employees and their families in times of adversity. Through such measures, Sify not only values its employees' contributions but also prioritizes their welfare, promoting a positive and caring work environment. Sify does not have any workers, hence it not applicable to this category.

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

Sify prioritizes the meticulous deduction and timely deposition of statutory dues by the value chain partners. This is overseen and verified by both our Direct and Indirect Tax teams. By conducting thorough assessments and ensuring prompt remittances, we uphold compliance with regulatory requirements, mitigating the risk of penalties or legal complications.

3. Provide the number of employees / workers having suffered high consequence work- related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable Employment	
	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Employees	Nil	Nil	Nil	Nil
Workers	NA		NA	

**4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)**

Yes, the Sify recognizes the importance of supporting employees through career transitions, including retirement or termination of employment. To facilitate continued employability and manage career endings effectively, Sify has implemented comprehensive transition assistance programs. These initiatives include:

- **Expansion of E-learning Opportunities:** Providing access to e-learning platforms to empower employees with new skills and knowledge relevant to their career transitions.
- **Robust Learning and Development Opportunities:** Offering a range of learning and development programs across all levels to support professional growth and skill enhancement.
- **Reimbursement for Technical Courses:** Providing reimbursement for fees associated with technical courses that align with Sify's' business objectives, encouraging employees to upgrade their skills and stay updated with emerging technologies.

Additionally, Sify ensures livelihood continuity by offering employment opportunities to related family members upon the bereavement of an associate, thereby providing support during challenging times and fostering a sense of belonging within Sify. Through these measures, Sify aims to ensure that employees are equipped to navigate career transitions successfully, promoting their professional growth, well-being, and continuity within the workforce.

**5. Details on assessment of value chain partners:**

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Health and safety practices	Sify includes diversified value chain partners including civil contractors, equipment manufacturers, service professionals, HVA, building management, etc.
Working Conditions	The assessment of value chain partners, based on the value of business done with such partners, is covered in the terms and conditions of the purchase orders. All the value chain partners were assessed.

**6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.**

No such risks were identified during the assessments that required corrective action.





Essentials Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

Stakeholders are individuals or entities directly or indirectly affected by the Sify's activities or who influence Sify in some capacity. Stakeholder identification considers their material influence on Sify and the impact they experience from its corporate decisions. Through integrated reporting practices, Sify categorizes stakeholders into six key groups, allowing for prioritized engagement efforts and targeted addressing of the distinct needs and concerns of each stakeholder category.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/Half yearly/ Quarterly/others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors/ Analysts	No	<ul style="list-style-type: none"> <li>• Integrated report</li> <li>• Materiality mapping</li> <li>• Investor call</li> <li>• Non-deal roadshows</li> <li>• Investor conference</li> <li>• Investor website</li> <li>• Press release</li> <li>• Annual Report</li> <li>• Sustainability Report</li> <li>• Impact Report</li> <li>• GRESB Infrastructure Report</li> </ul>	Every Quarter	<ul style="list-style-type: none"> <li>• Assessment</li> <li>• Market developments</li> <li>• Business updates</li> </ul>
Employees/ Supply Chain/ Board/ Regulators/ Industry Bodies/ Public at Large	No	<ul style="list-style-type: none"> <li>• Press</li> <li>• Advertisements</li> <li>• Events</li> <li>• Townhalls</li> <li>• Emails</li> <li>• Posters</li> </ul>	Need Based	<ul style="list-style-type: none"> <li>• Information</li> <li>• Business Related</li> </ul>
Communities	No	<ul style="list-style-type: none"> <li>• CSR</li> </ul>	Need Based	<ul style="list-style-type: none"> <li>• Goodwill</li> <li>• Community visits by community management</li> </ul>

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/Half yearly/ Quarterly/others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Lenders	No	<ul style="list-style-type: none"> <li>• Meetings</li> <li>• Emails</li> <li>• Calls</li> <li>• Material Mapping</li> <li>• Integrated/Annual Report</li> </ul>	Quarterly	<ul style="list-style-type: none"> <li>• To pitch for funding</li> </ul>
Clients	No	<ul style="list-style-type: none"> <li>• Meetings</li> <li>• Proof of Concept</li> <li>• Demonstrated Projects</li> <li>• Case studies</li> </ul>	Need Based	<ul style="list-style-type: none"> <li>• Expand Business</li> </ul>

### Leadership Indicators

**1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.**

Sify ensures effective consultation between stakeholders and the Board on economic, environmental, and social topics, integral to their ESG (Environmental, Social, and Governance) strategy. This consultation process involves:

- **Regular Dialogue and Consultation Sessions:** Prioritizing regular dialogue and consultation sessions between stakeholders and the Board to align Sify's goals with stakeholder expectations.
- **Active Stakeholder Participation:** Encouraging active stakeholder participation in decision-making processes, particularly regarding material topics and the establishment of ESG goals.
- **Identification of Material Topics:** Through surveys involving senior management and leaders of Sify, 12 material topics were identified as the most relevant out of a total of 71 topics. These material topics serve as focal points for consultation and decision-making processes.

Feedback from consultation sessions is provided to the Board through various channels, such as reports, presentations, and formalized documentation. This feedback enables the Board to make informed decisions that reflect stakeholder perspectives and ensure alignment with Sify's strategic objectives.



**2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

Yes, Sify utilizes stakeholder consultation to support the identification and management of environmental and social topics. Engaging with a diverse array of stakeholders, including employees, investors, clients, service providers, regulators, and policy influencers, Sify compiles a comprehensive list of materiality topics.

To facilitate this engagement, Sify utilizes a dedicated platform like townhall meeting, investor road show, kick off meetings, policy meeting with regulators that allows stakeholders to provide input and feedback. This platform serves as a central hub for interaction, ensuring that all voices are heard and considered. Through this inclusive process, Sify gains a better understanding of the environmental and social issues most relevant to its operations and stakeholders. This collaborative approach helps Sify recognize associated risks and opportunities. The insights garnered from stakeholders influence Sify's strategic decision-making and enable it to develop initiatives that address these concerns effectively. As a result, Sify can establish clear objectives and strategies to tackle these material topics, demonstrating its commitment to sustainable and responsible business practices.

**3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.**

Sify actively engages with vulnerable and marginalized stakeholder groups, particularly the local community, to address their concerns and promote inclusive growth. One key initiative involves engaging locals and utilizing their expertise during the establishment of the data centres. Additionally, Sify provides training opportunities to the local population, empowering them with skills that enhance their employability and are also incorporated into Sify's workforce later as non-technical resources.



Essentials Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. of employees workers covered(B)	% (B / A)	Total (C)	No. of employees workers covered(D)	% (D / C)
<b>Employees</b>						
Permanent	4319	4319	100%	3912	3912	100%
Other permanent	479	479	100%	527	527	100%
<b>Total Employees</b>	<b>4798</b>	<b>4798</b>	<b>100%</b>	<b>4439</b>	<b>4439</b>	<b>100%</b>
<b>Workers</b>						
Permanent	NA			NA		
Other permanent						
<b>Total Workers</b>						



2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Permanent										
Male	3849	0	0%	3849	100%	3567	0	0%	3567	100%
Female	470	0	0%	470	100%	345	0	0%	345	100%
Other than permanent										
Male	444	0	0%	444	100%	480	0	0%	480	100%
Female	35	0	0%	35	100%	47	0	0%	47	100%
<b>Workers</b>										
Permanent	NA					NA				
Male										
Female										
Other than permanent										
Male										
Female										





3. Details of remuneration/salary/wages, in the following format:

a. Median remuneration / Wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (In Rs.)	Number	Median remuneration/ salary/ wages of respective category (In Rs.)
Board of Directors (BoD)	1	2,05,69,080	-	-
Key Managerial Personnel	2	83,08,000	1	2,500,000
Employees other than BoD and KMP	3841	6,00,000	468	6,00,000
Workers	NA			

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Gross wages paid to females as % of total wages	8.60%	7.45%

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes, Sify has established internal mechanisms to address human rights impacts or issues caused or contributed to by the business. These mechanisms include:

- **Grievance Redressal Policy:** Providing avenues for reporting and resolving human rights concerns in a timely manner.
- **HR Policies:** Ensuring transparency and accountability in human rights-related matters within the organization.
- **Whistleblower Policy:** Encouraging the reporting of unethical behavior or human rights violations.
- **Prevention of Sexual Harassment (POSH) Policy:** Safeguarding employees' rights and providing mechanisms to address instances of sexual harassment.

Sify strictly adheres to the United Nations Guiding Principles on Business and Human Rights (UNGP) and maintains a zero-tolerance policy towards child or forced labor, whether directly or through any contract. Furthermore, Sify's "Business Ethics" and "Code of Conduct" emphasize the protection of fundamental rights for all employees, local communities, and suppliers within the immediate supply chain.

**5. Describe the internal mechanisms in place to redress grievances related to human rights issues.**

Sify has established a robust internal mechanism to address grievances related to human rights issues, ensuring transparency and accountability. The process involves:

- **Immediate Handling by Senior Management:** Upon receiving a complaint, the immediate senior of the complainant handles the matter, with the HR team kept informed in accordance with policy.
- **Escalation Process:** If the issue persists, it is escalated to the Functional Head and the HR Head for resolution.
- **Timely Resolution:** Sify is committed to resolving grievances promptly, aiming to address them within a timeframe of 7 working days from the date of receipt.
- **Final Decision:** For grievances with broader implications or significant financial considerations, the final decision rests with the CEO/CFO/COO and Head of HR, whose determinations are binding on all parties involved.

By adhering to this structured process, Sify ensures that concerns regarding human rights violations are addressed swiftly and effectively, fostering a culture of respect and dignity within the organization.

**6. Number of Complaints on the following made by employees and workers:**

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	Nil		-	Nil		
Discrimination at workplace						
Child Labour						
Forced Labour/Involuntary Labour						
Wages						
Other human rights related issues						



**7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:**

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	Nil	Nil
Complaints on POSH as a % of female employees/ workers		
Complaints on POSH upheld		

**8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.**

Sify has implemented procedures aimed at preventing adverse consequences for complainants in cases of discrimination and harassment. This strictly prohibits victimization, retaliation, or any form of unfair employment practice against complainants. To ensure the protection of the complainant, Sify maintains confidentiality throughout the grievance redressal process. Special provisions within policies such as the Grievance Redressal Policy, Whistleblower Policy, and Prevention of Sexual Harassment (POSH) Policy are dedicated to safeguarding the complainant's confidentiality and shielding them from any potential adverse consequences.

**9. Do human rights requirements form part of your business agreements and contracts?**

Yes, human rights requirements are integral components of our business agreements and contracts. Sify maintains a zero-tolerance policy towards practices such as child labour and forced labour, and we extend these expectations to our suppliers and contractors. By incorporating human rights provisions into our agreements and contracts, we ensure that all parties involved in our business operations uphold ethical standards and respect fundamental human rights.

**10. Assessments for the year:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	100%
Forced/involuntary Labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others - please specify	-

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.

None

Leadership Indicators

**1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.**

During the financial year, Sify did not receive any complaints or grievances regarding human rights issues. As a result, there were no modifications or introductions of business processes related to addressing human rights grievances or complaints.

**2. Details of the scope and coverage of any Human rights due diligence conducted.**

Sify keeps taking initiatives to embed human rights in its business culture across all levels throughout the year. By conducting human rights due diligence with a broad scope and comprehensive coverage, Sify strives to uphold its commitment to respect and promote human rights across its operations and value chain.

**3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?**

Yes, 100% of Sify’s premises are easily accessible to differently abled visitors, just as they are to the employees who are differently abled.

**4. Details on assessment of value chain partners:**

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	Large and Medium Enterprises: 20% (covered in purchase order terms & conditions)
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others - please specify	None

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

None

## Essentials Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>From Renewable sources</b>		
Total electricity consumption (A) (In Giga Joules)	7,61,736	2,33,266
Total fuel consumption (B) (In Giga Joules)	-	-
Energy consumption through other sources (C) (In Giga Joules)	-	-
<b>Total energy consumption from renewable sources (A+B+C) (In Giga Joules)</b>	7,61,736.15	2,33,266
<b>From Non-Renewable sources</b>		
Total electricity consumption (D) (In Giga Joules)	12,29,725.75	12,91,972
Total fuel consumption (E) (In Giga Joules)	39,704.04	32,451
Energy consumption through other sources (F) (In Giga Joules)	-	-
<b>Total energy consumption from non-renewable sources (D+E+F) (In Giga Joules)</b>	12,69,429.79	13,24,423
<b>Total energy consumed (A+B+C+D+E+F) (In Giga Joules)</b>	20,31,166	15,57,689
<b>Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations) (In Giga Joules/crore)</b>	570.01	466.32*
<b>Energy intensity per rupee of turnover adjusted for Purchasing power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)</b>	12768.21**	10445.53**
<b>Energy intensity in terms of physical output</b>	NA	NA
<b>Energy intensity (optional)- the relevant metric may be selected by the entity</b>	-	-

\*The percentage reported in the previous year has been revised.

\*\*PPP: INR Revenue X PPP Factor (US\$/INR)

PPP Factor = 22.4; World Economic Outlook (April 2024) - Implied PPP conversion rate (imf.org).

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No assessment, evaluation or assurance has been carried out by an external agency.

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

No, Sify does not have any sites or facilities identified as Designated Consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India. Therefore, targets set under the PAT scheme are not applicable.

3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	28,775.00
(ii) Groundwater	26,38,393.49	-
(iii) Third party water	34,90,481.00	58,01,763.00
(iv) Seawater / desalinated water	-	-
(v) Others	3,448.76	4,745.00
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>61,32,323.27</b>	<b>58,35,283.00</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>61,32,323.27</b>	<b>58,35,283.00</b>
<b>Water intensity per rupee of turnover (Water consumed/ turnover) (Kilolitres/crore)</b>	1,720.92	1,746.88*
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)</b>	38,548.70**	39,130.15**
<b>Water intensity in terms of physical output</b>	NA	NA
<b>Water intensity (optional)- the relevant metric may be selected by the entity</b>	-	-

\*The number reported in the previous year has been revised.

\*\*PPP: INR Revenue X PPP Factor (US\$/INR)

PPP Factor = 22.4; World Economic Outlook (April 2024) - Implied PPP conversion rate (imf.org).

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No assessment, evaluation, or assurance has been carried out by an external agency.



4. Provide the following details related to water discharged:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water discharge by destination and level of treatment (in KL)</b>		
(i) To Surface water	Sify does not discharge any water outside its premises.	
-No treatment		
-With treatment (please specify level of treatment)		
(ii) To Groundwater		
-No treatment		
-With treatment (please specify level of treatment)		
(iii) To Seawater		
-No treatment		
-With treatment (please specify level of treatment)		
(iv) Sent to third parties		
-No treatment		
-With treatment (please specify level of treatment)		
(v) Others		
-No treatment		
-With treatment (please specify level of treatment)		
<b>Total water discharge (in KL)</b>		

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No assessment, evaluation, or assurance has been carried out by an external agency.



**5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.**

Yes, Sify has implemented a Zero Liquid Discharge (ZLD) mechanism in 100% of its offices, ensuring that no water is discharged from its facilities. Instead, water is recycled and utilized for various purposes, such as gardening. Alongside ZLD, Sify also adopts water conservation measures like rainwater harvesting, further enhancing its sustainability efforts. Rainwater is harvested and utilized to fulfil various water needs within the premises, reflecting its commitment to responsible water management practices.

**6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:**

Parameter	Please specify unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
NOx		Sify is not into manufacturing, hence it is not applicable.	Sify is not into manufacturing, hence it is not applicable.
Sox			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others - please Specify			

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

NA



**7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:**

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	2954.90	2412.50*
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	244578.79	256958.88
<b>Total Scope 1 and Scope 2 emissions intensity per rupee of Turnover</b> (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations)	Metric tonnes of CO2 equivalent	69.43	77.65*
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		1555.28**	1739.29**
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>		NA	NA
<b>Total Scope 1 and Scope 2 emission intensity (optional)</b> - the relevant metric may be selected by the entity		-	-

\*The percentage reported in the previous year has been revised.

\*\*PPP: INR Revenue X PPP Factor (US\$/INR)

PPP Factor = 22.4; World Economic Outlook (April 2024) - Implied PPP conversion rate (imf.org).

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

No assessment, evaluation, or assurance has been carried out by an external agency.

**8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.**

Sify takes several measures to reduce its GHG Emissions and some of them are mentioned below:

- a) Sify has signed a PPA (power purchase agreement) with a vendor for the purchase of 231 MW of renewable energy, including Solar & Wind energy. A total of 73 MW of renewable energy has been adopted by Sify till March 2024.
- b) Sify aims to reduce its GHG emissions by 29% by FY 2025, adhering to ASHRAE guidelines.
- c) All DC projects are designed to increase PUE (Power Usage Effectiveness) & WUE (Water Usage Effectiveness) to further reduce the overall carbon footprint of Sify.

9. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	-	-
E-waste (B)	10.42	22.54
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	210.79	148.00
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G) (Discarded Lube waste, mechanical, DG and service oils)	27.99	26.12*
Other Non-hazardous waste generated (H). Please specify, if any.	96.47	33.62
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>345.66</b>	<b>230.28</b>
<b>Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) (Tonnes/crore)</b>	0.10	0.07*
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)</b>	2.17**	1.54**
<b>Waste intensity in terms of physical output</b>	NA	NA
<b>Waste intensity (optional) - the relevant metric may be selected by the entity</b>	-	-

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>For each category of waste generated, total waste recovered through recycling, re-using, or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	-	-
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations (Through authorised vendors)	345.66***	230.28***
<b>Total</b>	345.66	230.28

\*The percentage reported in the previous year has been revised.

\*\*PPP: INR Revenue X PPP Factor (US\$/INR)

PPP Factor = 22.4; World Economic Outlook (April 2024) - Implied PPP conversion rate (imf.org).

\*\*\*Sify has tied up with government-authorized recyclers identified for hazardous, non-hazardous, and battery waste who lift this waste on a pre-determined cycle and certify to both content and weight.

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No assessment, evaluation, or assurance has been carried out by an external agency.

**10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your Company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.**

Sify primarily manages waste generated from batteries and e-waste, as it operates as a digital service provider without manufacturing physical products. The waste is either recycled or disposed of in accordance with government guidelines through authorized vendors after reaching the end of its useful life. Additionally, Sify produces a small amount of hazardous waste, such as discarded lubricants, diesel generator (DG) waste, and service oils. These hazardous materials are carefully handled, stored, and disposed of in compliance with established norms and regulations set by government authorities.

11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

S. No.	Location of operations/offices	Type of Operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1.	Cable landing station in Versova	Sub-sea cable landing station	Yes
2.	Cable landing station in Chennai	Sub-sea cable landing station	Yes

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
NA					

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

S.No.	Specify the law / regulation/guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Yes, Sify is compliant with all the applicable environmental Laws, Regulations and guidelines in India. Our commitment to environmental stewardship is reflected in our proactive efforts to adhere to legal requirements and uphold the highest standards of environmental responsibility across our operations.				



## Leadership Indicators

1. Water withdrawal, consumption, and discharge in areas of water stress (in kilolitres):  
For each facility / plant located in areas of water stress, provide the following information:

(i) Name of the area:

(ii) Nature of operations:

(iii) Water withdrawal, consumption, and discharge in the following format:

None of the facilities of Sify fall in the areas of water stress.

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	Nil	Nil
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
<b>Total volume of water withdrawal (in kilolitres)</b>		
<b>Total volume of water consumption (in kilolitres)</b>		
<b>Water intensity per rupee of turnover (Water consumed/turnover)</b>		
<b>Water intensity (optional) - the relevant metric may be selected by the entity</b>		
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into Surface water	Nil	Nil
-No treatment		
-With treatment - please specify level of treatment		
(ii) Into Groundwater		
-No treatment		
-With treatment - please specify level of treatment		
(iii) Into Seawater		
-No treatment		
-With treatment - please specify level of treatment		

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(iv) Sent to third-parties	Nil	Nil
-No treatment		
-With treatment - please specify level of treatment		
(v) Others		
-No treatment		
-With treatment - please specify level of treatment		
<b>Total water discharge (in kilolitres)</b>		

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

NA

**2. Please provide details of total Scope 3 emissions & its intensity, in the following format:**

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	The Scope 3 emissions have not been assessed in the reporting financial year. However, Sify strives to calculate the same in the coming financial years as part of our ongoing efforts to enhance our environmental sustainability practices.	The Scope 3 emissions have not been assessed in the reporting financial year.
<b>Total Scope 3 emissions per rupee of turnover</b>			
<b>Total Scope 3 emission intensity</b> ( <i>optional</i> ) - the relevant metric may be selected by the entity			

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

NA

**3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.**

Not applicable, as Sify does not have any operations in ecologically sensitive areas.

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

S.No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Renewable energy adoption such as Solar and Wind energy	Sify has signed a Power Purchase Agreement with M/s Vibrant Energy for procuring Renewable Power (Solar and Wind Energy). Apart from this, Sify has also procured RE Power from third party open access.	Reduction in carbon footprint of Sify.
2.	Carbon Credits and Carbon Off-settings	For Bangalore, Sify has procured 7.24 MU RE Units in FY 2023-24 (till August-23). For Rabale, Sify has procured 55.36 MU RE Units in FY 2023-24 (Till August-23).	In Bangalore, 7.24 MU RE Units has been procured, which is equivalent to 5134 MT of Carbon Dioxide (CO <sub>2</sub> ) off-setting. In Rabale, 55.36 MU RE Units has been procured, which is equivalent to 39234 MT of Carbon Dioxide (CO <sub>2</sub> ) off-setting.
3.	Data Monitoring and Reporting	Implemented a system to regularly monitor and measure emissions, track progress, identify areas for improvement, and transparently share data.	The sources of high energy and emissions have been identified, and initiatives are being taken to reduce them.
4.	Reducing waste intensity	Sify disposes of all its waste (E-waste, Battery waste, Hazardous & Non-hazardous waste) through certified vendors.	Sify achieved zero waste on the ground and proper disposal of all the waste as per the norms.
5.	Educational and Awareness Programs	Conducted training programs to raise employee awareness about the importance of reducing the Sify's carbon footprint and overall environmental impact.	Enhanced individual contributions to reducing environmental impact by fostering awareness and knowledge.
6.	Waterproofing System	Developed an integrated water-proofing system with advanced features to provide early warnings of potential failures and prevent water leakages.	Successfully addressed water leakage issues in traditional roofing and legacy buildings.

**5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.**

Sify places utmost importance on its commitment to customers and societal responsibilities, recognizing the significant impact it has on stakeholders and the environment. Specifically, within its Data Center co-location services, Sify diligently upholds business continuity standards, ensuring alignment with all regulatory, operational, and civic requirements. Through a meticulously crafted Business Continuity Management system, SIFY continually strives for enhancement, embracing innovative technologies to bolster resilience. This proactive approach enables Sify to navigate evolving sustainability challenges seamlessly, fostering a culture of adaptability and preparedness. The disaster management strategy is also integrated into Sify's Business Continuity Management System (BCMS).

**6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.**

NA

**7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.**

NA



### Essentials Indicators

**1. a. Number of affiliations with trade and industry chambers/ associations.**

The number of affiliations with trade and industry chambers associations are 11 in number.

**b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.**

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1.	CII (Confederation of Indian Industries)	State & National
2.	ASSOCHAM (Associated Chambers of Commerce and Industry of India)	National
3.	IMA (Indian Management Association)	National
4.	ISPAI (Internet Service Providers Association of India)	National
5.	MMA (Madras Management Association)	State
6.	ICT Academy (Information Communication Technology Academy)	State
7.	NIXI (National Internet Exchange of India)	National
8.	NASSCOM (National Association of Software and Service Companies)	State & National
9.	USIBC (U.S.-India Business Council)	International
10.	IOD (Institute of Directors)	International

**2. Provide details of corrective action taken or under way on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.**

Name of authority	Brief of the case	Corrective action taken
NA		



## Leadership Indicators

### 1. Details of public policy positions advocated by the entity:

S. No.	Public Policy Advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/Half yearly/Quarterly/Others-please specify)	Web Link, if available
1.	Data centre policy of state governments, and data protection of the State governments and Governance and compliance of listed entities	Industry participation, Business forums, govt interview discussion forums and govt bulletin boards	No	NA	NA

### Principle 08



Businesses should promote inclusive growth and equitable development

## Essential Indicators

### 1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
None					

### 2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

S.No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
NA						



### 3. Describe the mechanisms to receive and redress grievances of the community.

Sify has established a robust and transparent mechanism to receive and address community grievances effectively. Individuals can lodge complaints by emailing to corporate.communications@sifycorp.com. This email address serves as the primary channel for receiving community grievances. Additionally, complaints can also be directed to investor.relations@sifycorp.com and praveen.krishna@sifycorp.com for further assistance and resolution. Other than this, complainants can also reach out through social media, or call customer care centres.

### 4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Directly sourced from MSMEs/ small producers	10%	7%
Directly from within India	100%	100%

### 5. Job creation in smaller towns - Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Location	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Rural	Nil	Nil
Semi-Urban	Nil	Nil
Urban	Nil	Nil
Metropolitan	100%	100%

*(Place to be categorized as per RBI classification system - rural / semi - urban / urban / metropolitan)*

## Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Details of negative social impact identified	Corrective action taken
NA	

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

S.No.	State	Aspirational District	Amount Spent (In INR)
None			

3.(a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)

No

(b) From which marginalized /vulnerable groups do you procure?

NA

(c) What percentage of total procurement (by value) does it constitute?

NA

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

S. No.	Intellectual Property based on traditional knowledge	Owned Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating benefit share
NA				

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Name of authority	Brief of the Case	Corrective action taken
NA		

## 6. Details of beneficiaries of CSR Projects:

S.No.	CSR Projects	No. of persons benefitted from CSR Projects*	% of beneficiaries from vulnerable and marginalized groups
1.	Raju Vegesna Foundation, Visakhapatnam	-	100%
2.	Sri Venkateswara institute of Research and Rehabilitation for the disabled trust, Dwaraka Tirumala	-	100%
3.	Voluntary Health Services, Chennai	-	100%
4.	Sri Hanuman Mani Education & Culture Trust	-	100%

\* This year collation of data w.r.t. 'No. of persons benefitted from CSR Projects is not feasible'.

### Principle 09

Businesses should engage with and provide value to their consumers in a responsible manner

### Essentials Indicators

#### 1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Mechanism of service Support	Indicators for level of service	Description	Responsibility	Tools	Current State (April 22- March 23)	Current State (April 23- March 24)	Roadmap	
1. Email-	Default Mechanism of reporting service interruptions to respective Commissioning Management Services (CxMs) and Personnel according to Escalation Matrix	MTTR (Mean time to Repair)	Maintenance metric that measures the average time required to troubleshoot and resolution of the raised service concern	SOT (Security of Things)	ServiceNow	The average MTTR is 60%	68%	Target-75% 1.Auto-notification to the Fiber team on the Fiber down alert. 2.Contact details updated to reduce the time taken for first-level troubleshooting. 3.Imparting regular training to field engineers to improve their skills. 4.Automatic closure of tickets if the link is restored in 15 minutes with uptime logs. 5.Moving the ticket immediately to be technically resolved to save time taken by an engineer before resolving the ticket.

Mechanism of service Support		Indicators for level of service	Description	Responsibility	Tools	Current State (April 22- March 23)	Current State (April 23- March 24)	Roadmap
2. One on One Calls	Mechanism followed by customers Post ticket Logging for following up on the same	Fault Circuit rate	Customer's enquiry regarding grounds of service unavailability (interruption, degradation, failure etc.) including all mentioned in the Service level agreement (SLA).	SOT	Fault circuit rate: Number of tickets/Number of links	The fault circuit rate for the year is 12.5%.	13.42%	Target-11 % Working on service improvement plans for different problem categories. 1. Base station backhaul stabilization. 2. Basestation power. 3. Last-mile strengthening. 4. Wireless to wired migration.
3. Akaash Portal-	Ticket logging using provided credentials, tracking progress, service restoration status, ticket closure visibility upon resolution and intimated via email	SR (Service Request) login process - ease of logging a case	Number of Sify side tickets/ Number of links	SOT	Ease of logging a case for customer- a. NMS (automated) b. Aakash Portal. c. Email. d. Phone calls.	Percentage of tickets raised through different channel: NMS-57% Web-30% Email-8% API-4% Phone-1%	Percentage of tickets raised through different channel: NMS-57% Web-31% Email-8% API-3% Phone-1%	Target-8% Mostly are still raised through email and 1% through phone. Further improvement scope: Educating customers to use our Sify's Aakash self support portal and IVR (Interactive Voice Response)/WhatsApp.
4. Whatsapp bot-	Seldomly used platform for raising ticket and running ticket status in emergency case.							

**2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:**

	As a percentage of total turnover
Environmental and social parameters relevant to the product.	As Sify is into providing services, the disclosure mentioned here are not applicable to it.
Safe and responsible usage	
Recycling and/or safe disposal	

3. Number of consumer complaints in respect of the following:

	FY 2023-24 (Current Financial Year)		Remarks	FY 2022-23 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	Nil	Nil	-	Nil	Nil	-
Advertising	Nil	Nil	-	Nil	Nil	-
Cyber-security	Nil	Nil	-	Nil	Nil	-
Delivery of essential Services	Nil	Nil	-	Nil*	Nil	-
Restrictive Trade Practices	Nil	Nil	-	Nil	Nil	-
Unfair Trade Practices	Nil	Nil	-	Nil	Nil	-
Others	Nil	Nil	-	Nil	Nil	-

\* The percentage reported in the previous year has been revised.

4. Details of instances of product recalls on account of safety issues:

	Number	Reasons for recall
Voluntary recalls	Nil	NA
Forced recalls	Nil	

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes, Sify has a comprehensive framework and policy to address cybersecurity and data privacy risks. It includes encryption protocols, access controls, incident response procedures, and regular audits. While not available via web link, it's internally disseminated and regularly updated to tackle emerging threats and compliance needs.

**6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.**

No such incidents have been reported in the reporting period. Hence, no corrective actions have been taken or are underway regarding issues related to advertising, delivery of essential services, cyber security, data privacy of customers, product recalls, or regulatory penalties.

**7. Provide the following information relating to data breaches:**

**a) Number of instances of data breaches**

Nil

**b) Percentage of data breaches involving personally identifiable information of customers**

NA

**c) Impact, if any, of the data breaches**

NA



## Leadership Indicators

### 1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

The channels and platforms where information on the products and services of the entity can be accessed include the following Website and Social Media links:

- <https://www.sifytechnologies.com>
- <https://www.sifytechnologies.com/investors>
- <https://www.sifytechnologies.com/SEC>
- WhatsApp - 1800 419 2929
- <https://in.linkedin.com/company/sify>

### 2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

Sify has taken proactive steps to inform and educate consumers about safe and responsible usage of products and/or services. The Environmental, Health, and Safety (EHS) Policy and Procedures have been circulated and prominently displayed to all concerned partners. This ensures that consumers are informed about the safe and responsible usage of our products and services, as well as any changes or updates to relevant policies.

### 3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

To keep consumers informed about any risks of disruption or discontinuation of essential services, we have established efficient mechanisms. In the event of an unintended disruption, Sify promptly notifies customers via email and phone calls within hours of identifying the issues. Additionally, prior to planned disruptions, emails are sent to the clients with a list of machinery management cycles.

### 4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable). If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

The entity does not display product information beyond what is mandated by local laws; hence, it is marked as "NA". However, it's important to note that an annual customer satisfaction survey was conducted.









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