ACUITY
KNOWLEDGE PARTNERS

SCALING NEW HEIGHTS

ESG REPORT 2023

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MESSAGE FROM OUR CEO

Dear Stakeholders,

Acuity Knowledge Partners (Acuity) stands at the forefront of providing bespoke research, analytics, and technology solutions to the financial services sector, with a client-base encompassing asset managers, corporate and investment banks, private equity and venture capital firms, hedge funds, and consulting firms. This year marks our inaugural publication of the Acuity Sustainability Report, highlighting our commitment to playing our role in building a sustainable future.

Our formal ESG journey began in 2022, driven by a profound responsibility towards our customers, employees, and stakeholders. This foundational Sustainability Report embodies our vision to lead in sustainable business practices; a vision built on years of championing 'green' practices, nurturing a culture of environmental stewardship, and leading the industry in creating a positive work environment, where diversity, equity, and inclusion are foundational pillars. We envision the integration of ESG principles into our business operations, aiming to generate long-term value while mitigating business risks. Our sustainability commitment extends to fostering a workplace environment that attracts and retains talent. Key accomplishments in this space include the launch of our Net Zero road-map in 2022, which will significantly help to reduce our Scope 1, 2, and 3 emissions. With a GHG Inventory in place, we have already committed to the SBTi Net-Zero Standards and to setting a robust emissions reduction target at the pace and scale required by climate science. We have joined the Business Ambition for 1.5°C campaign - the world's largest and fastest-growing group of companies that are aligning with 1.5°C by helping to halve global emissions by 2030. Our company's alignment to sustainability is evident from our commitment to the Science Based Targets initiative (SBTi), being a signatory to the UN Global Compact and our partner's 'We Mean Business'.

Moreover, since the beginning of 2024, Acuity has been actively reducing its carbon footprint through initiatives such as transitioning our passenger fleet to electric vehicles, pivotal in our journey towards achieving net-zero emissions by 2050.

While we are proud of our progress, Acuity continues to pursue strategies aimed at further reducing energy consumption and greenhouse gas emissions across all operational facets. Recently, we conducted a materiality assessment to align our sustainability strategy with stakeholder priorities and business practices.

Integral to our sustainability commitment is advancing diversity and inclusion practices within our organization, evidenced through initiatives like diverse hiring practices, robust employee training and development programs, and collaboration with diverse suppliers, reinforcing our dedication to responsible supply chain management.

Recognizing our interconnectedness with the communities we serve and the ecosystems we inhabit, Acuity embraces a holistic approach to corporate social responsibility. Through various community projects, we have positively impacted the lives of over 40,000 individuals across diverse communities.

Looking ahead, Acuity remains steadfast in its pursuit of sustainable growth, aiming to empower people and foster community development. We are committed to delivering value to our customers and society through impactful initiatives and expanding our decarbonization efforts in collaboration with stakeholders and partners.

At Acuity, we believe that embracing ESG principles isn't just a responsibility—it's the ethical and imperative way forward for businesses committed to sustainable impact at scale, and for building a firm that we can all be proud of.

Robert King
Chief Executive Officer

SUSTAINABILITY HIGHLIGHTS

Scope 1&2 in 2023 reduced by

30%

as compared to those in 2019

Emission intensity per employee reduced from 2.7 tCo2e in 2019 to

1.2 tCo2e

in 2023

Gender Diversity increased from in

29% to 36%

5 years
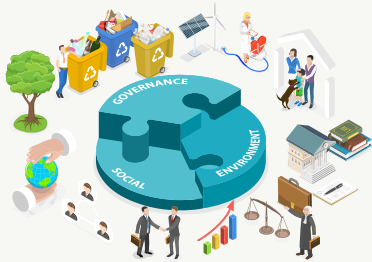
Projects are impacting 5 UN SDGs; through 13 active CSR Projects, implemented by 12 NGO Partners, across 6 states

8,000

trees planted

Net Zero

by 2050 target set

Average age is 31 years with

95%

of the workforce representing Gen Y and Z

Impacted over

40,000

lives through CSR projects in education, employability, and environmental sustainability

ABOUT ACUITY

Acuity Knowledge Partners (Acuity) is the world's leading provider of bespoke research, analytics, and technology solutions to the financial services sector, including asset managers, corporate and investment banks, private equity and venture capital firms, hedge funds and consulting firms.

Acuity is headquartered in London and operates from 10 locations worldwide. Our global network of over 6,000 analysts and industry experts, combined with proprietary technology, supports more than 600 financial institutions and consulting companies to operate more efficiently and unlock their human capital, driving revenue higher and transforming operations.

We are a private equity and employee-owned company with robust financials, strong growth, and a stable senior team. With a 22-year track record, we support many of the world's leading financial institutions. In September 2022, we acquired Cians Analytics, taking our total number of employees to 5,900. In 2023, Permira, a global investment firm founded in 1985 in Europe, acquired a majority shareholding in Acuity.

Our Purpose

We EMPOWER our clients to drive revenues higher. We INNOVATE using our proprietary technology and automation solutions. Finally, we enable our clients to TRANSFORM their operating model and cost base.

Our Mission

We aim to be the long-term leaders in our chosen field and a great company to work for, by:

- Focusing on Financial Services Clients

- Having domain expertise in our chosen areas

- Being recognised for our technology and AI-led solutions

- Maintaining the highest standards of work and engagement with our clients

- Being a success story to be proud of

- Providing Career Growth and Opportunity

- Investing in our employees

- Being a Management team that cares.

Nearly two decades of experience serving global financial services industry.

We listen carefully and work in a consultative fashion. This creates a competitive edge which is truly sustainable.

Our global talent-pool of subject matter experts understands the context of client challenges.

Our proprietary suite of technology and AI tools helps clients differentiate in the market.

Global platform of onshore and offshore delivery centers enables us to service clients 24x7.

How our scale benefits our clients

Acuity Knowledge Partners (Acuity's) scale and continued success create a flywheel effect, benefiting our business, clients, and employees. Through:

- Creating Economies of Scale: Competitive pricing, flexibility for clients; growth and career opportunities for our staff.

- Attracting More Clients: Leverage industry best practices to continuously enhance service quality for all clients.

- Having Best-in-Class Delivery: Combining the best people, processes, and technology to deliver top-quality output for our clients.

- Being #1 Financial Service KPO: Serving 600 clients with 5,900 employees, providing scale, experience, and expertise

- Having the Ability to Invest: Unmatched industry investment in technology, infrastructure, training, information security, and compliance.

- Attracting the Best Clients: Our client-base and employee offerings attract and retain market-leading clients

Why We Are the Financial Services Industry's Choice

- Total Strategic Focus: We are dedicated exclusively to financial sector clients.

- Unrivalled Industry Knowledge: Serving 600 financial services clients, we possess unmatched expertise in industry best practices.

- Leading Investment: We invest more in training and technology than any other KPO.

- Innovative Technology: We are the only KPO with mobile app capabilities.

- Employee Ownership: With 20% of our staff holding equity interests, we maintain low attrition rates.

- Expertise: Our domain and product experts have extensive front-office financial services experience.

- Economies of Scale: Our scale allows us to deliver the best service at the best price.

Our Presence

Across major global financial centres, seven offshore delivery centres in six cities, present in all timezones

San Jose
Spanish and Portuguese language support

London

New York
Philadelphia

San Francisco

Houston   Miami

Beijing
Japanese, Mandarin and Korean language support

Gurgaon

Dubai   Pune
Hong Kong
Bangalore

Colombo
Sizable and unique CFA talent pool

Sydney

- Business development offices   ● Delivery centres

WHAT IS MATERIAL TO US?

We conducted a peer benchmarking study to identify, evaluate, and prioritize environmental, social, and governance (ESG) issues that are most important to our stakeholders and relevant to our industry. We ensured these covered internal and external stakeholders and validated the same through interviews with Senior Leadership to arrive at the following Material issues. These Material issues enable us to compare our performance and priorities against peers, helping us align with or differentiate from industry standards and stakeholder expectations.

The Materiality issues have been sorted under three tiers; Tier 1 having high impact and importance, Tier 2 with medium impact and importance and Tier 3 having relatively low impact and importance. Here's a breakdown our Materiality issues under E, S and G:
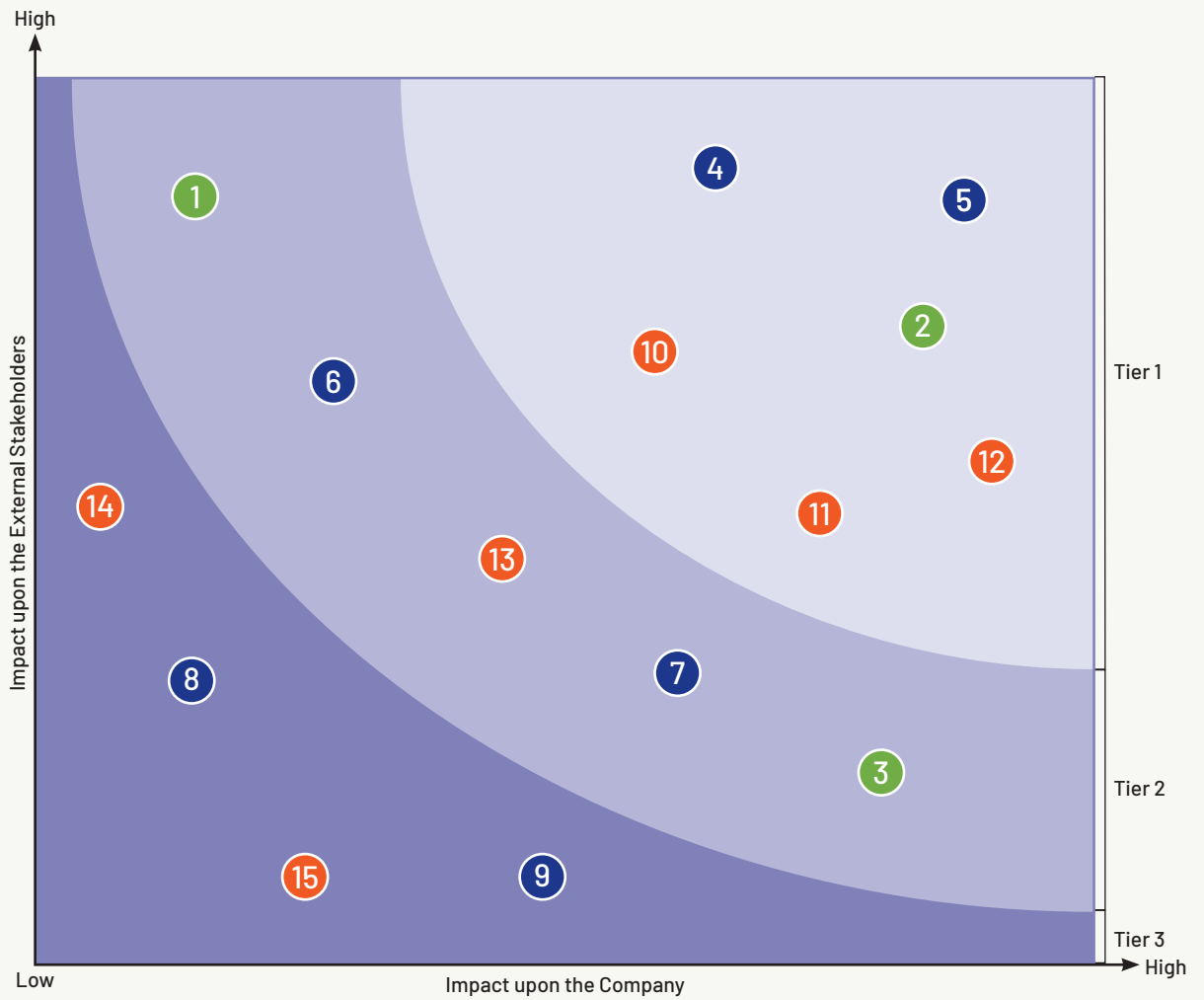
Environment
1. Energy Management
2. GHG Emissions
3. Corporate Social Responsibility

Social
4. Attract and Retain Talent
5. Client Satisfaction
6. Diversity Equity and Inclusion (DEI)
7. Human Rights
8. Employee Engagement, Training and Upskilling
9. Supplier Diversity

Governance
10. Corporate Governance and Business Ethics
11. Data Security
12. Risk Management
13. Health, Safety and Well Being
14. Water and Waste Management
15. Supply Chain Management

STAKEHOLDER ENGAGEMENT

Our stakeholders are essential to our success and sustainability, as they bring diverse perspectives, resources, and support across several areas. By actively engaging and managing stakeholders, we are better positioned to meet both our business objectives and the broader societal expectations.

Stakeholder Group	Belongs to vulnerable groups?	Purpose and scope of engagement
Investors, lenders & the Board	No	• Environmental commitments and disclosure • High standards of ethics and integrity • Informed risk taking and sound corporate governance • Profitable organic and inorganic growth (vis acquisitions and investments.
Financial Investors & Portfolio Managers & Banks	No	• Data & cyber security • Spend on climate change and related programs • Integrated solutions with climate risk assessment capabilities
Governments, Regulators & Policy influencers	No	• Engagement with regulators on issues of public policy
Employees and Communities	Yes	• Attractive job (content, security, career advancement and development opportunities) • Employee L&D • Employee well-being programs in times of virtual environment and work environment safety • Investment in D&I (people of colour, women and under privileged).
Suppliers	Maybe	• Long term contracts to ensure sustainable demand • On time payment of invoices • Regular communication to ensure climate change resilience • Operationalise responsible sourcing and awareness on supplier code of conduct.
Clients & Customers	Maybe	• Reference to a leading bespoke research solutions provider • Bring Acuity value in practices, methodologies, technology etc. • Innovative product offerings (BEAT) • Compliment in digital and automation space and transformational benefits • Integrated data & analytics capabilities with deep domain

OUR COMMITMENT TO SUSTAINABILITY

At Acuity, we have a comprehensive approach to Sustainable Value Creation, structured into three main areas:
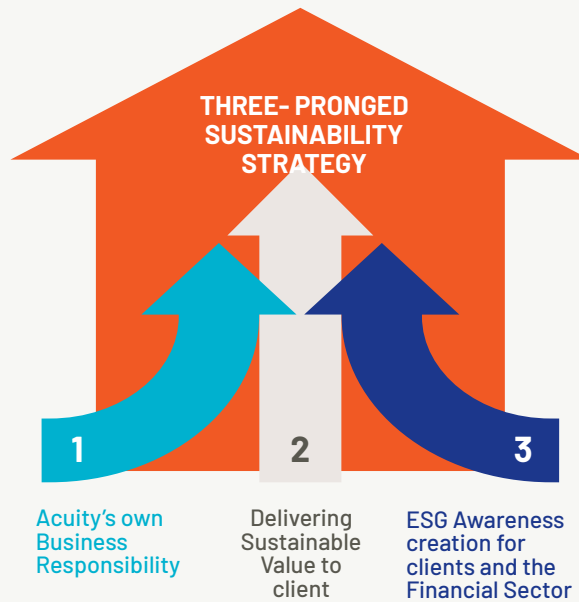
Business Responsibility in our operations:

- Sustainable Operations: We integrate sustainable practices within our operations by focusing on reducing carbon emissions, minimizing waste, and implementing innovative recycling programs.

- Community Engagement: We actively invest in local communities, promoting entrepreneurship among women, supporting scientific and technical education, and contributing to environmental sustainability and village development.

- Inclusivity and Diversity: We foster a culture of inclusivity and diversity, ensuring equal opportunities for all employees.

Delivering Sustainable Value to Clients:

- ESG Solutions: At Acuity we deliver comprehensive ESG (Environmental, Social, and Governance) solutions tailored to various industry sectors, including renewables. This includes ESG research, advisory tasks, and climate change support.

- Customized Research: Our ESG analysts conduct in-depth research and analysis, develop frameworks, create models, and offer insights through reports and presentations. They also provide support in opportunity assessment, risk analysis, climate financing, and ESG disclosures.

- Sustainable Finance and ESG Support: Our service offerings span sustainable finance, ESG support for private markets, green loans, ESG lending, energy and utilities research, and RFP support for ESG data and analytics.

- AI and NLP Integration: We are expanding our ESG franchise with AI- and NLP- driven solutions to enhance our offerings.

Awareness Creation for the Financial Sector (customers and non- customers alike):

As a knowledge company serving the financial sector, we are committed to staying at the forefront

THREE- PRONGED SUSTAINABILITY STRATEGY

1 Acuity's own Business Responsibility

2 Delivering Sustainable Value to client

3 ESG Awareness creation for clients and the Financial Sector

of all that is relevant for financial services, including asset managers, corporate and investment banks, private equity and venture capital firms, hedge funds, and consulting firms.

We provide actionable knowledge and information through a wide range of resources, including white-papers, insights, blogs, playbacks, videos, newsletters, our ESG newsletters, and the ESG podcasts. These resources are free for all and a huge repository that can be accessed by anyone to be informed and equipped with the insights they need to make strategic decisions.

Our support areas cover the entire spectrum of financing products along the sustainable financial investment life-cycle. We play a vital role as a valued partner for investment banks, providing thought leadership, research and analytics as they embark on meeting the growing demand for sustainable financing. We're collaborating with financial services businesses to accelerate transformation by recognizing and managing risks in novel ways, as well as discovering new opportunities, so they can make smarter decisions faster. We help companies measure complete long-term value to support the right projects and innovations and convey a compelling story.

This Report is our introductory ESG Report, prepared in accordance with GRI Standards 2021. It covers the ESG principles, initiatives and performance of our operations. It contains information pertaining to the Financial year 1st January to 31st December, 2023; unless otherwise stated.

AWARDS & RECOGNITION

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climate action
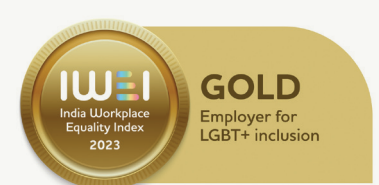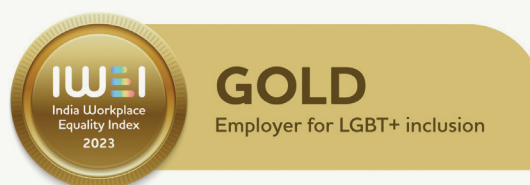
DELIVERING IMPACTFUL SOLUTIONS

In our industry, Greenhouse gas (GHG) emissions are primarily generated from travel, air-conditioning, use of refrigerants, electricity consumption and emissions in our supply chain.

GHG emissions are a major environmental concern for all industries because they intensify the greenhouse effect, leading to rising global temperatures, melting polar ice, sea-level rise, extreme weather events, and disruptions to ecosystems. Reducing GHG emissions is critical to limiting global temperature increases and preventing severe climate impacts. At Acuity, we are taking numerous initiatives both in our operations as well as through our CSR initiatives to contribute to climate mitigation.

GHG emissions- Scope 1 and 2 in tCO$_2$e

- Scope 1 Fuel
- Scope 1 Refrigerants
- Scope 1 Passenger vehicles
- Scope 2 Electricity
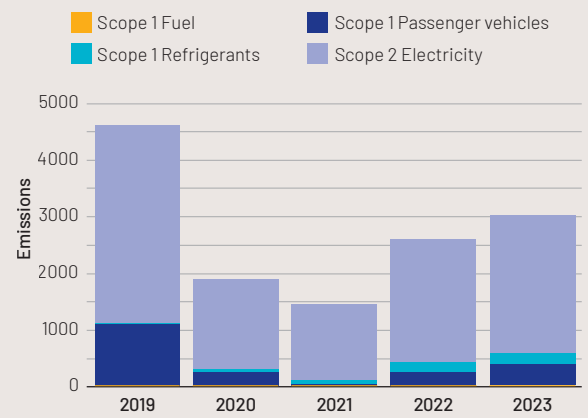
Post-covid Scope 1&2 emissions (2023) are lower by 30% compared to pre-Covid levels (2019):

- Fuel consumption has reduced by 41.2%
- Emissions from passenger vehicles have gone down by 65%

SUPPLY CHAIN SUSTAINABILITY

At Acuity, we understand that our commitment to ethical, sustainable, and responsible business practices extends beyond our direct operations to our entire supply chain. We strive to work with suppliers who share our values and adhere to high standards of social, environmental, and economic responsibility. By doing so, we aim to create a positive impact that extends beyond our organization.

We have a Supplier Diversity Policy that strives to strengthen the communities in which we operate. We provide opportunities to small, minority-owned, women-owned, disadvantaged/disabled, veteran owned and LGBTQA business enterprises that satisfy our procurement and contractual standards. Our sourcing departments are encouraged to identify and include diverse suppliers and service providers that demonstrate the ability to add value, provide high-quality goods and services that are competitively priced, reliable, and aligned with our strategic business model.

Emission intensity in tCO$_2$e

- Emissions intensity per employee
- Emissions intensity per thousand USD revenue
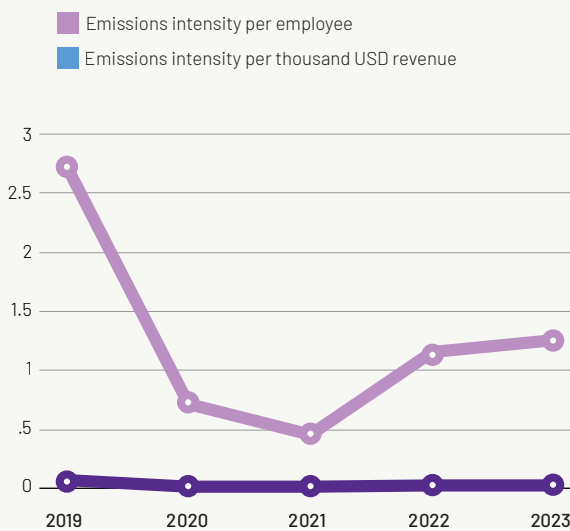
GHG emissions- Scope 3 in tCO$_2$e

- Category 7 (Employee Commute)
- Category 6 (Business Travel)
- Category 5 (Waste generated in Operations)
- Category 4 (Upstream transportation and distribution)
- Category 3 (FERA-WTT Fuel, Electricity and T&D losses)
- Category 2 (Capital Goods)
- Category 1 (Purchased Goods & Services)
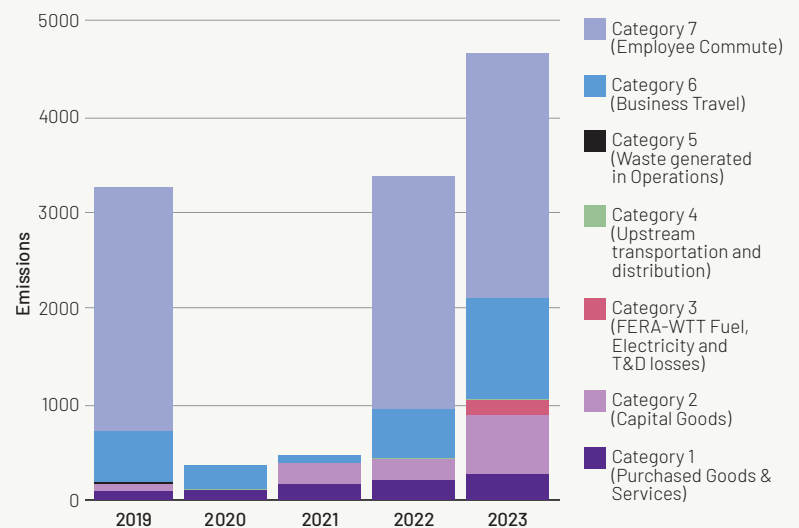
ELECTRIC VEHICLE (EV) PROGRAM

The Programme:

We are transitioning our fleet to electric vehicles in the following stages:

- Employee Commutes and Business Travel: The pilot program aims to transition employee commute and business travel to electric vehicles, starting in 2023.

- Fleet Transition: Evaluate and potentially expand the use of EVs within the company's vehicle fleet.

- Infrastructure Development: Invest in charging infrastructure and support systems for EV adoption.

Benefits and Considerations:

- Emission Reduction: Reduce the company's carbon footprint associated with transportation, contributing to overall emission reduction targets.

- Cost Savings: Potential for long-term savings on fuel and costs.

- Employee Engagement: Enhance employee engagement by supporting sustainable practices and offering incentives for EV use.

- Operational Efficiency: Demonstrate our commitment to innovation and sustainability in its operations.

ELECTRIC VEHICLE PROJECT

Transitioning to Electric Vehicles (EV) as Part of Our Net Zero Strategy

Overview:

In our ongoing effort to achieve net zero emissions and fulfill our commitment to the Science Based Targets initiative (SBTi), we have launched a pilot program to transition our fleet of passenger vehicles to electric vehicles (EVs). This initiative represents our first concrete action following our SBTi pledge and underscores our dedication to aligning our operations with our sustainability objectives

Pilot Program:

During the pilot phase, we conducted a trial covering approximately 6,000 kilometers using EVs, yielding impressive results:

- Over 50% Savings: Compared to conventional fuel-powered vehicles, the EV fleet resulted in more than 50% savings on fuel and maintenance costs.

- No Transition Costs: The pilot was carried out without any additional transition costs, making it an efficient and cost-effective step in our broader sustainability plan.

Key Outcomes:

Environmental Impact: The successful EV transition significantly reduced emissions, advancing our progress toward meeting our Scope 1 and Scope 2 emissions reduction targets.

- Cost Efficiency: The substantial cost savings and operational efficiency demonstrated the financial viability of expanding EV use across our fleet.

- Sustainability Commitment: This pilot reaffirms our commitment to sustainability by directly aligning with our larger goal of reducing carbon emissions throughout our business operations.

Next Steps:

Following the success of this pilot, we plan to scale up the adoption of EVs across our entire fleet, further reducing our carbon footprint and supporting our long-term net zero strategy. This milestone represents a critical step as we explore additional opportunities to decarbonize our operations and lead by example in the journey toward a sustainable future.

15
life on land

15
life on land

ADVANCING ENVIRONMENTAL SUSTAINABILITY THROUGH IMPACTFUL PROJECTS

We acknowledge our role in reducing emissions in our operations and value chain, which is why we have committed to setting science-based targets. We also contribute to climate change solutions by investing in ecosystem revitalization and promoting active citizen engagement for sustainability. Our programs also promote sustainable livelihoods, and the development of adaptive systems for resilient communities.

■ Ecosystem restoration: Enriching ecosystems through initiatives like reforestation.

■ Citizen engagement for sustainability: Cultivating responsible leaders and promoting green education for sustainable action.

■ Sustainable and adaptive livelihood interventions: Tailored to local needs, including value chains and adaptive systems to navigate climate change challenges.

The following NGOs help us to achieve our objectives in the Environment

■ Swechcha   ■ EcoWatch

REVITALIZING BANGALORE

Enhancing Urban Sustainability through Afforestation and Reforestation

Overview:

The main goal of this project is to mitigate the impacts of climate change and global warming in Bangalore and its surrounding areas by establishing bio-diverse carbon sinks and lung spaces through afforestation activities. This initiative aims to restore urban ecosystems, sustain future city growth, and enhance environmental quality.

Background:

Forests, crucial for ecological balance, have declined significantly, with over 60% of the earth's forest cover lost in the past century. In the Indian subcontinent, this trend is exacerbated by increasing demands for resources, urbanization, and infrastructure development. Bangalore is particularly affected by rapid, unplanned growth,

leading to reduced green cover and disrupted hydrological cycles. This environmental degradation has resulted in lower productivity and social issues, such as the migration of peri-urban communities seeking better livelihoods.

Objectives:

■ Increase biodiversity in urban and peri-urban areas through afforestation and reforestation by introducing native flora.

■ Reduce air pollution via carbon sequestration.

■ Improve groundwater quality and water-table through enhanced rainwater percolation.

■ Enrich soil fertility and increase land productivity.

■ Support livelihoods of unskilled labour by involving them in project activities.

Strategy:

■ Identify Problem Areas: Target regions in urban and peri-urban areas requiring intervention.

■ Community Interactions: Engage with local populations to understand their concerns and needs.

■ Design Project Activities: Collaborate with the community to design relevant activities.

■ Implementation: Execute the project with active community participation.

■ Ecological Surveys: Conduct studies to analyse the impact and effectiveness of the project.

Scope of Project:

■ Identify areas at risk of ecological degradation.

■ Prepare and enrich land to facilitate project activities.

■ Select and plant native or indigenous tree species.

■ Implement soil and moisture retention techniques.

■ Undertake planting and ongoing care, including maintenance and monitoring.

Results and Impact:

Activity	Achieved	Qualitative Output	Quantitative Output
Awareness Programmes/ Sessions	04 programmes conducted	Increased community awareness on environmental issues and higher participation in tree planting events	Higher participant engagement and additional local activities planned
Selection of Indigenous Varieties	14 native species selected	Enriched environment with native tree varieties	Increased diversity of indigenous trees in project areas
Land Preparation & Soil Enrichment	Preparation and enrichment completed	Improved soil fertility and macro-climatic conditions	Increased soil N-P-K levels and microbial activity
Pit Making	Completed for planting	Better soil quality and higher plant survival rates	Higher survival rates of indigenous tree varieties

This project highlights the significance of integrated environmental management and community involvement in addressing urban ecological challenges.

Results and Impact:

Objective	Outputs	Outcomes	Indicators of Measurement	Means of Verification
Increase Biodiversity through Afforestation	30% increase in biodiversity; 20 acres of green cover	Strengthened urban ecosystems and enhanced habitat for various species	Diversity of birds, butterflies, insects, aquatic life	Biodiversity Assessment Studies
Reduce Air Pollution through Carbon Sequestration	100 tonnes of CO2 absorbed annually; 300 tonnes of oxygen produced	Creation of a carbon sink and oxygen reservoir for Bangalore	Air quality index; species & age-wise carbon sequestration calculations	Carbon sequestration calculations; Air quality monitoring
Improve Groundwater Quality and Water-Table	50% rise in groundwater levels	Enhanced groundwater recharge and improved soil moisture	Groundwater levels; soil moisture studies	Gravimetric soil moisture studies; groundwater analyses
Enrich Soil Fertility and Increase Land Productivity	25% improvement in soil nutrients; 30% increase in crop yield	Improved micro-climatic conditions and soil productivity	Soil nutrient levels; crop yield measurements	Soil nutrient studies; agricultural yield data
Support Livelihoods of Unskilled Labour	1,800 man-days of employment generated	Improved socio-economic conditions for affected communities	Number of laborers engaged; socio-economic indicators	Labour registers; bank account openings; educational enrollment rates
Application of Organic Manure	Applied to project sites	Improved soil health and plant growth	Increased soil fertility and nutrient absorption	Application of Organic Manure
Moisture Retention	Implemented across sites	Enhanced soil moisture and temperature conditions	Improved groundwater percolation and water availability during summer	Moisture Retention
Tree Planting	3,000 trees planted	Enhanced air quality and urban aesthetics	Carbon reduction of 100 tonnes and oxygen production of 300 tonnes	Tree Planting
Maintenance and Monitoring	Ongoing	Sustained soil quality and better plant growth patterns	Higher plant survival rate and improved soil quality	Maintenance and Monitoring

Lessons Learned:

Challenges and Solutions:

■ Soil Nutrient Deficiency: Initially challenging, resolved through soil analysis by experts.

■ Sourcing Tree Varieties: Successfully procured 14 out of 20 planned varieties.

■ Water Availability: Addressed through enhanced moisture retention measures.

■ Community Engagement: Overcame resistance through grassroots awareness and involving students and youth as change agents.

08
decent work and
economic growth

ENHANCING EVERYDAY LIVES

At Acuity Knowledge Partners, employees are our most valuable resource, and we are deeply committed to fostering a culture that promotes growth, inclusivity, and innovation. We believe that investing in our people is the key to driving excellence and delivering top-tier solutions to our clients. By offering continuous learning opportunities, leadership development programs, and a collaborative work environment, we empower our employees to thrive both professionally and personally. Our team's diverse talents and expertise fuel our success, and we are dedicated to creating a workplace where every individual feels valued, supported, and inspired to reach their full potential.

OUR PEOPLE

1434 employees hired in FY23
(325 from campus)

36.6%
Gender Diversity

Max. employee strength
at Level 1 is **38.6%**

Average global
age - **31 years**

**People Highlights
on a Total employee
base of 5853.**

Level 1 employee
hire **52.5%**

Average global tenure -
3.32 years

Resignation- based
attrition **19.4%**

Manager- employee
ration **1:8**

ESAT Survey Highlights

Acuity Knowledge Partners is dedicated to fostering a safe and thriving workplace where every individual feels valued and respected. As an organization that prioritizes listening, we take our responsibility towards our employees very seriously. We believe in maintaining open dialogue with all our team members and strive to support them throughout their entire journey with us. It is important to us that every employee feels heard and content in their workplace, as their satisfaction is what makes us a great place to work. We have implemented various mechanisms to monitor the pulse of the organization and address concerns promptly and effectively.

Since 2015, we have been systematically tracking Employee Satisfaction through our annual anonymous survey. Our approach involves understanding employee sentiment, outlining action plans, and the implementation of key focus areas. The steadily increasing participation rate clearly reflects the strong engagement and growing trust that our employees have in the process, indicating their confidence in the system's fairness and their belief in its positive impact on the organization.

PARTICIPATION PERCENTAGE
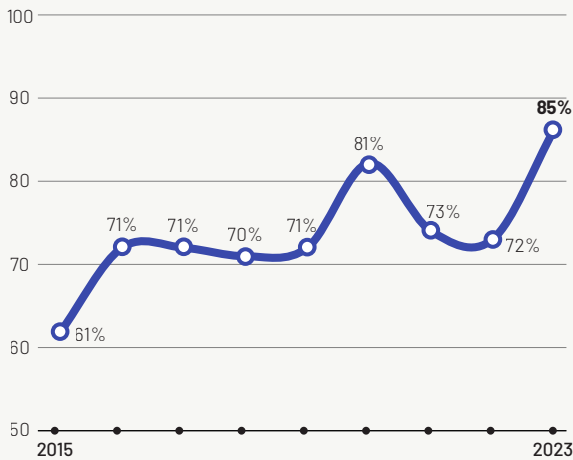
ESAT SCORE
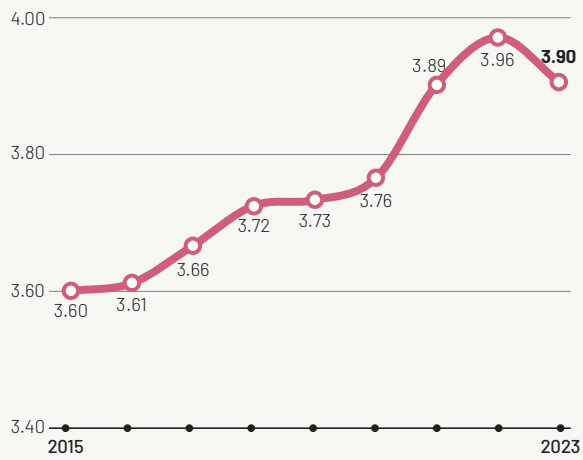
ESAT Score has seen a steady increase over the last 8 years. In 2023, the ESAT score saw a minor decrease of 0.06 from 2022, this change is statistically insignificant. Our top strengths remain the clients that we work for, the work profile and the association with brand Acuity Knowledge Partners.

Key Measures and initiatives

- Increased top-down communication

- Flexibility in work timings instituted with Remote and Hybrid Work policy

- Education Assistance program enhanced

- Infrastructure upgradations in various locations

- Many training initiatives launched to address the learning needs; both online and classroom. People managers trained on team mentoring, coaching and career discussions

- Healthcare Benefits enhanced for employees and their dependants

Our Commitment to Talent and Wellbeing:

At the heart of our success is our exceptional talent. We are dedicated to hiring the best and enabling them to excel in their roles. We prioritize the physical and emotional well-being of our employees and their families.

Work-Life Balance

We support our employees in maintaining a healthy work-life balance, ensuring they are motivated and focused when they come to work. This directly enhances team productivity, creativity, and efficiency.

Our Total Rewards

Acuity aims to provide a holistic experience to its employees which addresses both their financial and non-financial wellbeing. Our total rewards are reasonable and sufficient to attract, retain and motivate employees who have the expertise to run the business successfully. Our total rewards philosophy reflects Acuity's culture and core values of being equitable and reinforcing behaviors and outcomes that are most valued.

Health Care Benefits

- Comprehensive health care coverage ensures employees and their families have access to essential medical services, promoting well-being and productivity.

Tax Efficiency, Retirement & Saving Solutions

- Offering 401(k) plans, pension schemes, or other retirement accounts with tax advantages empowers employees to save for the future while optimizing their current tax liabilities.

Work-life & Convenience Benefits

- Flexible work arrangements, childcare support, and commuter benefits enhance employee satisfaction by fostering a balance between personal and professional life.

Education Assistance Program

- Tuition reimbursement, scholarships, or professional development funding help employees pursue further education and skill-building, contributing to their career growth and satisfaction.

RATE OF RETENTION POST PARENTAL LEAVE

191 — Number of people who took Parental leave

179 (93.7%) — Number of people who returned to work after parental leave ended

118 (61.7%) — Number of people who returned to work after parental leave ended who were still employed 12 months after their return
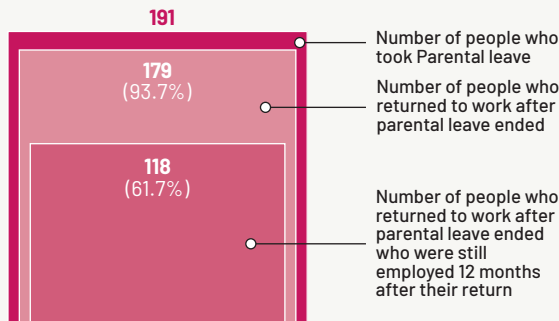
DIVERSITY EQUITY AND INCLUSION

At Acuity Knowledge Partners, Diversity, Equity, and Inclusion (DEI) are at the core of the business, and we celebrate diversity in all forms. As a global organization with nearly 6000 employees, we drive meaningful inclusion and help our people become better versions of themselves. We continue to work towards creating an environment where talented individuals—irrespective of race, gender, ethnicity, or sexual orientation—are engaged, recognized for their contributions, and feel a sense of belonging.

We are deeply committed to fostering an inclusive and diverse workplace where employees draw inspiration from the company's core values. This belief, championed by our CEO, emphasizes the quality of our people and the importance of achieving excellence in a competitive industry. Our CEO consistently reaffirms the company's dedication to upholding these values, creating a workplace that celebrates diversity and inclusion.

As an equal opportunity employer, we strive to build a welcoming environment that respects and embraces individuals from all backgrounds. Diversity is at the heart of our business, and we are fully committed to being an inclusive workforce, with employees representing different cultures, genders, and perspectives. Our mission statement on diversity and inclusion (D&I) reflects this: "Acuity Knowledge Partners is committed to being an inclusive employer that supports diversity in all forms. We respect each other and support our employees to be their authentic selves. Promoting diversity and inclusion is central to our mission of building a great company."

Our DEI Strategy

We focus on three key areas:

1. Understanding DEI:

- Educating employees on the value of DEI for themselves and the organization. Providing DEI training for leaders and managers to build inclusive leadership.

- Creating visibility for diversity-related programs and ensuring employees understand our commitment to diversity.

2. Creating a Great Employee Experience:

- Ensuring all employees feel respected, included, and able to realize their full potential.

- Developing our talent pool and deepening the leadership pipeline.

- Fostering an environment where employees can be their authentic selves.

3. Measuring Progress:

- Holding leaders and managers accountable for advancing DEI efforts.

- Benchmarking achievements through external recognition.

**08**
decent work and economic growth

DIVERSITY, EQUITY AND INCLUSION

At Acuity, we have taken various innovative measures to ensure we can meet the objectives of our Mission and DEI strategy. These include:

The Diversity Council

Our Diversity Council plays an essential role in building a culture that values diversity and fosters innovation, collaboration, and productivity. It defines DEI objectives and creates strategies for promoting inclusion in recruitment, leadership development, and employee retention. Chaired by our global Chief Delivery Officer, the council works closely with the D&I Office to steer DEI initiatives across the organization.

GENDER DIVERSITY
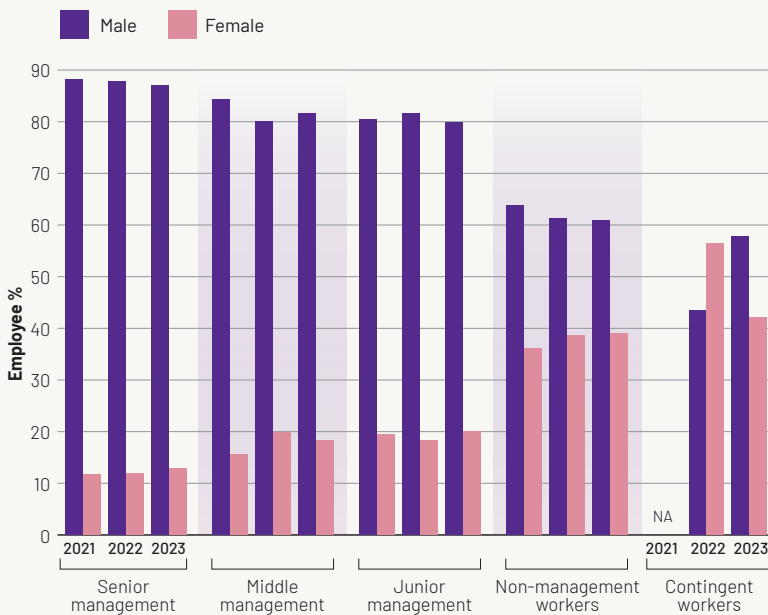
Diversity Networks

Our Diversity Networks are voluntary employee groups that promote a welcoming and inclusive work environment. These networks provide platforms for employees to connect, share experiences, and develop leadership skills. The networks focus on breaking down barriers, creating a more compassionate workplace, and providing a voice to inform leadership on important issues. Our six diversity networks include:

- WIN (Women's Initiatives Network): Aims to support the recruitment, retention, and development of female professionals and address women's issues in the workplace.

- MAGNET (Multicultural Affinity and Growth Network): Promotes cultural awareness and inclusivity across global offices.

- PEP (Parents Encouraging Parents): Supports working parents in balancing career and family responsibilities through knowledge-sharing and resources.

- BRIDGE (Intergenerational Network): Fosters understanding and dialogue among different generations to create a collaborative work environment.

- PRISM (LGBTQI+ Network): Raises awareness of the LGBTQI+ community and promotes allyship within the organization.

- LEAP: Focuses on creating an inclusive environment for persons with disabilities.

We are proud to partner with leading D&I organizations to recruit individuals from under represented groups, including persons with disabilities, members of the LGBTQI+ community, and women. These partnerships help us bring diverse perspectives into our talent pool, driving innovation and growth.

Key Initiatives

- Pride Month: Our PRISM network conducts various activities, including an Allyship Walk and panel discussions to promote LGBTQI+ inclusion and raise awareness.

- Parents Network: Offers sessions on parenting topics such as school admissions, positive parenting, and dealing with exam stress.

- Intergenerational Initiatives: Through the BRIDGE network, we organize events that address generational differences in the workplace and foster collaboration.

Policies to Cater to Diverse Employees

Our policies have been curated to foster a diverse and inclusive workplace for all irrespective of culture, race, color, sex, gender, age, religion, national origin, marital status, sexual orientation, gender identity, gender expression, genetic information, disability, military or veteran status.

Celebrating Diversity

- International Women's Day: We celebrate women's achievements with a series of

events, from leadership talks to self-defence workshops and financial planning sessions.

- Diversity Month: An annual event that reaffirms our commitment to creating a diverse and inclusive workplace, with mandatory DEI training for managers.

Programs for Women

We offer several initiatives to support the career advancement of women, including:

- Step Up: An internship program for women returning to the workforce after a career break.

- RISE: A group mentoring program to provide diverse growth opportunities.

- Project Velocity: A leadership development program for mid-level female managers.

Results and Recognition

- Thanks to our DEI efforts, we have significantly improved our gender diversity, with women now comprising 36% of our workforce, and our average employee age is 31 years. Our DEI initiatives have earned us external recognition, including:

- Top 100 Best Workplaces for Women India 2023 by Great Places to Work.

- Recognition as a "Gold" Employer by the India Workplace Equality Index.

Challenges and Lessons Learned

- Despite our successes, we recognize ongoing challenges. Some employees may not fully relate to the DEI agenda, highlighting the need for continuous education and resources to help them understand the importance of inclusion.

- Additionally, while our Self-ID campaign encourages employees to self-identify as part of a diversity stand, it may take time for individuals to feel comfortable doing so. As we continue our DEI journey, we remain focused on learning from feedback and improving our initiatives.

- At Acuity we are committed to building a diverse, equitable, and inclusive workplace where every employee feels valued and empowered to reach their full potential.

GENERATIONAL DIVERSITY

Gen X Gen Y Gen Z

4.5%

32.3%

63.2%
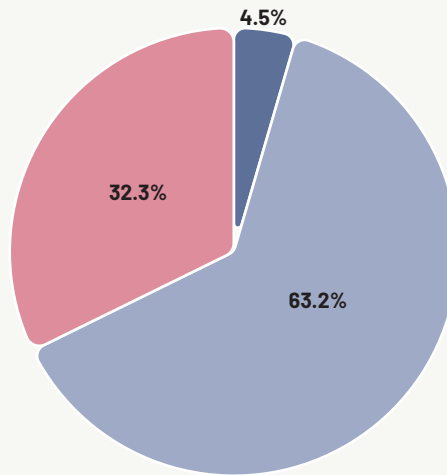
KEY HIGHLIGHTS

- Global average age is 31.0 years
- Highest average age in RoW.
- Maximum employees fall under GenY—63.2%

Culture:

Our work culture at Acuity is defined by our steadfast commitment to our Corporate Responsibility. We champion 'green' practices and strive to lead by example in environmental stewardship, reflecting our deep respect for the planet. At the core of our culture is a dedication to fostering a positive and inclusive work environment where diversity, equity, and inclusion are not just goals but fundamental pillars. We believe that by nurturing a supportive and equitable workplace, we empower our team to thrive, innovate, and contribute meaningfully to our shared mission. Our culture is a blend of proactive environmental engagement and a genuine commitment to creating a work environment where every individual feels valued and inspired.

EMPLOYEE WELLBEING

At Acuity Knowledge Partners, we put our employees first, empowering them to excel. Our motto, "Work Hard, Play Hard, and Be Kind," reflects our belief that employees thrive when the corporate culture aligns with their values and aspirations. We foster a culture of appreciation, celebrate special events, promote work-life balance, and embrace openness, transparency, and each employee's uniqueness. By giving back to society and providing avenues for employees to explore their passions, we create a supportive and engaging work environment.

Employee Well-being & Initiatives

We prioritize work-life balance, recognizing it as key to improving productivity, creativity, and efficiency. Employees are given benefit of annual leave and flexibility of a hybrid work setup. We also focus on the holistic well-being of our team through various health initiatives, including:

- **ReBoot:** Physical wellness sessions like Zumba, fitness training, and mindfulness exercises.

- **Fitness Challenges & Marathons:** Year-round events promoting a happier and healthier workplace.

- **UPLIFT Emotional Wellness Program:** Developed to enhance emotional well-being and reduce burnout, with support during the pandemic through Unleash Possibilities.

- **Mental Health Initiatives:** Including awareness campaigns, counselling services, and tele-consultation for physical and emotional health.

- **COVID-19 Support:** Need-based support to employees and their families during the pandemic.

- **Comprehensive Wellness Programs:** Covering physical and mental health with health camps, check-ups, and educational sessions.

Employee Benefits & Financial Wellness

We introduced a Flex Benefits Program, allowing employees to customize insurance coverage based on their family's needs. Additionally, our financial wellness program offers monthly sessions on investment, tax savings, and retirement planning, designed to alleviate financial stress and enhance well-being.

Transparency & Engagement

Openness and transparency are corner-stones of our culture. We facilitate direct communication between employees and leadership through platforms like town-hall meetings, "Ask Rob" sessions with our CEO, and surveys to gather anonymous feedback. Our Annual Employee Satisfaction Survey offers insights into workplace satisfaction and leadership performance.

Employee Volunteering

At Acuity, we foster a strong culture of employee volunteering, encouraging team members across all locations to dedicate their time, resources, and talents to meaningful causes supported by the company. This initiative not only strengthens our commitment to community impact but also enhances employee engagement, driving productivity, innovation, and a vibrant, positive workplace culture.

Celebrating Success & Employee Engagement

We believe happy employees are essential to success. Our employee engagement programs foster teamwork, camaraderie, and fun, offering opportunities for networking and team bonding through events like musical performances, sports leagues, and family-inclusive celebrations.

Growth & Development

We provide extensive training and leadership development programs to empower employees. From technical and soft-skills training to immersive leadership courses, our goal is to support continuous growth. Initiatives like the Management Trainee Program and Group Mentorship Program (RISE) help identify and nurture future leaders.

Results

Our initiatives demonstrate that employees are our greatest asset, helping us build a culture of flexibility, care, and openness. Participation in employee engagement programs has grown from 95 employees in 2018 to over 2,500 today. This commitment has earned us recognition as a certified Great Place to Work in India and Costa Rica, validating our efforts to prioritize employee experience.

Lessons Learned

While participation and engagement remain challenges, particularly with remote work, we've learned to tailor programs based on employee feedback. Over time, this has led to improved engagement and participation across our global workforce.

TALENT ACQUISITION, TRAINING & DEVELOPMENT:

At Acuity, talent acquisition, training, and development are integral to our mission of fostering a dynamic and skilled workforce. We approach talent acquisition with a strategic mindset, seeking individuals who not only possess the right skills but also align with our values and culture. Once on board, our commitment to professional growth is unwavering. We offer comprehensive training programs designed to enhance both technical expertise and soft skills, ensuring our employees are equipped to excel in their roles. Our development initiatives focus on continuous learning and career progression, providing opportunities for mentorship, leadership training, and skill advancement. By investing in our people through targeted recruitment and robust development programs, we empower them to contribute effectively and grow alongside our organization.

AVERAGE TRAINING HOURS PER EMPLOYEE
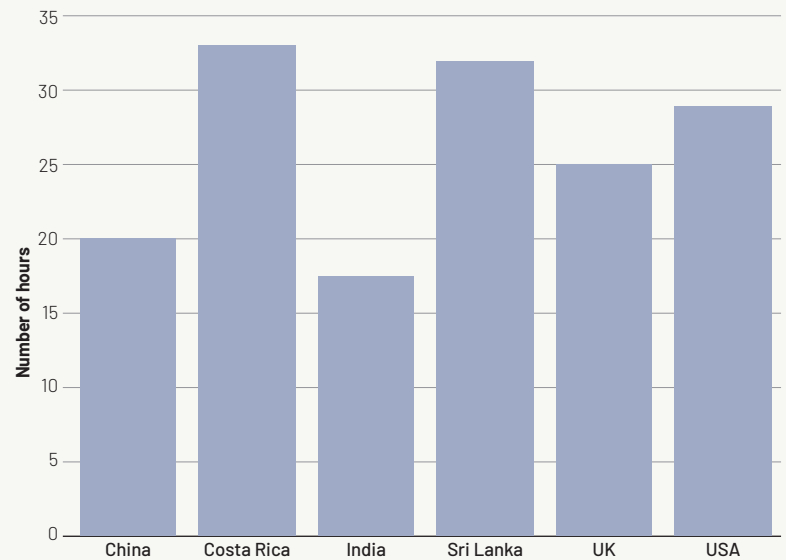
TRAINING & DEVELOPMENT

Overview:

Acuity Knowledge Partners has grown from 2,200 employees in 2019 to approximately 6,000 by 2023. As a people-oriented company, we recognize the importance of continued learning and development to sustain this growth. Employees undergo comprehensive training in technical, domain, communication, and behavioural skills. As the workforce expanded, we launched FLEX, an online platform, ensuring infrastructure supports the company's growth and training requirements.

Key Initiatives:

1. Acuity Talent Academy (ATA):

- A unique ecosystem for managing talent in the KPO (Knowledge Process Outsourcing) sector, recruiting, training, and retaining campus graduates to maintain a strong staff pyramid.

2. Flexible Learning Experience (FLEX):

- Acuity's internal learning platform offers digital modules across technical, behavioural, and communication domains.

3. Leadership Development Programs:

- LEAD (Leadership Acceleration and Development Programme): Aims to develop high-potential employees with leadership skills for senior roles.

- MCAP (Managers' Career Acceleration Programme): Equips new and current leaders with real-time coaching and leadership skills.

- Top Gear: Transitions high-potential individuals from a contributor mindset to an effective manager.

4. External Interventions:

- Leadership Off-sites: For strategy, critical thinking, and change management.

- Psychometric Assessments: To identify leadership gaps and build individual development plans.

5. In-House Refresher Programs:

- Training conducted by subject matter experts (SMEs), focusing on job enrichment and rotation.

6. Skill-Based Certifications:

- ACCT (Acuity's Communication Champ Training): Focuses on reading, listening, speaking, and writing.

- AcSEED Certifications: Recognizes employees for excellence in domain expertise.

7. Professional Education Assistance:

- Acuity supports employees pursuing higher qualifications as part of its core values.

8. Knowledge-Sharing Platforms:

- AnalytIQ: A platform for sharing sector insights through Continuous Education Programme (CEP).

- CREdiction: A fortnightly credit-related concept sharing initiative.

- The Tip Jar: A repository for English vocabulary and grammar guidelines

Key Challenges:

- Training Deployable Graduates: The KPO sector requires highly specialized skills and is vulnerable to economic fluctuations. Acuity aims to maintain a lean operating model.

- Remote Training During Lockdowns: Maintaining effectiveness in training remotely, replacing traditional classroom settings with virtual environments.

- Virtual Collaboration: Managing workflow and communication in geographically dispersed teams during the lockdown.

- Career Paths & Knowledge-Sharing Platforms: Managing expectations of highly skilled employees while meeting financial KPIs in a niche, HR-dependent business.

KPI	Rationale	Tracking Parameters	FY23 Performance
Training Reach	Percentage of employees benefitting from skill-development	● YTD against annual target (CY) - YTD against annual achievement (PY) - By location & BU	74% (FY23) vs 65% (2023 target) 76% (FY22) vs 65% (2022)
Feedback Scores	How employees rate training design, trainers, etc.	● YTD comparison against annual target (CY) - Score by location & BU	Avg. score: 4.4/5 across locations and BUs
Training Impact Analysis	Improvement in employee performance	● Managers' feedback on skills (technical, behavioural, communication) by BU and location	Over 90% of managers observed significant improvement
Adoption of Online Learning	Employee engagement in self-paced learning	● Unique user enrolments - Course completion rate - Avg. hours per user	2,173 enrolments 80% completion rate Avg. 2 hours
Mandatory Training	Percentage of employees completing mandatory training	● Completion status by location	100% across all locations

This Study highlights Acuity's robust focus on learning and development, ensuring sustainable growth through the skill enhancement of employees, leadership development, and innovative training programs.

CSR AT ACUITY

Corporate Social Responsibility (CSR) is a fundamental principle that shapes our business strategies. We are dedicated to embedding social impact into every aspect of our operations, fostering a culture of purpose and resilience. Our approach to CSR goes beyond traditional philanthropy; it is a strategic commitment to societal well-being, achieved through collaboration with governmental initiatives.

Our CSR initiatives are centred around the 3E's: Education, Employability, and Environment. We employ sustainable and resilient development models to empower vulnerable individuals and communities. Our projects have touched more than 40,000 lives with the help of 12 NGO partners in 6 States of India.

Our education project focuses in bridging the digital education gap and actively promoting

| 01 no poverty | 04 quality education | 05 gender equality |
| 13 climate action | 15 life on land | |

Nurturing
sustainability

Fostering inclusive
development

Investing in ethical
and responsible
business practices

Empowering individuals
to become change
makers

Cultivating
partnerships for
greater impact

the project aims to bridge the educational gap between urban and rural schools while fostering critical thinking and Science, Technology, Engineering and Mathematics (STEM) education among students. By adopting a holistic approach through Innovative Learning Centers (ILCs), Project Utkarsh prioritizes long-term student engagement and the development of analytical skills. Over two years, it has positively impacted over 1,000 students showing significant improvements in academic performance, with endline assessment scores increasing by up to 42.2%.

Volunteering

At Acuity, we believe in being a force for good in the world and volunteering is an integral part of our ethos. We view it as an extension of our core values of empathy, collaboration, and sustainability. Through volunteering, we not only contribute to the well-being of our communities but also cultivate a culture of engagement, teamwork, and purpose among our employees. We are excited and honoured to provide a platform for our employees to actively participate in giving back to society.

STEM learning. The employability projects enhance employability through comprehensive skill development for women and youth and post-placement support. Our environmental efforts are focused on climate change solutions by investing in ecosystem revitalisation and promoting active citizen engagement for sustainability.

Community outreach is more than just financial support. It is also about providing for our greatest asset — the communities around us. Employee volunteering, which includes skills, time, talent and leadership, is a critical aspect of the company's strategy of giving back to society.

CSR Projects:

Advancing STEM Education: Project Digital Shaala Acuity Knowledge Partner, in collaboration with Muskaan Dreams, has undertaken a transformative journey to address the digital divide and STEM learning gap in government schools through the Digital Shaala Project. Launched in 2022 in Barabanki, Uttar Pradesh, the initiative has reached 50 schools, positively impacting 10,714 students, of whom 5,470 are girls, and equipping 112 teachers with vital digital education skills. By bridging the digital divide, the project empowers underprivileged students with access to digital technology such as Android Smart TVs and National Education Policy mapped STEM learning content, blending traditional pedagogy with advanced technology for enhanced engagement and learning outcomes.

Project Utkarsh: Transforming Rural Education in Mandya, Karnataka Project Utkarsh, initiated in 2021, is an educational initiative implemented in six government upper-primary schools across Mandya, Karnataka. Focused on foundational literacy and numeracy (FLN),

In 2023 we launched the Huddle-Up Global volunteering program, which is more than just volunteering; it's an opportunity to connect with colleagues, develop new skills, and make a real difference. Our global gatherings allow employees to work side-by-side on meaningful projects, fostering teamwork and cultural exchange. A total of 18 volunteering events across locations have taken place with more than 450+ volunteers contributing 900+ volunteering hours.

BUILDING A RESPONSIBLE BUSINESS

Ethics and Compliance at Acuity

At Acuity, we are committed to conducting our business with the highest standards of ethics and compliance. Our reputation for integrity is one of our most valuable assets, and we are dedicated to maintaining it through rigorous adherence to ethical principles and compliance with all applicable laws and regulations. Our Code of Business Conduct applies to all employees and a Compliance Manual serves as a guidance document. This manual summarizes the general compliance policies and procedures that our employees need to comply with while carrying out business activities of the company

to ensure we comply with our legal, regulatory and contractual obligations.

In addition, through our contracts of engagements, we ensure that any third-party contracted personnel who render their services to or on behalf of Acuity Knowledge Partners from time to time also comply with the requirements outlined in this Manual.

This Code of Business Conduct is designed to help all employees and directors to understand how to apply these principles in day-to-day business activities. The Code confirms the basic elements of honesty, integrity, good judgment and professionalism that

all Acuity Knowledge Partners employees and directors are expected to observe. All employees and directors, including part-time and limited-duration employees, are expected to comply with the principles outlined in this Code.

Just having a Code of Conduct and Compliance Manual is not enough. Having supporting procedures that facilitate effective implementation is important. We have a set of comprehensive guidelines that ensure things work on-ground.

We conduct regular ethics and compliance training sessions for all employees to ensure employees understand the various tenets of the Code, with examples as also to reinforce the importance of ethical behaviour and compliance with company policies.

In addition, we conduct specialized programs for employees in high-exposure areas, such as procurement, finance, and sales, to address specific compliance challenges.

We have multiple, confidential reporting channels for employees to report unethical behaviour or compliance concerns without fear of retaliation by ensuring that the identity of whistle-blowers is adequately protected.

Leadership and Accountability

At the leadership level, numerous committees ensure good governance. These include the Audit & Risk Committee, Remuneration Committee, CSR Committee, ICC Committee etc. Our senior leadership demonstrates a strong commitment to ethical behaviour and compliance, setting a positive example for the entire organization. We conduct regular internal audits and reviews to ensure adherence to company policies and regulatory requirements and use continuous monitoring systems to detect and address potential non-compliances.

Risk Management and Mitigation

Overseen by the Audit and Risk Committee, we regularly assess the company's exposure to various risks and develop strategies to mitigate these risks. We incorporate preventive measures such as conflict of interest disclosures, anti-corruption policies, and due diligence processes for third-party relationships.

Policy Enforcement and Disciplinary Actions

We have clear policies and procedures for investigating and addressing violations of the Code of Conduct or other compliance issues and ensure that disciplinary actions are applied consistently and fairly, regardless of the employee's position within the company.

Transparency and Reporting

Transparency and reporting are at the core of our operations, ensuring that our clients have access to clear, accurate, and timely information. We prioritize open communication and accountability, providing comprehensive information on the environmental, social, and governance (ESG) impacts of our activities. Our commitment to transparency extends to our financial disclosures, corporate governance practices, and sustainability initiatives. By offering detailed insights and data-driven analysis, we empower our clients to make informed decisions and maintain trust with their stakeholders. This dedication to transparency not only enhances our credibility but also supports our clients in achieving their strategic goals and fulfilling their compliance obligations.

Business Continuity

Our Business Continuity policy was first adopted in 2010 and has seen 8 revisions since to ensure relevance to business realities. We recognize the

importance of a fully embedded Business Continuity & Crisis Management Program to ensure sustained and continued availability of critical business functions.

Global organizations with operations across regions are more vulnerable to various man-made, and natural disasters, epidemics and pandemics that can potentially disrupt operations. We endeavour to address these conditions by having in place crisis management and business continuity plans with supporting procedures to reduce the impact of catastrophes on our employees and business activities and ensure that critical business functions can be recovered within a time-frame acceptable to and determined by the lines of business.

Acuity Knowledge Partners business units are within the scope of the Business Continuity Management (BCM) Policy, however, this policy does not apply to entities that are not fully under the control of the Acuity executive body and management teams. This policy applies globally to all our locations.

Commitment to Clients

At Acuity Knowledge Partners (Acuity), we recognize that our clients depend on us to provide reliable and uninterrupted services. Our comprehensive Business Continuity Strategy ensures that we are prepared to face any challenge and continue to support our clients' operations without compromise. We are committed to maintaining the highest standards of operational resilience, ensuring that our clients can trust us to safeguard their interests and sustain their success in any situation.

Cyber Security and Data Privacy

In an increasingly digital world, we at Acuity recognize the paramount importance of protecting the security and privacy of our clients' and employees' data. Our comprehensive Cyber Security and Data Privacy programs are designed to safeguard sensitive information against unauthorized access, breaches, and other cyber threats. Our data privacy policy was first formulated in 2008 and has evolved over the years to meet various evolving business exigencies. It addresses the needs of all stakeholders and all aspects of the business and applies to all employees of Acuity Knowledge Partners. We also have in place an Information Security Policy and a Cyber Security Policy that supports the Data Protection Policy.

Commitment to Security and Privacy

By implementing comprehensive security measures and robust privacy practices, we strive to protect the integrity and confidentiality of all data entrusted to us. Our commitment to these principles not only ensures compliance with legal requirements but also fosters trust and confidence among our clients, employees, and partners.

We continually review and enhance our cyber security and data privacy programs to address evolving threats and regulatory changes, ensuring that we remain leaders in protecting sensitive information.

ESG GOVERNANCE

To effectively govern ESG (Environmental, Social, and Governance) practices, Acuity Knowledge Partners relies on a structured framework of policies, manuals, and terms of compliance (TOCs), overseen by the Board of Directors, Net Zero steering committee, executive committee and CHRO. Here's a detailed look at how these elements support ESG governance and implementation:

- Policies: Various policies outline the commitment to environmental stewardship, ethical practices, and social responsibility etc.

- Manuals: Manuals provide detailed guidelines on how to integrate ESG considerations into various business processes and decision-making frameworks. Includes procedures for ESG research, analysis, and reporting.

- Terms of Compliance (TOCs): Define ESG-related requirements and expectations in client and partner contracts. Ensures that third parties align with Acuity's ESG standards and practices.

- Implementation Process: Ensures that ESG policies are embedded into everyday operations and decision-making processes.

Policies/Manuals

By adhering to these policies, manuals, and TOCs, we ensure that its ESG governance is robust, transparent, and aligned with best practices. This structured approach supports the effective implementation of sustainable practices and the achievement of our ESG objectives.

1. ESG Policy
2. Carbon Management Policy
3. Commitment to Science Based Targets initiative (SBTi)
4. Environment Sustainability Policy

1. Equal Opportunity Policy for People with Disabilities
2. Health Safety Handbook
3. CSR Policy
4. Gender Affirmation Policy
5. Global DEI Policy
6. Modern Slavery and Human Trafficking Statement

1. Business Continuity Policy
2. Code of Business Conduct
3. Data Protection Policy
4. Information Security Policy
5. TOC Data Protection Policy
6. Cyber Security Policy
7. Compliance Manual
8. Anti-Bribery and Anti-Corruption Policy

Board oversight:

At Acuity Knowledge Partners (Acuity), we recognize that strong governance and a commitment to environmental and social responsibilities are fundamental to long-term success. Our Board of Directors plays a critical role in overseeing the company's ESG initiatives to ensure they are integrated into our business strategy and operations.

We are dedicated to advancing our ESG commitments through strategic oversight and continuous improvement. Our Board of Directors, Net Zero steering committee and CHRO are actively engaged in ensuring that our ESG initiatives are not only ambitious and impactful but also ingrained in the fabric of our corporate governance. This dedication underscores our commitment to creating long-term value for our stakeholders while fostering a sustainable and ethical business environment.

METRIC SUMMARY

The following metric summary contains the data and metrics referenced in our 2023 Sustainability Report. In subsequent reports, we will present a comparison of the same to demonstrate progress.

2019 is our base year for our sBTi targets. We propose to reduce 50% Absolute Scope 1 and 2 by 2030, 37.5% absolute Scope 3 reduction by 2034 and be Net Zero by 2050.

Climate

TOTAL ABSOLUTE GHG EMISSIONS IN TCO2E	2020	2021	2022	2023
Scope 1 GRI 305-1 WEF Planet: greenhouse gas (GHG) emissions	311	101	431	590
Scope 2 market-based GRI 305-2 WEF Planet: greenhouse gas (GHG) emissions	1589	1332	2162	2422
Scope 2 location-based GRI 305-2 WEF Planet: greenhouse gas (GHG) emissions	0	0	0	0
Scope 3 GRI 305-3 WEF Planet: greenhouse gas (GHG) emissions	**362**	**477**	**3392**	**4349**
Purchased goods and services (Category 1)	115	168	208	264
Capital goods (Category 2)	0	230	232	618
Business travel (Air travel, Hotel & other transportation)(Category 6)	247	79	519	986`
Employee commuting	0	0	2433	2666
Waste generated in operations (Category 5)	1	0	1	1
Upstream transportation and distribution (Category 4)				3
FERA-WTT Fuel, Electricity and T&D losses (Category 3)				156
Total Scope 1, Scope 2 market-based, Scope 3	2262	1910	5985	7707
EMISSION INTENSITY				
Emission intensity in tCO2e/$ thousand of revenue	0.019	0.012	0.028	0.028
Emission intensity in tCO2e/ employee	1.159	0.453	0.718	2.729

People

GLOBAL GENDER DIVERSITY GGRI 405-1 SASB SV-PS-330a.1 WEF People: diversity and inclusion	2021		2022		2023	
	Male	**Female**	**Male**	**Female**	**Male**	**Female**
Senior management	88%	12%	88%	12%	87%	13%
Middle management	85%	15%	80%	20%	82%	18%
Junior management	80%	20%	82%	18%	80%	20%
Non-management workers	64%	36%	61%	39%	61%	39%
Contingent workers	–	–	44%	56%	58%	42%

BOARD DEMOGRAPHICS (as of April of respective reporting year) GRI 2-9, 405-1 WEF Principles of governance: governance body composition	Male	Female
Gender	8	0

AGE	<30	30-50	>50
	0	3	5

Human Capital

GLOBAL EMPLOYEE BREAKDOWN BY REGION: GRI 2-7, 405-1 WEF People: diversity and inclusion (#)	2021		2022		2023	
Countries	**Male**	**Female**	**Male**	**Female**	**Male**	**Female**
India	2361	1022	3086	1531	28	119
Sri Lanka	209	197	230	232	252	247
China	41	118	131	34	3230	1640
UAE					1	0
USA	15	7	25	12	25	14
Canada					2	0
Australia					2	0
Hong Kong	2	5	1	5	2	4
Costa Rica	128	81	121	101	140	104
Mauritius	1	0	1	0	1	0
UK	18	7	21	10	29	12
Total	**2775**	**1437**	**3616**	**1925**	**3712**	**2140**

VOLUNTARY RETIREMENT SCHEME/ RETIREMENT AND DEATH IN 2023

EMPLOYEE TURNOVER BY GENDER GRI 401-1 SASB SV-PS-330a.2 WEF Prosperity: absolute number of employment	Sr Mgt.	Mid. Mgt.	Junior Mgt.	Non mgt. workers	Contingent workers
Male	2	11	37	633	52
Female	0	3	11	434	54
Other	0	0	0	0	1

LEARNING AND DEVELOPMENT

TRAINING HOURS Countrywise training hours GRI 404-1 WEF People: training provided (#)	India	Sri Lanka	China	USA	Australia	Hong Kong	Costa Rica	Mauritius	UK	Total
Total Training Hours - Male	24,940	4,960	181	275	16	-	3,138	-	185	-
Total Training Hours - Female	13,572	5,364	880	118	-	-	2,092	-	69	-
Average Training Hours - Male	9	15	10	16	16	-	17	-	13	96
Average Training Hours - Female	8.5	17	10	13	-	-	16	-	12	77

FRAMEWORK INDEX

Our Report has been prepared in accordance with the following voluntary frameworks and initiatives: the Global Reporting Initiative (GRI) Standards and the World Economic Forum (WEF) International Business Council's Stakeholder Capitalism Metrics.

We are also committed to the Science Based Targets initiative (SBTi) and have developed a net-zero roadmap. These disclosures are meant to assist our investors, customers, business partners and other stakeholders in obtaining standardized disclosure.

THE ORGANIZATION AND ITS REPORTING PRACTICES

DESCRIPTION	Location	GRI	BRSR	sBTi
Organizational details	Pages 7-9	2-1	General Disclosures	1.2
Entities included in the organization's sustainability reporting	Pages 8	2-2		1.2
Reporting period, frequency and contact point	Page 5	2-3		1.2
Restatements of information		2-4		
External assurance		2-5		

ACTIVITIES AND WORKERS

DESCRIPTION	Location	GRI	BRSR	sBTi
Activities, value chain and other business relationships	Page 10	2-6	General Disclosures	1.2
Employees	Pages 19-28	2-7		
Workers who are not employees		2-8		
Governance structure and composition	Pages 36-38	2-9		
Nomination and selection of the highest governance body		2-10		1.2

THE ORGANIZATION AND ITS REPORTING PRACTICES

DESCRIPTION	Location	GRI	BRSR	sBTi
Chair of the highest governance body		2-11	Management & Process Disclosures	
Role of the highest governance body in overseeing the management of impacts		2-12		
Delegation of responsibility for managing impacts		2-13		
Role of the highest governance body in sustainability reporting		2-14		
Conflicts of interest		2-15		
Communication of critical concerns	Page 13	2-16		
Collective knowledge of the highest governance body		2-17		
Evaluation of the performance of the highest governance body		2-18		
Remuneration policies		2-19		
Process to determine remuneration		2-20		
Annual total compensation ratio		2-21		
Statement on sustainable development strategy		2-22		
Policy commitments		2-23		
Embedding policy commitments		2-24		
Processes to re-mediate negative impacts		2-25		
Ecosystem services		101-8	Principle 6	
Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas		101-9	Principle 6	
Significant impacts of activities, products and services on biodiversity		304-2	Principle 6	
Habitats protected or restored		304-3	Principle 6	
IUCN Red List species and national conservation list species with habitats in areas affected by operations		304-4	Principle 6	
Direct economic value generated and distributed		201-1		

DESCRIPTION	Location	GRI	BRSR	sBTi
Financial implications and other risks and opportunities due to climate change	Page 10-11	201-2		
Defined benefit plan obligations and other retirement plans	Page 26	201-3	Principle 3	
Financial assistance received from government		201-4		
Anti-corruption 2016	Page 36	205	Principle 1	
Anti-competitive Behaviour 2016		206	Principle 7	
Approach to tax		207-1		
Tax governance, control, and risk management	Pages 10-11	207-2	Principle 1	
Stakeholder engagement and management of concerns related to tax	Page 10	207-3	Principle 4	
Country-by-country reporting	Page 40	207-4		
Materials used by weight or volume		301-1	Principle 2	
Energy consumption within the organization	Page 13	302-1	Principle 6	
Energy consumption outside of the organization	Page 14	302-2	Principle 6	
Energy intensity	Page 14	302-3	Principle 6	
Reduction of energy consumption	Pages 14-15	302-4	Principle 6	
Reductions in energy requirements of products and services		302-5	Principle 6	
Interactions with water as a shared resource		303-1	Principle 6	
Management of water discharge-related impacts		303-2	Principle 6	
Water withdrawal		303-3	Principle 6	
Water discharge		303-4	Principle 6	
Water consumption		303-5	Principle 6	
Direct (Scope 1) GHG emissions	Page 13	305-1	Principle 6	

DESCRIPTION	Location	GRI	BRSR	sBTi
Description	Acuity's response	GRI	BRSR	sBTi
The organization and its reporting practices				
Energy indirect (Scope 2) GHG emissions	Page 13	305-2	Principle 6	2.2
Other indirect (Scope 3) GHG emissions	Page 14	305-3	Principle 6	2.2
GHG emissions intensity	Page 14	305-4	Principle 6	2.2
Reduction of GHG emissions	Pages 14-15	305-5	Principle 6	2.2
Emissions of ozone-depleting substances (ODS)		305-6	Principle 6	
Nitrogen oxides (NOx), sulphur oxides (Sox), and other significant air emissions		305-7	Principle 6	
Significant spills		306-3	Principle 6	
Waste generation and significant waste-related impacts		306-1	Principle 6	
Management of significant waste-related impacts		306-2	Principle 6	
Waste generated		306-3	Principle 6	
Waste diverted from disposal		306-4	Principle 6	
Waste directed to disposal		306-5	Principle 6	
New suppliers that were screened using environmental criteria		308-1	Principle 6	
Negative environmental impacts in the supply chain and actions taken		308-2	Principle 6	
New employee hires and employee turnover		401-1	Principle 3	
Benefits provided to full-time employees that are not provided to temporary or part-time employees	Page 22	401-2	Principle 3	
Parental leave	Page 22	401-3	Principle 3	
Minimum notice periods regarding operational changes		402-1		
Occupational health and safety management system		403-1	Principle 3	

DESCRIPTION	Location	GRI	BRSR	sBTi
Hazard identification, risk assessment, and incident investigation		403-2	Principle 3	
Occupational health services		403-3	Principle 3	
Worker participation, consultation, and communication on occupational health and safety		403-4	Principle 3	
Worker training on occupational health and safety		403-4	Principle 3	
Promotion of worker health		403-6	Principle 3	
Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		403-7	Principle 3	
Workers covered by an occupational health and safety management system		403-8	Principle 3	
Work-related injuries		403-9	Principle 3	
Work-related ill health		403-10	Principle 3	
Average hours of training per year per employee	Pages 27-28	404-1	Principle 3	
Programs for upgrading employee skills and transition assistance programs	Pages 27-28	404-2	Principle 3	
Percentage of employees receiving regular performance and career development reviews		4040-3	Principle 3	
Diversity of governance bodies and employees	Page 40	405-1	Principle 3	
Ratio of basic salary and remuneration of women to men		405-2	Principle 3	
Incidents of discrimination and corrective actions taken		406-1	Principle 3	
Worker participation, consultation, and communication on occupational health and safety		403-4	Principle 3	
Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk		407-1	Principle 3	
Operations and suppliers at significant risk for incidents of child labour		408-1	Principle 5	
Operations and suppliers at significant risk for incidents of forced or compulsory labour		409-14	Principle 5	

DESCRIPTION	Location	GRI	BRSR	sBTi
Security personnel trained in human rights policies or procedures		410-1	Principle 5	
Incidents of violations involving rights of indigenous peoples		411-1	Principle 5	
Operations with local community engagement, impact assessments, and development programs	Pages 36-43	413-1	Principle 8	
Operations with significant actual and potential negative impacts on local communities	Pages 29-34	413-2	Principle 8	
New suppliers that were screened using social criteria	Page 14	414-1	Principle 8	
Negative social impacts in the supply chain and actions taken		414-2	Principle 8	
Political contributions		415-1		
Assessment of the health and safety impacts of product and service categories		416-1	Principle 2	
Incidents of non-compliance concerning the health and safety impacts of products and services		416-2	Principle 2	
Requirements for product and service information and labelling		417-1	Principle 2	
Incidents of non-compliance concerning product and service information and labelling		417-2	Principle 2	
Incidents of non-compliance concerning marketing communications		417-3	Principle 2	
Substantiated complaints concerning breaches of customer privacy and losses of customer data		418-1	Principle 9	

Acuity Knowledge Partners (UK) Limited

4th Floor, Martin House, London EC4R. ST 12345

123-456-7890

www.acuitykp.com

contact@acuitykp.com