

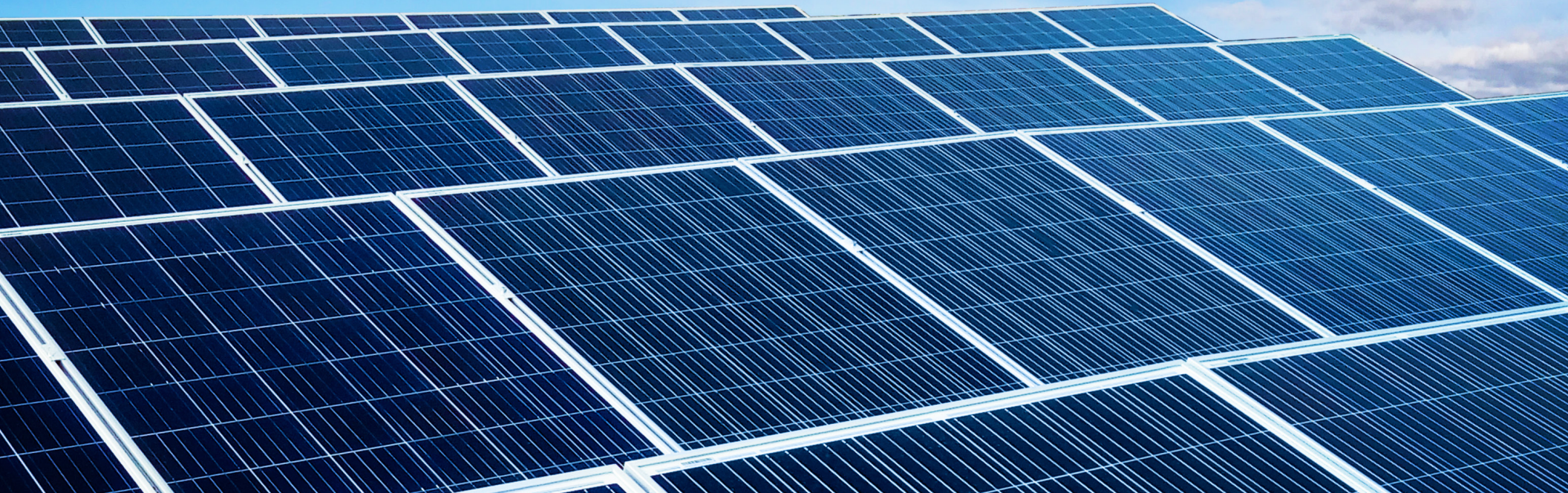


# ANNUAL SUSTAINABILITY REPORT 2022-23



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# MESSAGE FROM THE MANAGING DIRECTOR

“

From using eco-friendly material and reducing waste, to implementing energy-efficient practices while supporting local communities, we are committed to making a positive impact on the environment and society.”

It gives me great pleasure to share our very first Sustainability report with all of you. As you all are well aware, in today's world, the need for Sustainability has never felt more urgent. As a responsible business, we recognise the need to protect our planet for future generations. That's why we have made it our mission to embrace Sustainability in every aspect of our work. It has been our constant endeavour to deliver high quality services that exceed our customers' expectations in a highly Sustainable manner. We strive to align our products and services, systems and processes, facilities and workforce, and supply chain and partners with our Sustainability goals through purposeful interventions and practices.

Long before 'Sustainability' became part of the boardroom agenda, the Group embarked on a journey in the early 90s to protect and nurture more than 2000 acres of wilderness in the Shillim Valley, located in the Northern part of the Western Ghats, one of the top 8 biodiversity hotspots in the world, and a UNESCO World Heritage Site. Decades of research and protection, planting natives, enhancing soil moisture levels through various techniques and building a sensitivity within the local community towards the landscape has reclaimed the ecological balance, resulting in the re-wilding of this ecologically fragile landscape.

We carried forward that legacy across our businesses through a formal Sustainability program introduced in early 2021 that touches all three pillars of Sustainability viz. Environment, Social and Governance. Over the course of the last two years, this program

has matured into a movement with Sustainability champions from across the group aka 'The Green Squad' taking full ownership to drive results. It's the sheer determination and grit of the Green Squad which gives us all tremendous confidence in the promise that this program holds for the Group. Our sincere thanks to our Green Squad champions for taking this program from an idea to such a beautiful reality and I sincerely hope more of you will join this movement to make Writer a source of inspiration for others looking to embrace Sustainability.

The Carbon Footprint (Scope 1 and Scope 2) of our India Services Business, which grew by 27%, increased only by a nominal 8% (FY 22 estimated carbon footprint = 13243 tons; FY 23 actual carbon footprint = 14273 tons of CO<sub>2</sub>e). Essentially, we generated more revenue and profit but using resources more optimally making us more efficient. Further, the Group's CSR spend went up from 1.23 Cr. in FY'22 to 1.37 Cr. in FY'23 where we contributed to Kripa Foundation and Shillim Institute towards ensuring environmental sustainability, ecological balance, protection of flora and fauna, agroforestry, conservation of natural resources and maintaining quality of soil, air and water.

While we remain proud of all the good work that we have seen around our carbon, water, and waste footprint reduction; we are fully aware that Sustainability is not a destination but a journey. As we go ahead in this journey, we look forward to working with our suppliers, partners, and our customers to set and achieve even higher Sustainability goals thereby ensuring that we are admired not only as an economic value creator but also for social and environmental good. We will, of course, continue to share with all of you the progress we've made as a team in the subsequent versions of this report.

Sincerely,

Dayle de Souza

# ABOUT WRITER BUSINESS SERVICES PRIVATE LIMITED

Over the years Writer Corporation has evolved from being 20 employee, single service operation to a leading multi business enterprise with over 15000+ employees across geographies with a single goal to consistently meet and exceed our customers' expectations through premium quality services. Imagination and innovation have been the hallmark of Writer Corporation, which has helped align our service capabilities with the evolving needs of corporates and individuals across the world. Tracing its origins back to a Mumbai based packing company started in 1953, the organisation has established a reputation of superior quality within Relocations, Information Management, Cash Management and Realty.

Today Writer Corporation is a world-class provider of Global Relocations in the Indian Subcontinent, with presence in the Middle East and Asia. We have also established ourselves as a leading player for Information Management in India. Writer Safeguard has positioned itself among the top 3 players in the Cash Management space within 5 years of market entry.

Our capability to acquire, design and build high quality Real Estate to support our core businesses led to the foray into premium properties covering residential, commercial and hospitality properties. Spread over 2000 acres, Writer Group owns the picturesque Shillim Estate which overlooks the Shillim Valley and Lake Pawana. This estate currently houses a wellness retreat. Today, Writer Corporation has its presence in 8 countries, servicing over 3000 global customers with a workforce of over 15000 motivated professionals.

As the physical and digital worlds converge, we strive to meet the evolving needs of our customers. We will continue to leverage our deep customer understanding, our commitment to sustainability and innovative technology solutions to provide our customers with best-in-class experiences.

## KEY FACTS



**8 COUNTRIES +**  
Across India, Middle East,  
Africa and Europe



**3,000+**  
Global Customers



**15000+**  
Employee Strength



**450+**  
Service Locations



# OUR MISSION

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

# OUR VISION

Innovate & Grow

# OUR VALUES



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



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



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



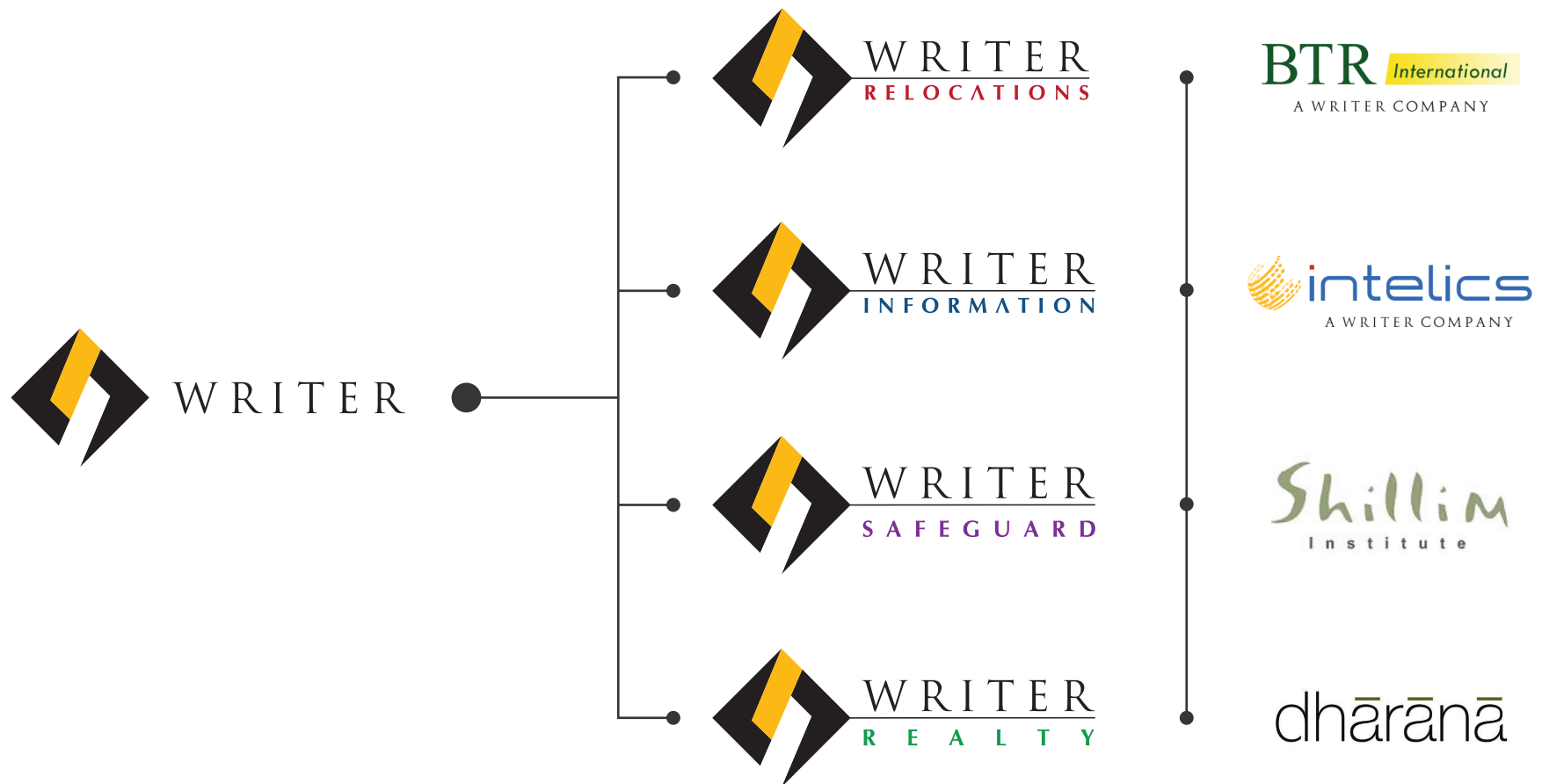
**Collaboration** : We actively engage with each other to deliver on our Vision and Mission.



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



# OUR BUSINESS UNITS





# ABOUT THIS REPORT

This report represents our first formal disclosure of our performance on our Environmental, Social and Governance (ESG) priorities and how our sustainability interventions are contributing to long-term value creation and a sustainable and responsible business model.

The report enumerates our ESG commitments as articulated through our materiality assessment using Polaris® Sustainability Framework and provides an update on the outcomes of the initiatives taken up under the aegis of our sustainability program.

## SCOPE AND ASSURANCE

The information and data in this report covers our sustainability performance in FY 22 23 and excludes our businesses in Safeguard-MSP, Relocations - GCC, Relocations - UAE and IMS - Nigeria.

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

The GHG emissions have been calculated scientifically using industry accepted emission factors and the numbers for previous financial year (FY 21 22) have been linearly extrapolated from the partial data that was available.

For more information on our sustainability program, please write to [sustainability@writercorporation.com](mailto:sustainability@writercorporation.com)





# OUR SUSTAINABILITY PLEDGE

Being cautious about our responsibility towards our planet and our society has been passed onto us for generations. In 2015, when we became members of FBN® [Family Business Network], we also pledged to United Nation Sustainable Development Goals (UN SDGs) to create 'A Sustainable Future'.

## FOR OUR PEOPLE

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

## FOR OUR COMMUNITIES

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

## FOR OUR ENVIRONMENT

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

## FOR FUTURE GENERATIONS

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

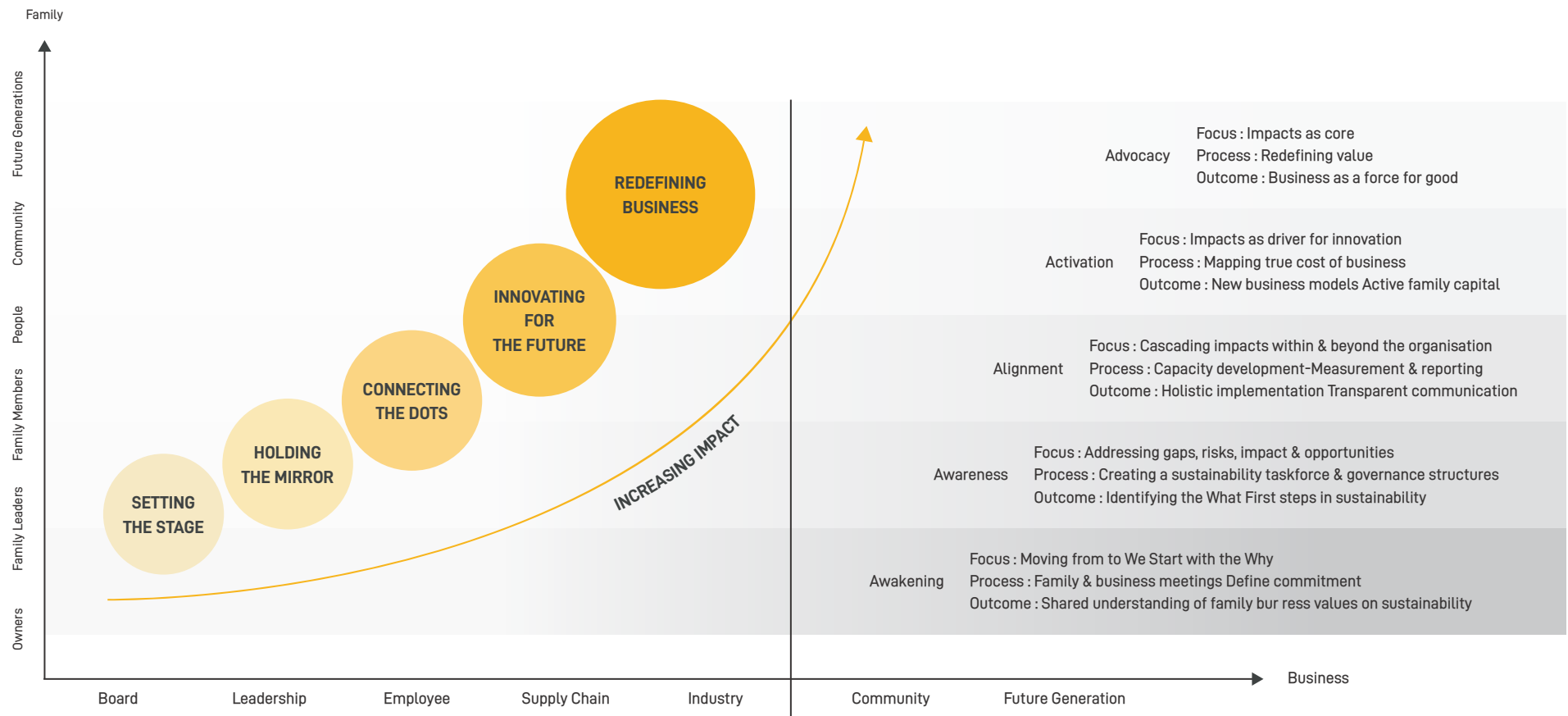




## POLARIS® SUSTAINABILITY FRAMEWORK

To make our Sustainability Vision a reality, the Group has adopted Polaris®, a comprehensive sustainability framework and guide, that helps us chart our journey and enables us to find our own True North.

Polaris® incorporates a holistic approach to sustainability that has economic, environmental, social and cultural dimensions. We believe that true sustainability enables positive social change, encompasses environmental stewardship, embraces fiscal responsibility, drives profits, fosters innovation, and enriches future generations.



### Polaris Sustainability Framework



## OUR MATERIAL ISSUES

In early 2021, we assessed our sustainability baseline on Polaris® Sustainability Framework and presented a list of material topics that included the impact on the environment, communities, economies, people and our business to the leadership.

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

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

## OUR ENVIRONMENTAL & SUSTAINABILITY POLICY

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

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

### POLICY STATEMENT

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

### OUR OBJECTIVES

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

- a. Continue to maintain and improve our sustainability maturity using POLARIS® Sustainability Framework and any other adopted/ applicable standards/ frameworks from time to time.

- b. Manage and reduce our GHG emissions by:
  - i. Investing in less polluting vehicles/ alternate fuels.
  - ii. Switching to renewables-based electricity/ energy use.
  - iii. Scoping (and in future managing) the Scope 3 emissions in our supply chain.
- c. Invest in and promote Water conservation and rainwater harvesting.
- d. Establish recycling and waste management programs for hazardous as well as non hazardous waste generated within our business.
- e. Embrace diversity, equity and inclusion across our business lines.
- f. Continue to remain a responsible and accountable organization known for its good governance practices.

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



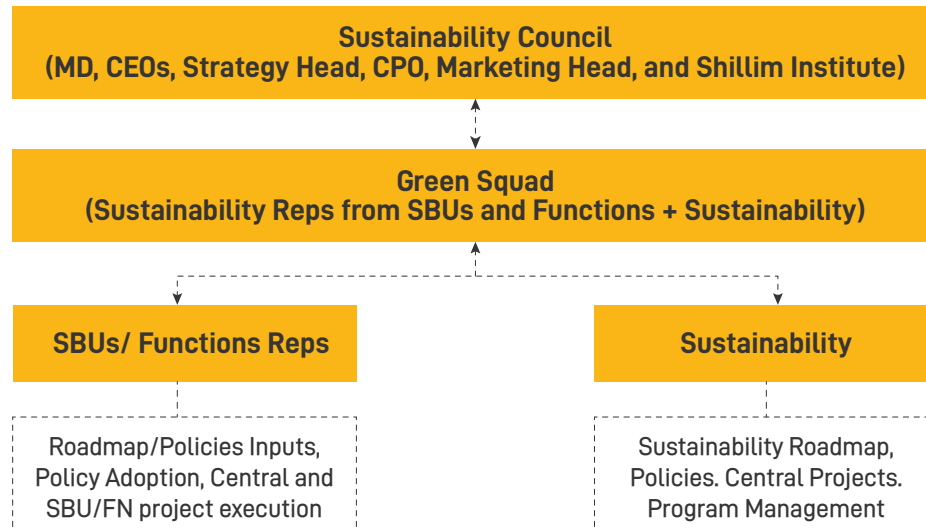


## SUSTAINABILITY PROGRAM GOVERNANCE

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

### SUSTAINABILITY COUNCIL

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



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

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

### GREEN SQUAD

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

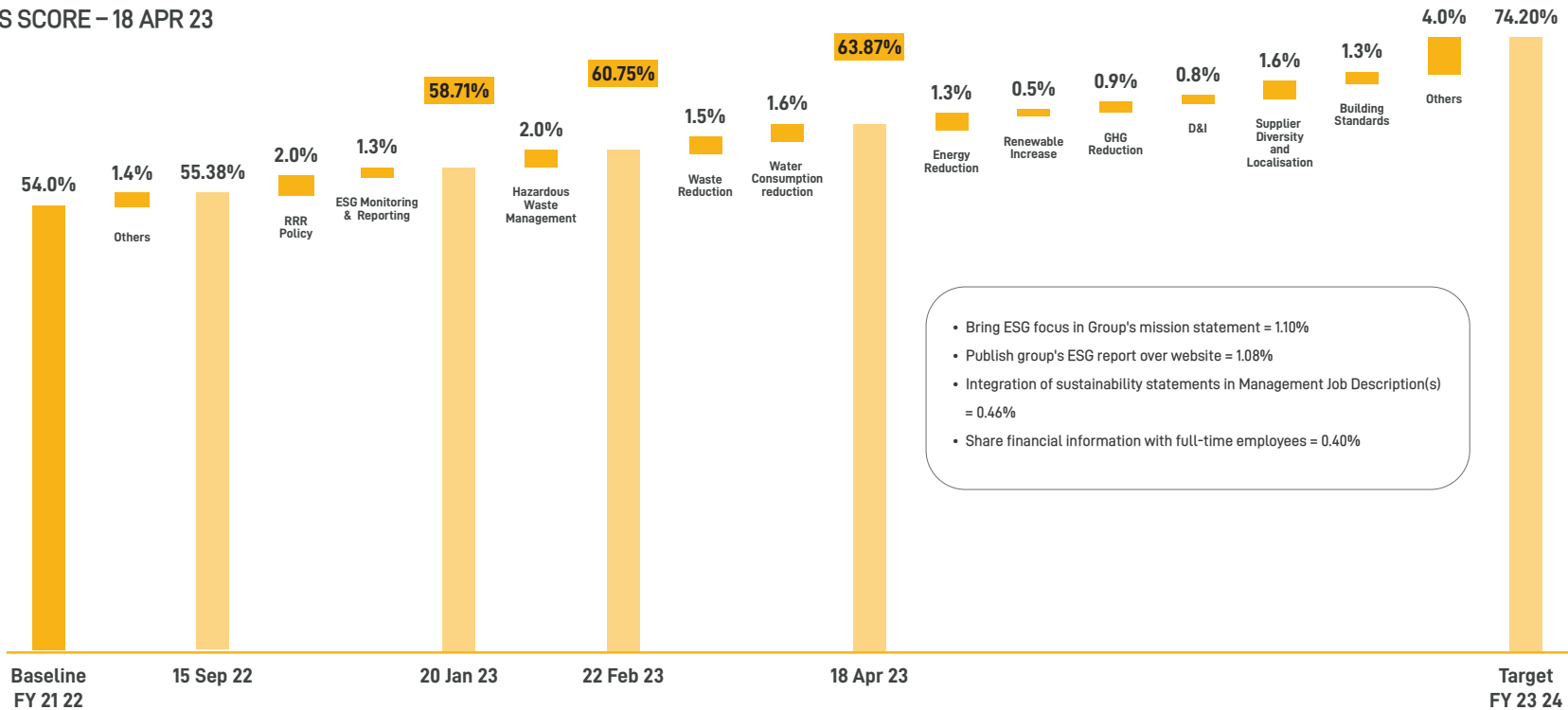
The Green Squad is responsible for:

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

## SUSTAINABILITY: INITIATIVES IMPACT ON POLARIS

Basis our sustainability strategy for the group each year, our strategic business units commit to individual sustainability goals within their Annual Operating Plans (AOP) and set targets that enable achievement of our program goals. The execution of the initiatives identified in the SBUs' AOP in turn drives the Polaris Score achievement as shown below:

### POLARIS SCORE – 18 APR 23





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WRITER

BUSINESS  
UNITS

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PLEDGE

ENVIRONMENTAL  
SUSTAINABILITY

SOCIAL  
SUSTAINABILITY

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# ENVIRONMENTAL





# ENVIRONMENTAL SUSTAINABILITY

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

3



GOOD HEALTH  
AND WELL-BEING

7



AFFORDABLE AND  
CLEAN ENERGY

13



CLIMATE ACTION

11



SUSTAINABLE CITIES  
AND COMMUNITIES

12



RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION





# OUR FOCUS TOWARDS ENVIRONMENTAL SUSTAINABILITY

We believe that a company can't be healthy in an unhealthy world. To improve the environmental performance of our business operations and build reliable and relevant models to sustain, we took help of our Green Squad Champions to identify all touchpoints

within the respective business operations that could lead to carbon emissions, waste of water, generation of hazardous waste or any similar 'unfriendly to environment' opportunity.



## ENERGY & EMISSIONS

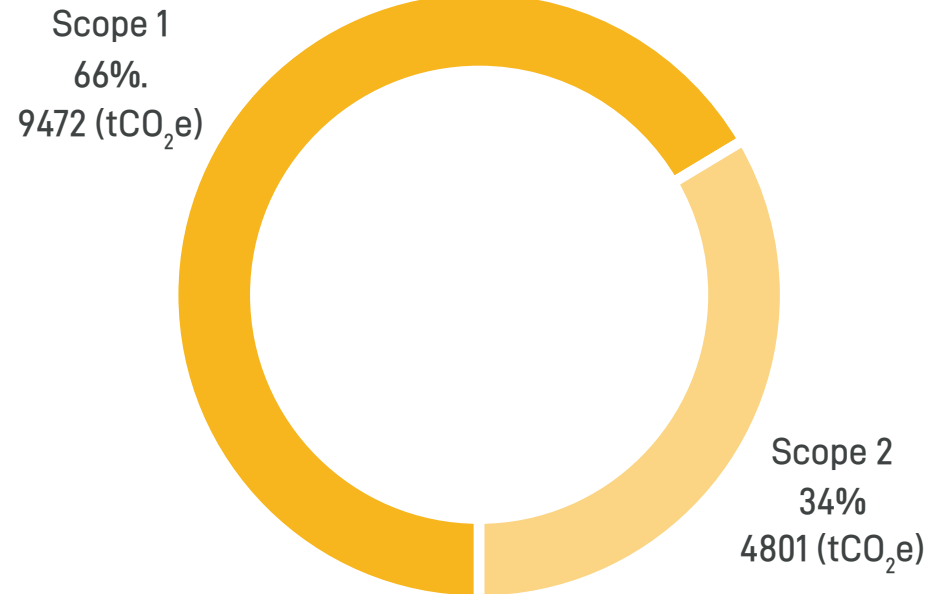
The in-house reporting system enabled us to create focused initiatives and reduce our Scope 1 and Scope 2 carbon emissions across the group.

The Carbon Footprint (Scope 1 and Scope 2) of our India Services Business, which grew by 27%, increased only by a nominal 8% (FY 22 estimated carbon footprint = 13243 tons; FY 23 actual carbon footprint = 14273 tons of CO<sub>2</sub>e). To simply say, we generated more revenue and profit but using resources more optimally making us more efficient.

This is a very healthy indicator of all the hard work by our program team and the Green Squad champions and we intend to keep the momentum going. We aim to better this model number of carbon intensity (tons of CO<sub>2</sub> emissions per crore rupees of our revenue) in forthcoming years making our business practices more and more carbon efficient.

	ACTIVITY	FY 22-23
Scope 1 emissions (tCO <sub>2</sub> e)	Due to Fuel usage in DG sets	175
	Due to Fuel usage in Owned vehicles	9297
	Total Scope 1 emissions	9472
Scope 2 emissions (tCO <sub>2</sub> e)	Due to Electricity consumption	4790
	Due to Solar Electricity generation	11
	Total Scope 2 emissions	4801
	Total emissions	14273

## CARBON EMISSIONS FY 22 - 23



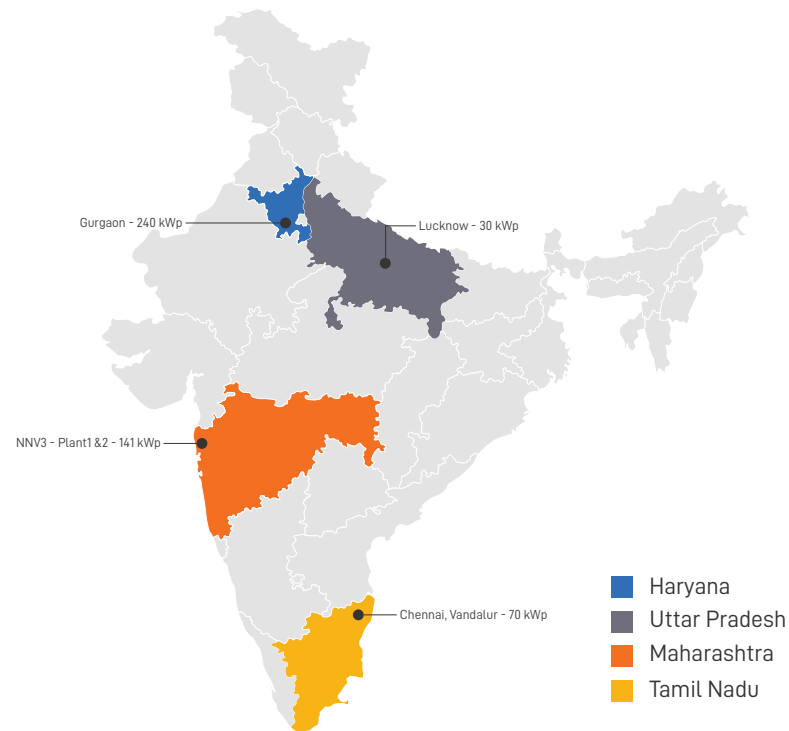


## HARNESSING THE POWER OF THE SUN

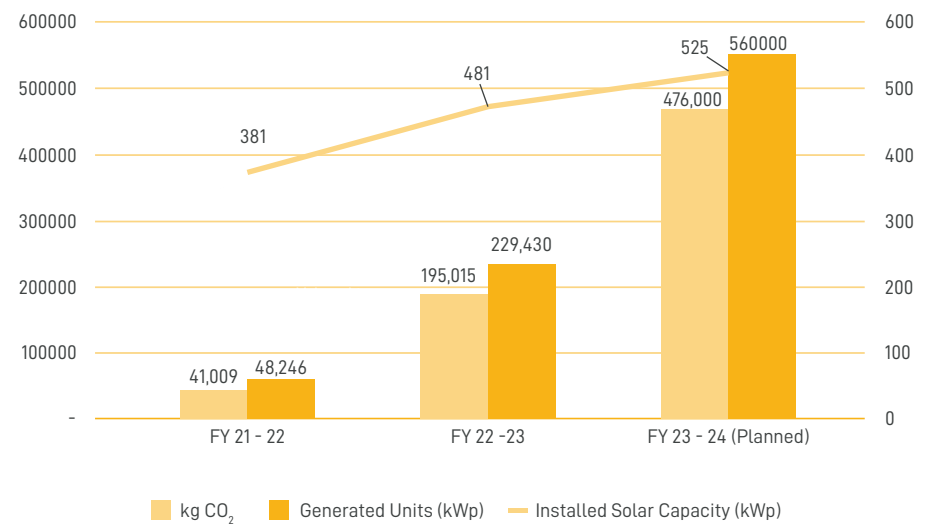
### SOLAR PLANTS PAVES THE WAY FOR A GREENER FUTURE

Writer is committed to driving down our carbon footprint even as we continue to increase our secured storage capacity and emerging business verticals throughout.

Taking an ambitious target of reducing our carbon footprint by 5%, we utilised own investments and PPA (Power Purchase Agreement) models to install solar power generation plants of 481 kWp total capacity at its Gurgaon, Navi Mumbai, Lucknow and Vandalur locations. These solar plants will help us reduce our carbon footprint by 200 tons of CO<sub>2</sub>e per annum on an ongoing basis.



### Solar Energy Generated from Solar Plants



## REDUCTION IN DIESEL CONSUMPTION IN OWN VEHICLES

Fuel consumption is one of the biggest contributors to carbon emissions of any business. Transportation being the heart of any business is something that one can never make zero. Recognising the ambitious nature of our goal, and with invaluable support from the program team, we delved into multiple facets of our fuel economics. Consequently, we launched initiatives focusing on BS6 vehicles, vehicle maintenance, and driver training. When we consider all our combined efforts, we began to witness significant benefits starting from the third quarter. It is indeed a source of pride for us to have achieved not only a substantial reduction in our diesel expenses per vehicle but also a notable increase of approximately 10 to 15% in fuel economy, all while expanding our fleet by an additional 200 vehicles.

## REDUCTION IN GHG EMISSIONS (DIESEL USAGE) BY > 3 %

Year	Diesel (Avg In Litres)	Vans (Avg)	Diesel Usage (Per Van)
FY 21-22	242,843	1,238	196
FY 22-23	292,752	1,550	189

**REDUCTION OF  
7 LITRES**  
(PER VAN, PER MONTH)

ACHIEVED **3.7%**  
REDUCTION/ EFFICIENCY IN  
DIESEL USAGE

### Factors in Achieving 3.7% Reduction/Efficiency in Diesel usage

- Increase BS6 Vehicles Proportion from 51% to 64%
- Intensive Training Sessions on driving and maintenance of BS6 Vehicles in association with OEM Vendors.
- Rewards & Recognition for the best fleet performers.



## WASTE MANAGEMENT

Another material topic from our materiality assessment on Polaris® Sustainability Framework was the amount of waste generated within our operations. The first step was to identify all resources that are used in our business practices and then divide them into hazardous and non-hazardous, recyclable and non-recyclable, replaceable and irreplaceable. While some of the waste fell into the purview of a regulation (like E-Waste Rules 2016, ban of Single-Use-Plastic under Plastic Waste Management (Amendment) Rules 2021 etc.), others were (and still are) non-regulated but harmful to our environment and people.

Hence, we introduced an over-arching RRR Policy (Reduce-Reuse-Recycle) and a Hazardous Waste Management Policy along with standard operating procedure on E-waste Handling for all our business lines and trained our Green Squad members to comply with the same. We collected 415 kgs of hazardous waste and disposed it off responsibly to authorized recyclers and avoided ~2tons of CO<sub>2</sub>e.

- Cardboard (packing material)
- Stationery (Papers, packing lists/ inventory - handwritten/ carbon paper)
- Cello tape
- Marker Pens
- Pencils
- Erasers
- Measuring tapes
- Stapler Pins
- Stamps/ Ink Pads
- Calculators
- Office batteries - UPS, Torches, Remotes
- Carbon Paper
- Bubble Wraps with foam
- Styrofoam sheets
- Silica Gel (to remove moisture) - 2-5 kgs in each shipment
- Absorption Pols (in cylindrical shape hung inside containers)
- Plastic Sheets (for liners in lift vans for international shipment)

- Cardboard with cello tape
- E-waste - PCs/ Laptops/ Monitors, Keyboards, Data tapes, Hard disks
- E waste - Remote batteries, Calculators, Electrical Items like extension cords etc.
- E-waste - UPS batteries
- Wooden Crates
- Nails
- Plastic Waste – Rubber Bands, Seal Tags
- Plastic from office chairs
- Construction & Demolition Waste
- Markers
- Erasers
- Organic waste
- EOL Vehicles





## NON-HAZARDOUS WASTE MANAGEMENT

Non-hazardous waste, as the name implies, is any waste that causes no harm to human or environmental health. But – disposal of any type of waste can prove problematic if it's not done properly. From the list of items used in our respective, we deep-dived in the sourcing, use and disposal of each one of them and applying the RRR principles,

started looking for eco-friendly alternatives (like cartons made of recycled pulp), decreased use of some (print-free days at our offices), re-used some (re-use of cartons for internal use) and recycled others (shredding of old records for our customers). Our aim is ZERO WASTE TO LANDFILLS.



Multiple waste bin system at one of our facilities (absorbent gels, plastic & E-waste)



Plastic is not mixed with municipal waste

## HAZARDOUS WASTE MANAGEMENT

Hazardous waste, as the name implies, is any waste that is harmful to human and/ or environmental health. In line with our commitment to protect our environment and societies and due to applicable compliances within the geographies where we operate, we rolled-out a formal Hazardous Waste Management policy in Q1 22 that defines the boundaries and procedures for sustainable use and responsible disposal of any hazardous waste (or a product leading to generation of hazardous waste) across our business lines. Our 'in-house reporting system' was upgraded to enable reporting of the same in mid Q3 22.

We fully comply with the latest E-waste Management Rules and dispose our e-waste only through authorised recyclers for responsible dismantling and recycling of respective hazardous components and prevent hazard to life, health and environment.

## E-WASTE DISPOSAL REPORTING



Apart from e-Waste, we have dedicated initiatives towards reduction (and wherever possible elimination) of PET water bottles, segregation of plastic ties within Safeguard CRA and abolishing of harmful Silica Gel from our packaging within Relocation. Read the case studies for more information.

Our end-of-life vehicles also come under hazardous waste and irresponsible disposal of the same may end up harming the environment and life. Despite being spread across geographies, both urban and remote; we ensure that the vehicle is given to a handler who can remove all vehicle parts and segregate them into rubber, plastic, iron, aluminium, copper and fiber etc. All metal, plastic, iron, rubber, battery and metal scrap are further given to respective local authorised agencies for further possible recycling and safe disposal.



## REPLACEMENT OF SILICA GEL WITH ABSORGEL®

	Silica Gel	Absorgel
Absorption capacity	25% of its weight	250% of its weight
Quantity required for 20ft container – as a thumb rule. Still we need to consider product/transit time etc	12-15 kgs	4-5 kgs
Compliance		DMF free // RoHS & REACH compliant
Moisture	Trapped as water On saturation water is released	Trapped in form of gel to avoid spillage No water released even after saturation is reached.

## INITIATIVE: SILICA GEL REPLACED WITH ECO-FRIENDLY ABSORGEL

The Environmental Impact of Using 100 Million 5-Gram Sachets of Each Desiccant

	Silica Gel
Chemical Inputs (Metric Tonnes)	950
Fresh Water (Liters) used in production	10,000,000
Plastic Packaging	47 Metric Tonnes Equivalent to 2,350,000 one-litre plastic bottles

500 tons of Silica Gel Desiccant produces 47 tons of CO<sub>2</sub> emissions.

Since, we have reduced/ removed 2 tons usage of Silica Gel. the impact is 0.188 tons or 188Kgs of CO<sub>2</sub> emissions reduction.





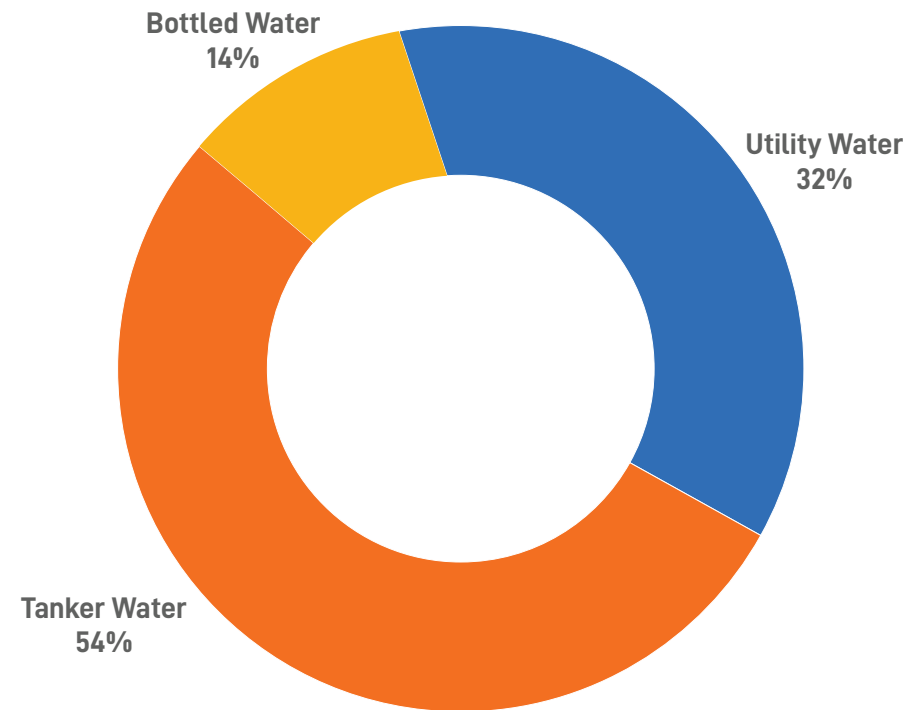
## WATER MANAGEMENT

Water, once an abundant natural resource, is becoming a more valuable commodity due to the impact of climate change but largely due to overuse and wastage by humans. Water is critical for socio-economic development, healthy ecosystems and for human survival itself. While we do not use water as one of the "life cycle" elements within any of our businesses; we do have opportunities to – reduce our dependency on utility water by installing water

saving aerators, manage the depleting level of ground water tables at our major locations by way of rainwater harvesting and reuse of treated sewage water for gardening and other general purposes. In FY 22 23, we installed 267 water aerators across 44 office and warehouse locations and reduced water wastage by ~4%. Our total water consumption was 14755 kilo liters (reduction of ~550 kilo liters).

Water Consumption in Kilo liters	FY 22 23
Utility Water	4694
Tanker Water	8000
Bottled Water	2061

### FY 22 - 23



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# SOCIAL



# SOCIAL SUSTAINABILITY

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

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QUALITY EDUCATION

5



GENDER EQUALITY

8



DECENT WORK AND  
ECONOMIC GROWTH

10



REDUCED  
INEQUALITIES





# OUR FOCUS TOWARDS SOCIAL SUSTAINABILITY

Social sustainability revolves around the recognition and effective management of the business's impacts, whether they be positive or negative, on our most valuable assets – our people. Our workforce, which forms the cornerstone of our success, is central to this principle. In essence, ESG's social dimension focuses on human rights and equity, encompassing an organisation's interactions with people, as well as the policies and actions that influence individuals, groups, and society. Within the Social Pillar, we provide insights into our approach to employee development and labor practices. At Writer, we take cognizance of our operations' societal impact and constantly endeavor to promote social responsibility and inclusivity.

In our evaluation using the Polaris® Sustainability Framework, we achieved a very high rating in our social parameters. This achievement is attributed to the maturity of our HR system and the robust policy framework that we have in place. And we shall continue to ensure that our selection processes remain objective and independent and are devoid of any ethnic, political and cultural biases.

## DIVERSITY AND INCLUSION

Through our Diversity and Inclusion intervention, we are committed to provide equal work opportunities to Women, Differently-abled people and the Underprivileged. Diversity means and includes respect for and appreciation of differences in cultural values, ethnicity, gender, age, nationality, disability, sexual orientation, education, faith, and religion. Inclusion is essentially about valuing, supporting, and empowering each individual to work at his/her full potential, and harnessing their contribution towards shared organisational goals.

## TRAINING & DEVELOPMENT

Education and training never stop because issues related to ESG continuously change. We need to educate ourselves, our employees as well as our suppliers and customers. Only when we clearly understand our role in the ESG strategy, do we become truly sustainable. Another of the key material topic from our materiality assessment, we understood early on that to operationalise our ESG efforts moving forward, training should be a key part of our strategy. We have conducted 3 online sessions on "Sustainability 101" to reach out to our management staff outlining the basic meanings of sustainability, our goals, our ongoing initiatives and their role in it. We further augmented our training program by conducting "at-location-in-person" trainings for our operational staff.

SUSTAINABILITY 101 TRAINING	NO. OF PARTICIPANTS
May-22	53
Sep-22	80
Dec-22	150+

## PREVENTION OF SEXUAL HARASSMENT

We aim to create a work environment which is conducive for all its employees so that they remain motivated and contribute to the success of the organisation. Sexual harassment disrupts a conducive working environment and interferes with the employee's ability to concentrate on work. We believe that all forms of harassment including sexual harassment are detrimental and therefore illegal. It is regarded by the Company as a gross misconduct.

This policy is gender neutral and applies to all categories of employees of the Company, including permanent management and workmen, trainees, contractor employees on contract, at its workplace or at client sites and visitors at the workplace.

We have established an Internal Complaints Redressal committee in strict accordance with the POSH Act. Additionally, we have conducted comprehensive training programs and workshops for all members of the Internal Complaints Redressal Committee, the BHR team, and Business Heads. This training ensures their understanding of the Act and equips them to effectively communicate the relevant guidelines to all employees. These guidelines are integrated into our employee induction program to ensure that they are effectively conveyed to all new joiners within the organisation.

## LABOUR AGE LIMIT

As per our company policy, we do not employ child labor in the organisation. The screening process is very stringent, and we maintain caution to ensure everyone is above 18 years in our workforce.

## GROUP MEDICLAIM POLICY

Employees are entitled to group Medclaim policy. Employees can also opt to avail the cover for their parents and parents-in-law (Up to Age 100 years) at a nominal cost under this Medclaim Policy.

## LEAVES

1

**PATERNITY LEAVE:** Confirmed male employees are entitled to Paternity leave of 7 days in event of a new born.

2

**BEREAVEMENT LEAVE:** To enable employees cope up with the loss of a family member and complete the administration formalities, bereavement leave of 5 days can be availed by employees, in addition to the earned Leave.

3

**MATERNITY LEAVE:** This leave is extended to female employees as per the Maternity Benefits Act, 1961, to whom ESIC Act is not applicable.

4

**ADOPTION LEAVE:** This leave is extended to female employees who adopt a child legally or are commissioning mothers.

## DEATH BENEVOLENT FUND

To help the surviving immediate family members upon the sorrowful event of an employee's death while serving for the Company, the company has instituted a "Death Benevolent Fund" which will provide for a sum up to INR 500,000 to the legal heirs of the deceased. The scheme allows existing employees to contribute to half of this fund by means of a voluntary salary deduction. WBS contributes the balance half to the collected pool.

## EMPLOYEE HEALTH & SAFETY

Writer is unwavering in its dedication to the health and safety of our employees, as well as the conscientious management of environmental concerns across all our business activities. Our primary goal is to establish a workplace that is free from accidents, injuries, illnesses, and exposure to hazardous substances. We are also committed to conserving natural resources and preventing environmental pollution. By upholding these principles, Writer is actively contributing to the creation of a sustainable society. Adherence to health and safety standards underscores our identity as a responsible corporate entity, bolstering our ESG performance and overall sustainability initiatives. We expect all employees to diligently follow the EHS policy and associated standards and guidelines. Likewise, those responsible for engaging Contractors or Location Administrators must ensure that these parties are familiar with the EHS policy, and that compliance is assured through endorsement and inclusion of the EHS clause in their agreements.

In April 2023, we proudly installed our first Automated External Defibrillator at one of our offices in Andheri (East).





## EMPLOYEE ENGAGEMENT

Our Employee Connect (EC) Programme helps connect employees across the organisation through these programmes along the lines of bonding, sharing, collaboration, fun and celebration. This programme is operationalised through location EC teams using the 5Cs as the building blocks.

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

---

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

---

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

---

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

---

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



## ODHA DO ZINDAGI WITH GOONJ

We contributed clothing, footwear, toys, books etc. in December 2022 in collaboration with the NGO, Goonj under their annual winter campaign 'Odha Do Zindagi'.

It was a contribution from Writer Employees as a step towards coming forward and holding a responsible contribution to the society by collecting clothes, footwear, books, toys etc. to the needy.

We managed to collect 30 cartons filled with clothes, Bedsheets, toys, footwear, school material, utensils etc. for the needy and disadvantaged sections of our society.



## WRITER DAY

To commemorate the birth anniversaries of our late Chairman Mr. William de Souza and our Founder Mr. Charles de Souza, we celebrate Writer Day and Founder's Day on 7th November and 10th November respectively. These days are celebrated across locations through various virtual and physical events. The celebrations are based on the theme of "Care" - Care for Earth, Care for Employees, Care for Self and Care for Organisational Values. In order to drive employees' engagement in our sustainability program, in 2021, we started "Sustainability Awards" on the occasion of Writer Day where-in we invited entries from all our businesses under the following categories:

- **Best Sustainability initiative of the year:** These were initiatives in their mature stage of implementation and could be evaluated on the basis of the outcomes achieved.
- **Most Promising Sustainability Initiative:** These were the initiatives which were at the conceptualisation phase and showed a very promising outcome on the parameters. A daily quiz on Sustainability topics from our regular awareness session was also conducted and a leader-board published announcing the daily winners.



## COMMUNIQUE

Employees are valuable human assets, and we would like them to be abreast of the latest happening within the Group. To enable this, we have an internal newsletter called 'Communique' which shares quarterly updates.



## EXECUTIVE SCORECARD

The Executive scorecard which forms the annual balance scorecard goals of the senior management team has the Environmental, Social and Governance (ESG) goals included. The performance ratings are directly linked to the yearly executive compensation increments.



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# GOVERNANCE



# GOVERNANCE SUSTAINABILITY

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

10



REDUCED  
INEQUALITIES

16



PEACE, JUSTICE  
AND STRONG  
INSTITUTIONS

17



PARTNERSHIPS FOR  
THE GOALS



# OUR FOCUS TOWARDS GOVERNANCE IN SUSTAINABILITY

Writer is committed to the highest standards of governance practices and ensures a strong culture of corporate governance by adopting a Risk Management Approach and ensuring that the businesses, functions, group follow the highest standards of compliance with all regulations and company's policies & procedures. Below are some of the excerpts of the governance system.

## BOARD AND AUDIT COMMITTEE WITH INDEPENDENT DIRECTOR

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

## COMPLIANCE TO STATUTORY ACTS AND REGULATIONS

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

## INTERNAL AUDIT

Risk based Internal Audits are conducted to test the existence and effectiveness of internal

controls; by an Independent Internal Audit Agency, reporting to the Audit Committee. Objective assessment of state of internal controls is done through a CEI rating – Control Effectiveness Indicator.

## EXTERNAL AUDITS

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

## GRIEVANCE REDRESSAL PROCESS & POSH

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



## EMPLOYEE CODE OF CONDUCT

Our Code of Conduct sets standards of behavior, on the grounds of ethics and value systems. This has helped our organisation to expand its service capabilities and lay a solid foundation for growth. At Writer Corporation, all our employees are expected to act in a way that's in line with our values and uphold the reputation of the organisation at all times. The core pillars and related guidelines set the expectations for integrity and ethics from employees and a ready reckoner for us to read, understand, share and commit to uphold it.

## ANTI-BRIBERY & CORRUPTION POLICY

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

## CONFLICT OF INTEREST POLICY

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

## FRAUD & WHISTLEBLOWER POLICY

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

## INFORMATION TECHNOLOGY SECURITY POLICY

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

## DATA PRIVACY

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

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



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# STAKEHOLDERS

A close-up photograph of two business professionals in suits shaking hands. One person is holding a silver laptop. The image is overlaid with a dark blue gradient and a warm orange light flare in the upper right corner.



# SUSTAINABILITY WITH EXTERNAL STAKEHOLDERS

## SUSTAINABILITY IN SUPPLY CHAIN

Our supply chain also plays an important part in our sustainability journey. Given the complexity of our business lines, we have a long road ahead in mapping the impact of our supply chain processes and business practices on our sustainability goals but wherever possible, we are taking steps to grow deeper and deeper into understanding the nuances and finding synergies to mutually align towards a common goal.

### SUPPLIER CODE OF CONDUCT

While our Supplier Code of Conduct explicitly prohibits our suppliers from engaging in collusive bidding, price fixing, price discrimination, or other unfair trade practices in violation of applicable antitrust laws; we have included additional clauses for the supplier to:

- Conduct its business in accordance with the principles of sustainable development and wherever possible (or if Writer demands) adheres to recognised sustainability standards for occupational health and safety, environmental protection, labor and human rights as well as responsible corporate governance (hereinafter "ESG Standards"). Writer shall have the right to check adherence to the ESG Standards, either itself or through third parties that it commissions, with prior notice.
- Consider taking "green" initiatives to reduce/ compensate for any damage to the environment; and
- Report to Writer about its GHG emissions and other ESG parameters as and when required to support Writer's mission towards becoming a sustainable entity.

## SUPPLIER SURVEYS

In Jan 23, Writer Relocation reached out to its top 100 suppliers/ RMC's (Relocation Management Companies) to understand how we could work on shared priorities and adopt a sustainable approach for activities that address broader environmental issues. 80% of respondents answered that their organisation has a sustainability program. Almost every respondent said that they are trying to reduce energy consumption, reduce transport emissions and are aware about waste due to packing material. With the help of this survey, our teams drew key themes under:

- Transport
- Packaging
- Energy
- Technology
- Customer
- Employees' Engagement & Organisation Culture

Writer Information is also now reaching out to its supply chain with an exhaustive questionnaire to map their ESG priorities and maturity.

## ADVOCATING POLICY CHANGE FOR SOCIAL AND ENVIRONMENTAL STANDARDS

Writer has been a member of FIDI for more than four decades. FIDI stands as the largest global alliance comprising international moving and relocation companies, boasting members spanning over 100 countries. The common thread amongst FIDI affiliates is their commitment to delivering exceptional quality service, and they have the evidence to support it.

The FAIM (FIDI Accredited International Mover) Quality Certification Programme stands as the exclusive certification tailored exclusively to the international moving and relocation industry. To attain FAIM certification, a company must adhere to a rigorous set of more than 200 quality standards encompassing every facet of an international move. This comprehensive evaluation encompasses all aspects of a moving company's operations and customer service, including operational procedures, staff training, vehicle and warehouse maintenance, data protection, risk management, and supply chain management.

Every FIDI Affiliate undergoes periodic third-party audits of their international moving activities, designed to ensure the continuous maintenance of their high-quality standards. These audits are conducted independently by auditors from Ernst & Young (EY). In the event of an audit failure, a company's affiliation with FIDI is terminated. In early 2022, we were selected to represent ourselves in the sustainability committee at FIDI. Our representative, Swapnaja Rasam was interviewed by FIDI.

## AFFILIATION WITH OMNI

Writer has been part of OMNI (Overseas Moving Network International) since its inception in 1988. It is a network of the world's finest corporate moving and relocation companies operating on every continent. It is represented worldwide by organisations that have demonstrated excellence of service, market influence, financial security and talent

for innovation. The owners and senior managers of OMNI movers are the industry's thought leaders, and their companies are at the core of the global industry. As a part of OMNI, we are trusted by the world's leading corporations, government departments, consular offices and Relocation Management Companies to handle the relocation of staff worldwide.



**Omni** 

Webinar on  
**"Organisation Culture & Sustainability"**

The session will look at what it means to embed issues of sustainability into the culture of our organisations.

 **Wednesday 23<sup>rd</sup> Nov 2022**  
8am - 10am London Time

The session aims to cover:

- In what ways can we deliberately craft the culture of our organisations?
- How can we use our organisational culture as a tool for sustainability?
- How do we move sustainability from being an 'add-on' to being embedded?

 **Keynote Speaker**  
**Swapnaja Rasam**  
Supply Chain - Senior Manager  
Writer Relocations






**FIDI GLOBAL ALLIANCE**  
THE GLOBAL VOICE OF THE INTERNATIONAL  
MOVING AND RELOCATION INDUSTRY.  
Industry Standards, Training, Trends etc.

## IMPACT OF OUR CORPORATE SOCIAL RESPONSIBILITY (CSR)

As part of our Corporate Social Responsibility (CSR), we partner with Shillim Institute located in the Shillim Valley, an eco-hotspot nestled in the Sahyadri mountain range, about 30kms from Lonavala and 3 hours from Mumbai. Shillim Institute focuses on research and project implementation in the areas of sustainability, conservation, and healing.

Here is a glimpse of the programs undertaken by Shillim Institute for FY'23

### GREEN SQUAD: AN ENVIRONMENTAL AWARENESS PROGRAM

The primary goal of the Green Squad programme is to promote sustainable behaviours and environmental awareness, with a particular emphasis on youth. It consists of a number of programmes meant to increase environmental awareness and get children involved in environmentally conscientious activities. The campaign featured educational seminars on various subjects, cleanup hikes to tidy up natural areas, planting native trees, and using community science to carry out biodiversity assessments during the previous fiscal year. More than 200 kids from eight different schools were reached by these initiatives, which equipped and engaged the kids in conservation activities. By encouraging knowledge and



action on climate change, the curriculum supports India's obligation under the United Nations Framework Convention on Climate Change (UNFCCC) and aspires to develop responsible leaders for the future. Furthermore, It is in line with Sustainable Development Goals: SDG 4 (Quality Education), SDG 11 (Sustainable Cities and Communities), SDG 13 (Climate Action), SDG 14 (Life Below Water) and SDG 15 (Life on Land).

### ONE WRITER ONE EARTH: WRITER SUSTAINABILITY & EMPLOYEE AWARENESS PROGRAM

A thorough initiative to raise staff members' understanding of sustainability and environmental responsibility is the 'One Writer One Earth' programme. In order to establish procedures for gathering and recycling plastic waste, it works with different offices and organisations and hosts many awareness workshops on natural resource management. The programme has effectively engaged and reached over 500 employees, promoting responsible waste management and recycling of plastics. The program contributes directly to Swachh Bharat Abhiyan (Clean India Mission) as well as SDG 11 (Sustainable Cities and Communities), SDG 12 (Responsible Consumption and Production), SDG 13 (Climate Action), and indirectly to SDG 14 (Life Below Water) and SDG 15 (Life on Land).





## ENGAGING WOMEN FARMERS IN SUSTAINABLE FARMING

This program is dedicated to empowering women farmers in Shillim by providing training in sustainable and organic farming practices. It includes essential training sessions, the distribution of educational materials, and the promotion of organic farming techniques. In the last financial year, the program successfully benefited over 100 women farmers, enhancing their agricultural knowledge and skills. Through the promotion of sustainable farming, this initiative contributes to India's National Mission for Sustainable Agriculture and aligns with Sustainable Development Goals (SDGs) 1 (No Poverty), 2 (Zero Hunger), 5 (Gender Equality), and 15 (Life on Land).



## ECOSYSTEM RESTORATION: FOREST PROTECTION & TREE PLANTATION

Ecosystem Restoration plays a central role in preserving natural habitats and enhancing biodiversity. Under this program, various activities were undertaken, including engaging guards for forest protection, creating micro habitats, and conducting tree plantation drives to plant over 200 native trees. The selection of trees was done carefully to improve habitats for birds, pollinators, and other species, and regular monitoring ensured proper care for healthy growth. By contributing to the conservation of local forests, the program aligns with India's Nationally Determined Contributions (NDCs) under the Paris Agreement. It also supports Sustainable Development Goals (SDGs) 13 (Climate Action) and 15 (Life on Land) by addressing climate change and protecting terrestrial ecosystems.



## COMMUNITY HEALTH PROGRAM

The Community Health Program collaborated with Asha Workers to enhance health and well-being in the community. Under this initiative, workshops on chronic health conditions, therapeutic yoga sessions, and training to manage and reverse chronic conditions were conducted by SI. The program also delved into discussions about dietary changes and stress management techniques, benefiting over 20 Asha Workers who, in turn, became Change Agents. Connecting the health program with ecosystem protection, a snake bite

training program was also organized for the safety of forest guards and locals. By improving healthcare and wellness, the program aligns with India's National Health Mission, the global goals of the World Health Organization under equitable health, as well as Sustainable Development Goals (SDGs) 3 (Good Health and Well-being), 5 (Gender Equality), and 10 (Reduced Inequalities), addressing health disparities and promoting well-being in the community.





# APPENDIX

Greenhouse gas emissions (GHG) data	Reporting Time Period	
	FY 2022	FY 2023
Scope 1 GHG emissions (in Metric Tons of CO <sub>2</sub> equivalent)		
GHG Emissions from use of Diesel fuel in own DG sets	91	175
GHG Emissions from use of Diesel fuel in own vehicles	8533	9254
GHG Emissions from use of CNG fuel in own vehicles	96	43
Scope 2 GHG emissions (in Metric Tons of CO <sub>2</sub> equivalent)		
GHG Emissions from generation of Electricity from Own Solar Plants	4	11
GHG Emissions from purchase of Electricity from State Utility	3702	4790
Total GHG emissions (in Metric Tons of CO <sub>2</sub> equivalent)	12426	14273

Organisation Composition		
Reporting on	Reporting Time Period	
	FY 2022	FY 2023
Composition of Senior Leadership (CEOs) [C-Suite]		
Male	8	9
Female	0	0
Composition of Middle Management [M1 to M3]		
Male	110	114
Female	11	12
Composition of Junior Management [M4 to M7]		
Male	1251	1320
Female	185	207
Composition of Total Employees		
Male	1369	1443
Female	196	219
Number of Total Employees	1565	1662
Number of Differently Abled employees		1
Completion for POSH Session	-	59%

\*Calculations for FY 2022 extrapolated to 12 months estimate from the last quarter (January'22 to March'22) assuming that physical offices/ warehouses/ sites would be almost fully staffed and taking data for prior months will lead to a lesser projection of the GHG emissions due to the impact of the pandemic since early 2019.

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

**Solar Power:** [https://www.cooleffect.org/solar-carbon-footprint#:~:text=](https://www.cooleffect.org/solar-carbon-footprint#:~:text=Around%2050g%20of%20CO2%20per,of%20coal%2Dpowered%20electricity%20sources.)

[Around%2050g%20of%20CO2%20per,of%20coal%2Dpowered%20electricity%20sources.](https://www.cooleffect.org/solar-carbon-footprint#:~:text=Around%2050g%20of%20CO2%20per,of%20coal%2Dpowered%20electricity%20sources.)

**Electricity from Grid:** [https://cea.nic.in/wp-content/uploads/baseline/2020/07/user\\_guide\\_ver14.pdf](https://cea.nic.in/wp-content/uploads/baseline/2020/07/user_guide_ver14.pdf)

**DieselFuel :** <https://ecoscore.be/en/info/ecoscore/co2#:~:text=H%2Dgas%2C%20howev-er%2C%20contains,per%20kg%20of%20L%2Dgas.>

**PetrolFuel :** <https://ecoscore.be/en/info/ecoscore/co2#:~:text=H%2Dgas%2C%20howev-er%2C%20contains,per%20kg%20of%20L%2Dgas.>

Corporate Governance		
Reporting on	Reporting Time Period	
	FY 2022	FY 2023
Composition of the Board		
Male	4	5
Female	0	0
Composition of Independent Directors		
Male	1	1
Female	0	0
Composition of Junior Management [M4 to M7]		
Male	3	4
Female	0	0
<b>Ethics &amp; Integrity</b>		
% employees who read and acknowledge the Code of Business Conduct	37%	100%
% employees who read and acknowledged the Fraud & Whistleblower Policy	37%	100%
% employees who read and acknowledged the Conflict-of-Interest Policy	NA	100%
% employees who have undergone POSH Training	59%	100%
Donations, volunteering and other contributions		
Total amount donated under CSR Act	1.23	1.37
<b>Information Security Incidents</b>	0	0
Number of information security incidents or data breaches successful on our network	0	0





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