



Customer Stewardship

Our customers today face greater regulatory-driven requirements in operating and reporting. Leveraging our sustained leadership and commitment to being a Responsible Business over the years, Wipro Impact – our integrated sustainability services practice – is focused on helping our customers transform digitally and sustainably to become market leaders and global change makers. This is enabled through our:

- Integrated Set of Sustainability Services
- Considered Delivery
- Thought Leadership

Integrated Set of Sustainability Services

Our integrated set of sustainability services helps our customers accelerate reductions in natural capital and improve social capital across their extended value chains through digital and cloud-based solutions. Some examples of where we are accelerating impact through digital services are given below.

Responsible Technology Governance and Impact Transparency

Given our leadership and commitment to impact governance and transparency, we recognize and prioritize these services for our customers' needs.

Responsible Technology Governance

Wipro is committed to being a leader in responsible technology governance with a specific focus on IT security and data privacy, and AI.

IT Security and Data Privacy

Strong Foundation

Wipro has a robust data privacy framework with centralised authority and decentralised accountability. The core function is headed up by the Chief Privacy and AI Governance officer supported by a team of professionals operating across territories and service lines. Our data privacy program is agile and can adapt to the upcoming international regulatory challenges and developments in an efficient manner along with the elaborate customer expectations. In particular, we rely on latest technical and organisational measures to support clients with data processing, cross border data sharing and data handling.



Services

Wipro has an agile security framework rooted into our privacy, security and regulatory in/by design approach. This means that we not only periodically assess all our tools and applications and apply solid governance and due diligence across the lifecycle of all our projects involving personal data. We also place great emphasis at inception stage to ensure privacy controls are wrapped around all our systems. We strive to build a privacy and security culture through training, awareness and the empowerment of our wide leadership.

Compliance Program

Wipro has achieved ISO/IEC 27701 (PIMS) and ISO/IEC 27018 (Cloud) certifications. We have implemented adequate mechanisms to comply with data transfer requirements such as DTA, DPA etc by executing agreements with our affiliates, customers and vendors, and are committed to responsible transfer of data around the world. For the effective management of our data, we leverage digital solutions, procuring and subscribing to platforms like IAPP, Data Guidance and Comtrac.

Our responsible practices extend to the currency of privacy policies and procedures, and the ongoing mandatory annual privacy training for employees and contractors, with 92% completing training in FY24. The privacy professionals in the Global Data Privacy Team, headed by the Chief Privacy Officer reporting to the General Counsel, ensure and enhance the integration of privacy principles, methodologies and solutions to drive increasing levels of sophistication across the IT security and data privacy practices.

Incident Management and Data Subject Request

Our dedicated privacy incident management team employs industry-leading solutions to detect, respond, and recover from any potential or actual incident or breach related to customer privacy or personal data. We also respect and address the requests from data subjects regarding their rights to access, correct, delete, restrict, or port their personal data as per applicable law.

AI

Responsible AI

At Wipro, we believe innovation and responsibility go hand in hand to harness the enormous benefits of AI we must be able to manage its risks. We have a solid AI governance framework aimed to:

- Embed AI in all we do, and do so in a responsible and sustainable manner;
- Build AI in alignment to our values as well as existing and upcoming regulation;
- Be a trusted partner to our customers and stakeholders.

OUR AI GOVERNANCE FRAMEWORK IS ROOTED ON FOUR DIMENSIONS

Individual Dimension

AI has to enhance, support and benefit people. This means investing in privacy preserving technologies, from data minimization to differential privacy and the leveraging of synthetic data as well as solid security controls. Privacy in / by design in AI is crucial for us.

Societal Dimension

AI has to better our societies, and for this reason we believe in a participatory approach to AI development and deployment, and we are committed to ensuring AI systems do not automate existing inequalities and bias.

Technical Dimension

AI has to be safe and robust, and in compliance with existing and upcoming legislation. From the EU AI Act to the US Executive Order, privacy, liability and human rights legislation, AI does not exist in isolation and we strive to achieve a regulatory by design approach in the way we deploy and build AI.

Environmental Dimension

We support AI for sustainability alongside sustainable AI. The environmental footprint of innovation must form part of the decision making around the deployment of AI.



RISK-BASED AND PARTICIPATORY APPROACH: OUR GOVERNANCE ADOPTS A RISK-BASED AND PARTICIPATORY APPROACH, WHICH COMPRISES:

- A corporate responsible AI taskforce which drives the policies and processes around responsible AI across the Company. The taskforce is a cross-functional group and is chaired by our Global Chief Privacy and AI Governance Officer. The taskforce members have undertaken the AIGP AI Governance training.
- AI systems are assessed according to their risk level. Controls and risk mitigation is proportionate to the assessment.
- Responsible AI control mechanisms are embedded all throughout the existing governance processes.

Upskilling

We are committed to bringing the benefits of AI to all our associates and in empowering each one to use and develop AI responsibly to better serve and collaborate with our customers. Over 97% or 225,000 employees have completed training in GenAI principles and its responsible use and development. Training on privacy, fairness, explainable AI and regular updates at the intersection between the law and technology are made available to associates.

Impact Transparency

We help our customers know where they are at in meeting regulatory requirements, and managing and measuring with impact intelligence digital ecosystems. Impact Intelligence is one of the most requested sustainability services, given the shift towards Impact Accounting- accounting for Natural and Social Capital, with the rigor and data quality that goes with an accounting standards approach. We rely on our self-developed Integrated Impact Assessment Framework, metrics and set of accelerators to help our clients make the transition to the more trusted Impact Ecosystems and Impact Reporting. We have also developed industry-view accelerators to help customers

accelerate the shift. One example of an industry accelerator is for sustainable airports, helping airports around the world get jump started on more accurate impact data ecosystems and regulatory-aligned reporting.

Applied Strategic and Operational Reductions and Improvements

Our leadership in technology services, consulting and industry domains, enables us to strategically and operationally drive applied impact reductions in natural capital. Some examples include:

- In business operations, helping manufacturing customers track and reduce impact-energy, emissions, waste, water-across their factory floor processes and assets as well as their supply chains.
- In digital transformations, we help our customers to integrate sustainability end-to-end, from aligning with business objectives, to well-designed architecture, considered user experiences, sustainable technology across the stack, impact intelligence and overall responsibility and resilience expectations.

In addition to helping our customers reduce their natural capital impact, we support them in impact reducing costs across their technology stacks, from application modernization, green coding, cloud and data center migrations to workplace services and asset life cycle management.





Materials/Products, Services and Culture

We enable the transformation of the fundamentals of materials/products, services and culture to meet the evolving requirements and expectations of customer stakeholders. In materials, for example, we help meet new materials compliance requirements. In products, designing hardware and software needs to be more sustainable. In services, designing customer experiences is designed with considered sustainability. In culture, we help our customers create a safe and healthy environment for their employees, as a leader in Environmental Health and Safety.

At Wipro, we are committed to extending our customer impact by collaborating with leading sustainable digital partners to co-create, innovate and deliver cutting-edge sustainability services.

Considered Delivery

We recognize that helping our customers reduce their natural capital and improve their social capital goes beyond the design and delivery of our services it includes how we deliver and support these services. Our commitment lies in helping our customers create sustained impact.

WE ENABLE THIS BY:

- Helping them reduce their emissions footprint (Scope 1,2,3). We have created a Considered Delivery Impact calculator to measure the footprint contribution of programs/ teams, and are in the process of deploying this among our clients, and reviewing quarterly.
- We are considering the social capital make-up of delivery teams.
- We are providing training on sustainability to our delivery teams and customer teams.
- We are aligning our social value portfolio with that of our customers to create a shared vision and drive meaningful Community Impact.

Impact Thought Leadership

Our leadership in Impact, Technology, Services, and Consulting, shares innovation and best practices to drive sustainability and accelerate impact for all.

Innovation/ Benchmarking

We have assumed leadership position in several areas, fueled by the innovation from Lab45. These include:

- Impact Intelligence/Accounting
- Sustainable Technology
- Sustainable Airports
- Environmental Health and Safety

Industry

Our sustainability leadership is recognized globally, with recent leadership rankings by analysts and advisors. In addition sustainability leaders have been ranked among the top 100 globally (#11) and top 10 in APAC (#5) by the Sustainability Consulting Magazine this past year.

Best Practices

Wipro is a founding member of Transform to Net Zero, a global alliance dedicated to accelerating the transition to a net-zero economy. We were honored to share our expertise on Responsible Procurement at NYC Climate Week in 2023 and continue to lead masterclasses globally.

