

brillio



Environment, Social, Governance

ESG

Report

2023

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MESSAGE

We are driven by the mission to transform lives through innovative adoption of digital technologies. We apply the same sense of mission to our sustainability efforts as well, charting our growth with a purpose that stands for a lot more than just the bottom line.

We have always viewed our environmental, social, and governance (ESG) responsibilities as critical to our ability to make a positive impact on the world.

Our commitment to sustainability is ingrained so deeply in our DNA that it has been integral to our strategy and growth right since our inception.

In its tenth year now, our vibrant sustainability program continues to showcase our dedication to environmental stewardship, social responsibility, and ethical governance. Take, for instance, our flagship corporate citizenship initiative, Bringing Smiles, which has been fostering STEM (science, technology, engineering, mathematics) education and career development among underserved children since 2015.

Through more than 60,000 hours of volunteering to date, Brillians have empowered well over 200,000 students in different countries by igniting their interest, confidence, and skills in STEM, and preparing them for a future dominated by technology. In doing so, they have also helped bridge the gap in STEM opportunities and contributed to the creation of a diverse and inclusive workforce.

This is a remarkable feat for an organization of our size and age. Our resolve and commitment have given us the confidence to take on an ambitious program with an even more ambitious goal making a difference to as many as 1 million young minds by the year 2030. As I always say, Bringing Smiles is indeed “the soul” of Brillio.



Care and compassion are also manifest in our approach to Brillians. Ensuring the mental, physical, emotional, and professional well-being of Brillians is paramount to us. This is evident in our employee-friendly policies and programs. A vital part of employee wellness is an inclusive and diverse environment. We are pleased with the strides we have made in that direction with our numerous initiatives, ranging from a dedicated leadership program 'WINSPIRE' to empower women Brillians, to our DEI program 'ONE Brillio' that promotes a culture of openness, inclusivity, and equity.

As stewards of the planet that we call home, we take our role in safeguarding our collective future very seriously. We have been actively working towards reducing our environmental impact since 2016 by continually strengthening and fine-tuning our strategies, practices, and policies for effective environmental management. We are proud to report that we have already adopted a 100% cloud-based approach to all our internal IT requirements, significantly reducing our energy consumption.

We track our environmental performance on a number of parameters, such as energy use, water use, waste generation, and business travel, to reduce our carbon footprint, conserve resources, and adopt eco-friendly practices. This has enabled us to establish baselines for the future and set targets to improve our environmental performance. We encourage responsible behavior in the workplace and make sure all Brillians participate in our endeavor to act responsibly and grow sustainably. Thanks to this focus, we have already achieved carbon-neutrality in India and the US, and have pledged to become carbon-neutral worldwide by 2025 and net zero by 2035.

To us, sustainability is not a mere buzzword or politically correct obligation; it is an opportunity to drive innovation, growth, and positive impact. The choices we make today will have a profound impact on the world we leave behind for future generations. In times of unprecedented challenges, our belief in sustainability empowers us to lead with empathy, intelligence, and vision - the building blocks of a thriving, resilient, and responsible enterprise that Brillio strives to be.

Raj Mamodia

Founder, CEO & Chairman, Brillio



ABOUT BRILLIO

Founded in 2014 as a full-service digital transformation services and consulting firm, we apply our expertise in customer experience transformation, data analytics, artificial intelligence (AI), platform and product engineering, cloud infrastructure, and security to help customers quickly innovate for growth, create digital products, build service platforms, and drive smarter, data-driven performance.

Deep expertise across the full spectrum of digital capabilities.

- Accelerating customer experience transformation
- Powering intelligent enterprises
- Crafting products of relevance
- Enabling enterprise agility

Headquartered in Dallas, Texas, we have offices in the US, UK, Romania, Mexico, and India.



Our nearly 6000-plus-strong Brillio team is based in fourteen offices across three continents and considers world-class customer satisfaction as its true north.

Our Compass, Our Guiding Star



Customer Success: We strive to provide not only what the customers want, but also what they need. To us, success means leading our customers to better outcomes, and aligning our priorities so that we win when they win. We ensure that every individual is fully invested in the success of our customers.



Care and Compassion: Our interactions with customers, colleagues, partners, and communities are guided by positive intent and compassionate ethos. By placing care, empathy, and consideration for others at the heart of every thought and deed, we strive to create a positive, productive, and supportive environment where people feel valued and respected.



Founder's Mindset: We challenge the status quo with a proactive attitude and own the impact. By instilling an entrepreneurial and pioneering spirit in every individual, we seek to drive ownership, accountability, innovation, empowerment, and dedication throughout the organization. We think beyond short-term gains and make decisions that align with the long-term vision of our customers and the sustainability of their businesses.

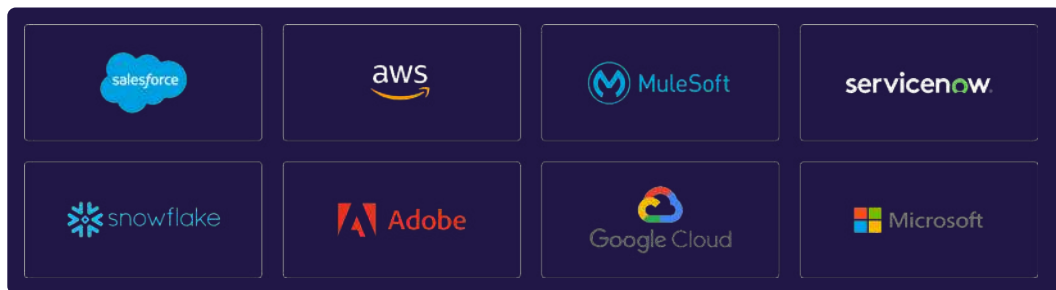


Excellence and Innovation: We bring the best version of ourselves, our teams, and our organization in all external and internal interactions. Through excellence, we seek to drive a positive impact by realizing high-quality work, continuous improvement, customer satisfaction, competitive advantage, employee engagement, innovation, stakeholder trust, and personal development. We continually reinforce excellence through our actions, decisions, and behaviors.

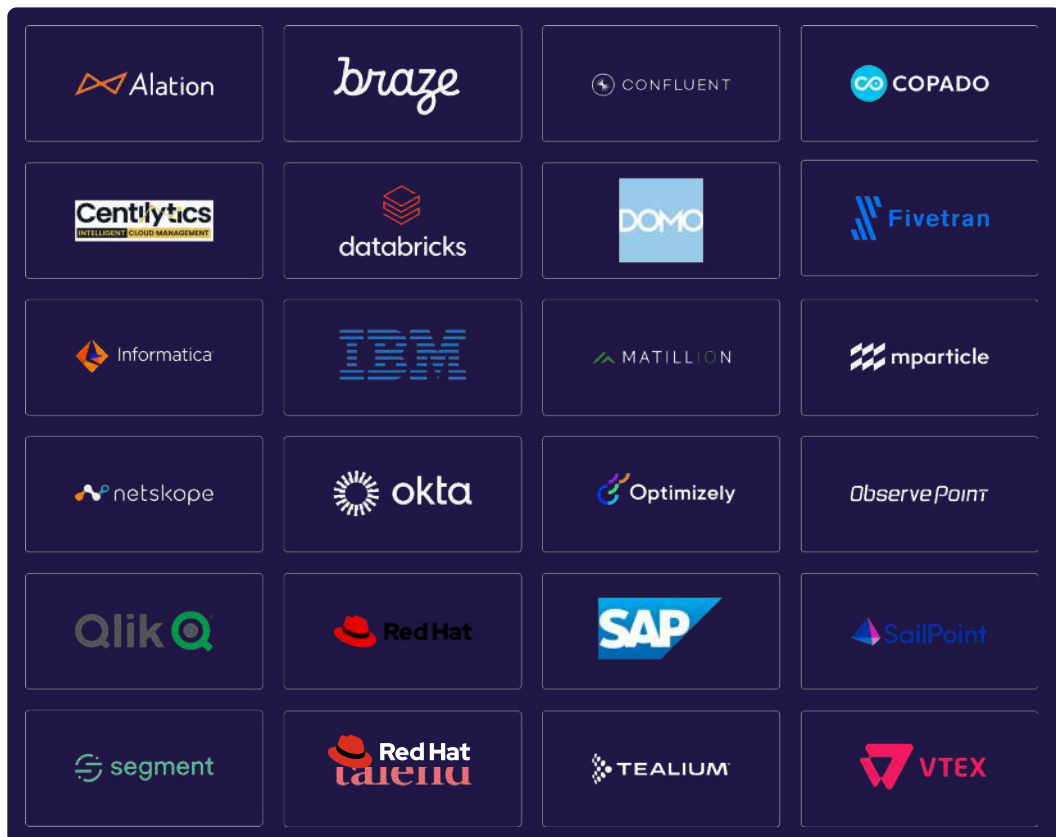


Partnerships

Strategic Partnership



Partner Ecosystem



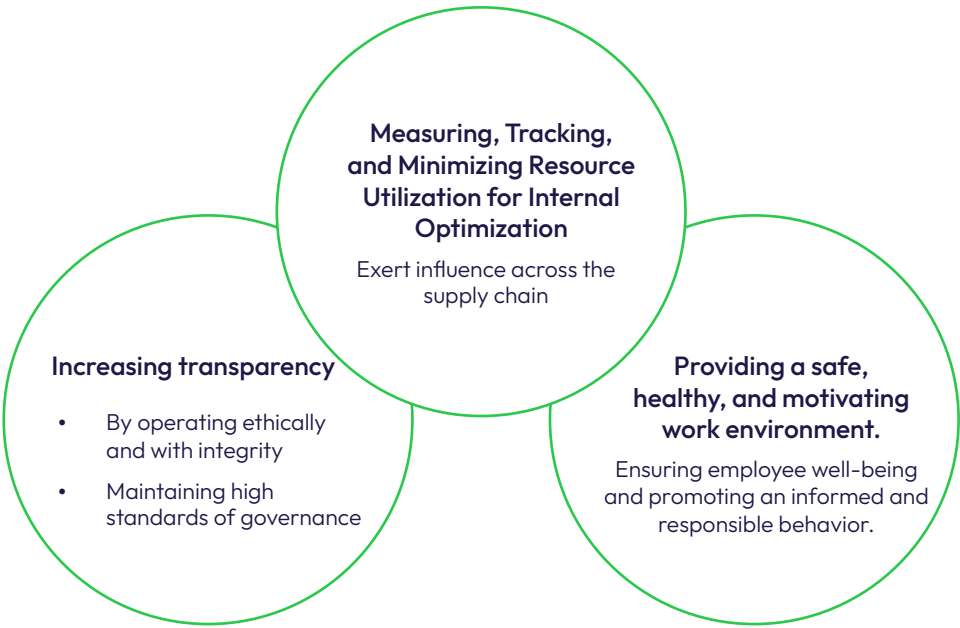


OUR SUSTAINABILITY STRATEGY

Brillio's sustainability strategy is designed to ensure long-term viability, mitigate risks, and attract investors who value ethical and sustainable business models. By leveraging cutting-edge technologies such as AI, machine learning, and digital platforms, we aim to drive sustainable outcomes that not only enhance operational efficiency but also minimize environmental impact. Our commitment to tracking and reducing carbon footprints, optimizing supply chains, and minimizing waste underscores our dedication to making sustainability an integral part of our operations. By adopting sustainable practices and leveraging our technological expertise, we aim to drive significant environmental benefits and promote a greener future.

We strive to embed the culture of 'Act Responsible & Think Sustainable' through our Sustainability policy and bold measures.

Stakeholder engagement is at the heart of our sustainability strategy. We actively collaborate with investors, customers, employees, and suppliers to ensure our ESG initiatives align with their expectations and contribute to long-term value creation. This collaborative approach enhances the relevance and impact of our sustainability efforts, ensuring they meet the needs of all our stakeholders.



In addition to our environmental initiatives, we are deeply committed to social responsibility. Brillio's social responsibility is epitomized by our "Bringing Smiles" program, a global Corporate Social Responsibility (CSR) initiative focused on fostering STEM education and career development among underserved children.

Our interactions with customers, colleagues, partners, and communities are guided by positive intent and compassionate ethos. By placing care, empathy, and consideration for others at the heart of every thought and deed, we strive to create a positive, productive, and supportive environment where people feel valued and respected.



Our governance framework is designed to uphold the highest integrity, transparency, and accountability standards. We adhere to robust corporate governance practices, including a Code of Conduct, Foreign Corrupt Practices Act (FCPA) policy, and anti-bribery policy.

As a member of the United Nations Global Compact, we are committed to human rights, labor, environment, and anti-corruption principles. Additionally, we comply with ISO 26000:2010 and ISO/IEC 27001:2013 Information Security Management Systems.

Brillio's commitment to sustainability extends beyond our immediate operations, as we aim to empower future generations through education and technology. Guided by the Sustainable Development Goals (SDGs) we believe that integrating sustainability into our core business strategies will drive meaningful change and build a resilient, sustainable future for all. This comprehensive approach not only enhances Brillio's brand reputation but also contributes to a more sustainable and equitable world.



Our Commitment

Brillio is committed to conducting its business operations in a sustainable and responsible manner. We recognize that Environmental, Social, and Governance (ESG) issues can have significant impacts on our business, stakeholders, and the planet. We believe that integrating ESG considerations into our decision-making processes is essential for our long-term success.

To enhance our sustainability efforts, we have adopted the Global Reporting Initiative (GRI) framework to improve transparency and disclosure of our sustainability performance.

As our business grows, we will continuously review and update our practices. For the next reporting year, we are streamlining our data collection to build a stronger baseline, focusing on the indicators most material to us and our stakeholders, ensuring greater transparency and accountability in our business decisions and performance.



ABOUT THIS REPORT

Reporting Scope and Boundary

.This report has been prepared using the Global Reporting Initiative's (GRI) Sustainability Reporting Guidelines 2013 (G4.0 Core) as a guiding principle for the year 2023. Our data management techniques for this report include a combination of actuals and estimations. Primary data was collected through data request sheets, actual performance ratings, interviews, and stakeholder feedback. Secondary data was gathered from annual financial reports and documents, HR records, company policies, our Code of Conduct, and other manuals and publications.

We used the GRI guidelines to assist in selecting key sustainability performance aspects in the environmental, social, and governance categories. These aspects were identified based on parameters such as stakeholder importance, core business values, and strategies. This report covers the indicators that are most material to us and which we have addressed over the reporting year 2023.



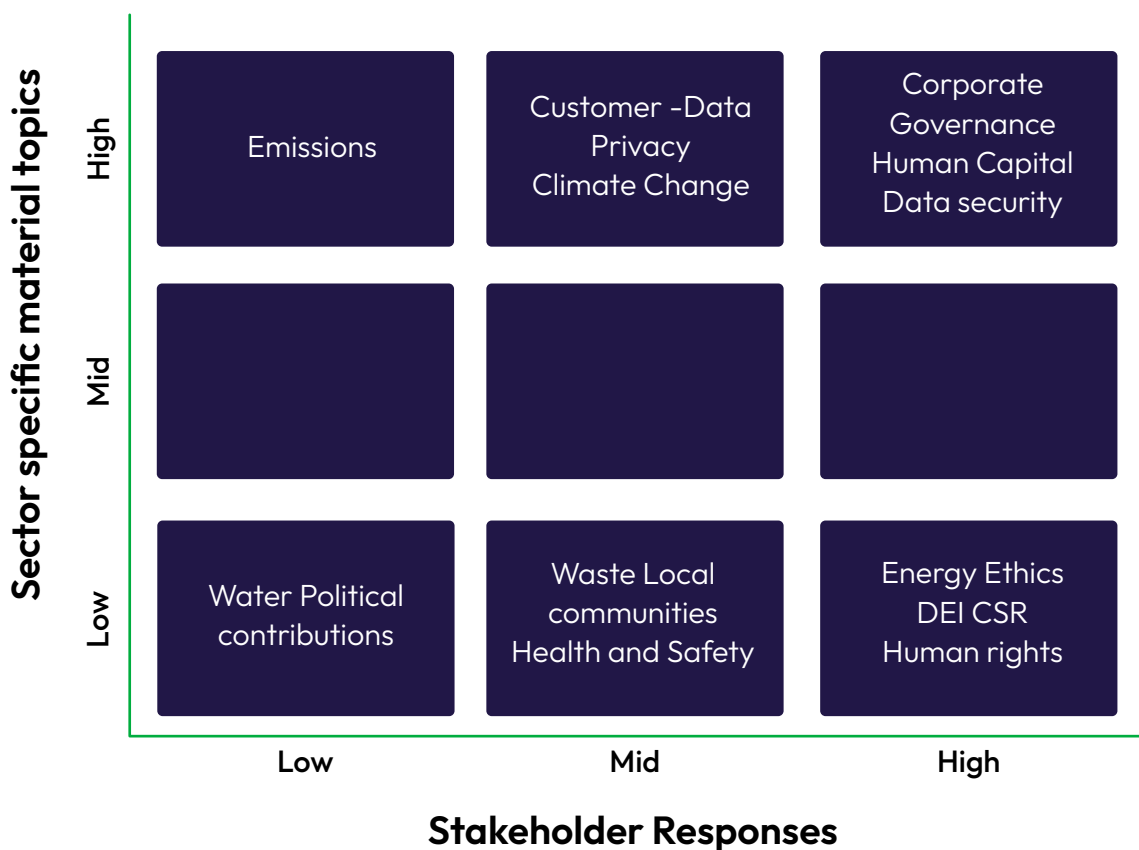
Materiality

Through the lens of GRI, materiality is defined as “those topics that represent an organization’s most significant impacts on the economy, environment, and people, including impacts on their human rights.”

Before developing this sustainability report, we conducted an exercise to determine the aspects relevant to our materiality and business.

Brillio's materiality assessment is based on a comprehensive analysis of ESG risks and opportunities, the impacts of Brillio's operations, sector-specific benchmarks, independent consultant reviews, and stakeholder engagement. Based on these considerations, Brillio has identified the ESG issues most relevant to its business operations, stakeholders, and long-term sustainability.

In the matrix, the significance of these topics has been determined based on stakeholder responses and sector-specific materiality. High-priority topics are indicated in the green section, medium-priority topics in the light blue sections, and low-priority topics in the dark blue section



Brillio acknowledges that its operations impact these topics at varying levels. While the materiality assessment helps prioritize ESG topics, it does not limit Brillio's actions to only high-priority issues. Brillio's sustainability approach is holistic and aims to minimize negative impacts across all of these aspects.



Material Topics



Stakeholder Engagement

The materiality exercise and its analysis consider the impact of the organization’s current performance on its key stakeholders and their expectations for the organization’s growth and development. To achieve this, we identified and prioritized our stakeholders.

Stakeholder engagement is essential for any organization’s sustainability performance. We believe that collaboration between internal and external stakeholders is critical for developing new approaches and solutions. Therefore, we conduct regular dialogues with our employees, customers, investors, community leaders, and suppliers through formal and informal channels. The materiality exercise also serves as an engagement activity to better understand our stakeholders’ expectations.

At Brillio, we understand that engaging with stakeholders and addressing their concerns is central to our sustainability effort. We propose to increase our interactions and feedback collection from each stakeholder group to inspire them to join us on this journey.

Environment





THE PLANET

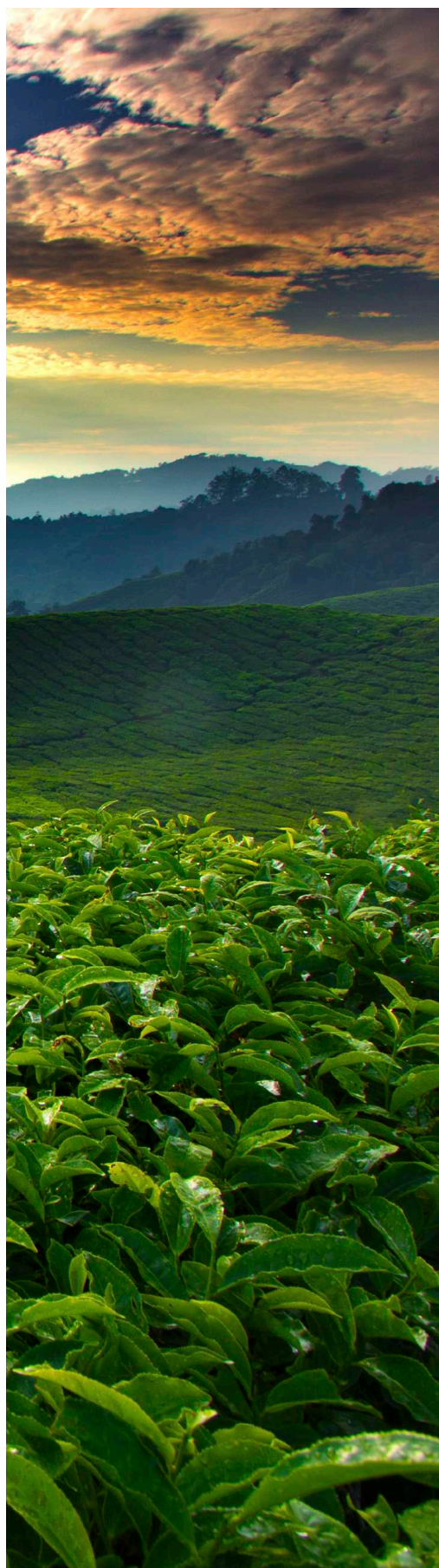
Brillio is dedicated to measuring, tracking, and reducing its environmental effects. Brillio recognizes its operations and business activities' potential contribution to global warming and climate change. We pledge to adhere to all relevant environmental laws and regulations while aspiring to exceed these minimum standards by going "beyond compliance." Brillio focuses not only on coding the future but also on preserving it.

We understand the vital role that the natural environment plays in driving socio-economic progress and make purposeful and constructive efforts to deliver value across the triple bottom line. Driven by the 3R principle of reduce, reuse, and recycle, our integrated approach recognizes the interconnectedness of environmental stewardship and community development. We are working toward achieving carbon neutrality by 2025 and setting science-based net-zero emissions targets aligned with the Science Based Targets initiative (SBTi).

At Brillio, we launched a series of sustainable initiatives ranging from energy efficiency, effective e-waste management, Food Waste Sensitization Program, and employee engagement activities like Sessions of herbalism and back to roots, tree plantation drives, zero waste living ways, etc.

We used the Brillio Green Smiles Calculator as well as an external tool, which kept a measure of the company's quarterly carbon emissions. The calculator also provided a unified online data collection.

We make sure that our data is properly collected and verified by a third party to ensure authenticity. Here, a third-party auditor helps us in this endeavor. All our sustainability reports are verified and published as per ISO 14064 and GHG protocols. We believe in being transparent in our approach and becoming a voice that can influence others to follow our sustainability suit.





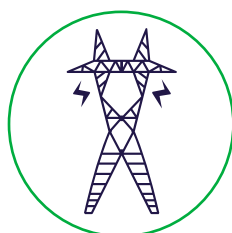
ENERGY

In 2023, implementing energy-saving technologies and practices has been a central focus for Brillio. We have established an effective sustainable development management system across all our sites in India, consistent with ISO 26000:2010 standards, covering a significant portion of our personnel. This initiative was identified as one of the most significant environmental indicators in our materiality matrix. Our energy consumption primarily involves grid electricity, purchased cooling/HVAC, and diesel generator (DG) sets used as backup power during outages.

Total energy consumed within the organization across all offices

INDIA	1325.43 MWh/year
USA	728.94 MWh/year
ROMANIA	53.01 MWh/year
MEXICO	89.51 MWh/year

Accounting for the total number of employees across India, US Romania & Mexico, our per capita energy intensity is estimated to be 0.47 MWh/employee for grid energy consumption.



Grid Electricity
1325.43 MWh



Purchased Cooling/HVAC
194.6018 MWh

Scope 2 emissions from Brillio India facilities

Energy reduction is vital for Brillio, as it leads to cost savings, reduces environmental impact, conserves resources, ensures compliance, mitigates risks, provides a competitive advantage, fosters innovation, and enhances overall efficiency. Our comprehensive approach involves a series of strategic initiatives aimed at reducing energy usage across all our global offices.

Realizing our continuous energy consumption from the use of desktops and laptops, we encourage our employees to save energy by posting signage to remind them to switch their systems to turn-off mode when not in use. We have also witnessed efforts by our volunteers to inspire their friends, co-workers, and teammates to become more responsible in their energy use.

TIPS TO SAVE ENERGY WHILE WORKING ON LAPTOP

- Work In Natural Light Whenever Possible.
- Take control of your energy efficiency by using the built-in power-saving features.
- Turn down the brightness as it will extend the life of your battery.
- Unsubscribe every unwanted email and delete spam mails. If everyone deletes about ten spam emails, we can save around 55.2 million kilowatts of power.
- Use the charger only when the laptop is charging; unplug once fully charged.
- Always turn the power off when not working.

Apart from the campaigns, we began putting in place mechanisms to better understand and manage our energy utilization at an organizational level.

We Produced Renewable Energy Certificates (RECS) to move a step closer to our Renewable Energy Target, Ensuring that 60 % of our Energy consumption is Compensated by Renewable Sources.

1

Over the years, we have replaced all of the CFL bulbs with LED at our Bengaluru offices in a Phased Manner.

2

We explored partnerships with organisations that offer energy saving tools which can be embedded in our systems, In return helping us understand, reduce and manage our energy use.

3

We conducted a third party HVAC audit for all our offices to identify and improve our energy efficiencies.

4

Operational controls put in place like switching schedules, planned preventative maintenance etc, for effective management of equipment to achieve Optimum Energy Savings.

5

We are also encouraging our Landlords to go for the IGBC Certification next year for our Office Buildings.

6



EMISSION

At Brillio, we acknowledge that our operations impact climate change. Under the supervision of the Director & Head of Sustainability, we quantified Brillio's carbon emissions. The sustainability team was responsible for identifying and collecting activity data on a monthly basis, with the assistance of a sustainability consultant who provided technical advice and support for data collection.

Using the GHG Protocol, the international best practice standard for quantifying carbon emissions, we have categorized our GHG emissions into three types:

Scope 1:

Direct GHG emissions are emissions from the source that are owned or controlled by the reporting entity.

Scope 2:

Indirect GHG emissions are the emissions that are a consequence of the activities of the reporting entity, but occur at source owned or controlled by another entity.

Scope 3:

Other Indirect GHG emissions are a consequence of the activities of the company, but occur from sources not owned or controlled by the company.

Our main impact on GHG Emissions come from:

Direct emissions: Diesel usage, used for our diesel generators as back-up power, Refrigerants from refilling fire extinguishers.

Indirect emissions: Grid electricity consumption, business travel, and waste generated at our offices.

Brillio's total emissions for the CY of 2023 from its operations in India, USA, Romania & Mexico were:

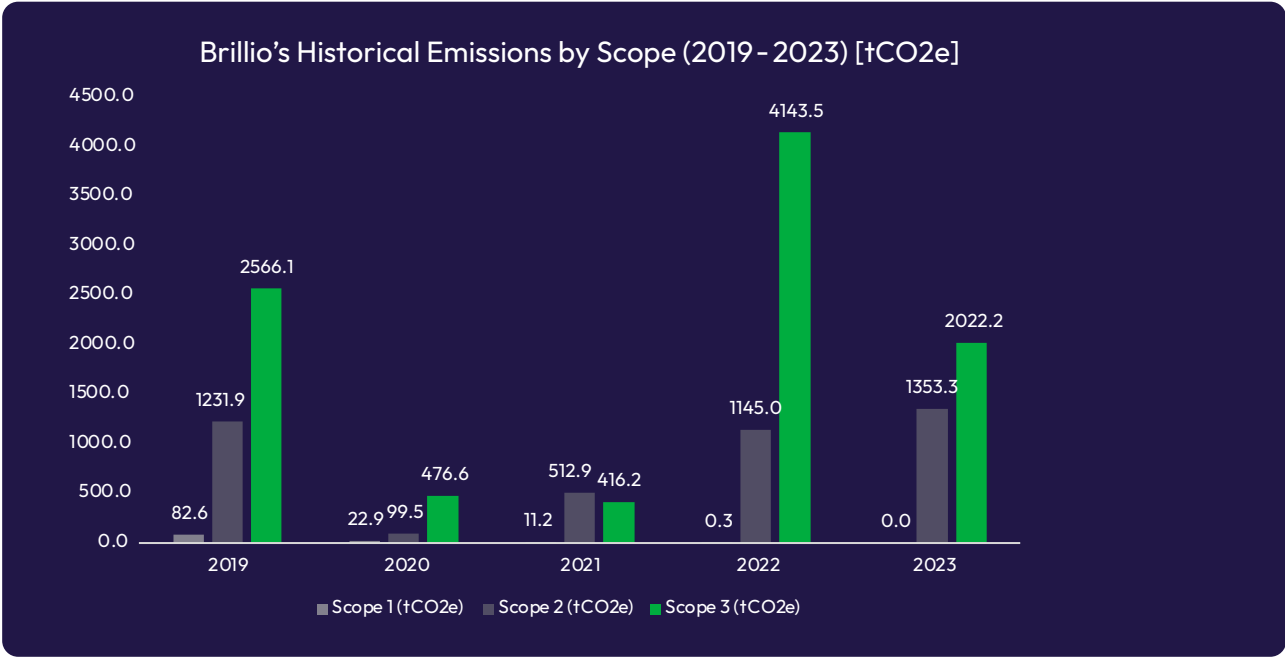
Scope 1 (Direct Emissions)	0.00 tCO ₂ e
Scope 2 (Indirect Emissions)	1353.28 tCO ₂ e
Scope 3 (Other Indirect Emissions)	2022.15 tCO ₂ e

1. The majority of the emissions were from Scope 3, which accounted for 59.9% of the total emissions.
2. The second highest emissions were from Scope 2, which accounted for 40.01% of the total emissions.
3. The lowest share of emissions was from Scope 1, which was zero since the replacement of CO₂-based Fire Extinguishers didn't happen in 2023.

Progress in 2023



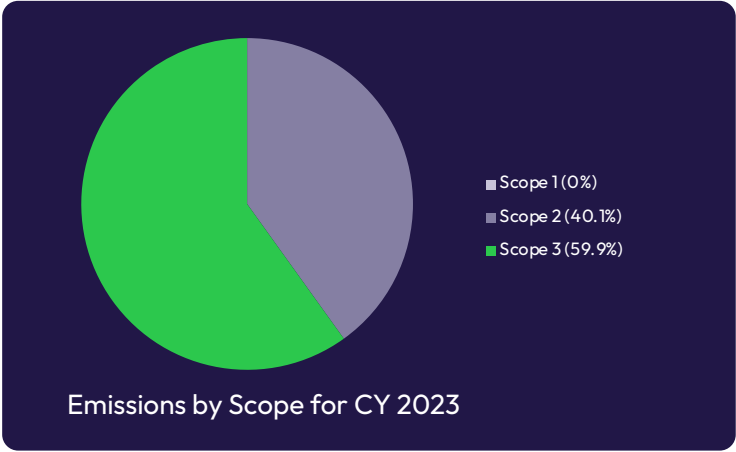
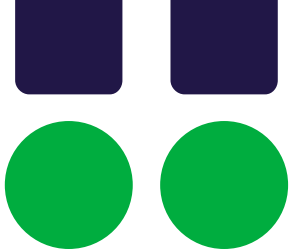
- 1. **Scope 1** GHG emissions reduced by 100% over the year 2022.
- 2. **Scope 2** GHG emissions increased by 18.9% in 2022, primarily due to the inclusion of more locations in our calculations.
- 3. **Scope 3** emissions decreased by 51.2% over the year 2022, mainly due to reduced spendings on purchased goods and capital goods, as well as restrictions that led to less business travel.



- For the CY 2023, Brillio expanded the operational boundary to include Scope 2 and Scope 3 emissions from its offices in Romania and Mexico as well, reflecting the company's efforts to enhance accountability for its global emissions.
- Brillio made considerable efforts to increase data availability and transparency. Emissions from Scope 3 – Category 1 (Purchased Goods & Services) and Scope 3 – Category 2 (Capital Goods) have also been included in this year's GHG Inventory.
- Compared to the previous years, although overall emissions have changed, Scope 1 emissions reduced to zero.
- Scope 2 emissions increased due to the inclusion of more locations this year.
- We achieved our target of having 10% of our cab fleet comprised of electric vehicles (EVs) by 2023, further lowering our Scope 3 emissions.

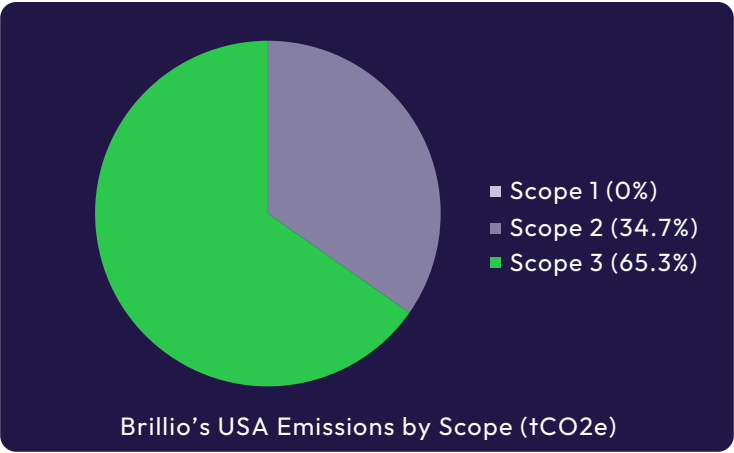


Emissions breakdown by location



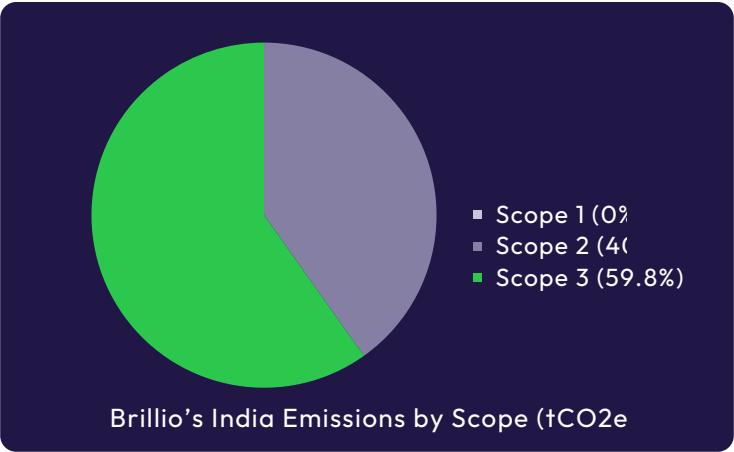
USA

For Brillio's USA operations, the trend was similar to the overall emissions. Since there are no activities associated with Scope 1 emissions, they were zero. Scope 2 emissions from Grid – Energy use accounted for 34.75%, corresponding to 213.08 tCO₂e. Scope 3 emissions from Business Travel accounted for the majority share of 65.25%, corresponding to 400.23 tCO₂e.



INDIA

For Brillio's India operations, Scope 3 emissions from Employee Commute, Business Travel, Waste Generation, and T&D Losses from purchased Grid Electricity and accounted for 59.9% of the total emissions, corresponding to 1621.9 tCO₂e, followed by Scope 2 emissions from purchased Grid Electricity, purchased HVAC/Cooling, and purchased backup electricity, and accounted for 40.2% of the total emissions corresponding to 1089.26 tCO₂e. Scope 1 emissions accounted for 0% of the total emissions.



Since Brillio is primarily a cloud-based organization, we aim to address the greenhouse gas emissions generated from our business travel. As can be incurred from our carbon footprint, a significant portion of our impact comes from our business-related travel. We have employed a 100% cloud-based approach for all the internal IT requirements, virtualization, and other technologies.

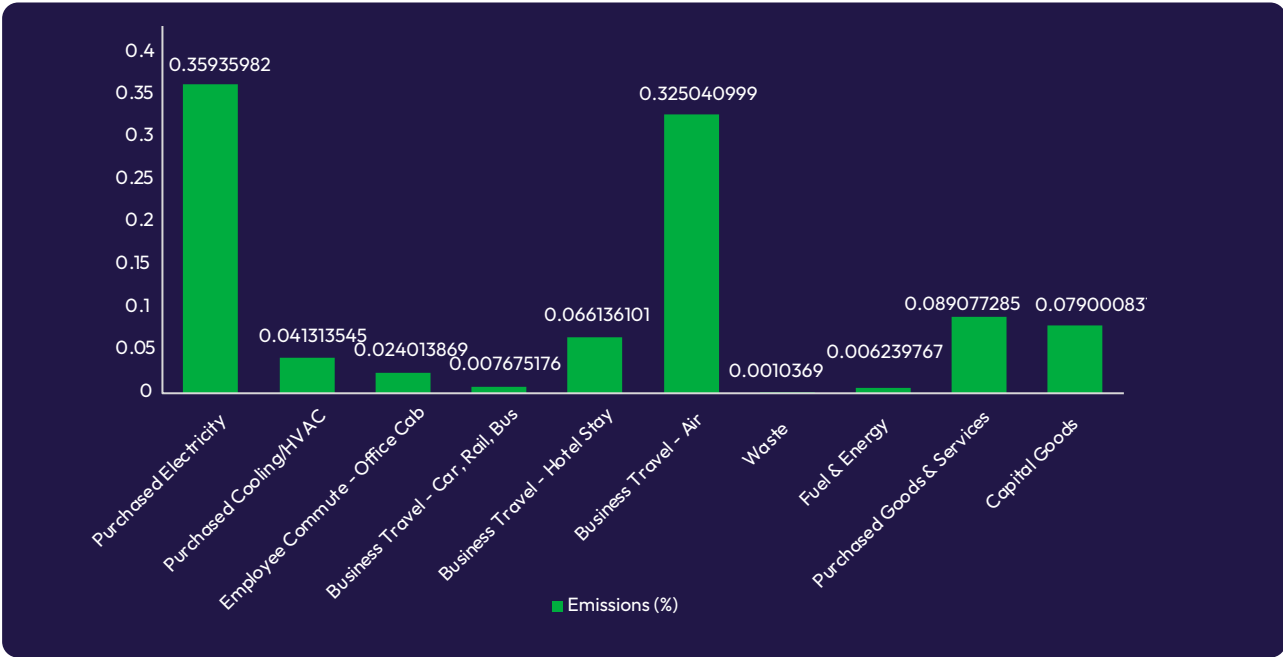
Emission By Source



Emissions associated with air travel were the single most significant source of emissions, accounting for 32.50% of Brillio’s overall emissions, corresponding to 1097.15 tCO₂e.

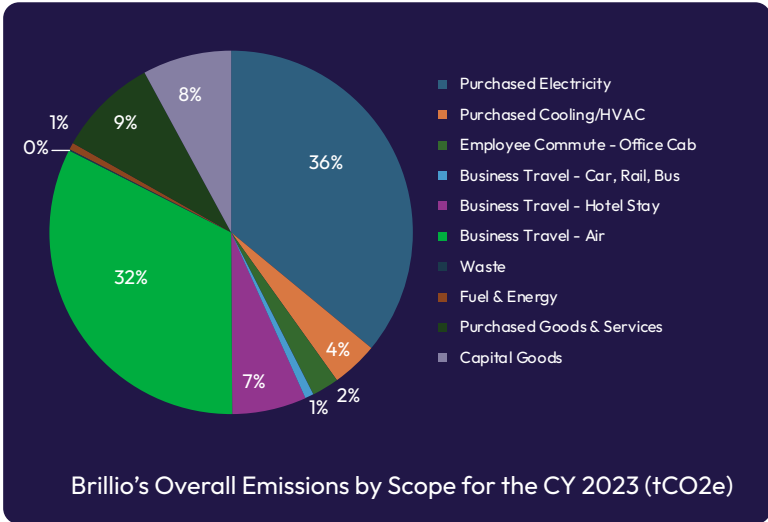
Overall, Business Travel from all categories – air travel, rail travel, travel by car/taxi, travel by bus, and hotel stays – accounted for 39.89% of Brillio’s total emissions, making it the most significant category, corresponding to 1346.00 tCO₂e.

This was followed by emissions from energy use – grid electricity, which accounted for 35.94% of Brillio’s total emissions, corresponding to 1213.83 tCO₂e, making it the second most significant single source of emissions.



Also, we have proposed to conduct internal meetings, where possible, using video conferences to reduce or even replace the need for travel.

Brillio will strive to transition to renewable energy sources for the majority of its electricity share in the coming years.



WATER

According to UNICEF, by 2025, more than half of the world's population might be living in places with limited water supplies. By 2030, 700 million people might die as a result of acute water shortage.

At Brillio, we are dedicated to reducing our water impact and increasing water accessibility in the areas where we operate.

Our water use predominantly comes from municipal supplies and is used for domestic purposes. Additionally, most of our locations employ valve control flush techniques to optimize water usage. No water sources were significantly affected by our operations.

We plan to enhance awareness about water consumption among our employees and operations, striving to preserve water as a shared resource. In the short term, we will track our water usage, and in the mid to long term, we intend to define a target for reducing water consumption.

Our aim is to integrate the principles of circularity by continuing to build on initiatives such as greywater implementation within our office buildings, where wastewater is treated and recycled for non-potable uses.

Brillio has proposed installation of Sewage Treatment Plant (STP) to repurpose treated water for gardening and flushing purposes, with a target to recycle up to 85% of the water consumed. Accurate figures will be calculated for the next year.

By reducing freshwater input and adopting water conservation efforts, we are constantly preparing our campuses to be water-sustainable. Retrofits and centralization of building activities have reduced freshwater use in various locations. Since our freshwater intake is primarily for human consumption, we believe our impact on water resources is minimal.





MATERIAL CONSUMPTION

During the reporting period of 2023, we tracked all materials consumed, with significant usage in paper/paper supplies, paper cups, plastic, and cartridges.



We intend to further increase tracking of materials and other office supplies to gain a better understanding of our consumption patterns and enable better resource efficiency. Our objective, over the next reporting year, is to reduce our dependence on non- renewable materials by encouraging behavioral changes, particularly with respect to paper usage.

In fiscal 2023, no incidents of monetary or non-monetary punishments for infractions or environmental grievances were recorded. Our campuses are established on state-approved property in industrial zones, not near protected areas or places of biodiversity. We have built a procedure for monitoring needs in accordance with legal standards, ensuring that all metrics are always well within the required limits.

All our employees use ceramic mugs in the office, eliminating the need for paper cups. We also encourage a "BYOB - Bring Your Own Water Bottle" policy to reduce the use of disposable cups.



WASTE

Waste management is a critical worldwide concern. Waste management entails waste collection, sorting, and disposal. Waste collection is an important stage in waste management. Trash segregation at the source aids in speedy disposal and provides monetary benefits such as collecting electricity from methane produced by decaying trash. Solid waste management operations are primarily a local duty, and almost 70% of nations have created agencies in charge of trash policy creation and regulatory control.

We consistently seek to lower our ecological impact and drive efficiency via resource optimization and waste reduction, guided by our environmental policy. In order to control trash, we have implemented the 3R approach, which stands for reduce, reuse, and recycle.



Reduce

Reduce: Waste reduction incorporates more than recycling and includes methods to keep resources from becoming garbage before they reach the recycling stage. We offer ceramic cups, steel bottles instead of plastics, and also jute bags to our employees replacing hazardous materials with biodegradable ingredients reducing pollution as well as waste.



Reuse

Reuse: We have a waste hierarchy and favor reuse over recycling. Waste generated at the source is separated and, if possible, analyzed for reuse.



Recycle: At Brillio, Paper, plastic, and metal waste are recycled and turned into various useable forms. Today, more than half of all paper used by humans is collected and recycled. Paper is a substantial component of solid waste, accounting for 50% of rubbish in landfills. The waste treatment method followed for the food waste generated at the offices is Composting.



Segregation at the Source

Waste segregation at the source involves detecting and separating various kinds of solid waste at the point of generation. We categorize waste into hazardous and non-hazardous. All dry and wet waste is collected by the corporation vendor. Separate storage is conducted for different components of solid waste, including biodegradable wastes such as landscape/garden waste and food waste, and non-biodegradable wastes such as sanitary waste and non-recyclable inert waste. We also separately store various categories of e-waste and construction and demolition waste.

E-Waste

In 2023, Brillio did not generate or dispose of any e-waste. Instead, laptops were distributed to schools in various districts of Karnataka State through a partnership with a government-certified NGO for e-waste collection and distribution.



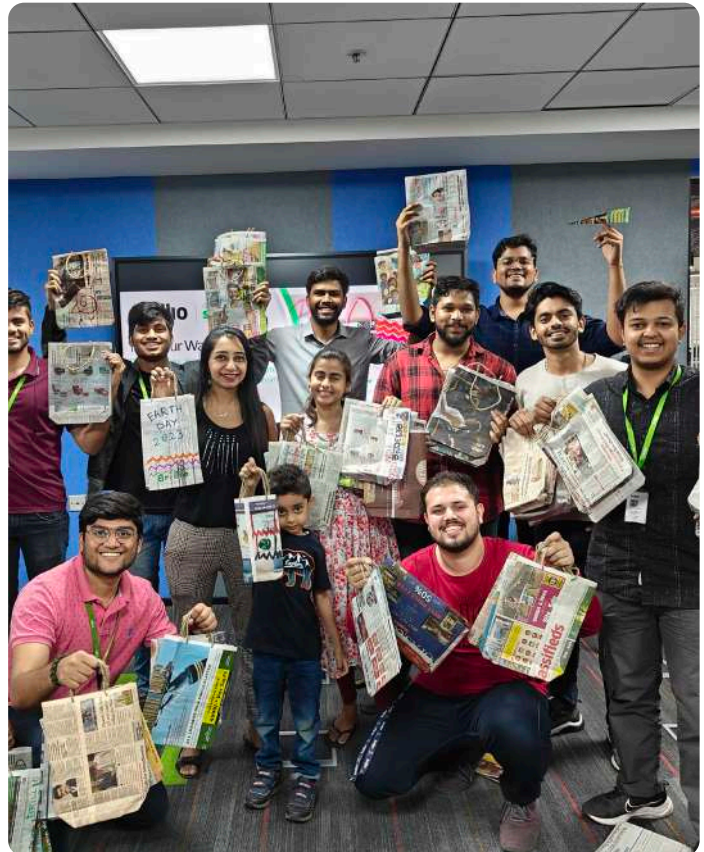
Plastic Waste

We launched the No-Plastic Campaign, banning all single-use plastic across all offices in India. As part of this campaign, we encouraged employees to participate in the BYOB - Bring Your Own Water Bottle initiative to reduce the use of disposable cups.

A plogging event was organized at the local community park, where over 20 Brillio Volunteers jogged and collected over 35 kg of plastic, which was then sent for proper disposal.

We aim not only to focus on our own sustainability journey but also to inspire change throughout the industry by becoming a company that others can look up to and emulate our sustainability model.

We also adhere to ISO 26000:2010 standards for environmental and community involvement and development, as well as ISO 14001 for Environmental Management Systems (EMS).



Food Waste

We initiated a Food Waste Awareness Program to educate children about the problems and consequences of food waste and to introduce solutions for avoiding food waste at home and school. During the school year 2022-2023, over 50 schools participated in the offline drive to reduce food waste, resulting in an average reduction of 1-2 kg per month.

Additionally, over 1000 children participated in the online Food Waste Reduction Awareness drive, facilitated by more than 20 Brillio volunteers, who taught the children how to help their families plan and prepare food, track leftovers, and understand the impact of food waste on the environment.



COMMITMENTS

We have signed our commitment to Science Based Target Organization and are in the process of setting our Science Based Targets. We conducted a Climate Change Risk Assessment for the first time last year and are developing mitigation strategies.

We have received our ISO 14001:2015 - Environmental Management Systems certificate.

We also renewed our commitment to the United Nations Global Compact to meet fundamental responsibilities in four areas: human rights, labor, environment, and anti-corruption.

SUPPLY-CHAIN SUSTAINABILITY



At Brillio, we recognize that our business impact includes operations within our business boundary and extends across our supply chain. For this purpose, we strive to build a strong network of diverse suppliers, ensuring all have equal opportunities to participate in our vendor empanelment and registration exercise.

We insist that all our suppliers follow regulations relating to labor, human rights, and other relevant laws of the land at all our locations. Contractors must conduct background checks and collect government-issued documentation of their staff.

We are aware that the environmental and social performance of our suppliers/vendors has an indirect or even direct impact on the sustainability of our business. Keeping this in mind, we intend to engage and train our employees in areas of ESG and work towards achieving a sustainable supply chain. We are in the process of investing in ESG Principles through ISO Certifications and reducing supply chain risks.

Our new vendor assessment forms cover various criteria covering- Labor Practices, Environment, Society, and Human Rights. We are building on this framework to evaluate our supply chain's impact and further address transparency across our supply chain. We are also developing ways in which we can collaborate with our supply chain in building their capacity to reduce their GHG emissions and partner in different activities that have a positive impact on the environment.





Activities that resulted in significant GHG reductions

Organisation Initiatives

Energy efficiency measures:

1. Retrofitted LED lights in the office. Shifted from CFL to LED.
2. Installed sensor lights wherever required to reduce energy consumption.
3. Tracking energy leakages.
4. Grid Power Energy Reduction.
5. Shifted from conventional UPS to modular UPS.
6. Replaced 3-star AC with 5-star AC.
7. Shifted to VRV AC.
8. Smart Rack.
9. More than 90% of employees have started using laptops instead of desktops.

Space reduction:

1. Transitioned from a desktop-intensive to a laptop-intensive company.
2. Reduced per-head energy consumption and space consumption (less square footage).

Scope 3 measures:

1. Subscribed to video conferencing for internal meetings to reduce emissions from employee travel and business trips.
2. Invested over \$100,000 in Microsoft Azure for internal IT requirements, virtualization, and other technologies.

E-waste management:

1. Redistributed unused desktops and laptops to government schools.
2. Reused old AC units by the builder.

Other:

1. Installed gate-pass automation across all locations to minimize paper usage.
2. Engaged with partners offering energy-saving tools for data centers and other systems.
3. Committed to setting a Science-Based Target by 2024.
4. Initiated the setup of an organization-wide EMS.



Employee Initiatives



Eco-friendly initiatives:

Encouraging Carpooling, installing food waste trackers, organizing e-waste collection drives, and promoting Acts of Responsibility.

Behavioral change programs:

Conducting green campaigns like Grow Greens, Act of Responsibility, Green and E-waste Quiz, Save Energy Tips, and 3Rs-themed contests.

Hosting workshops on zero-waste lifestyle, Do-It-Yourself (DIY) projects, Small Steps, BIG Changes.

Running a BYOB - No Single-Use Plastic campaign.



Carbon Reduction Challenge:

200+ Brillians calculated their carbon footprints and pledged to reduce their carbon emissions by at least 10% in 2023 through personal efforts.

Changes that are likely to be long-lived

We take pride in fostering changes that have a lasting impact on individuals' lives. Sustainability has become an integral part of our lifestyle, seamlessly integrated with healthy personal and professional living. Beyond the office, we ensure that our employees are committed to making a positive impact in society and leading by example. Volunteering, conducting workshops, and participating in campaigns have become the norm at Brillio, demonstrating our commitment to giving back to society while maintaining 100% work delivery.

We practice what we preach, as reflected in our carbon emission numbers. Every year, we brainstorm and devise strategies to significantly reduce (not just minimize) our footprint. Even with the expansion of our operations and new offices, we have managed to keep our emission footprint as low as possible. Our sustainability practices are designed to be long-lasting and will surely pave the way toward our goal of carbon neutrality.





The way forward

Since our journey began in 2016, we have made significant progress. Our focus has expanded globally, beyond just India, and we are confident in replicating our success worldwide. We have established processes to collect carbon emissions data for our operations in North America and Europe and have begun exploring carbon reduction methods across all our locations.

Brillio is committed to continuous improvement and growth. We recognize the urgent need for organizations to take responsibility and significantly reduce carbon emissions. Our promise is that WE CARE for the environment, and this commitment is at the center of everything we do. We will maintain a systematic approach to our sustainability efforts, setting Science-Based Targets for emission reduction and announcing our Net Zero targets.

How our stakeholders feel about **Green Smiles** !



01



I believe the earth is a divine gift that should be improved for future generations.

Brillio's plantation drive fascinates me because today's plants provide tomorrow's benefits. Bringing your own bottle to the office reduces plastic use and sets an example for colleagues.

Hiranmayi Upadhyaya
Senior Business Analyst

02



I'm proud to have joined Brillio's R3 campaign to reduce, reuse, and recycle. The BYOB initiative encourages sustainable living; I carry my own bottle and reusable bags. At home, we segregate waste and use eco-friendly products

Ravi Sharma
Lead BI Engineer



03



Participating in the plogging event was a rewarding experience, combining fitness with environmental care. I'm grateful for the opportunity to contribute to a cleaner community and bond with colleagues.

Rajat Kumar
Senior Lead Engineer



Social





PEOPLE

Brillio caters to diverse clients, ranging from industries such as banking and finance, consumer goods, media and telecom, pharmaceuticals, retail and utilities. To meet the needs of this diverse portfolio, Brillio maintains a global workforce of over 6,000 employees, external consultants, and contractors, spread across ten global offices and two innovation centers.

Brillio prioritizes social capital to drive economic growth and sustainability. We actively develop human capital and implement policies to address social issues. Additionally, Brillio takes proactive measures to improve the welfare of the communities in which it operates and actively nurtures its business ecosystem.

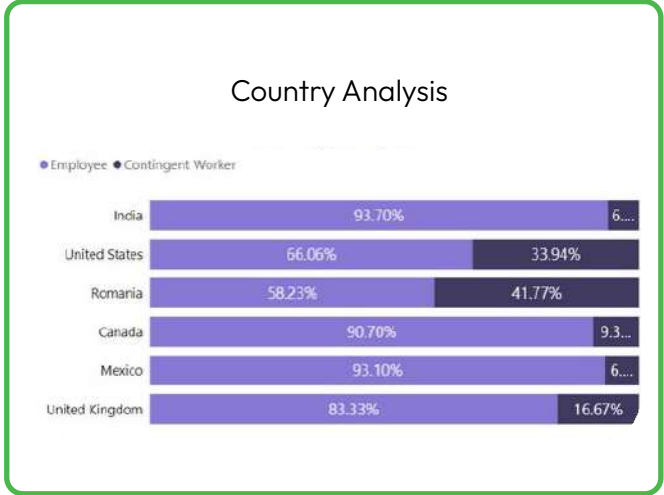
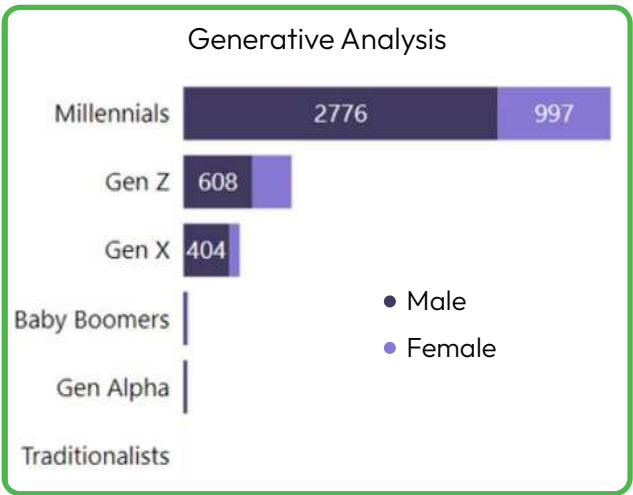
Recruitment and Retention



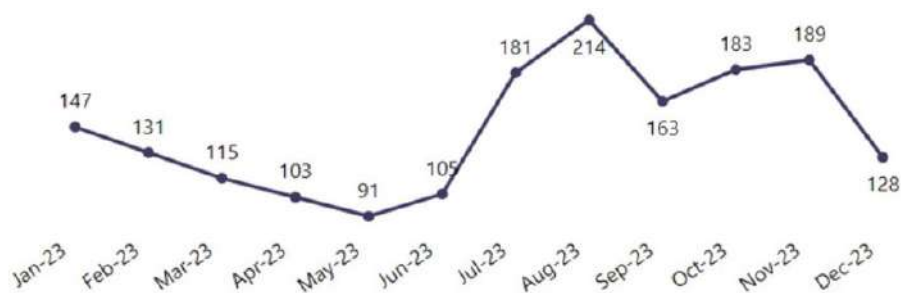
Brillio seeks highly skilled, technically engaged, and aspirational engineering and technical minds when recruiting for our service lines. We hire across various functions, including design, consulting, solutions, product development, sales, and mobility services, as well as traditional domains like HR, marketing, and finance. We recruit from some of the top engineering colleges and technical institutions. Our graduate recruits undergo a rigorously structured learning program and are offered micro-learning experiences to enhance their “on-the-job” skills.



Active employee

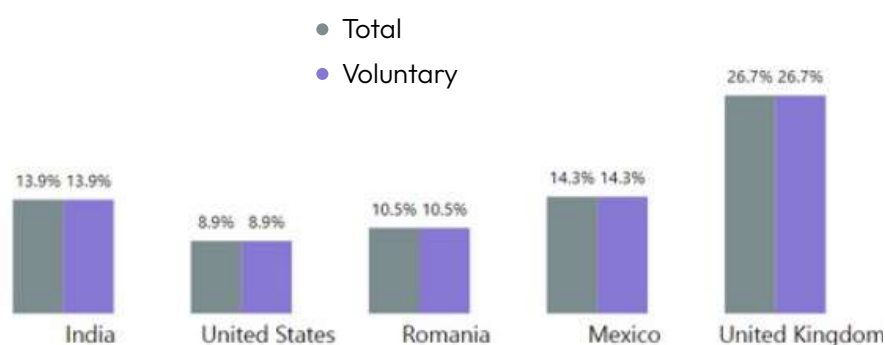


Hires Trend



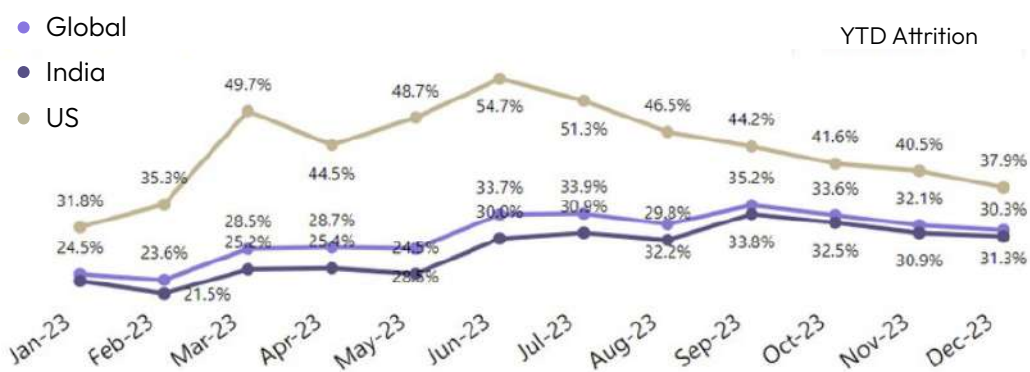
As part of the service industry, we expect a high turnover rate, driven by the high demand for professionals with the skills required to offer services to clients. The graphs below present the turnover rate according to age and employee category across our locations in India and the US.

Country-wise Annualized YTD Attrition

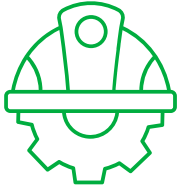


While external factors play a major role in attrition, several internal factors influence employee retention. From Brillio's perspective, these are labor practices, employee benefits, employee health and safety, diversity and inclusion, and growth through performance management and capability development.

YTD Annualized Attrition



Labor Practices



Brillio recognizes that fair labor practices, such as providing sufficient notice periods regarding operational changes and maintaining transparent and effective mechanisms for addressing labor and human rights violations, help strengthen the employee-management relationship and consequently improve retention rates. These changes are routinely communicated through our HR handbook, as well as during information and orientation sessions when such operational changes occur. Major updates and policy revisions are periodically explained to the relevant internal stakeholders and communicated through email and our internal communication system, Yammer.

Brillio is committed to safeguarding and preserving human rights. We have established specific policies against child labor and modern slavery, and we are dedicated to upholding human rights within our operations and business associations.

Employee Benefits



Brillians are at the heart of how we work. We nurture an environment that places the well-being, development, and satisfaction of all Brillians at the forefront of policies, practices, and culture.

Our benefits program BYou is based on four pillars of wellness aimed at enhancing the personal and professional well-being and development of Brillians.



Physical Wellness:

- Better work-life balance through paid time off, parental leave, and hybrid working.
- Health insurance for self and dependents, disability cover, and a range of optional add-on covers.
- A wide array of fitness programs designed to cater to individual needs and convenience.



Mental Wellness:

- Comprehensive mental, emotional, and behavioral health resources 24/7. Counseling and assistance via dedicated apps.
- Medical insurance covering psychologist consultation and psychiatrist mental screening.



Financial Wellness:

- Tax-efficient programs and retirement savings, as applicable.
- Travel insurance, early salary access, and short-term loans in certain regions. Counseling, webinars, and briefing sessions on personal financial management.



Social Wellness:

- Ongoing evaluation, mentoring, and leadership connects.
- Regular recognition and celebration of individual and team contributions.
- Extensive opportunities for Brillians to make a positive impact through volunteering.

At Brillio, we are mindful of the fact that despite the exigencies of work, new parents require time off to tend to their children. Both our male and female employees are entitled to parental leave, across our Indian and US operations.

Employee Health and Safety



Brillio recognizes that our long-term sustainability is inextricably linked to the actions of our employees. To support this belief, we have established the following guidelines:

- We are committed to providing a safe, healthy, and motivating work environment for all our employees
- We ensure that our workplace is safe and inclusive, with equal employment opportunities, diversity, and free from discrimination and harassment
- We confirm that our business operations and value chain are free from any form of child labor.
- We promote a culture of social and environmental responsibility, prioritizing sustainable practices throughout our organization.
- We encourage and support healthy living and informed, sustainable lifestyle choices among our employees.

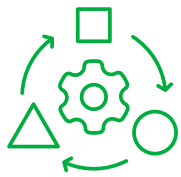
By adhering to these guidelines, we aim to foster a workplace culture that values the well-being of our employees and their impact on the world around them, while striving towards a more sustainable future.

Employee well-being is a priority for Brillio. We have implemented specific policies, such as the Health and Wellness Policy and Employee Health and Safety Policy, to address this holistically.

Furthermore, Brillio is committed to providing a safe and healthy working environment for its employees at its facilities. We are in the process of obtaining the ISO 45001 certification and have a detailed Employee Health and Safety Policy in place.



Diversity and Inclusion



Diversity, inclusion, and equal opportunity are crucial for Brillio as they foster innovation, creativity, and different perspectives, ultimately leading to better business outcomes. Promoting these values creates a positive and respectful work environment where all employees feel valued and empowered to contribute to the company's success.

Brillio ensures equal employment opportunity for all potential employees and staff, regardless of race, color, religion, gender, sexual orientation, marital status, national origin, ancestry, citizenship or immigration status, age, or disability, in line with UN SDG 5: Gender Equality. Brillio unequivocally forbids any form of illicit employee harassment based on any of the criteria mentioned above and does not condone any obstruction to employees' capability to execute their job responsibilities.

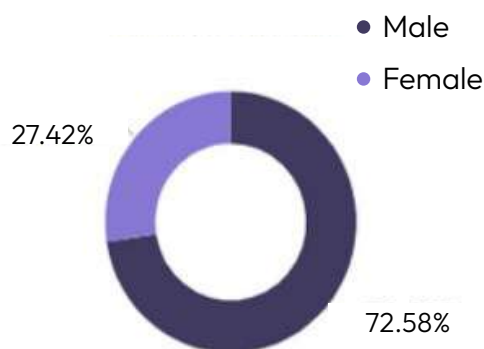


This year, we launched Brillio's first-ever 'Women's Leadership Program – WINSPIRE' across our India operations. This program invests in the development of women leaders across levels and roles. The organization is committed to nurturing female talent, making this initiative imperative as we plan to become a more inclusive organization and a great place to work.

The graph represents the gender-related aspects of Brillio's employee attrition and new hires during the reporting period.

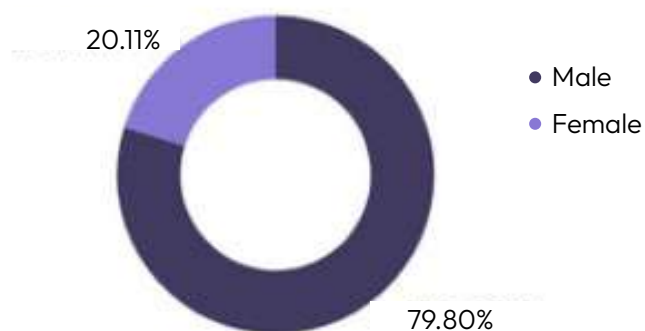
Understanding diversity within employee populations is essential for planning organizational diversity at Brillio.

Gender Diversity





Hires by Gender



Learning and Development

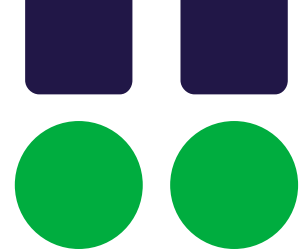


Brillio Academy, our learning and development ecosystem, empowers Brillians to unlock their full potential and drive both individual and organizational growth. By fostering an environment that supports and rewards ongoing skill development, we equip Brillians with the skills and knowledge needed to adapt to rapid market and technology changes, spearhead innovation, and become future-ready.

As business evolves rapidly, Brillio Academy emphasizes quick fixes alongside lifelong learning models. It is an elite learning environment that promotes a culture of continuous learning and creativity. The Academy is dedicated to providing our employees with different learning pathways, enhancing their preparation for the digital future, and enabling them to keep pace with rapid technological advancements, adapt to new business models, and perform to their full capacity.



Six Foundations of Brillio Academy



Engineering School

The Engineering School is dedicated to fostering engineering excellence in every aspect of Brillian's work. It offers a fast-track pathway for employees to immerse themselves in the latest advancements, tools, and trends shaping the digital landscape. This accelerated learning opportunity enables those who embrace a digital mindset to remain up-to-date with the latest technologies. Our Engineering School empowers individuals to adapt swiftly to technological shifts, fostering a proactive approach to leveraging digital solutions for enhanced efficiency, innovation, and competitiveness in today's dynamic business environment.

Architect School

Tailored for both aspiring and experienced architects, this school equips the architectural community at Brillio to design and construct solutions with a customer-centric approach at its core. It offers a comprehensive curriculum that covers the latest architectural principles, best practices, and innovative technologies. Through hands-on workshops, collaborative projects, and expert-led seminars, Brillians learn to create robust, scalable, and efficient solutions that meet and exceed customer expectations. The Architect School fosters a culture of continuous learning and professional growth, empowering architects to drive innovation and excellence in every project.



Graduate School

Tailored for developing talents, the Graduate School empowers individuals to craft their career trajectories. This transformative experience is designed to align with their distinct skills, foster potential growth, and support their aspirations. Through comprehensive training programs, mentorship opportunities, and practical experiences, the school provides a solid foundation for professional development. Brillians are guided through a structured learning path that includes industry-relevant courses, hands-on projects, and real-world problem-solving scenarios.

The Graduate School aims to nurture future leaders, equipping them with the knowledge, skills, and confidence to succeed in their chosen fields and contribute significantly to the organization's success.

Project and Program Transformation School

Focused on enhancing the capabilities of program and project managers, the Project and Program Transformation School aims to strengthen their skills in both Project Management and Program Management. Through advanced training and resources, the school ensures delivery excellence across Brillio. With comprehensive courses, practical workshops, and expert-led sessions, participants gain the knowledge and expertise needed to drive successful projects and programs, fostering a culture of continuous improvement and innovation within the organization.



Sector School

Customer success is our top priority and is embedded in our core values. The Sector School provides in-depth knowledge and expertise on our customers' businesses and their respective domains. It is committed to equipping every Brillian with the skills and insights necessary to thrive and excel in the industry. Through tailored programs and expert-led sessions, the school ensures that participants gain a comprehensive understanding of market trends, best practices, and innovative strategies. The goal is to empower individuals to make informed decisions, drive growth, and achieve sustainable success.



Leadership School

Leadership begins at the grassroots. The Leadership School is devoted to cultivating and molding professionals into future leaders. It fosters essential leadership qualities, strategic thinking, and innovative problem-solving skills. This initiative aims to instill a forward-thinking mindset, equipping individuals with the agility, resilience, and vision required to lead effectively in an ever-evolving business landscape.





Channels for Education

Brillio offers a diverse array of tools and platforms to facilitate learning and skill development, including access to Oracle Labs, Udemy, Coursera, LinkedIn Learning, Classmaker, Kahoot, Mettl, and Knolskape. Additionally, we are committed to supporting other platforms as requested or required by our employees to ensure a comprehensive and tailored approach to learning and professional growth within our organization.

Mandatory Learning

ISMS

The Information Security Management Systems (ISMS) training course helps employees assess the organization's current information security management practices in preparation for implementing an ISMS. This training covers all relevant practices, policies, and procedures, acquainting employees with the requirements of current standards and understanding how they could apply to Brillio and the potential benefits of adoption.

POSH

Brillio conducts mandatory Anti-Sexual Harassment Training to sensitize employees about workplace harassment, the policies and legal procedures to protect them, the grievance redressal mechanism, and the constitution of the redressal committee. This training is delivered both online and in classrooms through case studies and situational mock-ups.

Brillio also provides project-specific training and 360-degree feedback. Transition assistance programs are conducted to facilitate continued employability, including Women's Leadership programs, training for Mid Managers, and the Young Leadership Program.

The table provides a comprehensive overview of the organization's learning and training metrics, divided into three categories: organization-wide, onsite, and offsite. It includes data on total learning hours, indicating the cumulative time employees spent on learning activities. It also shows the total headcount, representing the number of employees in each category. The table highlights the number of unique learners, which refers to the individual employees who participated in training programs.

Brillio conducts regular performance and career development reviews for all employees, ensuring comprehensive coverage. Our Human Resources team facilitates a Performance Improvement Plan (PIP) to encourage constructive discussion between employees and their managers.

Details	Org wide	Onsite	Offsite
Total Learning Hours	123267	123267	123267
Total Head Count	5324	1270	4054
Unique Learners	3986	6366	3350
Avg. Learning Hours (total learning hours / head count)	23.2	10.9	26.7
Training Adoption %	75%	50%	83%



This PIP program is designed to clarify and monitor employee work performance, identify areas for improvement, and help employees achieve the desired performance levels. Implementation is at the manager's discretion and is applied on a case-by-case basis.

If an employee's performance is falling short of expectations, their manager is expected to guide them towards improvement. This guidance involves timely communication of performance feedback through documentation, known as the Performance Improvement Plan or PIP. The PIP documentation is followed by weekly feedback.

If there is no visible improvement, the PIP may lead to termination of employment. The duration of this review may vary from four to twelve weeks and will be based on discussions between HR and the Business Unit/Function Head. If an employee is terminated, the PIP duration will be counted as part of the notice period. Throughout this initiative, managers are expected to treat the employee with dignity, empathy, and respect.

COMMUNITY

Bringing Smiles: The Soul of Brillio

Our culture is driven by Brillio's Core values, and it is the foundation of who we are as an organization. We equip and empower our employees to push boundaries with an 'Entrepreneurial' spirit as they craft 'Customer Success' stories. With our customer-centric approach, we deliver 'Excellence' at every level of our collaboration, and this is what fuels Brillio's growth story. While we are proud of our journey so far, We Care and we are compassionate about our customers, employees, and the community where we thrive.

150,000+ young minds | 900+ Schools | 1 million by 2030

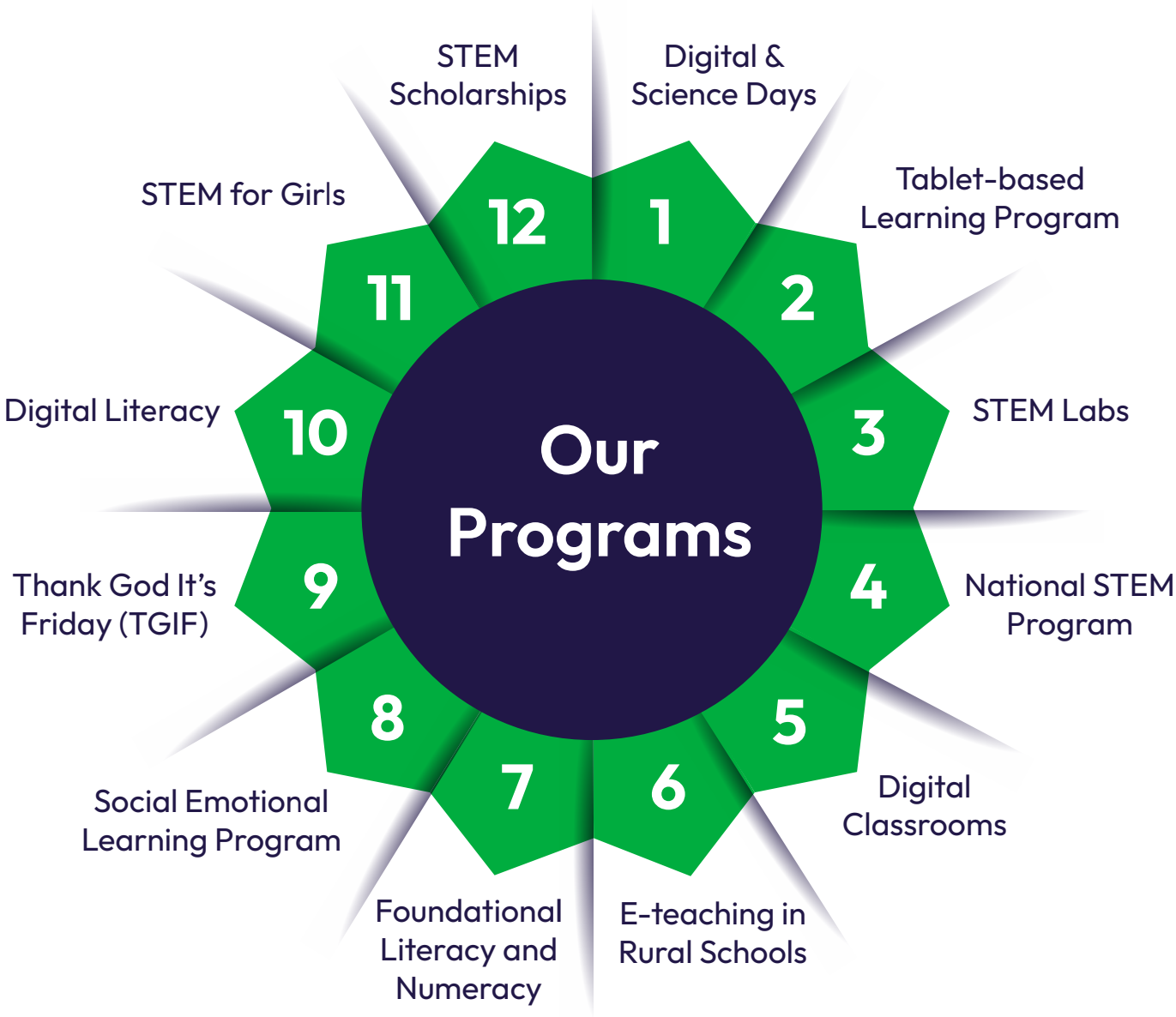
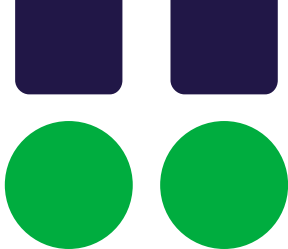
Bringing Smiles, our global Corporate Social Responsibility (CSR) initiative, is focused on fostering STEM (science, technology, engineering, mathematics) education and career development among underserved children to prepare them for the digital-first, entrepreneurial, and disruptive world of tomorrow. Launched in 2015, the program combines financial help from Brillio with the volunteering efforts of Brillians to support students through partnerships with schools and non-profit organizations. Our resolve and commitment have given us the confidence to take on an ambitious program with an even more ambitious goal – making a difference to as many as 1 million young minds by the year 2030.



Through more than 55,000 hours of volunteering to date, Brillians have empowered well over 150,000 students in different countries by igniting their interest, confidence, and skills in STEM, and preparing them for a future dominated by technology. In doing so, we have also helped bridge the gap in STEM opportunities and contributed to the creation of a diverse and inclusive workforce.



Our Programs



Our Programs

National Stem Program

Launched by Brillio and STEM Learning in 2019, the National STEM Program is India's only national STEM competition for government and government-aided schools. It encompasses year-long activities, culminating in a national competition, where students tackle on-the-spot challenges, showcasing their problem-solving abilities within a limited timeframe. Outstanding projects are recognized in various categories.

The competition aims to ignite a passion for STEM fields among young minds, providing dynamic learning experiences, nurturing critical skills, exposing students to STEM careers, and inspiring further education and innovation in these fields.

Brillio and STEM Learning have set up science labs and provided science kits for experiments and model-making in the schools that participated in the competition.

The National STEM Program, a collaborative initiative between Brillio, STEM Learning - implementing partner, government schools, and education departments from more than 20 states in India, offers an exclusive STEM learning platform for underserved students across the nation. In the run-up to the finale, more than 2,500 students from 20 states were trained in new age technologies by volunteers from Brillio and STEM Learning.

These students competed in over 70 cluster, zonal, and state-level rounds. The top 50 teams comprising more than 100 students from 13 states - Maharashtra, Karnataka, Jharkhand, Assam, Delhi, UP, Haryana, West Bengal, Chhattisgarh, MP, Telangana, Rajasthan, and Tamil Nādu - made it to the national finale.

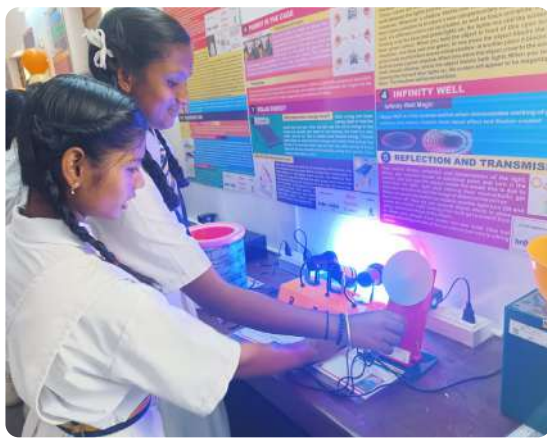
Over 100 Brillio volunteers engage weekly with students through online sessions, providing mentorship and guiding model-building activities. Notably, students also received mentoring and guidance from eminent personalities affiliated with prestigious organizations such as ISRO, Bhabha Atomic Research Centre, IITs etc.



Tablet-based Learning Program

Every year, we provide tablets with pre-installed educational content to meritorious 9th-grade students, with a special focus on female students, to promote self-learning.

According to a student and teacher survey, students use offline content on tablets for about 2 hours daily on average.



STEM Labs

The STEM Labs simplify the teaching of science and math to school children through an innovative, interactive, and hands-on approach, facilitating the learning process.

The lab consists of 80 STEM and math models. These plug-and-play models allow students to understand concepts through observation, igniting curiosity and engagement. All the models are mapped to the syllabus.

Digital Classrooms

The initiative involves setting up Digital Learning Centers to make learning more interactive, engaging, and fun for children while empowering teachers with advanced teaching tools. Brillio is equipping several schools with e-learning/digital classrooms that have access to internet facilities and e-content aligned with the syllabus.

These comprehensive kits also include cutting-edge tools such as smart TVs and tablets, enhancing the learning experience through digital education.

In addition, students will have the unique opportunity to interact with Brillio employees and participate in half-day workshops either at their schools or during visits to Brillio offices.

These workshops will provide real-world insights into technology and science, allowing children to explore the latest advancements in exciting technologies such as wearables, virtual reality (VR), augmented reality (AR), artificial intelligence (AI), and mobile apps.

Moreover, the science workshops conducted by Brillio volunteers will enable hands-on experimentation to complement their education.





E-teaching in Rural Schools

Through this program, we aim to empower hundreds of children from schools in rural India by providing them access to quality education. The remote teaching model brings together passionate people from across the globe, leveraging the power of technology.

Brillio volunteer e-Teachers engage and teach children in rural schools on a weekly basis, right from their cubicles or living rooms. Currently, we have set up rural teaching classrooms in Jaipur, Karnataka, Bihar, Rajasthan & Jharkhand.



Foundational Literacy and Numeracy

The Foundational Literacy and Numeracy (FLN) Program aims to enhance mathematics and language capabilities among students in grades IV and V in rural Karnataka. To ensure every child achieves foundational competencies while progressing through the regular grade-level curriculum, the program emphasizes the formulation of a robust pedagogy.



Social Emotional Learning

Enabling students to engage with their emotional and social challenges in a healthy, stigma-free environment in the US.

Brilliant Achievers STEM Scholarship Program

In the evolving educational landscape, the Brilliant Achievers STEM Scholarship Program has been nurturing students from grade 6 for the past six years, emphasizing the importance of STEM for societal progress.

The program provides financial assistance, mentorship, STEM labs, digital classrooms, career guidance, and the TGIF Volunteering Program.

Meritorious students receive scholarships for competitive exams like JEE, KCET, and NEET and 1:1 mentorship by Brillio leaders.



Digital Day and Science Day

We invite children from various government schools to interact with employees and attend half-day workshops every month, either at their schools or as a field trip to Brillio offices.

Providing a real-world context in technology and science, these workshops expose the children to the latest technologies, such as Wearables, VR, AR, and AI, and experience how mobile apps work, among others.



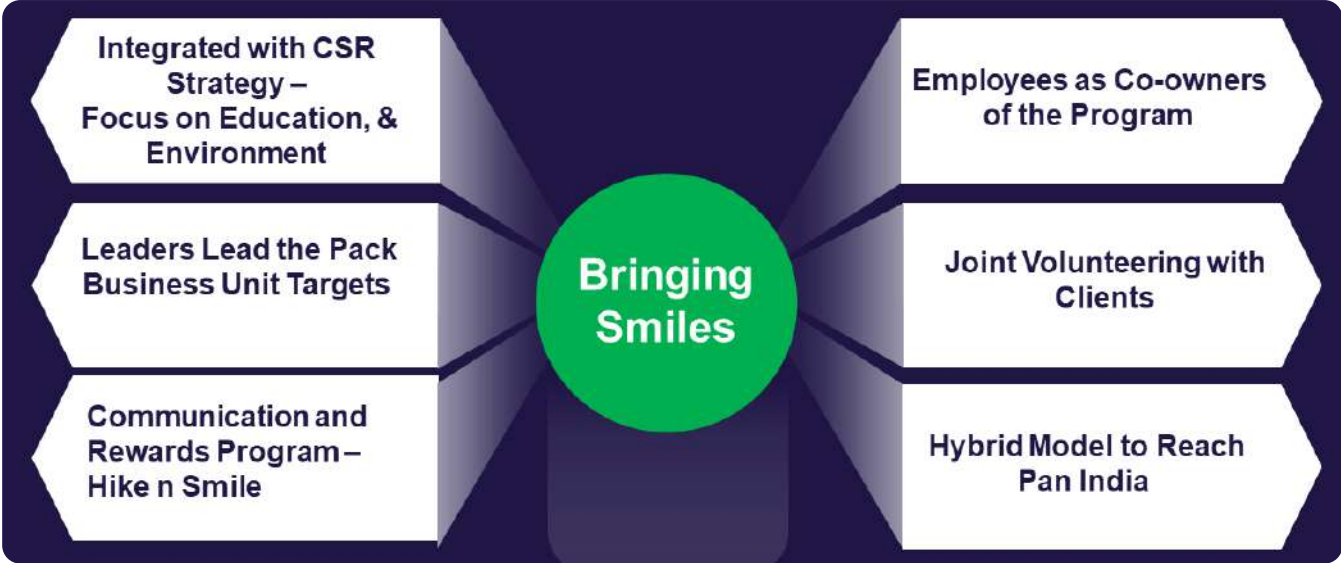
Thank God It's Friday (TGIF) - Since 2015

At Brillio, sustainability has been key in our volunteering, showcased by the TGIF (Thank God It's Friday!) program. This initiative goes beyond typical models, providing consistent English and Mathematics teaching in government schools each Friday. By maintaining this regular schedule, TGIF builds enduring bonds between Brillio volunteers and the students, ensuring lasting impact and trust.



Volunteering

Our Approach



Volunteering Best Practices

Volunteering Orientation for New Joiners

All new joiners at Brillio are required to attend an orientation session on our volunteering program. Additionally, they will participate in an engaging activity using Action Cards to help identify and map their volunteering interests.



Project Title	People	Date	Volu
Mentoring Students in STEM	Catalina Nicoleta Iordache Dragos Stoica	09/06/2023	5
National STEM Program	Sangeetha U Ritu Sharma	09/22/2023	6
Science DIY	Raj Kumar Raju	09/20/2023	7
Digital day	Yinuta Hubballi Manpreet Kaur NAGENDRA KS	09/13/2023	3

Volunteering Management Tool

We have developed a comprehensive Volunteering Management Tool designed to efficiently track and manage all our volunteering activities. This tool enables us to monitor participation, and measure the impact of our community service efforts, ensuring a seamless and organized experience for all volunteers.

Hike & Smile



The top 10 volunteers who clocked the most hours in a year are awarded an all-expense-paid hiking trip to some of the best peaks in the world.



Brillio's board members interacted with the top 10 volunteers who clocked the most hours in 2023.

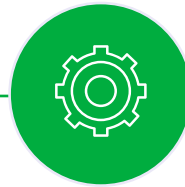
Communication & Rewards



We conduct surveys to understand employees' interests and their reasons for volunteering.



We provide quarterly reports to BU Heads and hold fortnightly SPOC meetings.



We tailor our programs to align with the interests of our employees.



We recognize and reward employees through various initiatives - Hike & Smile, Monthly & Quarterly Champion awards, and more.

Other Volunteering Programs

One-On-One Phone Mentoring

For the students who do not have good internet connectivity or smartphones, we reached them through One-on-One phone mentoring by our volunteers. Our volunteers interact with them for half an hour daily for 30 days.



Family Volunteering

We invite family members of our employees to volunteer for both in-person and online activities.



Joint Volunteering with Clients

For the students who do not have good internet connectivity or smartphones, we reached them through One-on-One phone mentoring by our volunteers. Our volunteers interact with them for half an hour daily for 30 days.



Digital Literacy Program

100+ Underserved young girls and 2200+ Government school teachers have been trained in Microsoft digital literacy tools and 30 girls have got the jobs.



Impact Created





150,000+
Young Minds Impacted



900+
Schools



1 million
by 2030




Digital Based Learning



56000+




170+




Foundational Literacy & Numeracy




9500




127



STEM Labs



37500



100




Social Emotional Learning in the US



240+




3



National STEM Program



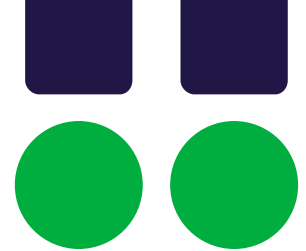
2500+



200+

20+ States in India

How our stakeholders feel about **Bringing Smiles!**



01



“Recording the audiobook was a great and lovely experience. I was thrilled to see the kids' excitement and engrossed expressions during the STEM DIY session, especially when one girl asked when she could come work at Brillio.”

Kenrick Vaz
Principal Architect, Brillio



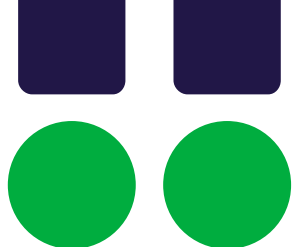
02



“Participating in the Digital Day was the greatest day of my life, as I had never seen a software company before. The program motivated me to learn more, and our teacher's use of Brillio equipment made it easy to understand difficult topics; thank you Brillio.”

Bhandana S, Student, GHPS
Ramagondanahalli, Bangalore





03



"Here students are getting the benefit of audiovisual aid from class 5th to 10th with the effective video content in Science, Math, and English Grammar. Hence from the Department of Education, we appreciate your kind support to our Govt. Schools."

Salim Pasha

BEO, Bangalore South 4 region

A woman with dark hair and bangs, wearing a grey t-shirt, is sitting at a wooden desk. She is smiling and looking at a laptop. On the desk, there is also a smartphone and a notebook. The background is a collage of business-related images, including a man in a suit, a calculator, and various charts. Overlaid on the background is a large, semi-transparent graphic with the letters 'ESG' in the center. Surrounding 'ESG' are icons and labels for 'Environment' (a leaf), 'Social' (a group of people), and 'Governance' (a building and gears). The word 'Governance' is also written in large green letters across the middle of the image.

Governance

CORPORATE GOVERNANCE

Sustainability at the Enterprise Level

Brillio recognizes the importance of integrating sustainability into its corporate governance practices. By doing so, we ensure responsible operations, reduce our environmental footprint, promote social equity, and contribute to the long-term success of our stakeholders and the organization.

As part of our commitment to corporate governance and sustainability, Brillio maintains ethical business practices and upholds high standards of transparency and accountability. We have established a Code of Conduct that outlines our values and principles, requiring all employees, partners, and suppliers to adhere to these standards. Additionally, Brillio has policies such as the Foreign Corrupt Practices Act Policy (FCPA) and Anti-bribery Policy to discourage and condemn any unethical or illegal behavior. We also have dedicated policies for dispute resolution, arbitration, and grievance redressal.

Our Board leads the strategic management of the organization and appoints various committees to oversee operations. These committees, along with the executives in charge, operate under the guidance of the Board. The Board is directly involved with matters concerning Economic, Environmental, and Social (EES) issues.



Raj Mamodia

Chairman,
Founder & CEO



Vikram S. Pandit

The Orogen Group
Board Member



Pavninder Singh

Bain Capital
Board member



Robert E. Sell

Independent
Director



Alan Wexler

Independent
Director



Ashish Singh

Independent
Director



Jennifer Harris

Independent
Director

The Board maintains active oversight of the triple bottom line performance, including the management of risks and opportunities, and adherence to national and global principles, standards, and codes in all relevant domains, including business responsibility. We have a board in each country that we operate.

Our Internal Committees

At Brillio, we take pride in our responsibility as a corporate citizen. We have developed our own “Brillio ESG Policy,” which defines our guiding principles and mechanisms for undertaking our welfare and sustainable development programs. Our CSR activities fall under the “Bringing Smiles” initiative, and our environmental sustainability under the “Green Smiles” initiative.

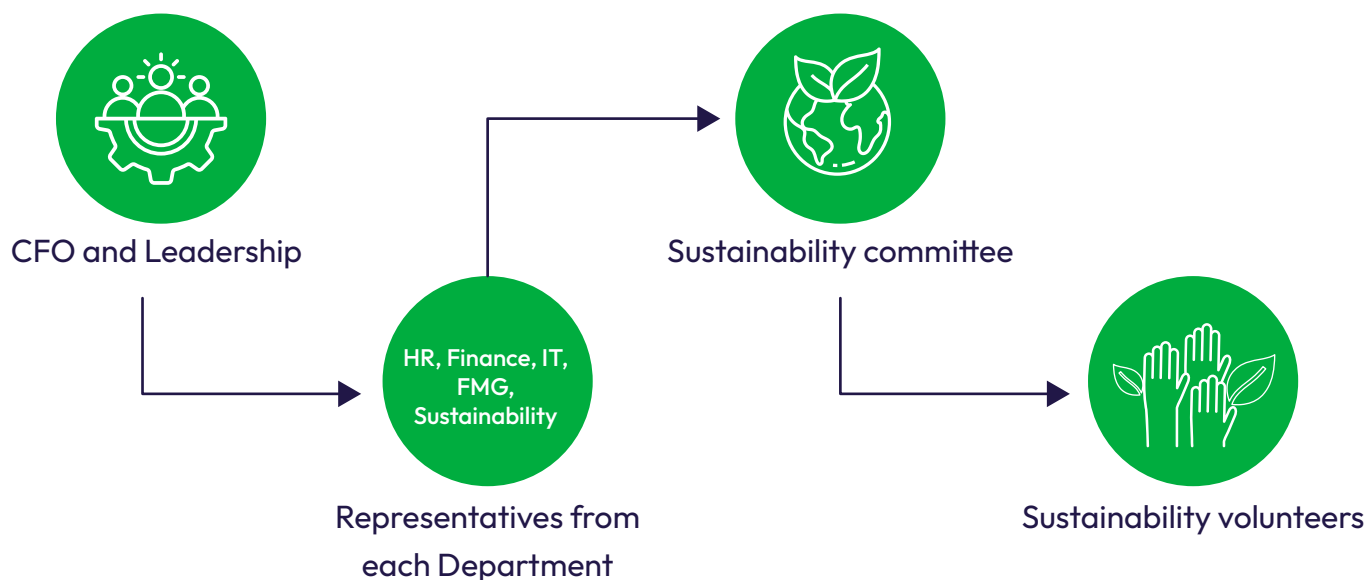
The global CSR team presides over the overall responsibility for CSR operations, implementation, and management. Our CEO and senior leadership are involved in the CSR structure review process and the implementation of its activities. Monthly reports on CSR activities’ progress are prepared and presented to the committee, with quarterly updates shared with the Board.

We have a sustainability committee that includes senior leadership and members from each department such as IT, HR, Facilities, CSR, and Compliance. This team meets periodically to discuss risks and opportunities related to our sustainability performance.

The committee contains working groups that drive and monitor sustainability initiatives. These working groups engage with volunteers at each location to deploy sustainability employee engagement activities and track their performance. Our employees have supported us by volunteering for our CSR and Green Smiles initiatives, dedicating their time to enhance our efforts towards corporate citizenship.

ROLES & RESPONSIBILITIES of Sustainability Committee Group

1. Meet periodically to discuss risks and opportunities related to our sustainability performance.
2. Execute the strategy by collating data, evaluating impacts, and reporting back to leadership.
3. Control and monitor sustainability initiatives at different locations to ensure the successful implementation of our sustainability strategies.
4. Work with sustainability volunteers at each location to deploy employee engagement initiatives and track their performance.



Risk Management

Brillio maintains a comprehensive approach to risk management, recognizing its significance for long-term sustainability. We periodically assess various risk types, including those related to climate change, and implement strategies to mitigate them. Our risk framework manual undergoes annual review and revision, while ongoing risk assessments ensure effectiveness.

The Board sets objectives and strategies, involving management based on risk type and complexity. Validation is performed through inputs from experts, peer groups, and industry leaders. Financial risks are hedged with instruments, and regular reporting is conducted to the Board.

Compliance with statutory requirements is ensured through reporting from Geo and Departmental heads. Brillio prioritizes transparency, accountability, and equity across operations and transactions with stakeholders. We proactively identify and mitigate risks to safeguard our interests effectively.

To prevent and/or mitigate risks, Brillio takes certain measures such as:

Brillio Risk Framework

For Financial and Legal Risks

We minimize fluctuations in borrowing interest rates by reviewing the borrowing currency quarterly and consulting tax compliance experts. The senior finance manager provides monthly status reports, and any disputes follow a defined action plan. We have an internal audit system and authority matrix for all locations, reviewed monthly with root cause analysis for deviations. To prevent financial misrepresentation, a checklist is reviewed and signed off. The Director's Responsibility Statement outlines steps for preparing annual accounts.

Business Strategy Risks

We mitigate customer and geo-concentration risks by aligning alliances with our business strategy, as decided by the CEO with finance, sales, and delivery teams. Business location risks are managed through appropriate insurance coverage, maintained by the CEO, finance, and legal teams.

Technology and IT Risks

Our skilled team adheres to security standards to handle IT challenges and prevent IP leakage. Data is backed up on servers and tapes to minimize loss and delays during server, desktop, or internet failures.

Human Resources and Administrative Risks

To attract and retain talent, we promote referral schemes and re-hire policies, maintaining open communication, career planning, and recognition policies. Security measures at all locations prevent unauthorized access and ensure employee safety. Regular fire drills and office safety equipment mitigate fire risks. Health food certificates from catering vendors and timely quality audits ensure employee well-being.

We are aware that managing our sustainability is inextricably linked to managing our risks. Initiatives such as better management of resources and optimization can be opportunities for savings and to enhance economic performance. However, there are other factors, such as climate change, which on being ignored could potentially become risks now or in the future.

Data Security/ Privacy

We pride ourselves in being able to provide top-quality customer service that sets us apart from other organizations. We have always maintained high levels of customer privacy and data security.

This is key for our business sustainability. Our policies, procedures, and the operating effectiveness of the controls implemented were examined during the assessment. Information security and data privacy are among the most challenging and critical aspects in our sector, posing significant risks to sensitive client information. To shield us from such threats, we follow strict internal management systems and have robust policies and protocols in place to protect against such threats, ensuring we deliver our services with the expected integrity. Our Information Security Management System and processes were audited against the Information Security Management System ISO 27001: 2013 and certified.

Our internal HR policy handbook addresses confidentiality that is expected by all Brillio employees, aimed at protecting all data gathered while delivering on client engagement.

Brillio's General Information Security Management System (ISMS) policy defines roles and responsibilities and covers crucial aspects of information security such as: - Physical access control - Remote working guidance - Laptop and Devices Security - Password Policy including MFA - Defined User Roles and Responsibilities - Computer usage and internet access guidelines - Secure networks and data cards - Antivirus - Software updates - email safety - Phishing emails and sites - application downloads and data backup - Data security and protection - guidance on incident reporting - Personal data protection - Information security awareness training.



Compliance

At Brillio, compliance with international standards is key to our Environmental, Social, and Governance (ESG) strategy. Our steadfast adherence to ISO 27000, 14001, 45001, and 41001 certifications underscores our commitment to best-in-class information security, environmental management, occupational health and safety, and facility management. As a member of the United Nations Global Compact (UNGC), we have aligned our strategies and operations with universal principles on human rights, labor, environment, and anti-corruption. We also demonstrate our commitment to transparency and accountability by reporting annually to the Carbon Disclosure Project (CDP) and Ecovadis.

Relevant Frameworks and Initiatives Brillio is aligned with:

Initiatives	UNGC
Reporting Frameworks	UN SDGs, CDP, EcoVadis
Targets	SBTi
Methodology and Guidance	GHG Protocol Corporate Standard ISO 14001, 45001, 4100, 27001

2023

AWARDS & RECOGNITIONS



AWS Social
Impact Partner
of the Year 2023
- APJ



Finalist: The
NASSCOM
Digital Skills
Awards 2023



Excellence In
Community
Impact Award,
(IIM Bangalore)



CSR Box
CSR Impact
Award 2023
For Employee
Volunteering



ASSOCHAM
Awards 2023
For Excellence in
Employee Volunteering



Great Place
To Work
GPTW certified for our
India, US, Romania,
Mexico and
UK offices



INDIA CSR
Award 2023
Large Impact
(Karnataka) in Promoting
Science Education



ASSOCHAM
Awards 2023-
Environment
Recognized as the
Runner-up in
Climate Mitigation



<https://www.brillio.com/>

Contact Us: info@brillio.com

For more information on our
sustainability initiatives, visit our
[Sustainability page](#)

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