

August 01, 2023

**The BSE Limited**  
**Phiroze Jeejeebhoy Towers,**  
**Dalal Street, Mumbai-400 001.**  
**Scrip Code: 543398**

**National Stock Exchange of India Limited**  
**Exchange Plaza, C-1, Block G,**  
**Bandra Kurla Complex Bandra East,**  
**Mumbai 400 051**  
**Scrip Symbol: LATENTVIEW**

Dear Sir/Madam,

**Sub: Impact Report for the financial year 2022-23**

Please find enclosed the inaugural Impact Report that communicates the progress on our Sustainability and ESG Vision and commitments during the reporting period April 1, 2022, to March 31, 2023.

The same has also been uploaded on our website at <https://www.latentview.com/investor-relations/financial-results-reports/>.

This is for your information and records.

Thanking you,  
For **Latent View Analytics Limited**

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**P. Srinivasan**  
**Company Secretary and Compliance Officer**



latentview

Actionable Insights • Accurate Decisions



# A Sustainable WorldView

Latent View Analytics Limited  
Impact Report 2022-23

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[Click here to view more on our website](#)

**Environmental Protection**  
Preserving Nature. Safeguarding the Future.

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**Social Responsibility**  
Nurturing Employees. Empowering Communities.

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**Governance Matters**  
Upholding Integrity. Ensuring Accountability.

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### About this Report

Our Impact Report communicates the progress on our Sustainability and ESG Vision and commitments during the reporting period April 1, 2022, to March 31, 2023. This maiden report is a step forward in institutionalizing and communicating our sustainability worldview that we had since inception. In our financial metrics, we have included consolidated financial statements, including all the wholly-owned and step-down subsidiaries.

This Impact Report is in accordance with the Business Responsibility and Sustainability Reporting (BRSR) framework and requirements of SEBI.

### Forward-looking Statements

This report incorporates forward-looking statements that outline our expectations and plans, grounded in reasonable assumptions and past performance. Additionally, these statements are contingent upon factors such as industrial development, geographical market conditions, government policies, laws, regulations, and other incidental factors. Therefore, the statements should be regarded as inherently speculative due to the variable nature of these factors, and the underlying assumptions may undergo significant changes.



# A Sustainable WorldView

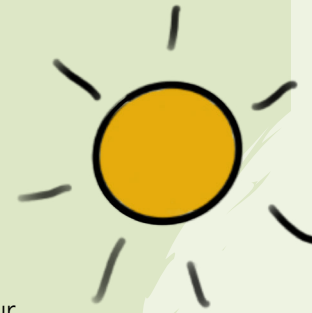
In a rapidly evolving digital landscape, the pursuit of sustainability has emerged as an imperative for businesses worldwide. At LatentView Analytics, we understand the profound importance of sustainability in shaping a better future for all. By embracing “A Sustainable WorldView”, we recognize the interconnectedness of environmental stewardship, social responsibility, and effective governance in driving meaningful change.

This report marks an important milestone for Latent View Analytics Limited as we present our inaugural Impact Report that communicates the progress on our Sustainability and ESG Vision and commitments during the reporting period April 1, 2022, to March 31, 2023.

The report symbolizes our dedication to transparency, accountability, and continuous improvement. Through this comprehensive documentation of our sustainability journey, we aim to inspire and engage our stakeholders, fostering a collective sense of responsibility toward a sustainable future.

Within this report, we throw a light on the significance of ESG factors and the transformative power they possess. We detail our meticulous and concerted efforts to integrate Environmental, Social, and Governance considerations in our operations, ensuring that sustainability remains at the core of our decision-making processes.

At LatentView Analytics, we are passionate about inspiring and transforming businesses to excel in the digital world. With an unwavering focus on harnessing the power of data and analytics, we champion innovation while staying firmly rooted in sustainability principles.



This report highlights the tangible ESG impact we have achieved, demonstrating the inherent value of blending digital prowess with responsible practices.



**Together, let us embrace the transformative power of data, analytics, and responsible business practices in shaping a brighter future for generations to come.**



# Highlights of the Year



ecovadis

## Ecovadis

We are happy to share that we received the **Bronze rating** in our first EcoVadis Sustainability Ratings, highlighting our dedication to sustainable and responsible business practices.



## CDP

- In our maiden response to CDP (Climate Disclosure Programme), we received an **Awareness band rating of C**, which is in line with the regional (Asia) and sector (specialized professional services) averages.
- Our office space in Chennai has been certified as **Platinum by Indian Green Buildings Council (IGBC)** for its eco-design and green interiors.
- Contributed ₹16.3 million in CSR activities.



## Great Place to work

- Certified “Great Place To Work” as one of India’s Best Workplaces in IT & IT-BPM 2022.
- **11,000+** Employee learning hours.
- Zero compliance issues or conflict of interest issues in FY23; no penalties - monetary or otherwise - against us or our directors/KMPs.
- Zero data breaches and zero complaints on data security.



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## Executive Message > Founders' Address

# Shaping a Brighter Future Together

### Dear All,

We are honored to present the first Sustainability and ESG Impact Report of LatentView Analytics. As founders of this organization, we set out on a journey 17 years ago with a vision to make a meaningful and lasting impact, not just in our business, but in the larger ecosystem. Today, as we reflect upon the milestones we have accomplished, we are humbled by the progress we have made and excited about the path that lies ahead.

At LatentView, we have always believed that businesses have a profound responsibility to create positive change in society, and that belief has been the driving force behind our sustainability and ESG initiatives as well. With our maiden Impact Report, we present to you the details of our sustainability journey, where we have embraced a holistic and forward-thinking approach to build, *"A Sustainable WorldView"*.

Our commitment to environmental, social, and governance principles has been embedded in the basic code of our organization since inception. We have witnessed the transformative power of sustainable practices and their positive ripple effects, which goes beyond ticking boxes or meeting regulatory requirements. For LatentView, it is about being proactive agents of change and creating a legacy that inspires generations to come. From nurturing our employees' growth and well-being to championing ethical conduct and minimizing our environmental footprint, our initiatives are rooted in the belief that responsible business practices and long-term value creation go hand-in-hand.

As a technology company, we are inherently positioned to have a smaller carbon footprint compared with sectors such as manufacturing or industrials. One of our major advantages is the implementation of hybrid and remote working practices, which greatly reduces employee commuting and travel. Our primary environmental impact lies in the energy consumption required to power our offices, but we have taken significant measures to address this issue at our Chennai head office. We are proud to have received the green building status from the Indian Green Building Certification, demonstrating our commitment to sustainability. Our office space has been optimized to be energy efficient by maximizing natural lighting, utilizing LED tube lights, implementing waste recycling mechanisms, conserving water in various areas, and much more. Our Chennai office is situated within the Ramanujan IT city campus, which shares our environmental consciousness. The campus features solar panels in multiple locations, greatly reducing our reliance on conventional electricity sources. These early steps were just the beginning of our journey toward minimizing our negative impact on the environment. In the following sections of this report, you will discover the several other initiatives we have since adopted as a company.

We extend our heartfelt gratitude to our employees, clients, partners, and all other stakeholders who have been integral to our sustainability journey. Your unwavering support,

collaboration, and shared commitment have fuelled our progress and reinforced our purpose.

Through this report, we aim to provide you with a comprehensive understanding of our ESG practices and initiatives toward building a sustainable future. Together, let us continue to embrace sustainability as a mindset and work toward a future where businesses thrive while making a positive difference in the world.

Thank you for joining us on this journey. Together, we can shape "A Sustainable WorldView" and create a legacy of impact.

**With warm regards,  
Pramad and Venkat  
Founders**





# Driving Sustainable Excellence: A Year of Impact and Growth

## Dear Stakeholders,

It gives me great pleasure to join the founders in presenting "A Sustainable Worldview", the maiden Sustainability and ESG Impact Report of Latent View Analytics Limited for FY23.

From the boardroom to the frontline, we have embraced the responsibility to drive sustainable excellence across our organization. We are happy to introduce our first Business Responsibility and Sustainability Report (BRSR) and Impact Report in 2023. The theme, "A Sustainable WorldView", aptly captures our spirit of looking at the world with a lens of sustainability.

Our journey toward sustainability encompasses the key pillars of environment, social, and governance. Let me take you through some of the key highlights from the past year.

- We have continued our journey to reduce our environmental footprint through innovative practices and responsible resource management. Our investments in renewable energy sources, adoption of energy-efficient technologies, and waste reduction initiatives are a step in that direction.
- As always, this year too, we prioritized creating exceptional client experiences by implementing strong systems to handle complaints and feedback. Our recent Voice of Customer (VoC) survey recorded a Net Promoter Score (NPS) of +31, with 89% of the clients indicating that they are either satisfied

or very satisfied with our partnership, resulting in a recommendation score of 8.5 (out of 10). We're also happy to report that in FY23, there were zero consumer complaints and data breaches.

- Being an ISO 27001:2018 certified company, we prioritize data security and privacy. To ensure the utmost respect for our clients' data privacy and security, we have established comprehensive policies and processes, incorporating robust measures to safeguard sensitive information.
- In our inaugural Ecovadis Sustainability Ratings this year, we achieved a Bronze rating, demonstrating our commitment to sustainable and responsible business practices. Our score positions us potentially among the top 70 companies assessed, surpassing the industry average in all four pillars evaluated.
- In our maiden response to CDP (Climate Disclosure Programme), we received an Awareness band rating of C, which is in line with the regional (Asia) and sector (specialized professional services) averages.
- Our dedication to social impact has manifested in numerous ways, touching the lives of our employees, communities, and stakeholders. We have prioritized the well-being and growth of our employees, providing a supportive work environment and learning & development opportunities, and initiatives to promote diversity and inclusion.



*Our recent Voice of Customer (VoC) survey recorded a Net Promoter Score (NPS) of +31, with 89% of the clients indicating that they are either satisfied or very satisfied with our partnership, resulting in a recommendation score of 8.5 (out of 10).*





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## Executive Message > CEO's Message (Continued)



*On the community front, our corporate social responsibility programmes have empowered local communities, fostering education, livelihood, and infrastructure. We partnered with nine esteemed NGOs, impacting 21,000+ beneficiaries through 12 projects with a contribution of ₹16.3 million. Notable organizations like Indus Action, AID India, Sevalaya, and Saahas are part of this ensemble, leading the charge in social contributions and transformation.*



- Another feather in the cap was that in FY23, there were zero compliance issues or conflict of interest issues against the company or its directors.

The milestones presented in this report would not have been possible without the collective effort and unwavering dedication of our talented team. I extend my sincere appreciation to each and every member of the LatentView family for their passion, resilience, and commitment to our sustainability journey.

Looking ahead, we remain steadfast in our commitment to driving sustainable growth. The challenges we face are complex and evolving, but we are confident in our ability to navigate them by embracing innovation, collaboration, and continuous improvement.

As we turn the page on this impactful year, I invite you to explore this report in detail, celebrating our little achievements, acknowledging the challenges, and recognizing the opportunities that lie ahead. Together, we can build a sustainable future, leveraging our collective expertise and unwavering commitment to excellence.

Thank you for your continued trust, support, and partnership as we embark on this journey toward a sustainable world.

Best regards,  
**Rajan Sethuraman**  
Chief Executive Officer

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## LatentView Analytics Profile > Company Profile

# Data Insights. Analytics Foresights.

LatentView Analytics is a globally renowned leader in data analytics, empowering businesses to thrive in the digital landscape through strategic utilization of data and analytics. Our solutions provide businesses with a comprehensive understanding of the digital consumer, enabling them to transform existing models or explore new revenue streams through predictive and prescriptive analytics, customer insights, trend forecasts, risk evaluation, optimization, and simulation.

As a trusted partner, LatentView Analytics is a trusted partner for over 60 clients, including 24 Fortune 500 companies across sectors like Technology, CPG and Retail, Financial Services, Industrials, and Healthcare. With a dedicated team of 1,116 professionals operating from offices in multiple locations worldwide, we ensure a global presence and deliver exceptional value to enterprises globally.

### Four major industries we serve



Technology



Industrials



CPG &  
Retail



Financial  
Services

### Key focus areas

Marketing  
Analytics

Customer  
Analytics

Supply Chain  
Analytics

HR, Finance &  
Risk Analytics

**Pioneers in India:** First pure-play analytics company listed on Indian stock exchanges.



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## LatentView Analytics Profile > Company Profile (Continued)

Authority in advanced data & analytics solution

₹ **65,732** million

Market capitalization\*

**60**

Esteemed businesses and brands catered globally

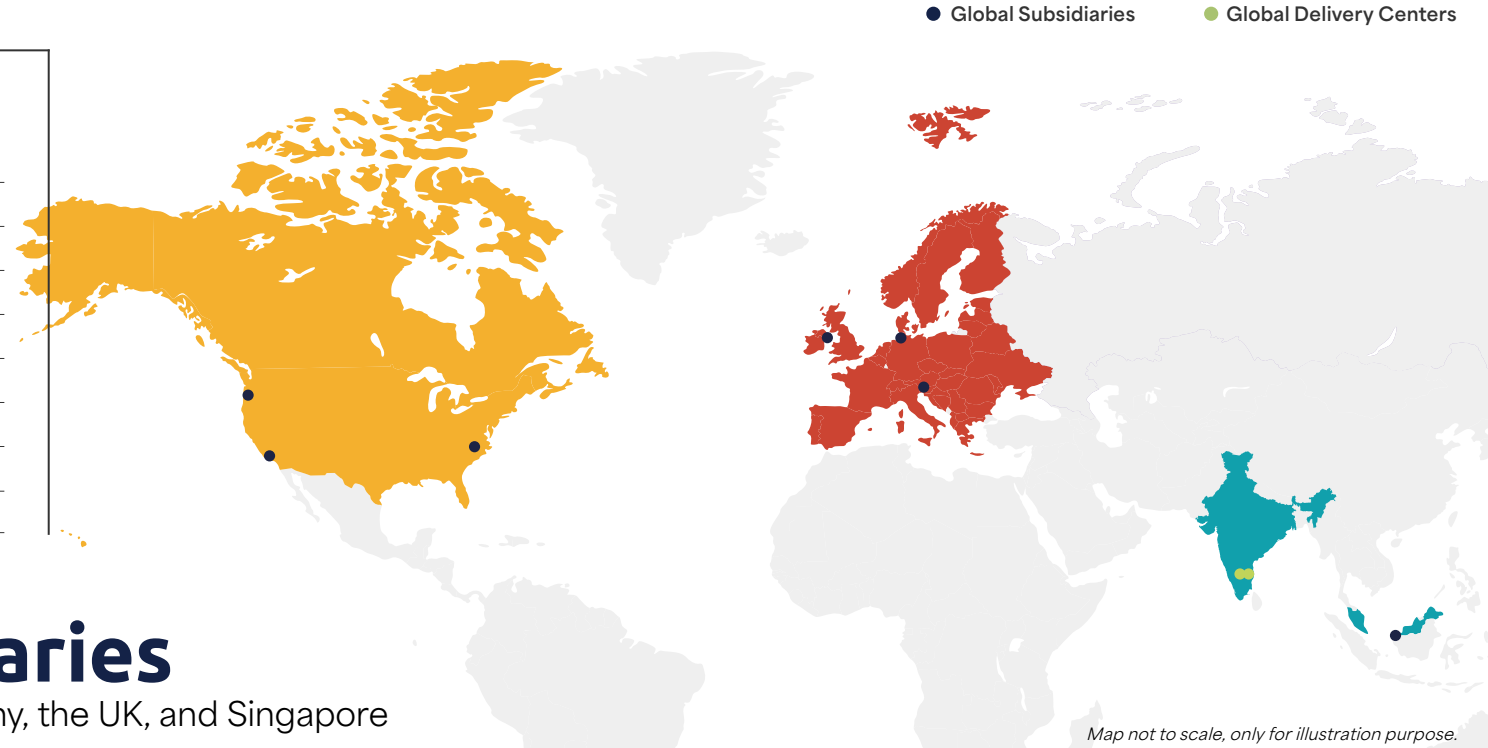
**20+**

Delivering 20+ cutting-edge digital solutions

### Our presence

As of March 31, 2023

Bangalore	●
Chennai	●
Germany	●
The Netherlands	●
New Jersey	●
San Jose	●
Seattle	●
Singapore	●
UK	●



## Global Subsidiaries

In the US, the Netherlands, Germany, the UK, and Singapore

**LatentView Analytics Corp,**  
USA

**LatentView Analytics B.V.,**  
The Netherlands

**LatentView Analytics GmbH,**  
Germany

**LatentView Analytics UK Limited,**  
UK

**LatentView Analytics Pte. Ltd.,**  
Singapore

\*As of March 31, 2023



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**LatentView Analytics Profile > Economic Performance**

# Fuelling Growth. Driving Prosperity.

At LatentView Analytics, we understand that sustainable success goes beyond financial performance. We create economic value that extends to all our stakeholders, as we empower our clients, employees, and communities, driving positive change and building a more resilient future. Through our commitment to economic value creation and equitable distribution, we fuel growth while prioritizing the long-term sustainability of our business and the broader ecosystem.

**Economic Value Generated, Distributed, and Retained**

(₹ in million)

Particulars	FY23	FY22
Revenue from operations (A)	5,387.62	4,078.17
Other income (B)	557.66	209.72
One-time exceptional gain	0.00	226.29
<b>Direct economic value generated (C)</b>	<b>5,945.28</b>	4,514.08
Operating costs	673.95	536.48
Employee benefits expense	3,361.36	2,422.32
Payments to governments (total taxes)	339.33	246.56
Community investments	16.33	13.60
<b>Economic value distributed (D)</b>	<b>4,390.97</b>	3,218.96
<b>Economic value retained (E) = (C) - (D)</b>	<b>1,554.31</b>	1,295.12



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## Our Approach to Sustainability and ESG

# Embracing Sustainability. Advancing ESG.

### Overview

Sustainability is the foundation on which a thriving future is built. It encompasses maximizing economic value generation, minimizing our ecological footprint, and ensuring the well-being of individuals and communities around the organization. By addressing the challenges posed by climate change, resource depletion, social inequalities, and ethical business conduct, we can create a more equitable and sustainable world for generations to come.

**We firmly believe that sustainability and ESG (Environmental, Social, and Corporate Governance) principles are not only critical for our planet and people but also essential for prosperity and perpetual business success.**



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### Our Sustainability Philosophy

At LatentView, we embrace “A Sustainable WorldView” that recognizes the intrinsic link between environmental stewardship, social responsibility, effective governance, and economic performance in driving meaningful change. We understand that our actions as an organization have far-reaching consequences and that we have a responsibility to drive positive change through our business practices.


**This impact report sheds light on our sustainable practices through the ESG lens and highlights our commitment to creating a positive impact on the world around us.**



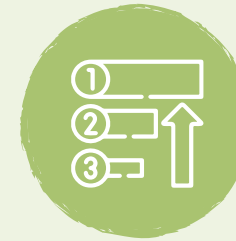
### Our Sustainability Journey

Since our inception, we have championed sustainable practices, and we are now embarking on a journey to institutionalize them further with ESG principles.

**As a crucial step, we are introducing our first Business Responsibility and Sustainability Report (BRSR) and our maiden Impact Report in 2023.**

 For more details visit our **BRSR**

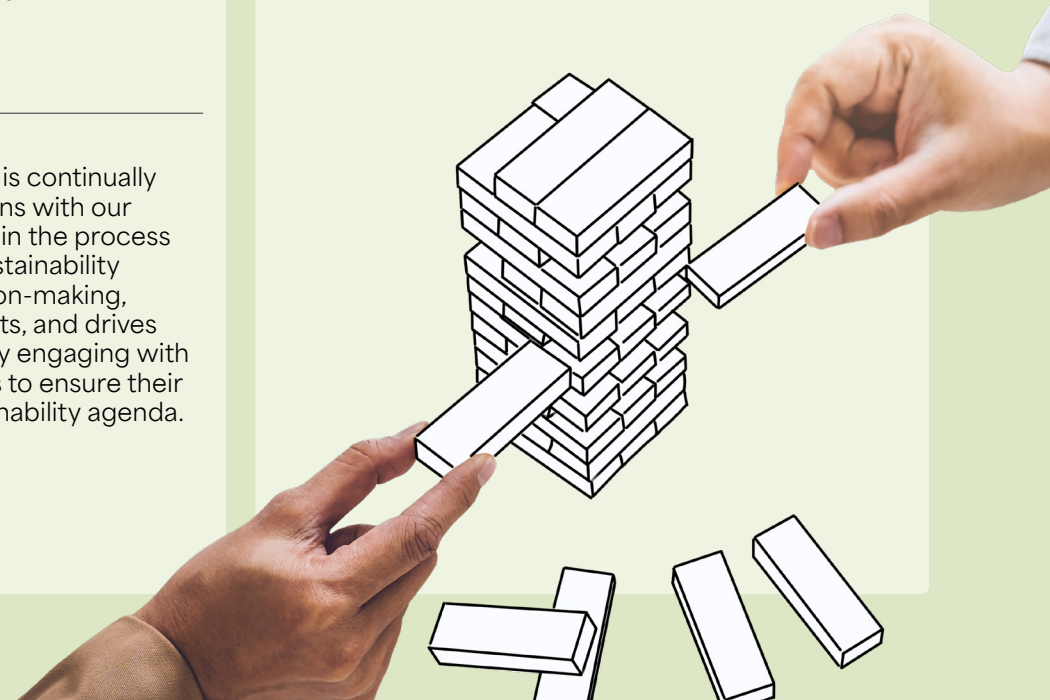
Our understanding of the subject is continually evolving, and based on how it aligns with our business as well as values, we are in the process of designing a comprehensive sustainability framework that guides our decision-making, focuses on sustainable investments, and drives ESG performance. We are actively engaging with internal and external stakeholders to ensure their valuable input to shape our sustainability agenda.



### Our Sustainability Priorities

Through the materiality analysis process, we have identified our key priorities. These reflect the importance of certain topics based on internal and external stakeholder engagement.

By categorizing these priorities based on their ESG aspects, we can focus our efforts more effectively.





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## Materiality Analysis

# Assessing Materiality. Identifying Priorities.

At LatentView, we understand that the business landscape is complex and influenced by various factors that extend beyond our direct control. In order to ensure that we stay aligned with emerging stakeholder expectations and address the most significant sustainability issues, we undertook a materiality analysis exercise during FY23.

**This exercise enabled us to identify and prioritize the key material issues that have a high impact on our diverse range of stakeholders.**

The process we followed can be summarized in four essential steps:

## Materiality Analysis

### Identifying Material Issues

First, we assessed our business operations and identified the areas where sustainability considerations are most relevant. This involved a thorough examination of our activities, processes, and value chain to determine the potential impacts on ESG factors.

1

### Stakeholder Engagement

We engaged in meaningful dialogue with both external and internal stakeholders who play a crucial role in our business. By actively involving these stakeholders, we gained valuable insights into their perspectives, expectations, and concerns related to sustainability. This collaborative approach allowed us to consider a wide range of viewpoints and ensure that all relevant voices were heard.

2

### Prioritization and Correlation

Based on the inputs received from stakeholders, we carefully evaluated and prioritized the identified sustainability issues.

3

### Alignment With Vision

We aligned the identified material issues with our Vision, Mission, and Cultural Values. We sought to ensure that the selected priorities are in line with our long-term sustainability aspirations and contribute to our overall strategy. This alignment helps us create a shared understanding and commitment to addressing these material issues effectively.

4

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## Materiality Analysis (Continued)

### Material issues

Through this materiality analysis, we identified and categorized 12 key material issues that are of utmost importance to our stakeholders and our business. These material issues encompass a wide range of sustainability aspects, including environmental stewardship, social responsibility, and robust governance. **The identified material issues are as follows:** →

By prioritizing these material issues, we can effectively allocate resources and drive significant change in areas that have a profound impact on our stakeholders and the long-term sustainability of our business. **Our commitment remains steadfast in addressing these issues responsibly and proactively, as we work toward creating a more sustainable and prosperous future for everyone involved.**



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**Stakeholder Engagement**

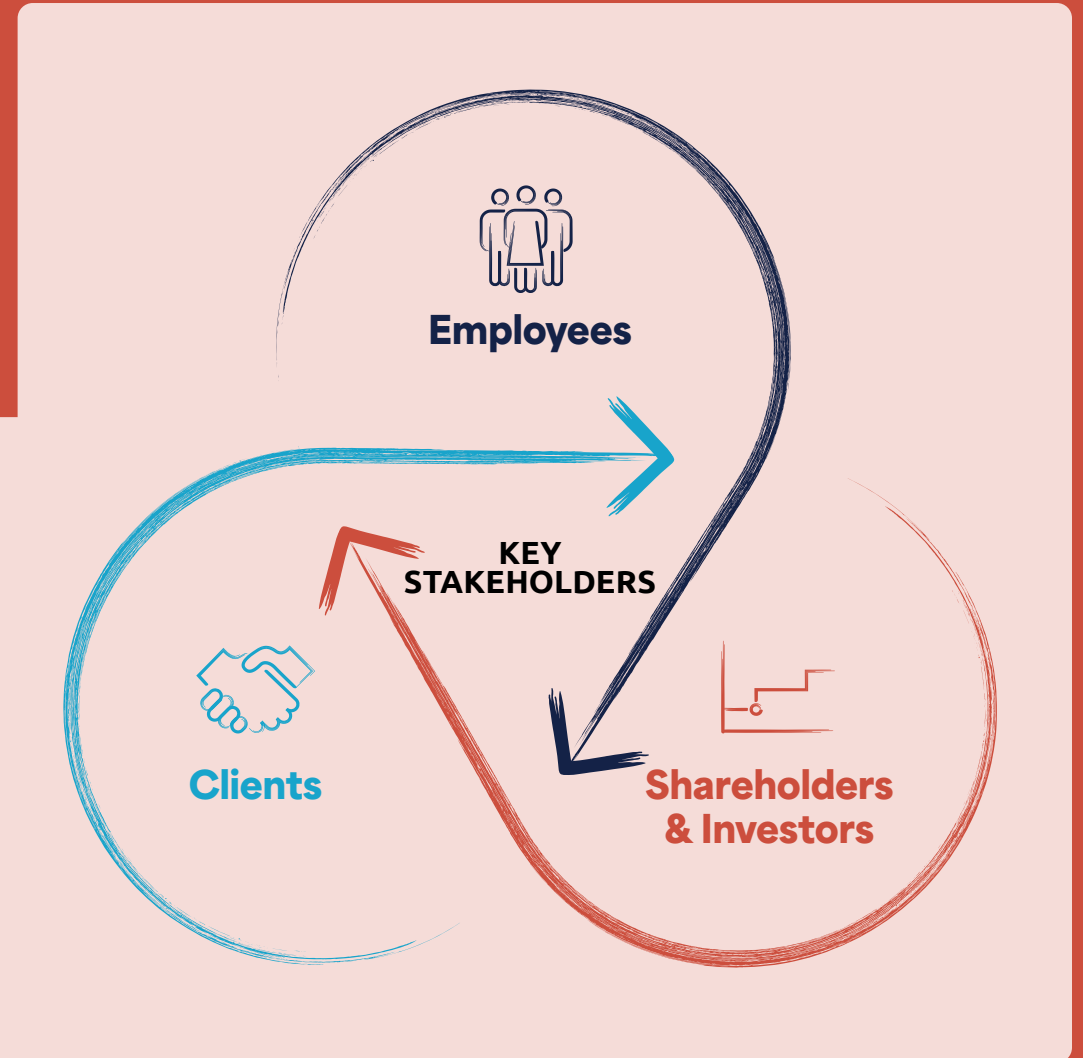
# Valuable Insights. Strategic Direction.

At LatentView Analytics, we recognize that stakeholder engagement is a fundamental pillar of sustainability and ESG practices. Actively involving our stakeholders allows us to gain valuable insights into their needs, expectations, and concerns, enabling us to develop sustainable strategies and manage risks as well as opportunities effectively. We believe that connecting transparently with our stakeholders is all the more important since our listing.

## Key Stakeholders

We engage with a broad spectrum of stakeholders, with a focus on three key groups: employees, clients, and shareholders & investors. These stakeholders play a crucial role in shaping our business and sustainability objectives, and their perspectives guide our decision-making processes.

By fostering meaningful dialogue and collaboration, we aim to build trust, strengthen relationships, and ensure that their voices are heard and considered.





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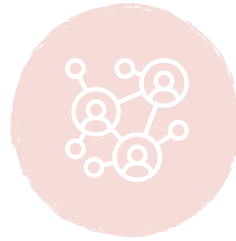
## Stakeholder Engagement (Continued)



### Engagement Framework

We have established a robust engagement framework to address the material issues and concerns of our stakeholders. This framework serves as a structured approach to identify, prioritize, and respond to stakeholder expectations and requirements. It enables us to engage in timely and systematic dialogue, ensuring that we are proactive in addressing their needs.

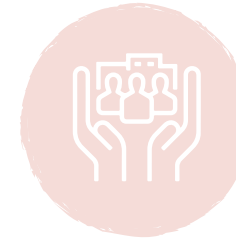
We believe that open and transparent communication is essential for fostering trust and creating a shared understanding of our vision, plans, and progress.



### Communication Channels

In addition to our Annual Report, which serves as an engagement mechanism with multiple stakeholders, we utilize a range of formal and informal channels to address specific stakeholder segments. These channels include surveys, focus groups, town hall meetings, stakeholder consultations, and digital & social media platforms. For investors specifically, we share updates through with Quarterly Earnings Decks & Releases and subsequently Earnings Calls to facilitate a two-way communication channel.

Through these diverse communication channels, we create opportunities for meaningful interactions, feedback, and collaboration, strengthening our relationships and improving our sustainability performance.



### Creating Value for All

Our overarching ambition is to create value for all our stakeholder groups. By engaging with our stakeholders, we gain a better understanding of their expectations, concerns, and aspirations, allowing us to align our strategies and initiatives with their needs. We actively listen, learn, and adapt, ensuring that our actions have a positive impact on the environment, society, and governance.

Through stakeholder engagement, we foster a sense of shared responsibility and collaboration, working together toward a more sustainable and equitable future.



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**Stakeholder Engagement (Continued)**

**Engagement: Channels, Frequency, and Scope**

Stakeholder Group	Shareholders & Investors
Channels of communication	<ul style="list-style-type: none"> <li>● Press releases</li> <li>● Email advisories</li> <li>● Quarterly investor calls</li> </ul>
Frequency of engagement	Continuous engagement through our investor relations page, quarterly earning calls, stock exchange notifications, annual report, and Annual General Meeting.
Purpose and scope of engagement	<p>Educating the investor community about LatentView Analytics' integrated value creation model and business strategy for the long term.</p> <p>Helping investors voice their concerns regarding policies, reporting, and strategy, among others. Understanding shareholder expectations.</p>

Stakeholder Group	Employees
Channels of communication	<ul style="list-style-type: none"> <li>● Fortnightly and monthly manager meetings</li> <li>● Town halls and quarterly updates</li> </ul>
Frequency of engagement	Continuous engagement with the employee through leadership connects, easy access to HR, flat and open culture, employee survey feedback, and exit interview feedback.
Purpose and scope of engagement	<p>Two-way communication with employees is a must at LatentView Analytics. The current engagement index stands at 8.1. Engagement strategies are used by leadership to actively listen and act.</p> <ul style="list-style-type: none"> <li>● Career management and growth prospects</li> <li>● Learning opportunities</li> <li>● Compensation structure</li> <li>● Building a safety culture and inculcating safe work practices among employees</li> <li>● Flexible working hours</li> <li>● Improving diversity and inclusion</li> <li>● Unique working space - In-build innovation</li> </ul> <p>Embolden the practice of intrapreneurship:</p> <ul style="list-style-type: none"> <li>● Health and wellness programs</li> </ul>

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## Stakeholder Engagement (Continued)

### Stakeholder Group

### Customers

#### Channels of communication

The company uses various channels of communication, including project-related calls and meetings, project management reviews, relationship meetings and reviews, executive meetings and briefings, client visits, responses to RFIs/RFPs, sponsored events, mailers, newsletters, and brochures.

#### Frequency of engagement

- Continuous: LatentView Analytics' website; social media (LinkedIn)
- Half-yearly: Customer satisfaction surveys
- Annual: Roundtables

#### Purpose and scope of engagement

- Understanding client, industry, and business challenges
- Identifying opportunities to improve LatentView's service and products for cross-selling
- Deciding on investments and capabilities required to fulfil the demand
- Understanding the client's data privacy and security requirements





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Environmental Protection

# Preserving Nature. Safeguarding the Future.

The importance of environmental protection cannot be overstated in today's world. Our planet faces numerous challenges, including climate change, biodiversity loss, perpetual pollution, and resource depletion. By actively engaging in environmental protection efforts, we can mitigate these challenges and secure a sustainable future for generations to come.

At LatentView Analytics, environmental protection plays a pivotal role in the pursuit of sustainability and our commitment to ESG practices. Through our focused efforts, we aim to minimize our environmental footprint and contribute to a greener future.

Key focus areas

Energy conservation

Emissions reduction

Water management

Waste management



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## Energy Conservation

**Our energy conservation efforts are two-pronged:**

1. Decrease the total energy consumption by increasing energy efficiency.
2. Increase the usage of renewable sources in our energy mix.

One of the initiatives includes the conversion of 45%, so far, of the old CFL bulbs to LED bulbs in our facility.

Parameter	FY 23	FY 22
Total electricity consumption (A)	437.45 GJ	39.30 GJ
Total fuel consumption (B)	38.25 GJ	11.10 GJ
Energy consumption through other sources (C)	1,441.64 GJ	1,614.90 GJ
<b>Total energy consumption (A+B+C)</b>	<b>1,917.34 GJ</b>	<b>1,665.30 GJ</b>

## Emissions Reduction

Reducing our carbon emissions is a core focus of our environmental strategy. Our initiatives include the installation of CO2 monitoring sensors, the use of CFC-HCFC-free refrigerants, and the promotion of energy-efficient air conditioning systems.

Parameter	Unit	FY 23	FY 22
<b>Total Scope 1 emissions</b> <small>(break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, and NF3, if available)</small>	TCO2e	<b>142.07</b>	<b>30.05</b>
<b>Total Scope 2 emissions</b> <small>(break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, and NF3, if available)</small>	TCO2e	<b>98.73</b>	<b>8.62</b>



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## Environmental Protection (Continued)

### Water Management

Water conservation is a crucial aspect of our environmental stewardship. We are actively exploring sustainable water management practices and strive to reduce water consumption across our facilities. Our goal is to enhance water-use efficiency and minimize our impact on local water resources. Post COVID-19, FY23 was the first year of functioning from office, therefore, the consumption of water doubled during the year.

**We have used 952 KL of water from third-party sources in our operations.**

### Waste Management

We have implemented comprehensive waste segregation measures to reduce plastic, paper, and e-waste generation. By designating specific bins and raising awareness among employees, we strive to enhance waste recovery through recycling and safe disposal methods. Our ongoing efforts include tracking waste generation and disposal to improve our waste management systems.

Some of the other initiatives include switching to wooden spoons in our canteen to reduce plastic waste, eliminating disposable cups completely in favor of more environmentally sustainable options, and responsibly recycling e-waste through our trusted network of third-party vendors. We have initiated the process of collecting the quantity of waste generated from our operation. In FY23, we have recycled about 1.19 MT of paper waste generated from our operation.

**In FY23, we have recycled about 1.19 MT of paper waste generated from our operation.**

### Green Building Practices

We have made significant strides in developing sustainable infrastructure. Our office spaces have been certified as Platinum by Indian Green Buildings Council (IGBC) for its eco-design and green interiors. To ensure a healthy and eco-friendly work environment, we have implemented no-smoking policies and installed indoor plants. We continue to explore innovative ways to enhance the sustainability of our buildings.



#### Aspects taken care of for the well-being of the occupants:

- 1 Indoor plants** 
- 2 Water conservation** 
- 3 Spacious layouts with adequate circulation** 
- 4 Flexible workstations** 
- 5 Excellent indoor air quality** 
- 6 Access to exterior views** 



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# Nurturing Employees. Empowering Communities.

At LatentView, we acknowledge that our employees are our greatest strength, and we are dedicated to fostering their development and well-being, as it is pivotal to the sustained success of our organization.

Nurturing employees is a crucial aspect of our Sustainability and ESG strategy. By focusing on their well-being, professional growth, and skill development, we ensure that they possess the necessary competencies to fulfil present and future organizational requirements. This approach aligns with our objective to create sustainable practices and deliver long-term value to our stakeholders.

**Key focus areas**

Talent attraction and retention

Training and upskilling

Diversity and inclusion

Employee well-being

**We foster a culture that empowers individuals to strive for personal growth while enabling them to create a positive impact for us and our clients.**





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## Talent Attraction and Retention

Attracting and retaining top talent requires creating a work culture that is personally enriching and professionally purposeful. **This entails 4Rs:**



Starting with rewards and recognition, we ensure transparency and appraise on merit. The key metrics related to our workforce are tracked and reported. Here are the details:

### Performance and Career Development Reviews of Employees

Category	FY23			FY22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	606	552	91%	483	438	90%
Female	343	317	92%	264	240	90%
<b>Total</b>	<b>949</b>	<b>869*</b>	<b>91%</b>	<b>747</b>	<b>678**</b>	<b>90%</b>

\*80 employees were not part of appraisal cycle in FY23 | \*\*similarly, 69 in FY22

In addition, we provide several benefits and perks to support the growth of our talent. It is a mix of monetary and non-monetary rewards, peer recognition, performance-based recognition, and long-term incentives like company stock options.

### Turnover Rate for Permanent Employees and Workers

Category	FY23			FY22		
	Male	Female	Total	Male	Female	Total
Permanent Employees	26%	23%	25%	47%	37%	43%

**100% of the employees who took parental leave return-to-work.**

100% of the employees who took parental leave return-to-work. 100% of these female and 89% of male employees who took parental leave continue to be part of LatentView, i.e., overall 93% retention rate for employees availing parental leave.

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## Training and Upskilling

We actively promote a culture of continuous learning and development. By investing in training initiatives, we ensure that our employees stay ahead of the curve and have access to the necessary skills and knowledge.

Considering our operations, we provide training and knowledge sessions for the employees based on the risks related to ergonomics and sessions to reduce work-related stress and eye comfort. We conduct fire safety training with the facility management team in locations where we operate. During the year 100% of our employees were provided health and safety training whereas more than 93% of the employees were provided skill upgradation training. Both men and women are equally covered by all trainings.

Through our comprehensive learning and development initiatives, we empower employees to choose their own learning programmes and provide them with the necessary resources and support to accelerate their productivity and personal growth.

**As part of our commitment to training and development, we have also launched the Stride Towards Excellence Programme (STEP).**

Four key features of our Learning Philosophy and Strategy:

- True mastery through learning, experimenting, and sharing knowledge
- Freedom for employees to choose their own L&D programmes
- Blended learning model to accelerate productivity
- Employee-initiated learning programmes as an essential part





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### Talent Development Initiatives for FY23

**1,200**

Udemy Courses Completed

**61**

Employees Onboarded

**5+**

Learning Platform Partnerships

**11,000+**

Learning Hours Spent

### Strategic & Proactive Efforts Driving Material Achievements

**19%**

Reduction in Annual Attrition Rate

**8.1**

Employee Engagement Score Achieved

**55%**

Diversity Ratio Achieved

### Diversity and Inclusion

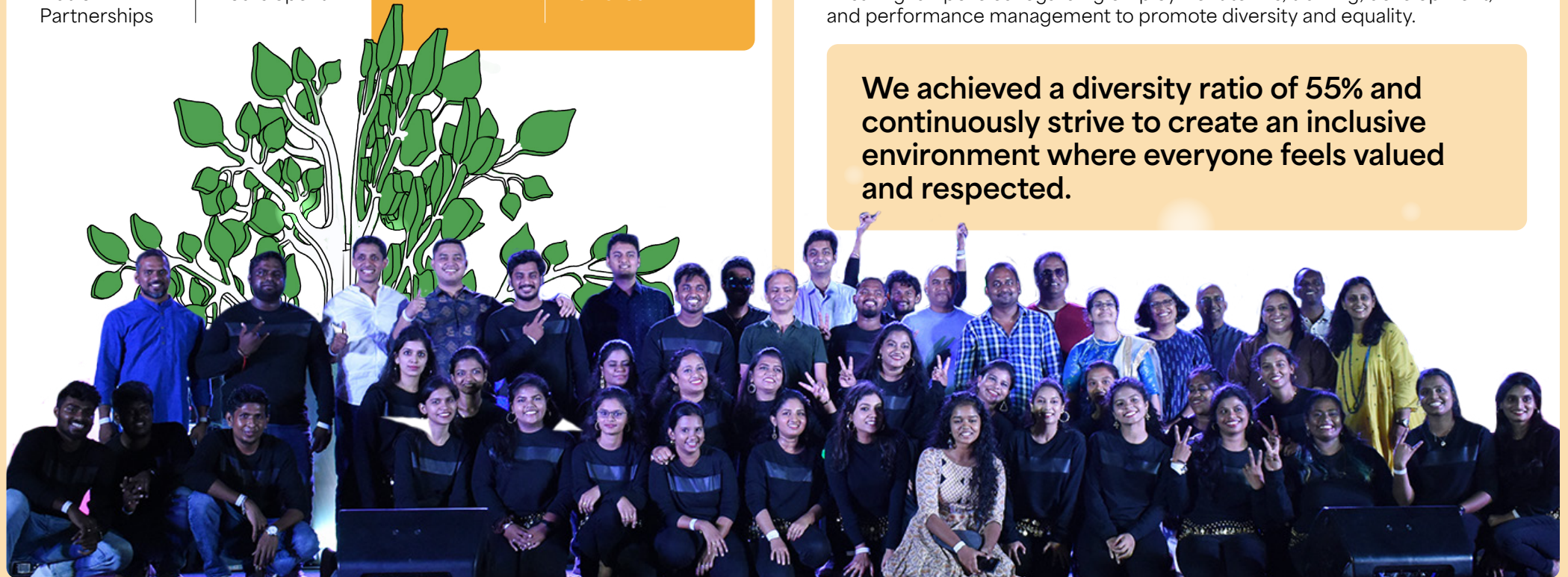
We prioritize diversity and inclusion in our workplace. We believe that a diverse workforce fosters innovation, creativity, and better decision-making. To promote diversity, we have implemented several measures, such as:

Prioritizing accessibility and inclusivity in our workplace infrastructure, including, wheelchairs and washrooms designed for differently-abled individuals.

Implementing a comprehensive code of conduct that emphasizes treating all employees equally, regardless of their background or circumstances.

Ensuring fair policies regarding employment terms, training, development, and performance management to promote diversity and equality.

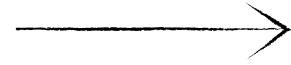
**We achieved a diversity ratio of 55% and continuously strive to create an inclusive environment where everyone feels valued and respected.**



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### Employee Health and Well-being

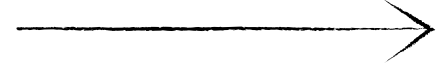


We acknowledge the importance of maintaining a safe, healthy, and vibrant workplace for our employees. We keep abreast of our employees' needs and adapt to provide them with the best environment. During the pandemic, we had implemented extra safety measures in our offices, including sanitization protocols, avoidance of large gatherings, and restricted movements in common areas. Additionally, we provide health checks and periodic well-being sessions to create awareness about the importance of maintaining good physical and mental health.

**No complaints were received about working conditions and health and safety. 100% of our employees are covered with health and medical insurance and other benefits like daycare facility.**



### Empowering Communities



At LatentView Analytics, we believe in the power of ethical business practices and creating a positive impact on society. Our commitment to social responsibility is deeply ingrained in our values and aligns with the principles of sustainability and ESG. We understand that fostering inclusive development and giving back to society is paramount.

We have established robust monitoring and evaluation mechanisms to ensure the effective implementation of our CSR programmes. These mechanisms include regular reporting, feedback from beneficiaries and local leaders, field visits, financial updates, audits, and impact assessments conducted by our dedicated CSR team in collaboration with third-party organizations. Our CSR committee (a committee of the Board) also actively monitors the progress and impact of our CSR initiatives.

**Education and livelihood form the core of our mission, and we allocate a significant portion of our resources to empower initiatives in these areas.**

We have forged partnerships with nine esteemed NGOs, forming a symphony of change that resonates at a larger scale.

With each note played in our symphony of compassion, we aspire to create a ripple effect that spreads transformative change far and wide. Our goal is to inspire others to join the chorus, collectively crafting a beautiful future for generations to come.

Key highlights in FY23:

Partnered with <b>9 NGOs</b>	<b>21,000+</b> beneficiaries	Initiated <b>12 projects</b>	Contributed <b>₹16.3 million</b>
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# Upholding Integrity. Ensuring Accountability.

We believe that good governance is not just a regulatory obligation but a catalyst for sustainable growth and responsible business practices. We continuously evolve our robust governance practices, and by adhering to a fair, transparent, and egalitarian governance framework, we prioritize investor confidence, stakeholder fairness, and overall trust-building while ensuring compliance with statutory requirements.

### Core of Our Governance Philosophy

Ethical business practices

Accountability and leadership

Checks and balances

Fairness and transparency

Strategic alignment

Compliance and adaptability





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Core of Our Governance Philosophy

Our commitment to ethical governance is driven by our desire to deliver value to all stakeholders. The key tenets of our philosophy include the following:



Corporate Governance

At LatentView Analytics, we understand the vital role that corporate governance plays in ensuring the trust and confidence of our stakeholders. We have established a robust corporate governance framework that serves as the backbone of our operations, guiding our decision-making processes and setting the standards for ethical conduct and accountability.

Governance Framework

It includes the experienced Board of Directors, executive management, various committees, and other governance bodies. The leadership provides the essential direction and guidance to achieve the organizational goals of the company and deliver value to all its stakeholders. A set of policies and procedures guide the behavior and actions of individuals within the organization.

Board of Directors

The Board comprises both executive and non-executive directors to ensure transparency in operations, timely disclosures, and adherence to regulatory compliances, leading to enhanced stakeholder value.

The governance framework outlines the composition, responsibilities, and functioning of the Board of Directors. This includes defining the qualifications and independence of directors, their roles in strategic decision-making and oversight, board committees, board meetings, and reporting structures.

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Skill-set and Expertise of the Board



**A.V. Venkatraman**  
1|2|3|5|6|7|9



**Pramadwathi Jandhyala**  
1|2|3|5|6|7|8|9



**Dipali Sheth**  
1|2|4|5|7|9



**Mukesh Butani**  
1|2|5|6|7|8|9



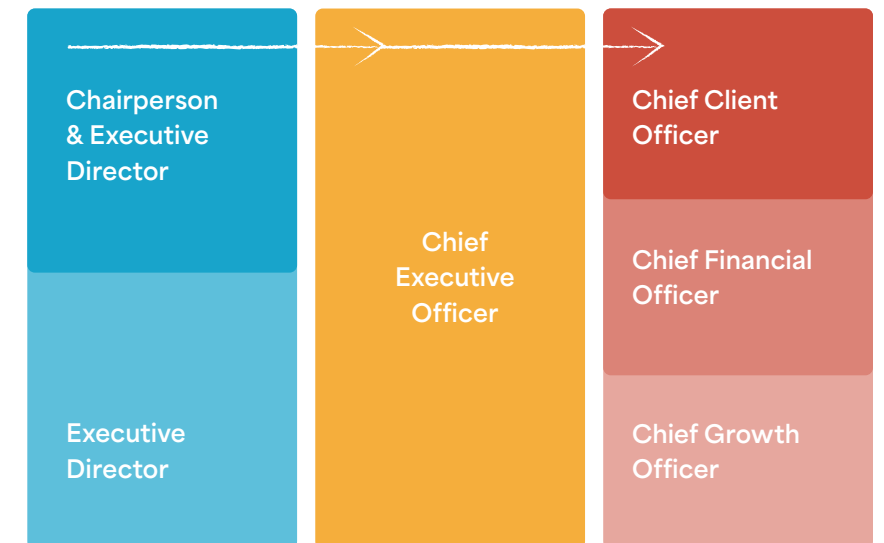
**R. Raghuttama Rao**  
1|2|4|5|6|7|8|9



**Reed Cundiff**  
1|2|3|5|6|7|9

1. Leadership, management & governance | 2. Business & industry knowledge | 3. Technology background | 4. Experience on ESG | 5. People management | 6. Risk expertise | 7. Strategic and analytical mindset | 8. Legal, regulatory, and financial knowledge | 9. Interpersonal skills and personal values

Board of Directors' Structure



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An active Board focussed on strategic outcomes

4 Board meetings during FY23

96% Overall attendance at the Board meeting

18 Board Committee meetings during FY23

99% Overall attendance at the Board Committee meetings

Seasoned Board with diverse experience

100% members with 10+ years of experience

67% members with 20+ years of experience

50% members with 30+ years of experience

Roles & Responsibilities

To promote accountability, set expectations, and create transparent reporting lines, the company has established its roles and responsibilities across the organization and stakeholders.

1. Audit Committee

To supervise audit processes and ensure accurate and timely disclosures that maintain the transparency, integrity, and quality of financial control and reporting.

4. Corporate Social Responsibility Committee

To formulate and recommend to the Board a Corporate Social Responsibility (CSR) Policy as well as recommending various avenues in which the company should make its CSR contribution.

2. Nomination and Remuneration Committee

To determine the qualifications, positive attributes, and independence of a director and recommend to the Board a policy relating to the remuneration of the directors, key managerial personnel, and other employees.

5. Risk Management Committee

The primary role of the Risk Management Committee includes identifying the risks impacting the Company's business and formulate the strategies aimed at risk minimisation and risk mitigation as a part of risk management.

3. Stakeholder Relationship Committee

To consider and resolve the grievances of our shareholders, including complaints relating to non-receipt of the annual report, transfer and transmission of securities, non-receipt of dividends/interests, and such other grievances as may be raised by the stakeholders from time to time.

6. Banking and Authorization Committee

For administrative and operational convenience to consider and approve authorizations required for banking operations and other routine business activities of the company.



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## Data Security

**In today's digital age, data security has emerged as a paramount concern for businesses across industries. At Latent View Analytics Limited, we are cognizant of the significance of data privacy and cyber security in ensuring the sustainability and success of our operations. As we navigate through remote working conditions and an increasingly interconnected world, safeguarding data protection and privacy becomes even more critical.**

We make continuous investments to upgrade our security infrastructure. This includes endpoint solution (on desktops/laptops and servers) with enhanced threat monitoring and controls, including Live Malware Protection, Deep Learning Malware Detection, Exploit Prevention, Potentially Unwanted Application (PUA) Blocking, Automated Malware Removal, Malicious Traffic Detection, Ransomware File Protection (CryptoGuard), Download Reputation, and Peripheral Control.

We also carry out data backup and periodic testing to ensure effectiveness through vulnerability assessment and penetration testing, strict access control, enterprise-wide training and awareness

programmes on information security, data leak prevention tools, and review and implementation of stringent security policies and procedures, among others.

In addition, LatentView Analytics has various controls in place governed by data privacy policies covering applicable laws and geographies. Policy framework ensures technology controls, training, and awareness of staff when working with privacy data to foster a responsible culture, review and negotiations of vendor contracts to support compliances, implementation and maintenance of data transfer agreements, and periodic reviews and audits to assure compliance.

**0**  
Number of consumer complaints received in FY23

**0**  
Data breaches

**We have established a robust data protection and cyber security policy that outlines stringent measures to safeguard data integrity, comprehensive mitigation strategies, and internal controls.**

## Compliance

We place a strong emphasis on compliance with all relevant laws and regulations. We firmly believe that compliance is not just a legal obligation but a vital component of our commitment to sustainability and ESG principles. By adhering to strict standards and adopting a zero-tolerance approach toward bribery and corruption, we strive to maintain the highest levels of integrity in our operations.

**Our Anti-Bribery and Anti-Corruption Policy sets forth clear guidelines and procedures that all employees, vendors, and partners must adhere to, ensuring that everyone involved in our business upholds the highest ethical standards.**

We also have a policy for code of conduct that aims to avoid and manage conflicts of interest involving members of the Board. This code of conduct is followed by the directors and senior management of the company to ensure good corporate practices.

**In FY23, there were zero compliance issues or conflict of interest issues, and hence, no penalties - monetary or otherwise - against us or our directors/KMPs.**

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Awards & Accolades

# Celebrating Accolades. Inspiring Excellence.

FROST & SULLIVAN

F&S Analytics  
Solutions Provider of  
the Year - 2017

Deloitte.

Only Company to be  
recognized 9 consecutive  
times in Deloitte  
Technology Fast 50

Gartner.

Market Guide for Data  
& Analytics Service  
Providers - 2017 & 2019

NASSCOM®

AI Award  
Winner -  
2018

Great  
Place  
To  
Work.

Certified "Great Place To  
Work" as one of India's  
Best Workplaces in IT &  
IT-BPM 2022

Microsoft  
ESOMAR  
WORLD RESEARCH

Netherland  
Conference 2017

The Economics Times  
HCA  
Recognizing Excellence  
in Human Capital

Silver Award for Excellence  
in Rewards and Recognition  
Strategy by The Economics  
Times Human Capital  
Awards



LatentView

Actionable Insights • Accurate Decisions

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