

December 17, 2024

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: Sustainability Report for the financial year 2023-24

Please find enclosed the inaugural Sustainability Report highlighting our dedication to environmental protection, social responsibility, economic growth, and exemplary governance for the Financial Year March 31, 2024.

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**

P. Srinivasan
Company Secretary and Compliance Officer



RESPONSIBLE

DNA.

*Sustainable
actions.*





Responsible DNA. Sustainable actions.



LatentView

Actionable Insights • Accurate Decisions

At LatentView Analytics, sustainability is not a buzzword or the latest fad - it's ingrained in our very genes since our origin. We firmly believe that every decision we make, and every step we take, carries the power to influence both business outcomes and the broader world. This interconnectedness between environmental, social, and economic factors defines our approach to creating a sustainable, resilient future.

As a company driven by data and technology, we recognize the growing influence of climate change, resource constraints, and societal shifts on the global landscape. Our Approach to Sustainability is not an afterthought; it is embedded in our chromosomal code. We are committed to making decisions and taking actions that deliver economic value while simultaneously fostering environmental stewardship and promoting social responsibility.

We are actively reducing our carbon footprint through renewable energy adoption, enhancing energy and water efficiency, and investing in sustainable infrastructure. Innovation remains at the heart of our efforts, as we leverage data analytics and advanced technologies to drive solutions that minimize waste and optimize resource use, ensuring long-term impact.

We foster a culture of diversity, equity, and inclusion, ensuring that every employee feels valued and empowered to grow. Our commitment to communities extends beyond corporate boundaries, with targeted initiatives in education, livelihood, and sporting talent development that drive positive change.

Through our CSR programs, we are continually striving to uplift those around us and contribute meaningfully to societal well-being.

Economic value creation is equally central to our sustainability agenda. We are committed to ensuring that the value generated by our business is shared equitably among all stakeholders. Sustainable business practices are core to our vision, and by fostering long-term prosperity, we contribute to a more inclusive and stable economy.

At the foundation of all these efforts lies robust governance. Our experienced Board of Directors plays a crucial role in overseeing our sustainability efforts, ensuring integrity, transparency, and accountability at every stage of the journey.

As we present our first sustainability report, we are excited to take this vital step in institutionalizing and communicating our vision, ensuring that our responsible DNA leads to truly sustainable actions.



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Creating RESOURCES FOR SUSTAINABILITY

Economic



NURTURING NATURE FOR A greener future

Environmental



BUILDING A BRIGHTER future together

Social



A foundation OF TRUST AND INTEGRITY

Governance



Forward looking statements

This report includes forward-looking statements that reflect our expectations and strategic plans, based on reasonable assumptions and historical performance. However, these statements are subject to a range of factors, including industry developments, geopolitical situations, market conditions, government policies, laws, regulations, and other relevant influences. As such, they should be considered inherently speculative, as these factors may change, and the assumptions behind them could shift significantly over time.



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



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Highlights

Economic

Economic Performance

- **Revenue from Operations** ₹6,407 million - a 19% increase w.r.t. FY23
- **Net cash flow from operations** ₹1,154 million - an increase of ₹179 million from FY23

Customer Satisfaction

- **90% client satisfaction** - either satisfied or very satisfied
- Recommendation score of **8 out of 10**.
- Net Promoter Score (NPS) of **+37**
- **0** customer complaints
- **0** product recalls on account of safety issues

Innovation

- **130+** solutions delivered in FY24, driving impactful results

Environmental

Energy Management

- Total energy consumption of **1,203.91 GJ**, down from 1,441.64 GJ in FY23 and 1,614.9 GJ in FY22
- **100%** conversion from traditional CFL bulbs to energy-efficient LED lighting across all office spaces
- Our office in Chennai, which accommodates **90% of our workforce**, now operates on approximately **65% renewable electricity**

Carbon Emissions

- **Total emissions** (including scope 3) has gone down from 1,212.03 tCO₂e in FY23 to 1,132.10 tCO₂e in FY24
- Improved our CDP score to **'B'**

Key focus areas

(other than material issues)

- The location where we operate from, is the **first in the country** to achieve **WELL V2 Platinum core rating**
- Took significant steps to track and measure our waste generation
- Successfully recycled **5.38 MT** of waste





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Highlights (continued)

Social

Talent Attraction and Retention

- **382** employees onboarded
- **10%** reduction in the annual attrition rate
- **100%** of our employees receive health and accident insurance, as well as paternity and maternity benefits

Training and Upskilling

- **2,435** learning hours recorded
- **919** courses completed through our Udeemy partnership
- **100%** of our employees received training on health & safety/wellness measures and on skill upgradation
- **100%** of our employees benefit from performance and career development reviews, which support their long-term growth within the organization

Diversity and Inclusion

- Certified as a Great Place to Work® in India
- Named one of the Best Workplaces™ for Women in India
- Achieved **36%** diversity ratio
- **33%** Female Directors (2 of the 6 board members are women)
- **7.9** employee engagement score achieved
- **0** number of complaints made by employees

Local Communities

- Contributed **₹22.07 million** in CSR activities
- **41,000+** beneficiaries
- **8** initiated projects
- **8** NGO partnerships

Governance

Corporate Governance

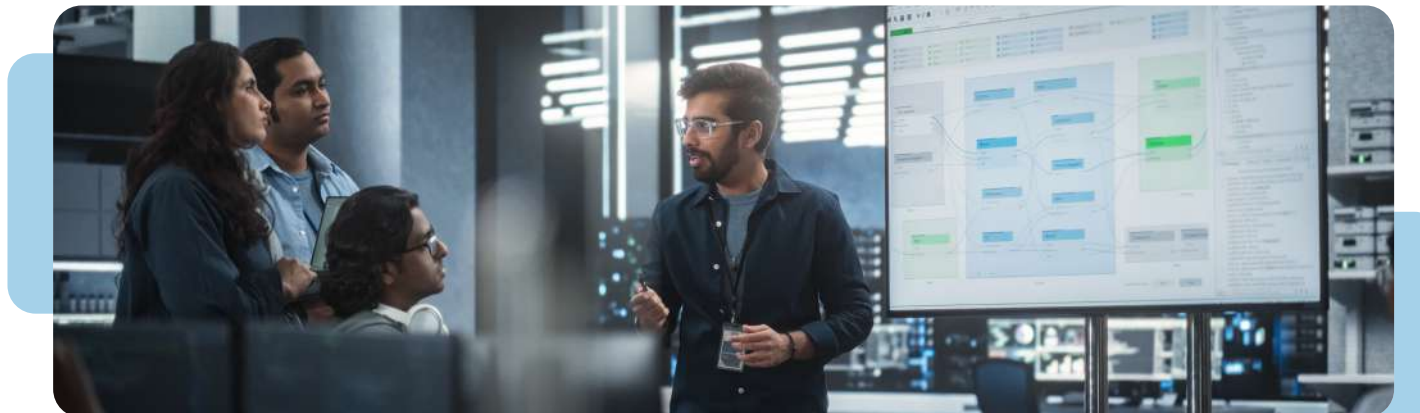
- 5 Board meetings with **100%** attendance
- 17 Board Committee meetings with **100%** attendance
- **Zero** conflict of interest issues

Data Security

- **Zero** data breaches
- **Zero** complaints on Data Security

Compliance

- **Zero** compliance issues





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About this Report

Our first sustainability report

We are pleased to present LatentView Analytics Limited's inaugural Sustainability Report for FY24 (1st April 2023 - 31st March 2024). Although this may be our maiden report, it shares our sustainability worldview that we have since inception. It is a step forward in institutionalizing and communicating it.

This report provides a detailed and comprehensive overview of our sustainability initiatives and performance, highlighting our dedication to environmental protection, social responsibility, economic growth, and exemplary governance. It outlines our strategic approach, key achievements, and ongoing efforts to foster sustainable growth and create lasting value.

For easy classification and understanding, the report is divided as per the three bottom lines. Each of our material issue has been covered in its respective bottom line.

Reporting framework and boundary

This report has been developed as per the "With Reference" guidelines of the Global Reporting Initiative (GRI) 2021 Universal Standards. It adheres to the core principles of GRI, including materiality, stakeholder inclusiveness, accuracy, balance, clarity, comparability, completeness, sustainability context, timeliness, and reliability.

The reporting boundary covers LatentView's operations in India, specifically our offices in Chennai and Bengaluru. All data points are related solely to India and its offices, except for the energy and emissions data which pertains to India and the United States. As a publicly listed company on the Indian Stock Exchanges (BSE and NSE), we disclose our financial performance quarterly, which is available on our website. The boundary for this sustainability report aligns with the scope of our financial reporting.

Assurance

LatentView has appointed Bureau Veritas to provide independent, limited assurance for selected Key Performance Indicators (KPIs). Please refer to page 44 for the assurance statement and details on the scope of assured data.

Corrections and restatements

Since this is our first sustainability report prepared under the GRI 2021 Universal Standards, no corrections or restatements are applicable.

Your feedback will be appreciated

This is our maiden sustainability report and we are committed to publishing annual updates on our sustainability progress moving forward. We highly value the insights and feedback of our internal and external stakeholders, which play a critical role in improving and advancing our sustainability efforts.



We encourage you to share your thoughts and suggestions with us at sustainability@latentview.com



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From the desk of the Founders

Sustainability today for a better tomorrow



Dear all,

In today's interconnected world, the urgency to adopt sustainable practices has never been greater. The convergence of climate change, resource depletion, social inequality, and technological disruptions is transforming the global landscape at an unprecedented pace. We are witnessing the profound impact of human actions on the environment, communities, and economies across the globe. As businesses, we have a responsibility to address these challenges head-on, not just for compliance or reputation, but as stewards of the future.

It's clear that sustainability is no longer an option; it's a necessity for ensuring long-term resilience, innovation, and inclusive growth.

At LatentView, sustainability is more than a guiding principle - it is embedded in our DNA. Since the inception of our company, we've understood that our decisions resonate far beyond immediate business outcomes, impacting employees, the environment, and society at large. With each passing year, we strive to reinforce this belief through actions that align with our core values of responsible decision-making and sustainable growth.

As we present our inaugural Sustainability Report for FY24, it represents not just a milestone for LatentView, but also a tribute to our ongoing commitment to creating a positive, lasting impact. Our Approach to Sustainability is multifaceted, incorporating environmental stewardship, social responsibility, and economic value creation. It is driven by the conviction that each action we take today is a building block for a better tomorrow.

In FY24, we delivered Revenue from Operations amounting to ₹6,407 million - a 19% increase over FY23. This growth was reinforced by our commitment to creating long-term value for all our stakeholders. A key contributor to this success has been our ability to attract and retain top talent, onboard 382 new employees, and reduce our annual attrition rate by 10%. These numbers reflect our ongoing investment in nurturing a work culture that is both enriching and purposeful, where every individual is empowered to grow and thrive.

On the environmental front, we've made tangible progress in reducing our carbon footprint. Total emissions (including scope 3) have decreased from 1,212.03 tCO₂e in FY23 to 1,132.10 tCO₂e in FY24. Additionally, our Chennai office, which houses 90% of our workforce, now operates on 65% renewable electricity, illustrating our commitment to energy efficiency.

Our social responsibility extends well beyond our immediate corporate boundaries. We are proud of the 41,000+ beneficiaries reached through our CSR initiatives, which spanned eight distinct projects to foster education and livelihood.

None of these achievements would have been possible without the oversight and guidance of our Board of Directors. Their leadership ensures that our sustainability agenda remains at the forefront of every decision we make. From maintaining zero compliance issues to zero data breaches, their governance strengthens the very fabric of our organization.

41,000+

We are proud of the 41,000+ beneficiaries reached through our CSR initiatives, which spanned eight distinct projects to foster education and livelihood.

As we continue on this journey, our focus remains on fostering growth while maintaining our steady commitment to sustainability. This report is a reflection of the progress we've made, but it is also a promise of the future we're working toward - a future where responsible actions lead to sustainable outcomes. We are proud of the strides we've taken and are excited for what lies ahead.

With warm regards,

Pramad and Venkat
Founders





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LatentView
Actionable Insights • Accurate Decisions

CEO's Message

Driving impact through sustainable actions

Dear Shareholders,

It gives me immense pride to present our first-ever Sustainability Report for FY24, which encapsulates our journey, achievements, and the road ahead as we continue to embed sustainability across all facets of LatentView. At a time when the world is undergoing significant environmental and social shifts, our commitment to responsible decision-making and sustainable practices has never been more crucial.

FY24 was a year of robust growth and impact for us. Our operational performance remained strong, generating a net cash flow of ₹1,154 million, an increase of ₹179 million from the previous year. These figures are not just numbers on a financial statement - they represent the tangible outcomes of our efforts to integrate sustainability into the core of our business operations.

Our focus on innovation is central to this transformation. Over the course of FY24, we delivered more than 130 impactful solutions, each powered by data and advanced analytics. These solutions not only helped our clients achieve their goals but also drove meaningful environmental and social outcomes. By utilizing data in smarter ways, we have minimized waste, optimized resource use, and developed innovative approaches to sustainability challenges.

“

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At LatentView, Customer Satisfaction is at the heart of our business. We are proud to report that 90% of our clients have expressed either satisfaction or high satisfaction with our services, reflecting the trust they place in us. Our commitment to excellence is further validated by a strong recommendation score of 8 out of 10 and an impressive Net Promoter Score (NPS) of +37, demonstrating our ability to exceed client expectations consistently. Notably, we have had zero customer complaints and zero product recalls due to safety issues, underscoring our relentless focus on quality, reliability, and client-centricity. These results affirm our dedication to delivering value and fostering long-term relationships with our clients.

In terms of our environmental impact, we reduced our total energy consumption to 1,203.91 GJ from 1,441.64 GJ in FY23. A major step in this direction was the complete transition from CFL bulbs to energy-efficient LED lighting across all office spaces. We also successfully recycled 5.38 MT of waste this year and continue to prioritize waste management initiatives. Our journey toward sustainability is highlighted by our improved CDP score, which now stands at a 'B,' and our continued efforts to track and reduce our carbon footprint.





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CEO's Message (continued)

On the employees' front, we are equally committed in our actions. We have maintained a 100% coverage of health and accident insurance benefits for all our employees, alongside paternity and maternity leave. Moreover, our commitment to diversity is reflected in our 36% diversity ratio, and we were recognized as one of India's Best Workplaces™ for Women. This is in addition to being certified as a Great Place to Work® in India.

At LatentView, we place a strong emphasis on continuous learning and development, ensuring our employees are equipped to navigate the ever-evolving data and analytics landscape. Over the past year, we recorded 2,435 learning hours, with 919 courses completed through our partnership with Udemy, reflecting our commitment to upskilling. We ensured that 100% of our employees received training not only on health and safety but also on skill enhancement, empowering them to grow both personally and professionally. Every employee benefits from regular performance and career development reviews, designed to foster their long-term growth and align with their aspirations. The employee engagement score of 7.9 is an evidence of the thriving, dynamic workplace culture that keeps our team motivated and engaged.

36%
diversity ratio achieved in FY24,
and we were recognized as one
of India's Best Workplaces™ for
Women. This is in addition to being
certified as a Great Place
to Work® in India.

“

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Similarly, our engagement with Local Communities remains a key priority. In FY24, we contributed ₹22.07 million towards CSR activities, impacting beneficiaries through projects focused on education, livelihood, and sporting talent development. We partnered with eight NGOs to ensure that our CSR programs are both meaningful and impactful, with regular monitoring and evaluations in place.

Strong governance is at the heart of everything we do. I'm pleased to report that we achieved 100% attendance across all Board and Board Committee meetings held in FY24. The integrity, transparency, and accountability upheld by our Board ensure that our sustainability initiatives are continuously aligned with our broader strategic goals.



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As we look ahead, our roadmap is clear. We are focused on driving greater transparency through our disclosures and ensuring that our sustainability practices continue to evolve in response to material issues. With strong governance, innovative thinking, and a commitment to taking responsible actions, we are confident in our ability to lead the way toward a more sustainable future.

In conclusion, this Sustainability Report is not just a reflection of where we are today - it's a blueprint for the future. It demonstrates our ongoing commitment to using data and analytics to drive meaningful change for our clients, employees, communities, and the planet. As we move forward, we remain committed to transforming insights into impact, ensuring that our responsible DNA leads to truly sustainable actions.

Best regards,

Rajan Sethuraman
Chief Executive Officer



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Company Profile

Empowering businesses through data analytics

As a leading global force in data analytics, we help businesses thrive by leveraging the power of data to fuel growth in the digital age. Our wide range of solutions provides businesses with actionable insights, enabling them to reimagine their operations or explore new revenue avenues. By utilizing advanced predictive and prescriptive analytics, trend forecasting, customer insights, risk assessment, and optimization, we empower enterprises to make informed decisions that drive success.

We are proud to partner with over 30 Fortune 500 companies across diverse industries, including Retail, Consumer Packaged Goods (CPG), Finance, Technology, and Healthcare. With a highly skilled team of 1,280 professionals, we maintain a strong global presence, operating from key locations such as Princeton, San Jose, Seattle, Amsterdam, Munich, London, Singapore, Chennai, and Bengaluru.

With the recent acquisition of Decision Point, we have enhanced our offerings, particularly in revenue growth management within the CPG sector. This acquisition also strengthens our Generative AI capabilities and extends our reach into the LATAM region, further expanding our global influence.



Comprehensive solutions for a data-driven world

Our expertise spans a wide array of capabilities, including business consulting, data engineering, business analytics, and readiness for Generative AI integration. We provide specialized solutions across several critical areas:

- Marketing analytics
- Customer analytics
- HR analytics
- Supply chain analytics
- Finance & risk analytics



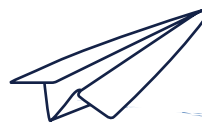
Deep industry expertise

With a strong foundation in industries such as Technology, Industrials, CPG, Retail, and Financial Services, we drive data-driven innovations that produce measurable results. Our consulting-led approach ensures that we deliver impactful solutions tailored to each client's unique needs.



A truly global operation

Our global delivery centers, based in Chennai and Bengaluru, serve as the core of our operations, while our local teams across the US, Netherlands, Germany, UK, and Singapore provide dedicated support and maintain close proximity to our clients. This global reach allows us to respond swiftly to market needs and ensure seamless delivery of our services across key regions.





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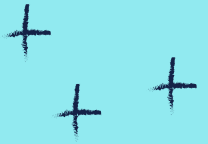
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Company Profile (continued)



1st Pure-play data analytics Company

Listed on BSE and NSE - went public in 2021

₹104,548 mn

Market capitalization*

61+ Global blue chip brands

In our esteemed client portfolio (30+ Fortune 500)

130+ solutions delivered in FY24,

Driving impactful results

6 Global subsidiaries

Across 4 continents (US, Europe, APAC and LATAM)

18+ Years

Of transforming businesses to excel in a data-driven world

90% client satisfaction

With an 8/10 recommendation score

1,280 skilled analysts

Combining expertise in business, mathematics, and technology

Offices in 10 countries,

Showcasing our expansive global presence



*As on March 31, 2024



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Our Approach to Sustainability

Embedded in our genetic code

In a world increasingly shaped by climate change, resource scarcity, social disparities, and the demand for ethical business conduct, we at LatentView believe in contributing to a more sustainable and equitable future. Sustainability has been at the core of our existence since inception, driving us to create economic value while minimizing our environmental impact and fostering the well-being of our people and communities.

Our approach integrates three key pillars - environmental stewardship, social responsibility, and sound economic practices - reinforced by a robust governance framework. By embedding these principles into our operations, we not only align with global best practices but also position ourselves to manage risks effectively and create meaningful, lasting change.

We are convinced that adopting sustainability is essential not only for the planet and its people, but also for long-term business success and growth.





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Our Approach to Sustainability (continued)

Our sustainability philosophy

At LatentView, our responsible DNA always leads to sustainable decisions. This reflects our belief in the interconnectedness of environmental, social, and economic factors. We understand that every decision we make has far-reaching consequences, and we are committed to making responsible choices that contribute positively to both our business and the world around us.

This report details our sustainable practices through the lens of the triple bottom line, demonstrating our dedication to driving positive change.

Our sustainability journey

From our beginning, we have championed sustainability, and in the past few years, we are trying to institutionalize these practices further. Some of the key milestones in our sustainability journey:

FY21

- Measured our Scope 1, 2, and 3 emissions, establishing FY20 as the baseline and charting a low carbon pathway

FY23

- Conducted Materiality Analysis
- Published our first Business Responsibility and Sustainability Report (BRSR) and first Impact Report
- Earned a 'Bronze' rating in our first EcoVadis submission

FY24

- Improved our CDP score to 'B' and implemented EiSq Navigos for better data collection and reporting
- Published our first Sustainability Report

FY22

- Participated in the CDP (Carbon Disclosure Project) achieving a score of 'C'

Our sustainability objectives

Environmental impact

We aim to reduce our carbon footprint and promote sustainable resource use. Key initiatives include transitioning to renewable energy sources, improving energy and water efficiency, adopting waste management practices, investing in green building and technologies, and encouraging innovation to create sustainable solutions.

Economic value creation

We believe in sharing the economic value generated by our business equitably across all stakeholders. Sustainable business practices help us create shared prosperity and long-term success.

Social responsibility

Employees

We are committed to fostering diversity, equity, and inclusion in the workplace. Through transparent policies on employment, training, and performance management, we aim to create an environment where every employee feels valued.

Community

We invest in initiatives that uplift communities and contribute to societal well-being. Our Corporate Social Responsibility (CSR) programs are regularly monitored to ensure effective implementation and meaningful outcomes.

Robust governance

Strong governance is the foundation of our sustainability efforts. Our diverse and highly experienced Board of Directors plays a key role in overseeing our sustainability journey, ensuring transparency, integrity, and accountability in all that we do.

Our sustainability priorities

Through an in-depth materiality assessment in FY23, we have identified key priorities that will shape our sustainability agenda. These reflect the importance of certain topics based on internal and external Stakeholder Engagement. These priorities span environmental, social, and governance aspects, allowing us to focus on areas that matter most to our stakeholders.

After publishing the impact report last year, we have taken a step further this year by bringing out our first sustainability report. As we move forward, we are dedicated to enhancing our transparency and accountability through increasing disclosures along with taking sustainability initiatives based on materiality.

We are also working to establish a formal sustainability governance structure, setting clear goals and targets for key material issues. We actively engage with internal and external stakeholders to ensure their valuable inputs to shape our sustainability agenda.



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Stakeholder Engagement

Insights lead to impact

We recognize that meaningful Stakeholder Engagement is integral to building a sustainable business. By actively engaging with our stakeholders, we gain essential insights into their priorities, expectations, and concerns. This helps us craft more sustainable strategies, mitigate risks, and seize opportunities that align with both business objectives and the broader societal good. We recognize that maintaining transparent communication with our stakeholders has become even more crucial since our public listing.

Stakeholder collaboration is coded into the core of our organization, and through these relationships, we aim to create shared value, driving long-term positive impact.

Engaging key stakeholders

We work closely with a diverse array of stakeholders, with a particular focus on three core groups.

- Employees
- Customers
- Shareholders/Investors

These groups are pivotal in shaping our business goals and sustainability ambitions. By listening to and collaborating with them, we ensure that their perspectives are integrated into our decision-making process, ensuring alignment with both internal and external expectations.

By prioritizing continuous, transparent dialogue, we strive to strengthen trust, enhance collaboration, and ensure that stakeholder voices are central to our operations.

Our engagement framework

We have developed a comprehensive framework for engaging stakeholders, designed to address their material concerns in a structured and timely manner. This framework allows us to identify and prioritize stakeholder expectations, ensuring that we proactively address their needs.

It fosters consistent, open dialogue, helping to build trust and mutual understanding of our strategic vision and sustainability journey.

Communication platforms

We utilize both formal and informal communication channels to reach our various stakeholder groups. In addition to the Annual Report, which serves as a key communication tool, we engage stakeholders through surveys, focus groups, consultations, town hall meetings, and digital platforms.

These channels provide ample opportunities for constructive feedback and collaboration, strengthening relationships and driving improvements in our sustainability performance.

Creating shared value

Our ultimate goal is to generate value for all stakeholders. By listening carefully to their input, we align our business strategies with their expectations, ensuring that our actions not only benefit the business but also have a positive impact on the society, and the environment.

Through active engagement, we foster a collective sense of responsibility, working together to build a more sustainable, inclusive, and equitable future for all.





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Stakeholder Engagement (continued)

Engagement - purpose, channel and frequency

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group	Channels of communication	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders/ Investors	No	<ul style="list-style-type: none"> Press releases Email advisories Quarterly investor calls 	<ul style="list-style-type: none"> Quarterly: earnings call; exchange notifications; press release Annual: Annual General Meeting; Annual Report Continuous: Investors page 	<ul style="list-style-type: none"> Educating the investor community about LatentView's integrated value creation model and business strategy for the long term Helping investors voice their concerns regarding company policies, reporting, strategy, etc. Understanding shareholder expectations
Employees	No	<ul style="list-style-type: none"> Manager meetings Town halls and quarterly updates HR touch points 	<ul style="list-style-type: none"> Pre-onboarding touch points with candidates Fortnightly & Monthly meetings Quarterly updates Continuous engagement with the employee through leadership connects, easy access to HR, flat and open culture Employee survey feedback Exit interview feedback 	<ul style="list-style-type: none"> Two-way communication with employees is a must at LatentView. The current engagement index stands at 8.1. Engagement strategies are used by leadership to actively listen and act. Career Management and Growth Prospects Learning opportunities Compensation structure Building a safety culture and inculcating safe work practices among employees Flexible working hours Improving Diversity and Inclusion Unique Working Space - In-built innovation Embolden the practice of intrapreneurship Health and Wellness Programs Learning and Development opportunities
Customers	No	<ul style="list-style-type: none"> Project-related calls and meetings Project management reviews Relationship meetings and reviews Executive meetings and briefings Customer visits Responses to RFIs/RFPs Sponsored events Mailers, newsletters, and brochures 	<ul style="list-style-type: none"> Half-yearly: Customer Satisfaction surveys Annual: Roundtable Project need basis: as and when required Continuous: LatentView website; social media (LinkedIn) 	<ul style="list-style-type: none"> 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 demand Understanding client's data privacy and security requirements



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Materiality Analysis

Identifying and aligning priorities

We understand that the business landscape is shaped by dynamic factors that require constant vigilance and adaptation. To ensure our sustainability efforts are both relevant and impactful, we conducted a comprehensive materiality assessment during FY23.

This exercise helps us identify and prioritize the issues most critical to our business and stakeholders, ensuring our strategy addresses evolving challenges and opportunities.

Materiality assessment

The process can be summarized in the following steps.

A holistic approach to materiality

Our materiality assessment followed a rigorous, multi-step process designed to balance internal objectives with external expectations. The assessment began with the identification of potential material topics, drawing from globally recognized standards like the Global Reporting Initiative (GRI) and Sustainability Accounting Standards Board (SASB), as well as benchmarking our sustainability practices against local, regional, and global peers.

Stakeholder-driven insights

To ensure inclusivity and transparency, we engaged with a diverse range of internal and external stakeholders. This engagement was facilitated through surveys, consultations, and collaborative discussions, providing valuable insights into the expectations, concerns, and priorities of our stakeholders. Their feedback was instrumental in shaping the sustainability issues we identified as material, ensuring our efforts are aligned with their needs.

Prioritization and impact

After gathering stakeholder input, we evaluated and ranked the identified sustainability topics based on their significance to both our business and our stakeholders. The topics were then categorized as high, medium, or low priority, ensuring that we focus our resources and efforts on areas with the greatest potential for positive impact.

Alignment with our vision

By aligning these material topics with our broader business goals and sustainability vision, we are able to integrate sustainability more deeply into our operations and decision-making processes. This alignment ensures that our sustainability initiatives not only respond to immediate challenges but also contribute to our long-term success and resilience.

Our Materiality Analysis is a foundation of our sustainability strategy, guiding us as we work toward creating lasting value for all stakeholders while addressing the environmental, social, economic and governance issues that matter most.

Key material issues

Our Materiality Analysis identified 12 key material topics that encompass environmental, social, economic and governance aspects of sustainability. These are:

- 1 Energy Management
- 2 Carbon Emissions
- 3 Diversity and Inclusion
- 4 Data Security (Data privacy/Cyber security)
- 5 Social responsibility (Local Communities)
- 6 Talent Attraction and Retention
- 7 Training and Upskilling
- 8 Corporate Governance
- 9 Customer Satisfaction
- 10 Economic Performance
- 11 Innovation
- 12 Compliance

By concentrating on these material issues, we can strategically prioritize our initiatives, optimize resource allocation, and foster significant change in areas that most affect our stakeholders and the long-term sustainability of our business.

We are dedicated to addressing these material topics responsibly and proactively, striving for a sustainable and prosperous future for everyone involved.





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Economic

The economic bottom line refers to the financial performance and viability of an organization, emphasizing the importance of creating economic value as a fundamental component of sustainability. In the context of sustainability, the economic bottom line is critical because it establishes the financial foundation necessary for a company to operate responsibly and sustainably. It ensures that resources are available for equitable distribution among stakeholders, including employees, customers, suppliers, and the broader community.

When we generate robust Economic Performance, we can reinvest in sustainable practices, enhance Stakeholder Engagement, and address social and environmental challenges. This interconnectedness implies that a strong economic base not only supports our long-term viability but also facilitates the implementation of our sustainable initiatives that benefit all stakeholders.

Related material issues

- 1 Economic Performance** encompasses our ability to generate revenue and profit while maintaining operational efficiency.
- 2 Customer Satisfaction** is vital for sustaining our Economic Performance, as satisfied customers are more likely to remain loyal, refer new clients, and contribute positively to revenue growth.
- 3 Innovation** is a key driver of economic growth and sustainability, as we can develop new solutions and technologies that address sustainability challenges as well as enhance our operational efficiency.

Creating value for all stakeholders





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Economic > Economic performance

Equitable value distribution

1 Economic Performance

In FY24, LatentView Analytics achieved remarkable economic performance, with Revenue from Operations reaching an impressive ₹6,407 million - a 19% increase compared to the previous year. Our EBITDA stood at ₹1,360 million, translating to an EBITDA margin of 21.2%, while our Profit After Tax (PAT) reached ₹1,586 million, with a PAT margin of 22.2%.

We demonstrated robust cash generation, achieving a net cash flow from operations of ₹1,154 million, an increase of ₹179 million from FY23.

Economic value created and distributed

We believe that sustainable success transcends mere financial metrics. We are dedicated to creating economic value that benefits all stakeholders, empowering our clients, employees, and communities. This commitment drives positive change and builds a more resilient future. Through our commitment to creating and equitably distributing economic value, we foster growth while prioritizing the long-term sustainability of our business and the broader ecosystem.

Particulars (₹ in million)	FY24	FY23
Revenue (A)	6,406.83	5,387.62
Other income (B)	737.02	557.66
Direct economic value generated (C) = (A)+(B)	7,143.85	5,945.28
Operating costs	812.42	673.95
Employee benefits expense	4,338.92	3,361.36
Payments to providers of capital	-	-
Payments to governments (total taxes)	383.81	339.33
Community investments	22.26	16.33
Economic value distributed (D)	5,557.41	4,390.97
Economic value retained (E) = (C) - (D)	1,586.44	1,554.31

Please note that the financial cost is included under operating cost as it only pertains to amortization of lease premises.

The economic value distributed amongst stakeholders has increased from ₹4,390.97 million in FY23 to ₹5,557.41 million in FY24.





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Economic > Customer satisfaction

Satisfaction is at the heart of sustainability

2 Customer Satisfaction

Customer Satisfaction is a key component of our sustainability strategy, as we believe that fostering trust and long-term relationships with our clients is essential for a sustainable business. Our approach to customer engagement is grounded in responsibility, transparency, and a commitment to delivering value that exceeds expectations.

By continuing to prioritize Customer Satisfaction, we drive sustainable growth, foster long-lasting partnerships, and enhance the overall experience for our clients.

Notably, we have maintained a stellar track record of 0 customer complaints, 0 data breaches, and 0 product recalls on account of safety issues - a reflection of our dedication to quality and customer safety.

Mechanisms in place

To maintain high levels of satisfaction, we have implemented robust mechanisms for gathering and addressing customer feedback. Clients can share their suggestions or lodge complaints through multiple channels, and each is treated with utmost seriousness.

Once a complaint is received, we undertake a detailed analysis to develop an actionable resolution plan, maintaining open lines of communication with the customer throughout the process. This feedback loop is essential to our continual improvement efforts, ensuring that we consistently refine our services and raise the bar.

We intend to anticipate evolving needs by leveraging AI-driven technology to enhance how we collect and analyze feedback, which allows us to respond to client concerns in real time.

Proactive communication and risk management

We collaborate with leading clients across multiple sectors, including technology, consumer packaged goods, retail, and financial services, ensuring that our solutions are tailored to meet diverse industry needs.

LatentView places great emphasis on business continuity, ensuring that any potential disruption to services is communicated promptly and transparently. This proactive communication strategy is critical in maintaining the trust of our clients, even during challenging times.

Data privacy and security

In an increasingly digital world, Data Security is paramount. As an ISO 27001:2018 certified company, LatentView prioritizes the protection of customer data, safeguarding it from unauthorized access and misuse.

We adhere to stringent privacy policies that comply with all relevant legal and regulatory frameworks, ensuring our clients' confidential information remains secure.

Measuring success through the VoC

To ensure we are meeting client expectations, we conduct semi-annual Customer Satisfaction surveys.

Our most recent Voice of the Customer (VoC) survey revealed that 90% of clients reported being either satisfied or very satisfied with our partnership, with a recommendation score of 8 out of 10.

Additionally, our Net Promoter Score (NPS) of +37 is a testament to our strong customer loyalty, reflecting our commitment to building enduring, value-driven relationships.





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3 Innovation

Pioneering ideas. Transforming outcomes.

At LatentView, we believe that innovation is key to sustainability, and increases the chances to respond better to upcoming challenges and discover new opportunities. From our inception, we have harnessed technology to drive data-led innovations and deliver results-focused solutions across key sectors, including Technology, Industrials, Consumer & Retail, Healthcare, and Financial Services.

Our mission is to drive excellence through thought leadership, embedding innovation and insight into our DNA.



Leveraging AI

As a forward-thinking organization, we are already leveraging AI in various aspects of our work, from descriptive and diagnostic analytics to predictive modelling. We are actively exploring Generative AI to unlock new possibilities and enhance our value propositions, particularly in the data engineering space.

The recent acquisition of Decision Point further strengthens our AI prowess, positioning us to stay ahead in a rapidly evolving digital landscape.

The power of people

We recognize the power of people as catalysts for innovation. Fostering a collaborative environment, we nurture trust, ignite creativity, encourage diversity, and attract exceptional talent. Our employees are encouraged to develop and present their ideas internally through structured support, which helps cultivate unique solutions without the need for external ventures.

An internal innovation team is set up that can work to refine their ideas and act as a sounding board for their intrapreneurship.

SDE

We follow the SDE (Service Delivery Excellence) framework, with a focus on forward-thinking solutions. With our SDE framework, we drive continuous improvement, through targeted studies aligned with client requirements and delivering transformative solutions that help our partners thrive.

By utilizing the SDE framework, we ensure that our services stay aligned with our clients' evolving needs, fostering client-driven innovations through active engagement.

IdeaLabs

Our competitive strengths lie in our ability to create bespoke solutions and ground-breaking innovations, giving our clients a distinct competitive advantage. To further drive continuous innovation, we have established IdeaLabs, a dedicated team focused on specialized research and development.

Our dedicated team of R&D resources in IdeaLabs is a catalyst that fosters ongoing innovation, keeping us at the forefront of industry advancements.



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Environmental

In today's rapidly evolving world, the importance of environmental stewardship is irrefutable. With pressing global challenges such as climate change, resource depletion, biodiversity loss, and pollution, our responsibility to protect the environment has never been greater.

We are dedicated to addressing these challenges head-on, actively contributing to a sustainable future through comprehensive environmental protection measures as part of our broader sustainability practices.

As a technology-driven company, while we are not a heavy user of natural resources like industries in manufacturing, we recognize that minimizing our environmental footprint is crucial to ensuring long-term sustainability, not only for our business but also for the planet.

Related material issues

- 1 **Energy Management** - optimizing energy use across our operations
- 2 **Carbon Emissions** - continuously finding ways to reduce our carbon output

Key focus areas (in addition to material issues)

Along with these material issues, we have identified additional focus areas that further guide our environmental initiatives

- 1 **Water management** - promote efficiency throughout our operations
- 2 **Green building practices** - creating eco-friendly workspaces
- 3 **Waste management** - minimize waste generation

Our commitment to the material issues and focus areas reflects a holistic approach to environmental sustainability, as we continuously work to reduce our impact.



Nurturing nature for a greener future



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Environmental > Energy management

Smart energy choices for lasting impact

1 Energy Management

Our Energy Management efforts are two-pronged - decrease the total energy consumption by increasing energy efficiency and increasing the usage of renewable sources in our energy mix.

At LatentView, Energy Management is a critical aspect of our sustainability strategy. We take a two-fold approach to our efforts: decrease the total energy consumption by (i) improving energy efficiency and (ii) integrating more renewable energy sources in our energy mix.

In FY24, we optimized our energy use, achieving a total energy consumption of 1,203.91 GJ, down from 1,441.64 GJ in FY23 and 1,614.9 GJ in FY22.

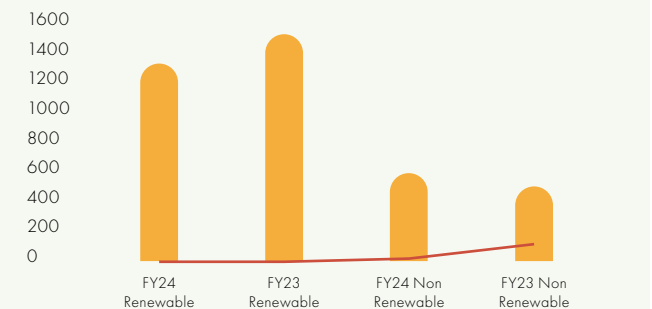
One of our significant achievements has been the complete conversion from traditional CFL bulbs to energy-efficient LED lighting across all office spaces, enhancing our overall energy efficiency.

Our commitment to renewable energy is equally noteworthy. Our office in Chennai, which accommodates 90% of our workforce, now operates on approximately 65% renewable electricity.

Energy source	FY24	FY23
From renewable sources (GJ)		
Total electricity consumption	1,328.64	1,441.64
Total fuel consumption	0	0
Total energy consumed from renewable sources	1,328.64	1,441.64
From non-renewable sources(GJ)		
Total electricity consumption	551.49	437.45
Total fuel consumption	4.77	38.25
Total energy consumed from non-renewable sources	556.26	475.70
Total energy consumed (GJ)	1,884.90	1,917.34
Energy intensity per employee (GJ/employee)	1.69	2.03



Energy mix (Energy Consumption (GJ))



Please note that the LatentView energy needs comes from Intellion Park. The Park has challenges in procuring wind energy. Hence there is an increase in the energy consumption from non-renewable sources and decrease from renewable sources in the energy mix.



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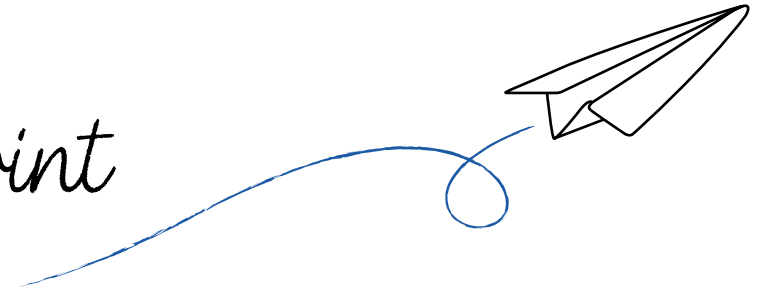
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Environmental > Carbon emissions

Innovating to reduce our footprint



2 Carbon Emissions

Reducing Carbon Emissions is an important part of our environmental strategy, as we strive to lower our impact on the planet and contribute to global sustainability efforts. To this end, we have implemented several key initiatives aimed at improving energy efficiency and minimizing greenhouse gas (GHG) emissions across our operations.

The primary energy efficiency initiatives that resulted in a reduction in our emission generation include:

- Powering 65% of our electricity consumption from renewable energy sources
- Switching all our office lighting to efficient devices like LED bulbs
- Shifted from higher GWP to lower GWP in refrigerants
- Upgraded to energy-efficient HVAC systems, ensuring that 100% of our air conditioning is powered by centrifugal chillers

Our focus on carbon reduction begins with the installation of CO₂ monitoring sensors throughout our facilities, ensuring continuous oversight of air quality. Additionally, we've adopted CFC/HCFC-free refrigerants in all air conditioning systems and fire extinguishers, further lowering our reliance on harmful substances. These efforts not only cut down emissions but also optimize energy usage.

This year, we also undertook an extensive calculation of our indirect (Scope 3) emissions, assessing categories such as business travel, purchased goods and services, employee commutes, and work-from-home activities. This comprehensive approach allows us to take targeted action and further reduce our overall carbon footprint.

In FY24, total emissions (including scope 3) has gone down from 1,212.03 tCO₂e in FY23 to 1,132.10 tCO₂e.

Parameter	FY24	FY23
Scope 1 emissions (tCO ₂ e)	1.07	142.07
Scope 2 emissions (tCO ₂ e)	109.69	98.73
Scope 3 emissions (tCO ₂ e)	1021.34	971.23
Total scope 1 and scope 2 emissions (tCO₂e)	110.76	240.80
Total emissions (including scope 3) (tCO₂e)	1,132.10	1,212.03
Total Scope 1 and Scope 2 emission intensity (tCO ₂ e/employee)	0.09	0.25

Please note that the increase in Scope 2 is because of the lesser renewable energy intake possible from Intellion Park, as mentioned above in the energy section. The Scope 3 has increased as a) business travel increased due to business and revenue increase b) work from home resources have higher emissions





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Environmental > Water management

Conservation is key to consumption



1 Water management

Water management is an essential pillar of our environmental stewardship. Although our core operations are not heavily water-dependent, we recognize the importance of responsible water use in supporting community well-being and safeguarding natural resources. By implementing sustainable water management practices, we contribute to global conservation efforts while aligning with our broader sustainability goals.

Investing in water saving technology

Our strategy revolves around enhancing water-use efficiency and reducing our overall impact on local water resources. We have invested in advanced water-saving technologies and infrastructure to minimize consumption across our offices.

We've installed water-efficient plumbing fixtures such as touch-free sensor faucets, dual-flush toilets, and aerator-equipped health faucets, all designed to optimize water use. Additionally, wastewater generated at our facilities is treated using advanced sewage treatment plants (STPs) and common treatment plants, ensuring that our water disposal practices are environmentally responsible.



Fostering a culture of conservation

Beyond technology, we foster a culture of water conservation among our employees. Through regular educational initiatives, we encourage water-conscious behaviors both in the workplace and at home, addressing the rise in office water usage that has occurred as more employees return to on-site work post-pandemic. By promoting water-sensitive habits, we aim to mitigate this increase and reinforce sustainable practices across our workforce.

By reducing our water footprint and encouraging a conservation mindset, LatentView demonstrates its commitment to protecting this vital resource for future generations, strengthening our role as a responsible corporate citizen.

Water withdrawal by source (in kilolitres)	FY24	FY23
(i) Surface water	0	0
(ii) Ground Water	0	0
(iii) Third Party Water	3,898	3,748
(iv) Seawater/ Desalinated Water	0	0
(v) Others: Flush/ Recycled Water	286	189
Total volume of water withdrawal (in kilolitres)	4,184	3,937
Total volume of water consumption (in kilolitres)	4,184	3,937

Please note that there is a minor increase in the total withdrawal and consumption due to business and revenue increase.

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Environmental > Green building practices

2 Green building practices

Sustainable infrastructure is important to conserve resources which is at the core of our environmental approach. As we continue to innovate, our green building practices set a benchmark for sustainable workspace design, reflecting our dedication to reducing our carbon and energy footprint while creating healthier, more resilient environments for our employees.

A significant milestone in our journey is the 'Platinum' re-certification awarded by the Indian Green Buildings Council (IGBC) to our Chennai office, which houses 90% of our workforce. This re-certification recognizes our continuous commitment to eco-design and green interiors.

A slew of green measures

To create a sustainable and healthy work environment, we have implemented a series of forward-thinking measures. These include installation of CO₂ monitoring sensors to maintain air quality and a strict no-smoking policy across all our offices. Indoor plants are a key feature of our office space, contributing to better air quality and overall well-being. In line with our mission to enhance energy efficiency, we have installed CFC/HCFC-free refrigerants in our HVAC systems and use 100% centrifugal chillers to optimize cooling efficiency. Additionally, the shift to LED lighting and low-power fixtures across our facilities is part of our ongoing effort to reduce energy consumption.

Our office is located in Ramanujan Intellion Park, a green building that is IFC Edge Zero Carbon Certified Asset and first in the country to achieve WELL V2 Platinum core rating.



IGBC Green Interiors Re-Certification Final Review Existing Interiors

					#G1171030, Latent View, Chennai																														
					IGBC Re-Certification Level: PLATINUM																														
					Date: 16 Aug 2021																														
<table border="1"> <tr> <td>62</td> <td>0</td> <td colspan="2">Points Achieved</td> <td>75</td> <td colspan="2">Points Available</td> </tr> <tr> <td rowspan="4">Awarded</td> <td rowspan="4">Denied</td> <td colspan="2"></td> <td></td> <td colspan="2">Certified 22-23</td> </tr> <tr> <td colspan="2"></td> <td></td> <td colspan="2">Silver 33-44</td> </tr> <tr> <td colspan="2"></td> <td></td> <td colspan="2">Gold 45-59</td> </tr> <tr> <td colspan="2"></td> <td></td> <td colspan="2">Platinum 60-75</td> </tr> </table>							62	0	Points Achieved		75	Points Available		Awarded	Denied				Certified 22-23					Silver 33-44					Gold 45-59					Platinum 60-75	
62	0	Points Achieved		75	Points Available																														
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					Gold 45-59																														
					Platinum 60-75																														
8	0	Eco Design Approach	Points Available	8																															
2		EDA Credit 1	Eco Vision for Interior Design	2	<p>Review:</p> <p>The project LatentView Analytics has submitted for recertification. It is an innovative, data analytics firm with its headquarters located inside the Ramanujan IT City in Chennai.</p> <p>Submitted states that the project showcases Eco Vision sustainable practices during post occupancy. The primary design concepts include conscious efforts for health and well being of occupants and space efficiency. Interior design aspects for Health and well being of occupants:</p> <ol style="list-style-type: none"> 1. Indoor plants 2. Water Conservation 3. Spacious layout with adequate circulation; Flexible workstations. 4. Excellent indoor air quality - with fresh air provision that exceeds IGBC Green interior requirements and control of indoor pollutant sources 5. Access to Exterior Views - Care was also taken during the interior design process to ensure that almost 100% of the regularly occupied spaces have access to exterior views. 																														



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Environmental > Waste management

3 Waste management

As global waste generation continues to rise, responsible waste management is more critical than ever, particularly for the IT sector where e-waste poses unique challenges due to the hazardous materials it contains. LatentView recognizes its responsibility to adopt sustainable waste management practices that reduce environmental impact.

Our waste management strategy revolves around the principles of reducing, reusing, and recycling to limit the amount of waste sent to landfills. We take a proactive approach to managing various waste streams, including food, plastic, paper, and e-waste, while promoting a culture of sustainability among our employees.

In FY24, we took significant steps to track and measure our waste generation.

At Latent View, we employ three strategies to tackle waste management.

Track

- Measure the waste
- Track the waste

Segregate and dispose

- Source segregation
- Collection
- Safe disposal

Eco-Friendly alternatives

- Eco-friendly products
- Long-lasting products

Comprehensive waste segregation and e-waste recycling

To further improve waste management practices, we have implemented comprehensive waste segregation systems in our offices. Pantry waste is segregated into food, plastic, and paper, with clearly marked bins located throughout our facilities, including restrooms and near the UPS room for e-waste collection. This systematic approach allows us to efficiently manage small electronic devices, disks, cables, and cartridges, ensuring that e-waste is responsibly processed.

Given the rapid growth of e-waste globally, LatentView prioritizes responsible recycling of obsolete electronics. We partner with

certified e-waste recyclers who adhere to the highest environmental and safety standards, recovering valuable materials such as metals and plastics while preventing harmful substances like lead and mercury from entering ecosystems.

Through dedicated recycling initiatives, we successfully recycled 5.38 MT of waste, demonstrating our commitment to resource recovery and waste minimization.

Sustainable alternatives and employee awareness

In addition to our focus on waste segregation, we have introduced eco-friendly alternatives in our workplace to minimize plastic and paper waste. Our canteen has replaced plastic spoons with wooden ones, and disposable cups have been eliminated in favor of sustainable options, significantly reducing landfill-bound waste.

Creating a culture of sustainability is central to our waste management efforts. We actively engage employees by promoting awareness of proper waste disposal methods and the importance of recycling. Through targeted communication and clear waste segregation systems, we empower our team to play an active role in reducing LatentView's overall waste footprint.

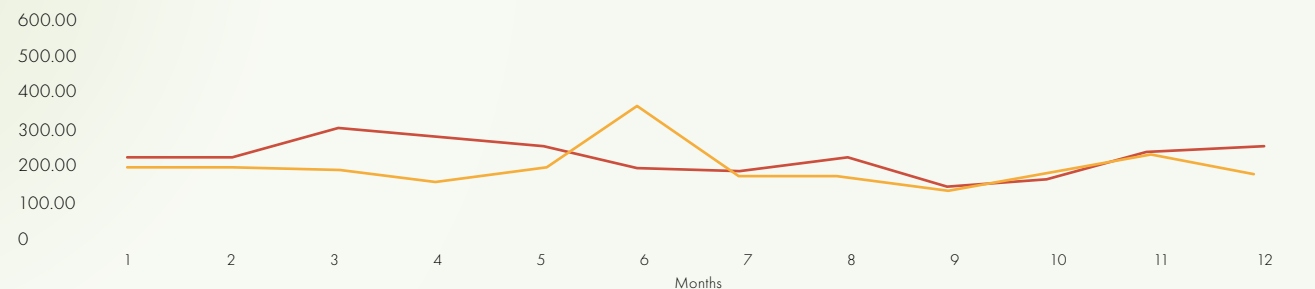
Total waste generated (in metric tonnes)	FY24	FY23
Plastic	2.17	-
Paper	2.60	-
Total	4.77	-
Waste intensity per Full Time Employee (FTE)	0.0044	-

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Category of waste	FY24	FY23
Recycled	5.38	1.19
Re-used	0	0
Other recovery operations (safely disposed)	0	0
Total	5.38	1.19

We are in the process of developing mechanisms to track the generation and disposal of the waste.

Tracking of waste generated in FY24 (Amount of waste generated (KG))





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Social

We recognize that people make us what we are, whether it is our employees or our communities. By focusing on employee development and community upliftment, we aim to build a future where business success is inherently linked with social progress. We believe that true sustainability goes beyond profits, encompassing the well-being of both our employees and the communities we serve.

Our role encompasses creating value both within our workforce and in the broader society, ensuring that we leave a positive, lasting impact.

Related material issues

Employees - Within the organization, we prioritize creating a culture of care, inclusivity, and continuous development. Our carefully designed programs support our employees in achieving their personal and professional goals while pursuing organizational objectives. This focus on growth and well-being helps nurture a resilient, empowered workforce that thrives alongside our business, well-equipped to meet both current and future challenges.

Key focus areas - employees

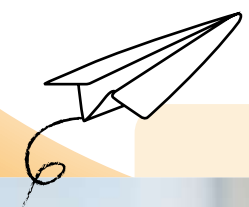
- 1 Talent Attraction and Retention
- 2 Training and Upskilling
- 3 Diversity and Inclusion
- 4 Employee well-being

Local Communities - Our commitment to social responsibility extends beyond our organization, focusing on creating a positive difference on the local community. We believe that ethical business practices, inclusive development, and giving back to the community are essential components of a sustainable future. Our community engagement initiatives aim to create long-term social value, addressing critical needs and driving meaningful change.

Key focus areas - Local Communities

- 1 Education
- 2 Livelihood
- 3 Sporting talent development
- 4 Ensuring environmental sustainability

Building a brighter future together





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Social > Talent attraction and retention

Cultivating careers with care

1 Talent Attraction and Retention

Attracting and retaining top talent is a key component in maintaining our competitive edge and building a strong employer brand. Our recruitment process is driven by merit and fairness, ensuring equal opportunities for all candidates, irrespective of their background or personal attributes, including disability. This approach extends to appraisals, which are based on merit and performance. To retain our talented workforce, we focus on fostering a work environment that is both personally rewarding and professionally fulfilling.

Our approach is anchored in the 4 R's:

1 **Rewards and recognition** - for performance excellence

2 **Re-training** - through continuous upskilling

3 **Respect** - for Diversity and Inclusion

4 **Rejuvenation** - through employee well-being programs

Rewards and recognition

We also offer a mix of financial and non-financial rewards, including peer recognition, performance-based incentives, and long-term benefits such as employer contributions to retirement funds. This holistic approach helps us reduce attrition, a significant challenge in the technology sector known for high turnover.

100% of our employees receive health and accident insurance, as well as paternity and maternity benefits, further enhancing our commitment to their well-being and job satisfaction.

Fair policies

We have developed comprehensive strategies that address compensation, benefits, health and wellness, and open feedback mechanisms. Our compensation packages are regularly benchmarked against industry standards to remain competitive, and we offer skill-based allowances to employees with niche expertise, encouraging growth that benefits both the individual and the company.

Compensation structures are tailored to each country, ensuring fairness and equity, including equal pay for men and women in similar roles and locations.



Career development

Career development is a key pillar of our retention strategy. Regular performance reviews provide clear progression paths, and we offer internal job opportunities that allow employees to explore new roles and challenges within the company.

100% of our employees benefit from these performance and career development reviews, which support their long-term growth within the organization.

Performance and career development reviews of employees

Employees	FY24			FY23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Male	674	674	100%	606	552	90%
Female	408	408	100%	343	317	90%
Total	1,082	1,082	100%	949	869	90%

Return to work and retention rates of employees that took parental leave

Employees	Return to work rate	Retention rate
Male	100%	100%
Female	100%	100%
Total	100%	100%



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Social > Training and upskilling

Empowering growth with excellence

2 Training and Upskilling

We are committed to fostering a culture of continuous learning and professional development. As the landscape of data analytics and technology evolves, so do we, by investing in Training and Upskilling initiatives that empower our workforce to stay at the forefront of innovation. Our approach is designed to ensure that employees not only meet the current demands of the industry but also have the tools and opportunities to drive their careers forward.

A culture of continuous learning

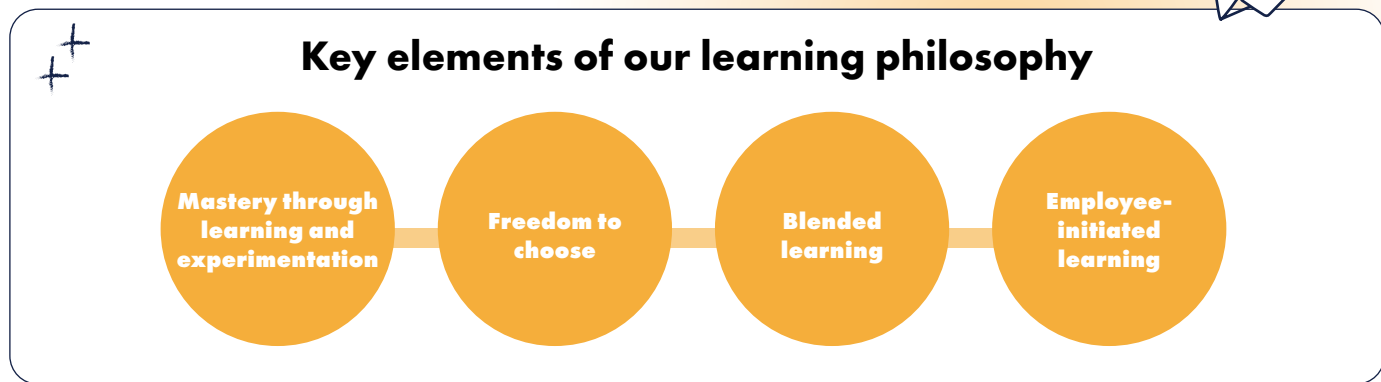
We prioritize upskilling through various learning and development (L&D) programs, all aimed at enhancing productivity and career growth. From onboarding to advanced leadership topics, our employees have access to a wide array of resources to continually expand their knowledge.

Central to this is our Skill Dossier, a personalized platform where employees can log and track completed training, ensuring easy access and a clear development path.

Thrive career framework - a roadmap for growth

Our Thrive Career Framework provides a transparent pathway for career progression at LatentView. It guides employees in exploring new roles and possibilities within the organization. This framework offers clarity on job roles, facilitates meaningful career conversations between employees and managers, and helps HR make informed talent decisions.

By encouraging internal mobility, we foster an engaged and motivated workforce, contributing to both personal and organizational growth.





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Social > Training and upskilling (continued)



A spectrum of learning opportunities

We offer a variety of self-learning and structured programs to address the diverse needs of our employees. Some of these include:

LEAP (Learning and Empowerment through Accelerated Programs)

Curated online courses in advanced analytics, technology, and professional skills help employees align their competencies with organizational goals. Certifications are offered, and course fees are reimbursed upon completion.

Specialized learning through partnerships Collaborations with platforms like Udemy, Great Learning, and Simplilearn provide additional avenues for upskilling, with employees taking advantage of external expertise in emerging technologies.

Professional and behavioral skills training Beyond technical skills, we offer monthly sessions in time management, leadership, and communication to nurture well-rounded professionals.

Peer learning program Our peer learning program encourages employees to share insights through webinars and knowledge-sharing sessions, building a collaborative learning environment.

Mandatory compliance training

Assignment of compliance training modules such as Prevention of Sexual Harassment (PoSH), Information Security Awareness, etc., are mandatory for all employees. Such courses are also offered annually as a refresher course, with completion expected within specified timelines.

Bootcamps for fresh talent

New campus hires participate in intensive six- to nine-week bootcamps designed to introduce them to the fundamentals of data analytics, covering key areas like SQL, Python, and cloud platforms. Bootcamps foster practical problem-solving and business storytelling skills through live projects and case studies.

Stride Towards Excellence Program (STEP)

Our STEP initiative is a two-year management development program aimed at grooming future leaders. Employees work closely with industry experts to gain practical experience and strategic insights, preparing them for leadership roles within the organization. STEP has successfully onboarded multiple cohorts, with participants completing high-impact training in areas such as conflict resolution and strategic thinking.

Lateral Hires Training Program

This is designed to ensure smooth onboarding and skill enhancement for mid-career professionals. Each lateral hire is assigned a structured learning path, which includes 2 technical courses, 1 behavioral storytelling session, knowledge dissemination, problem-solving, Project 360, and business hypothesis.

Innovation Lab

This exemplifies our commitment to forward-thinking strategies. Through academic partnerships with 4 leading universities - North Carolina State University, University of Minnesota, University of Cincinnati, and Santa Clara University, we build analytics talent and develop cutting-edge solutions.

Rising Star Program

It identifies and nurtures top performers within LatentView. Selected individuals receive mentorship from senior leaders, accelerated promotion opportunities, and access to executive education.

Talent development outcomes for FY24*

Strategic initiatives and focus on talent development yielded impressive outcomes:

2,435
Learning hours recorded in FY24

919
Courses completed through our Udemy partnership

10%
Reduction in the annual attrition rate

382
Employees onboarded

7.9
Employee engagement score achieved

Training given to employees

Category	FY24				FY23					
	Total (A)	On health & safety/wellness measures		On skill upgradation		Total (D)	On health & safety/wellness measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Male	674	674	100%	674	100%	606	606	100%	564	93%
Female	408	408	100%	408	100%	343	343	100%	323	94%
Total	1,082	1,082	100%	1,082	100%	949	949	100%	887	93%

*For detailed outcomes, refer AR FY24



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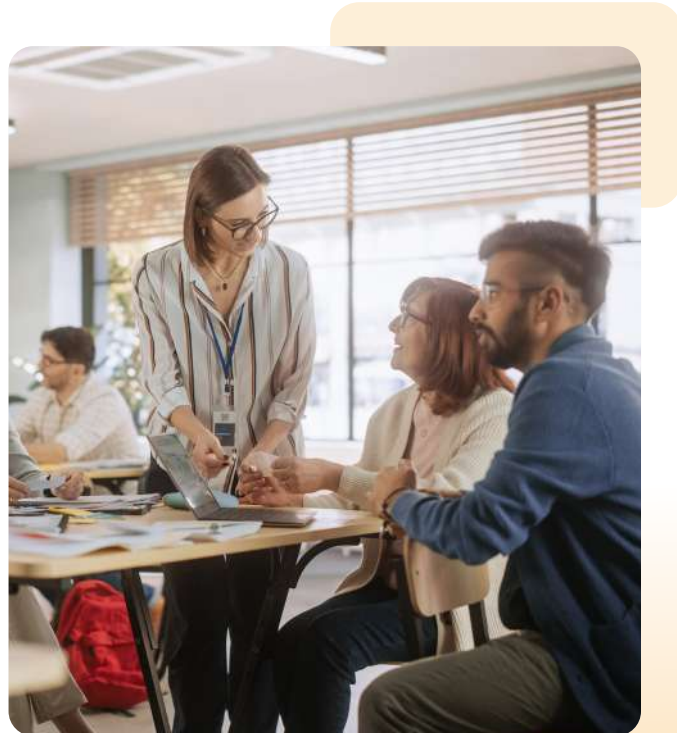
Social > Diversity and inclusion

Creating a great culture

3 Diversity and Inclusion

Diversity and Inclusion are not just values we uphold - they are essential drivers of our success. We believe that a workforce enriched by varied backgrounds, experiences, and perspectives fuels innovation, and empowers us to make better decisions, strengthens our ability to tackle complex challenges, and fuels creative problem-solving.

Recognized as a Great Place to Work® in India in 2023 and named one of the Best Workplaces™ for Women in India in the same year.



Inclusive by design

We are committed to creating an accessible and inclusive workplace for all. Our infrastructure ensures that employees and visitors with disabilities feel welcomed and supported. Our premises feature battery-powered vehicles for easy mobility, wheelchairs for convenience, and washrooms specifically designed for differently-abled individuals.

Achieved 36% diversity ratio and will continuously strive to create an inclusive environment where everyone feels valued and respected.

Equal opportunity for all

Our policies ensure that we do not discriminate based on gender, age, disability, sexual orientation, race, religion, or other protected characteristics. Employment decisions at LatentView are made purely on merit, with fair policies in place across recruitment, training, development, and performance management. This framework ensures that every individual has the opportunity to thrive and contribute to the company's success.abled individuals.

Implemented a comprehensive business code of conduct that emphasizes treating all employees equally, regardless of their background or circumstance.



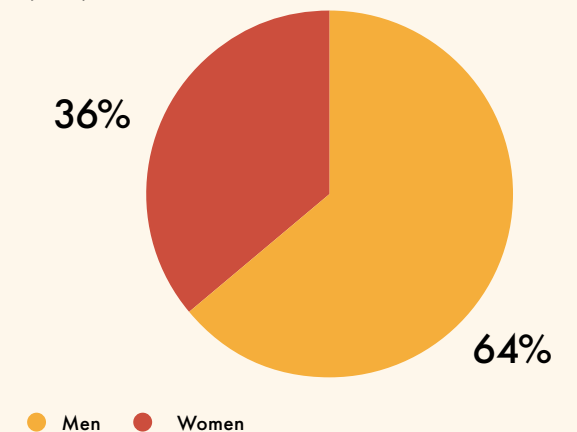
Creating a safe and fair environment

In addition to fostering inclusion, we are dedicated to maintaining a workplace free from harassment and unethical practices. Our Prevention of Sexual Harassment (POSH) policy is designed to educate employees and establish clear guidelines for reporting and addressing complaints.

An Internal Complaints Committee (ICC) is in place to protect the rights of all employees, ensuring a safe and respectful work environment. Moreover, our whistle-blower mechanism encourages the reporting of any unethical behavior or violations of our code of conduct, ensuring that every voice can be heard without fear of retaliation.

Number of complaints made by employees - 0

Gender diversity in LatentView in FY24 (in %)



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Social > Employee well-being

Employee well-being

We understand that the well-being of our employees is essential to fostering a productive and innovative workplace. We have embedded a comprehensive approach to health and wellness across our operations, ensuring that our people are empowered to thrive both physically and mentally. Our focus on well-being is not just about meeting regulatory standards but about building a supportive environment that nurtures talent and promotes sustainable growth.

Empowering mental resilience

In today's fast-paced IT and data analytics industry, mental health is as crucial as physical health. We encourage open discussions on mental well-being through regular awareness campaigns and workshops, promoting a culture where employees feel comfortable seeking support. By fostering mental resilience, we aim to help our employees navigate challenges and contribute more effectively to the business.

No. of complaints on working conditions and health & safety by employees - 0

Details of measures for the well-being of employees

Percentage of employees covered by											
Category	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent employees											
Male	674	674	100%	674	100%	NA	NA	674	100%	674	100%
Female	408	408	100%	408	100%	408	100%	NA	NA	408	100%
Total	1,082	1,082	100%	1,082	100%	408	100%	674	100%	1,082	100%



Prioritizing health & safety

We have implemented a robust Occupational Health and Safety Management System that aims to eliminate potential risks to our employees' well-being. Our offices adhere to the highest safety standards, including ergonomic workspaces designed to reduce the physical strain of prolonged work hours.

To identify and mitigate risks, we assess potential hazards on a routine and non-routine basis. Employees have clear processes in place to report work-related hazards and can remove themselves from situations that may pose a risk. We continuously strive to ensure that every individual feels safe and supported in their workplace.

Holistic wellness initiatives



Our commitment to employee well-being extends beyond physical health to encompass mental and emotional wellness.

We offer free health checks to all employees, providing access to non-occupational medical and healthcare services.

Periodic wellness sessions, such as chair stretches and stress management workshops, are held to promote awareness of healthy living and equip our team with practical tools to enhance their day-to-day well-being.

In addition, our life insurance and compensatory packages reflect our care for employees' long-term security.



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Social > Local communities

Commitment to inclusive development

4 Local Communities

We are dedicated to giving back to society through impactful initiatives that drive positive change. Guided by the principles of inclusive development, we focus our efforts on empowering communities to build a brighter future. While we recognize that societal challenges are complex, our strategic partnerships and targeted projects are designed to create lasting impacts that benefit individuals and communities alike.

Our key focus areas

- 1 Education
- 2 Livelihood
- 3 Sporting talent development
- 4 Ensuring environmental sustainability

Our FY24 Highlights

- 8 Initiated projects
- 8 NGO partnerships
- ₹22.07 mn CSR contribution
- 41,000+ Beneficiaries





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Social > Local communities (continued)



Our major initiatives

Higher Education Scholarship Program and Career Guidance

Education is at the core of our community efforts. Our Higher Education Scholarship Program provides financial support to high-achieving students from underprivileged backgrounds, enabling them to pursue higher education. Since its inception in 2018, we have fully sponsored 81 students, with 30 graduates so far. In FY24, the program supported 44 continuing students and added 7 new beneficiaries, providing career guidance to 422 students in grades 10–12.

Impact

493
beneficiaries

Project Apoorva

Project Apoorva is designed to prepare economically disadvantaged students for careers in Data Analytics by developing essential employability skills. This comprehensive program provides instruction in digital literacy, spoken English, 21st-century skills, and data analytics. Through psychometric testing, curriculum development, and classroom instruction, we aim to build a data-driven workforce of the future.

Impact

4,169
beneficiaries

Google Future Classrooms

Our Google Future Classrooms initiative integrates digital education in government schools, providing students with Chromebooks and access to Google tools. Trainers offer hands-on learning for 6th to 8th-grade students, preparing them for a tech-driven world.

Impact

386
beneficiaries

Towards Cleaner Velachery

Our commitment to sustainability extends to environmental initiatives like the Cleaner Velachery project. This program promotes solid waste management through door-to-door awareness campaigns, community events, and behavior-change workshops. Our efforts have reached over 21,000 residents, sanitation workers, and GCC staff, fostering a cleaner and healthier community.

Impact

21,000
beneficiaries

Eureka Superkidz Program

Through the Eureka Superkidz Program, we have established after-school centers to strengthen the foundational skills of students in grades 1-8. This initiative focuses on Mathematics, English, and Tamil, and includes tutor training, distribution of learning materials, and activities like spoken English practice, role-playing, and promoting reading habits.

Impact

524
beneficiaries

RTE and E-Sevai

In collaboration with Bhumi and TNEGA, the E-Sevai project modernizes common service centers across Tamil Nadu, creating job opportunities for marginalized communities as EFA operators. In parallel, the RTE project supports marginalized students' admission to private schools, driving educational inclusion.

Impact

13,983
beneficiaries

Chennai Kaalpandhu League (CKL)

Sports serve as a powerful tool for community development. The Chennai Kaalpandhu League (CKL), our flagship program, empowers students through football, nurturing teamwork, discipline, and leadership. CKL Season 3 engaged 270 government school students, with high-performance training supported by FIFA-accredited academies.

Impact

270
beneficiaries

Teachers' Training and Resource Rooms for Learning Disabilities

We support children with learning disabilities by training teachers and setting up resource rooms in schools. This initiative focuses on dyslexic students, enhancing teaching methods and providing specialized sensory room facilities. In FY24, three schools were designated as centers, benefiting both students and 520 teachers.

Impact

585
beneficiaries



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Governance

Our commitment to governance goes far beyond regulatory requirements. We view ethical business practices as the cornerstone of our sustainable growth, driving trust, accountability, and transparency. By embedding these values into the core of our operations, we strengthen investor confidence and ensure that every stakeholder is treated with fairness and respect.

Related material issues

1 Corporate Governance

2 Data Security

3 Compliance

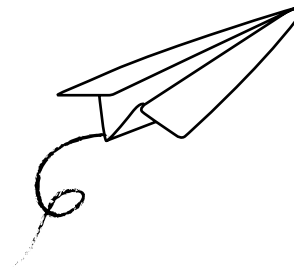
Core governance philosophy

Our governance philosophy is built on principles that align with our broader mission of delivering value to all stakeholders. These principles guide every aspect of our decision-making process, ensuring that we not only meet but exceed the expectations of our stakeholders.

- 1 **Ethical business practices** - We prioritize integrity, accountability, and responsibility, ensuring that every action we take aligns with our moral and legal obligations.
- 2 **Fairness and transparency** - Open communication channels and equitable treatment of stakeholders are central to our operations. We believe in unbiased information sharing to build and maintain trust.
- 3 **Accountability and leadership** - Effective governance requires clear direction. Our leadership team sets strategic goals that drive responsible decision-making, with a focus on both long-term vision and day-to-day operational excellence.
- 4 **Strategic alignment** - Governance is not isolated from our business objectives. It is integrated into our strategy, enabling us to manage risks effectively, allocate resources wisely, and drive sustainable growth.
- 5 **Checks and balances** - We prevent misconduct through diligent oversight. Internal audits, independent board evaluations, and a framework of accountability ensure that every action is scrutinized for fairness and compliance.
- 6 **Compliance and adaptability** - Governance standards are constantly evolving. We stay ahead by proactively adapting to new laws, regulations, and best practices, ensuring that we meet and exceed emerging governance standards.



A foundation of trust and integrity



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Governance > Corporate governance

1 Corporate Governance

Corporate Governance is the foundation of our operations, designed to build trust, ensure accountability, and drive sustainable value for all stakeholders. Our governance framework is more than just a regulatory requirement - it's an embodiment of our commitment to ethical conduct, responsible decision-making, and transparent leadership.

Governance framework

Our governance framework is anchored by an experienced Board of Directors, executive management, various committees, and other governance bodies, ensuring that strategic goals are met, and value is delivered to stakeholders. Guided by well-defined policies and procedures, we aim to create a culture of fairness, accountability, and ethical business practices across the organization.

Board of Directors

Our Board of Directors consists of both executive and non-executive members, ensuring transparency and adherence to compliance standards. The Board plays a critical role in shaping the company's strategic direction, making informed decisions, and maintaining a high standard of corporate responsibility.



Expertise across the Board

Our Board members bring diverse skill sets and vast experience to the table, with expertise in leadership, governance, technology, ESG (Environmental, Social, and Governance), risk management, and finance. This broad range of knowledge strengthens our governance processes and strategic alignment with industry trends.



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 | 10



Mukesh Butani
1 | 2 | 5 | 6 | 7 | 8 | 9 | 10



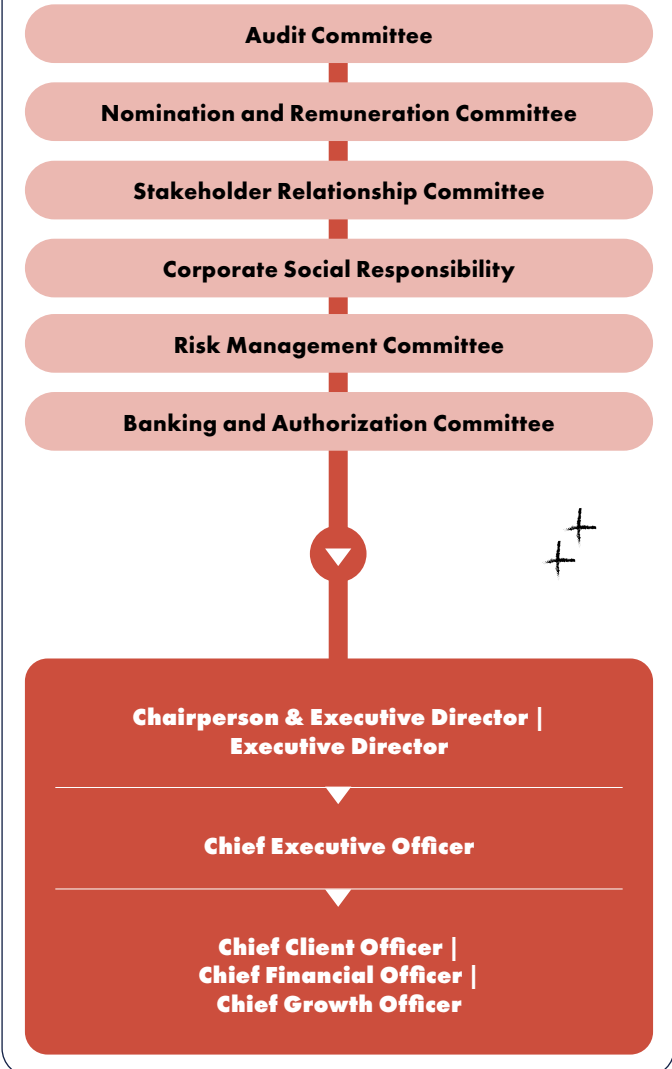
R. Raghuttama Rao
1 | 2 | 4 | 5 | 6 | 7 | 8 | 9 | 10



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

Keys: 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 | 10. Audit and Financial Management

Board of Directors' Structure





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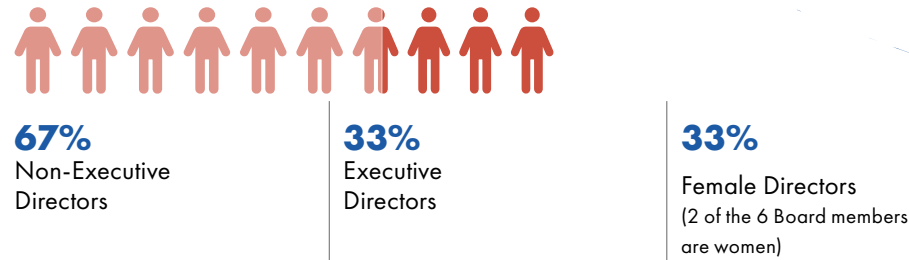
Governance > Corporate governance (continued)



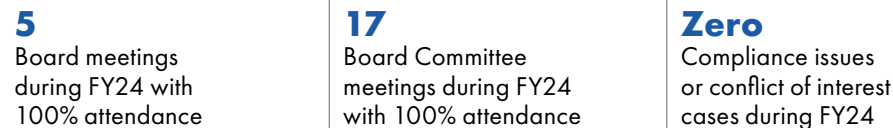
Seasoned Board with diverse experience



Balanced and diverse Board composition



Board activity and accountability



Leadership with accountability

Our CEO and CFO play pivotal roles in managing sustainability-related risks, ensuring compliance across environmental, social, and governance (ESG) parameters. This leadership focus on sustainability enhances our ability to meet stakeholder expectations and respond proactively to emerging challenges.

Board Committees

LatentView's governance is further strengthened by key committees that focus on specific areas of oversight

- Audit Committee**
Supervises audit processes to ensure transparency and integrity in financial reporting.
- Nomination and Remuneration Committee**
Oversees the qualifications, attributes, and remuneration policies for directors and key managerial personnel.
- Stakeholder Relationship Committee**
Resolves shareholder grievances and ensures seamless communication with security holders.
- Corporate Social Responsibility Committee**
Formulates and recommends CSR policies, guiding our community contributions.
- Risk Management Committee**
Identifies, mitigates, and monitors business risks to safeguard the company's long-term success.
- Banking and Authorisation Committee**
Streamlines authorizations required for efficient banking operations and routine business activities.





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Governance > Data security

2 Data Security

Data Security is not just a compliance requirement - it's a critical pillar of our business sustainability and trust. As a data analytics company, we understand that in today's interconnected world, securing data is paramount to our operations and the trust of our clients. Our robust data protection framework ensures we not only meet but exceed industry standards in safeguarding sensitive information across our cloud infrastructure, applications, and internal systems.

Safeguarding data at LatentView Advanced identity and access management

Our security begins with strict Identity and Access Management (IAM) protocols. We partner with JumpCloud, a cloud-based IAM service provider, to enforce stringent policies for user and device management. With features like two-factor authentication, alphanumeric passwords, and automatic session locks, we minimize unauthorized access risks. In the case of lost or stolen devices, JumpCloud's mobile device management (MDM) feature allows us to remotely wipe or lock devices, ensuring sensitive data remains secure. Additionally, the Single Sign-On (SSO) feature centralizes access to key applications, such as Google Workspace, reinforcing secure, streamlined operations across our global teams.

Cloud infrastructure security

We are cloud agnostic, leveraging AWS, Azure, and Google Cloud Platform (GCP) to run critical workloads. Our cloud infrastructure is monitored in real-time by CrowdStrike's Cloud Security Posture Management (CSPM) and native cloud security tools. This proactive approach allows us to detect misconfigurations and remediate risks quickly across our entire infrastructure, ensuring compliance and minimizing vulnerabilities in Infrastructure-as-a-Service (IaaS), Software-as-a-Service (SaaS), and Platform-as-a-Service (PaaS) environments.

Fortified email security

Our email security is powered by Google Workspace Enterprise, where Google's cutting-edge AI blocks over 99.9% of spam, phishing, and malware attempts. Emails are encrypted using TLS protocols, and multi-factor authentication ensures that only authorized users from approved devices can access company emails. Additionally, Google Vault provides comprehensive retention and search capabilities, ensuring compliance with litigation and data retention requirements.

Air-gap backup security

For backup and recovery, we utilize Commvault Metallic, a SaaS solution that ensures encrypted backups of our critical on-premise and cloud infrastructure. We employ a dual-layer backup approach, with primary encrypted copies stored on-premise or in the cloud and secondary backups in air-gapped Azure environments. Commvault's Threatwise Security adds another layer of protection by using decoys to identify and neutralize ransomware attacks before they can compromise our systems, leveraging machine learning to ensure rapid threat detection.

Web application firewall

To protect our public-facing applications, we employ Indusface AppTrana and Sucuri cloud-based web application firewalls (WAF). These solutions act as critical defenses against web-based threats, scanning traffic and blocking malware before it reaches our systems. This proactive firewall layer ensures continuous uptime and the integrity of our web applications and websites.

Secure internet infrastructure

We ensure secure internet access in our production environments with WiFi 6-supported Ruckus R750 controllers and access points, which use certificate-based security authentication and Dynamic Pre-Shared Key (DPSK) systems. These tools ensure that only authorized devices can access our network, with guest and testing environments carefully segregated for additional protection.

Cybersecurity at LatentView

Cybersecurity is a critical component of our operations. In today's digital landscape, where data is a precious asset, we are committed to using cutting-edge tools to protect sensitive information and ensure the highest level of security across our platforms. Our robust cybersecurity infrastructure leverages next-gen solutions to defend against threats and manage risks across endpoints, privileged accounts, and external-facing digital assets.

CrowdStrike EDR & Endpoint Vulnerability Management

To safeguard our endpoints, we rely on CrowdStrike Next-Gen Antivirus integrated with EDR (Endpoint Detection and Response), managed by Falcon Complete. This advanced solution continuously monitors endpoint activity - laptops, desktops, and servers - to detect and neutralize potential threats, including malware, ransomware, and unauthorized access. CrowdStrike Spotlight, a vulnerability management tool within the same platform, provides real-time visibility into endpoint risks and helps us mitigate vulnerabilities without requiring additional scans.





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Governance > Data security (continued)

Privileged Access Protection with CyberArk PAM

Protecting privileged accounts, which have elevated access rights, is crucial to minimizing risks. We use CyberArk Privileged Access Management (PAM) to secure these accounts. CyberArk helps us manage and store credentials securely, monitors sessions, and automatically changes passwords to reduce the risk of unauthorized access. This ensures that sensitive information remains protected, even for accounts with the highest level of access.

Next-Gen Firewall Protection with Palo Alto

We fortify our perimeter with Palo Alto's Next-Gen Firewalls. Going beyond traditional firewalls, they monitor applications, ports, and protocols in real time to detect and block malware, unauthorized access, and abnormal traffic. By utilizing features like Gateway antivirus and IDS/IPS (Intrusion Detection and Prevention System), Palo Alto keeps our network secure, providing a first line of defense against potential attacks.

Data Leakage Prevention with Forcepoint DLP

Data Security isn't just about protecting external threats; it's also about preventing unauthorized sharing of sensitive information. We've implemented Forcepoint's Data Loss Prevention (DLP) tool, which monitors and controls data transfers within our organization. Whether intentional or accidental, Forcepoint ensures that confidential information does not leave our secure environment.

Attack Surface Monitoring with UpGuard ASM

Our external digital assets are constantly monitored using UpGuard's Attack Surface Management (ASM) tool. This solution scans for vulnerabilities, such as exposed credentials or weak security settings, giving us real-time insights into potential risks. With UpGuard, we can address issues before they escalate into serious threats.

Centralized Patch Management with ManageEngine Endpoint Central

Keeping systems up to date is critical to security, and ManageEngine Endpoint Central allows us to manage patching and software deployments across all devices. This tool ensures that all systems are consistently updated with the latest security patches, minimizing vulnerabilities while simplifying remote troubleshooting.

24/7 SOC & SIEM Monitoring

To monitor our infrastructure continuously, we employ a managed service partner for SOC (Security Operations Center) support, backed by the Securonix SIEM (Security Information and Event Management) system. This round-the-clock monitoring solution scans system and network event logs to detect abnormal activities, exceptions, and security breaches, ensuring timely alerts and responses.

Zero incidents, zero compromise

We are proud to report zero consumer complaints and zero data breaches in FY24. Our continued ISO 27001:2013 (Information Security Management System) and ISO 27701:2019 (Privacy Information Management System) certifications underline our commitment to the highest levels of Data Security. We are compliant with HIPAA and PCI DSS standards, and aligned with GDPR regulations.

Our Data Security framework adheres to the policies and procedures outlined by these standards. As we scale and expand, we remain committed to evolving our privacy and security measures to stay ahead of emerging threats.



CRQM - Safe: Continuous Risk and Quality Management

To proactively manage risks and ensure compliance, we use CRQM (Continuous Risk and Quality Management) - Safe. This tool tracks security risks, enhances quality control, and ensures compliance with regulatory requirements, helping us prevent issues before they arise.





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Governance > Compliance

3 Compliance

For us, compliance is not a legal requirement, it's the starting point from where we go further and set our own benchmarks in terms of ethics and accountability. We believe that adhering to the highest standards in sustainability practices is essential for fostering trust and maintaining transparency with our stakeholders.

A zero-tolerance approach to integrity

We take a zero-tolerance stance against bribery, corruption, and any unethical behavior. Our robust **Anti-Bribery and Anti-Corruption Policy** outlines clear guidelines and procedures for all employees, vendors, and partners, ensuring that the highest ethical standards are upheld across our operations. This policy reinforces our commitment to conducting business with integrity, safeguarding our reputation, and building lasting relationships with stakeholders.

Ensuring transparency and accountability

Strong Corporate Governance is at the heart of how we operate. Our **Code of Conduct** serves as a guiding framework for the members of our Board, directors, and senior management. This policy not only ensures that conflicts of interest are avoided but also promotes the adoption of best Corporate Governance practices across all levels of leadership. By fostering a culture of transparency, accountability, and ethical decision-making, we uphold the trust placed in us by our investors, clients, and employees.

An impeccable compliance record

We are proud of our unblemished compliance track record. In FY24, we recorded zero compliance issues, conflicts of interest, or penalties of any kind against our company or its directors and key management personnel (KMPs). This clean record is a tribute to our proactive compliance measures and our commitment to continuous improvement in this area.

Compliance with sustainable practices

Our compliance framework extends beyond governance to include adherence to all relevant **sustainable practices**. We comply with environmental laws, uphold labor standards, and champion Diversity and Inclusion, ensuring that our actions align with the broader goal of sustainable development. Moreover, we engage with communities in accordance with legal guidelines, ensuring that our contributions are both meaningful and compliant.



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Sustainability Recognitions

Shining moments of this year

Every recognition we receive is a tribute to our commitment to innovation, excellence, and sustainability. This year, we are proud to have been honored with several prestigious awards that not only validate our efforts but also inspire us to continue pushing boundaries.

Each accolade reflects our dedication to delivering exceptional value to our clients, empowering our people, and fostering a culture of growth. These honors motivate us to strive for even greater heights, as we work towards building a brighter, more sustainable future for all our stakeholders.



- 1 FIM LEADERS 2023 award logo.
- 2 FORRESTER WAVE LEADER 2023 award logo for Customer Analytics Service Providers.
- 3 NASSCOM Ai Gamechangers award logo.
- 4 Certificate of Achievement WINNER Environmental Sustainability Award presented to LatentView Analytics Ltd at the National CSR Awards 2023.
- 5 Great Place To Work Certified 2023 award logo for India.
- 6 Best Workplaces for Women award logo for India 2023.
- 7 ecovadis 2023 Sustainability Rating award logo, BRONZE rating.
- 8 CDP award logo. LatentView received a B which is in the Management band. This is higher than the Asia regional average of C and higher than the Specialized professional services sector average of C.



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GRI Index

Statement of use	Granules India has reported the information cited in this GRI content index for the period 1st April 2023 - 31st March 2024 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	REMARKS
GRI 2: General Disclosures 2021	2-1 Organizational details		
	2-2 Entities included in the organization's sustainability reporting		
	2-3 Reporting period, frequency, and contact point		
	2-4 Restatements of information		
	2-5 External assurance		
	2-6 Activities, value chain, and other business relationships		
	2-7 Employees		
	2-8 Workers who are not employees		
	2-9 Governance structure and composition		
	2-10 Nomination and selection of the highest governance body		
	2-11 Chair of the highest governance body		
	2-12 Role of the highest governance body in overseeing the management of impacts		
	2-13 Delegation of responsibility for managing impacts		
	2-14 Role of the highest governance body in sustainability reporting		
	2-15 Conflicts of interest		
	2-16 Communication of critical concerns		
	2-17 Collective knowledge of the highest governance body		
	2-18 Evaluation of the performance of the highest governance body		
	2-22 Statement on sustainable development strategy		
	2-23 Policy commitments		
	2-24 Embedding policy commitments		
	2-25 Processes to remediate negative impacts		
	2-26 Mechanisms for seeking advice and raising concerns		
	2-27 Compliance with laws and regulations		
	2-28 Membership associations		
	2-29 Approach to Stakeholder Engagement		



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GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	REMARKS
GRI 3: Material Topics 2021	3-1 Process to determine material topics		
	3-2 List of material topics		
GRI 3: Material Topics 2021	3-3 Management of material topics		
GRI 3: Material Topics 2021	3-3 Management of material topics		
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption		
	205-2 Communication and training about anti-corruption policies and procedures		
	205-3 Confirmed incidents of code of and actions taken		
GRI 3: Material Topics 2021	3-3 Management of material topics		
GRI 3: Material Topics 2021	3-3 Management of material topics		
GRI 302: Energy 2016	302-1 Energy consumption within the organization		
	302-3 Energy intensity		
	302-4 Reduction of energy consumption		
	302-5 Reductions in energy requirements of products and services		
	302-2 Energy consumption in value chain		
GRI 3: Material Topics 2021	3-3 Management of material topics		
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource		
	303-2 Management of water discharge-related impacts		
	303-3 Water withdrawal		
	303-4 Water discharge		
	303-5 Water consumption		
GRI 3: Material Topics 2021	3-3 Management of material topics		
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions		
	305-2 Energy indirect (Scope 2) GHG emissions		
	305-3 Other indirect (Scope 3) GHG emissions		
	305-4 GHG emissions intensity		
	305-5 Reduction of GHG emissions		



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GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	REMARKS
GRI 3: Material Topics 2021	3-3 Management of material topics		
	306-1 Waste generation and significant waste-related impacts		
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts		
	306-3 Waste generated		
GRI 3: Material Topics 2021	3-3 Management of material topics		
	401-1 New employee hires and employee turnover		
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees		
	401-3 Parental leave		
GRI 3: Material Topics 2021	3-3 Management of material topics		
	404-1 Average hours of training per year per employee		
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs		
	404-3 Percentage of employees receiving regular performance and career development reviews		
GRI 3: Material Topics 2021	3-3 Management of material topics		
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees		
GRI 3: Material Topics 2021	3-3 Management of material topics		
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken		
GRI 3: Material Topics 2021	3-3 Management of material topics		
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs		
GRI 3: Material Topics 2021	3-3 Management of material topics		
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		



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Certificate of carbon footprint verification



Certificate

Certificate of Carbon Footprint Verification



To
 Latent View Analytics Limited
 Unit 6, 7, 8, 5th Floor, Neville Tower,
 Block A3, Ramanujan IT City SEZ,
 City SEZ, Old Mahabalipuram Rd,
 Tharamani, Chennai,
 Tamilnadu - 600113

Date: 31.07.2024

Bureau Veritas Industrial Services Private Limited has carried out the verification of the Carbon Foot Print of the organization for the following sites in accordance with The GHG Protocol & ISAE 3410 and the results are as below:

1 Boundary of Foot Print:

S No	Site	Address	Services Delivered
1	Chennai (HO)	Unit 6, 7, 8, 5 th Floor, Neville Tower, Block A3, Ramanujan IT City SEZ, Old Mahabalipuram Rd, Tharamani, Chennai, Tamilnadu - 600113	Data & Analytics services
2	Bengaluru	Vaishnavi Signature, 78/9, Outer ring road, Bellandur village varthur, Uttarahalli Hobli, Bengaluru, Karnataka - 560013.	Data & Analytics services
3	San Jose	2540N First Street # 108, San Jose, CA 95131, United States	Data & Analytics services

Base year : Financial Year 1st April 2019 to 31st March 2020
 Current Reporting period : Financial Year 1st April 2023 to 31st March

Scope Details	Type of Emissions	Base Year 2019-20 (tCO2e)	Current Reporting Period 2023-24 (tCO2e)
Scope 1- Stationary Combustion	Direct Emissions	1.649	1.07
Scope 1- Fugitive Emissions	Direct Emissions	120.574	0
Scope 2- Purchased Electricity	Indirect Emissions	166.162	109.69
Scope 3- Purchased Goods and Services	Indirect Emissions	17.626	1.14
Scope 3- Business Travel	Indirect Emissions	163.034	219.62
Scope 3- Employee Commute	Indirect Emissions	131.396	307.64
Scope 3- Work from Home	Indirect Emissions	---	548.41

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Branches: Ahmedabad, Bangalore, Baroda, Bhopal, Chennai, Coimbatore, Goa, Hubli, Hyderabad, Indore, Jaipur, Kandi, Kochi, Kolkata, Ludhiana, Nagpur, Noida, New Delhi, Pune, Raipur, Surat, Tatysh & Yashwantrao



Exclusions: The Offices of Latent View in Seattle and Princeton (USA), Co-Working Spaces in Singapore and Frankfurt (Germany), and Virtual offices in London(UK), Amsterdam (Netherlands), and Munich (Germany) are not included in Scope 1 & 2 emission calculations as the operations are very limited in those locations.

Level of assurance:

Limited (the level of assurance obtained in work performed in a limited assurance engagement is lower than for a reasonable assurance engagement, but is higher than no assurance)

2 Our Conclusion

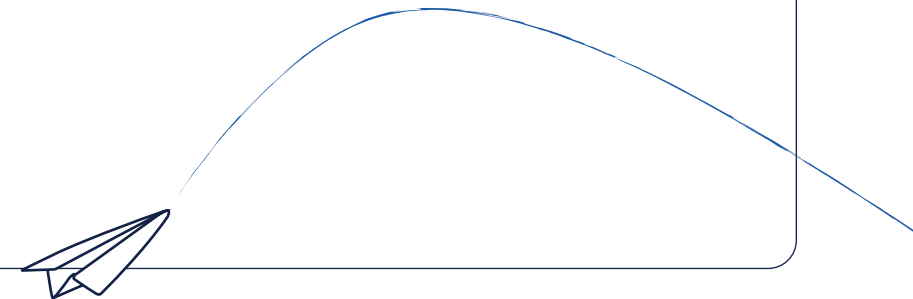
Based on our methodology and the activities described above, it is our opinion that the GHG emissions calculation sheets related to Scope 1, Scope 2 & Scope 3 (Business Travel, Purchased Goods and Services, Employee Commute, Employee Work from home emissions) of "Latent View" containing its reporting and declaration of the GHG emissions from the operations within the organizational boundary and the reporting period, as described above, is prepared in all material respects in line with The GHG Protocol & assured in accordance with ISAE 3410.

With Best Regards,

Digitally signed by
 MUNJI RAMA
 MOHAN RAO
 DN: cn=MUNJI RAMA,
 o=LatentView Analytics,
 ou=India, email=munji.rama@latentview.com

M. Rama Mohan Rao

Head Carbon & Climate Change
 South Asia Region





LatentView

Actionable Insights • Accurate Decisions

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