

Building a Sustainable Tomorrow

Microland Limited

Sustainability Report 2024-25

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About the Report

Welcome to the Microland Sustainability Report 2025. This is the first edition of the Microland Sustainability Report. In this report, Microland is also referred to as “Microland”, “Our Company,” and “We.” First, we present sustainability data and information regarding the identified material issues for our business. These topics have been determined through an extensive survey and stakeholder engagement process. Our stakeholders are customers, suppliers, employees, partners, regulatory bodies, and the society we impact directly and indirectly.

To integrate sustainability into our operations, we at Microland see the Sustainability Report as an opportunity to advance our sustainability endeavors. This approach fosters shared value for all stakeholders, reinforcing our commitment to responsible business practices.

The report covers the financial year 2024-25, from April 1, 2024, to March 31, 2025, on a standalone basis, focusing specifically on Microland Limited, and is prepared in reference to the Global Reporting Initiative (GRI) Standards 2021.

Chairman's Message



Dear Stakeholders,

At Microland we are committed to strong governance, environmental stewardship, and an inclusive culture where diversity thrives. Environmental, Social, and Governance (ESG) principles are embedded at the heart of every initiative, driving substantive impact and delivering economic success in equal measures. Our commitment to excellence is independently validated: Microland has earned the prestigious Gold Rating from EcoVadis for Outstanding Sustainability Performance, placing us in the top 5% of evaluated organizations globally—a testament to our industry-leading position and transformative drive.



Additionally, the Microland Foundation, our CSR arm, is driven by the singular purpose of creating social impact by addressing systemic gaps in underserved communities. ”

Microland operates with a steadfast commitment to social and environmental responsibility, working closely with our customers, partners, and stakeholders to deliver digital transformation that is both sustainable and eco-friendly. Our employees are empowered to uphold the highest ethical standards and proactively advance our ESG commitments, ensuring that every business decision aligns with our purpose and drives positive impact.

Environmental

We are dedicated to advancing eco-efficiency and sustainability in all aspects of our operations with a clear goal of achieving net-zero emissions by 2050. We have significantly reduced our Scope 1 and Scope 2 GHG emissions by over 50% in the past five years. We have removed all single-use plastics from our offices, highlighting our commitment to environmental consciousness. One of the important milestones we achieved this year, for the first time, is our certification of the ISO 14001 standard for environmental management. We have proactively adopted Business Responsibility and Sustainability Reporting (BRSR) Lite to provide transparent disclosure of our non-financial performance. As a first-time respondent, we have achieved a respectable score in the Carbon Disclosure Project (CDP), a globally recognized platform that

enables organizations to disclose their environmental impact. This reflects our commitment to transparency in addressing climate change.

Social

Microland sets the standards for diversity, equity, and inclusion across every layer of the organization. Clear targets for this include setting diversity goals, implementing comprehensive bias training, and establishing robust policies and practices that foster a truly inclusive culture. Employee well-being remains at the forefront, supported by mental health resources and paid time off, ensuring that each member of our organization has the necessary support to thrive.

Additionally, the Microland Foundation, our CSR arm, is driven by the singular purpose of creating social impact by addressing systemic gaps in underserved communities. Guided by the belief that progress must be inclusive, the foundation integrates technology, grassroots engagement, and strategic partnerships to drive enduring and community-rooted change. Each initiative is designed to be scalable, sustainable, and responsive to local needs, aligning closely with the UN Sustainable Development Goals across climate action, education, inclusion, and health. By collaborating with organizations, local communities,

changemakers, and sector experts, we ensure every solution is grounded in context and purpose.

Governance

Microland upholds strong data security and privacy policies, reinforced by comprehensive controls and protection measures. We also maintain key policies on Business Conduct and Ethics, Information Security, Privacy, Anti-Bribery, and the prevention of Workplace Harassment. In 2023, we became a signatory to the UN Global Compact, committing to its 10 principles on human rights, labor, environment, and anti-corruption, and integrating them into our policies, practices, and reporting.

Looking ahead, Microland's commitment to sustainability and ESG will continue to become stronger. These initiatives are strategic and central to our vision of being a truly responsible organization, dedicated to advancing the holistic well-being of individuals, society, and the planet.

Using technology to do more and intrude less, Microland is actively shaping a future where progress is both responsible and impactful.

**Pradeep Kar,
Founder and Chairman, Microland**



Digital Services for a Sustainable Future:

Building a Sustainable Tomorrow

At Microland, we believe that technology plays a crucial role in shaping a better future, and we are committed to it. We are dedicated to harnessing the power of digital transformation to not only drive business success but also create a positive and lasting environmental impact. Sustainability is at the core of everything we do, and we view it as a shared responsibility that extends across our relationships with customers, employees, and all other stakeholders.

As part of our efforts, we focus on reducing energy use, managing emissions, and minimizing waste through digital solutions across our

operations. These initiatives help us lower our carbon footprint and enable us to provide more efficient, innovative services to our clients. Our target of reaching Net Zero emissions by 2050 is at the heart of our strategy, and we are working toward this by incorporating renewable energy and leveraging advanced technologies like AI and Automation. These tools help us improve our operations and also allow our customers to adopt more sustainable solutions.

Microland remains focused on using innovation to reduce environmental impact while continually enhancing our service and value.

**TOGETHER WITH OUR
STAKEHOLDERS, WE
ARE TRANSFORMING
THE FUTURE**

About Microland Limited

Businesses today operate in a hyper-connected world where speed, reliability, and scalability are simply non-negotiable. Your digital infrastructure is the enabler of innovation, the conduit through which new ideas and efficiencies flow, and the marker of the potential of your enterprise. For this reason, Microland’s driving ambition is to provide our clients with the best teams, technologies, and strategies for adopting the next generation of digital infrastructure. Our extensive service portfolio includes network services, cybersecurity, digital workplaces, cloud and data centers, and **intelli^{geni} Automated Ops**.

Here are a few examples of how Microland technologists have innovated digital infrastructure to best serve business outcomes.



intelli^{geni}

Born of our commitment to keeping digital infrastructure reliable, responsive, & resilient, **intelli^{geni}** is a groundbreaking AIOps platform for Automated Ops that will detect, diagnose, and respond to any pattern that impacts digital infrastructure.



Network Services

We take a platform-forward approach to NaaS with the **intelli^{geni}** NetOps platform, ensuring flawless end-user experiences today and tomorrow. Moreover, we make the move to NaaS easy with a vendor-agnostic stance that welcomes any OEM stack, specifications, and Tier level combination.



Cybersecurity

Our vision with the platform-centric “Cyber Resilient-First” approach is to deliver cybersecurity solutions and services through our in-house developed and industry-leading platforms in an ‘As a Service’ mode to secure the digital and business transformation journey of our customers by staying ahead of the dynamic cybersecurity threats and risks that are growing exponentially and threatening to impact business operations and credibility.



Cloud Services

We enable businesses to maximize their potential by modernizing and optimizing hybrid and multi-cloud operations with the platform-first approach, delivered through our **intelli^{geni}** CloudOps. To address the dynamic needs of enterprises in different geographies and industry sectors, we have built varied solutions such as Strategic Cost and Performance Management, Secure and Compliant Cloud, FinOps, Disaster Recovery as a Service, etc., to futureproof their hybrid and multi-cloud environments, build business resilience, and drive business outcomes.



Digital Workplace

Through our investments in a Platform-first approach with **intelli^{geni}** WorkplaceOps and core Microland IPs in the areas of the connected workplace, analytics, and cloud migrations, Microland enables organizations to build a secure, employee-centric digital workspace — regardless of how widely distributed the endpoints — while also providing real-time insights into service performance and governance.

Our Company, Microland Limited, is a pioneering IT Infrastructure services and consulting company headquartered in Bengaluru, India, with a proven track record of delivering tangible business outcomes for 36 years.

Today, as enterprises recognize that networks underpin the functionality and efficiency of modern digital systems and support innovation, we provide next-generation technologies such as AI, automated operations, and platform-driven solutions that drive operational excellence, agility, and productivity for organizations worldwide.

Our team of over 4,100 experts delivers services in over 100 countries across Asia, Australia, Europe, the Middle East, and North America, offering cutting-edge solutions in networks, cloud, data centers, cybersecurity, services management, applications, and intelligent IT Ops.

Recognized by leading industry analysts for our innovative strategies, Microland is committed to strong governance, environmental sustainability, and fostering an inclusive workplace where diverse talent thrives. When businesses work with Microland, they connect with the best talent, technologies, and solutions to create unparalleled value.

Our Growth

Microland has achieved significant milestones in the IT services industry, and our journey reflects a commitment to technological innovation and excellence in IT services.

Here's a detailed timeline highlighting key events up to 2025:

1989–1997 Network Economy

- Founded by Pradeep Kar in Bengaluru, India, Microland opened its first office on August 26. The Company introduced global networking technologies to India and is partnering with Novell to bring networking education to the country.
- Formed strategic alliances with ComputerLand and Compaq Computers, enhancing its networking solutions.
- Launched partnerships with SynOptics, Cisco, Lotus Notes, and Micom, further expanding its service offerings.
- Opened MicroTech, India's first Proof of Concept Center, in Bengaluru.
- Achieved a revenue milestone of Rs. 1,000 million, becoming the fastest IT company in India to do so.

1998–2001 Internet Economy

- Ventured into the internet economy by establishing companies like Planetasia.com, indya.com, ITspace.com, media2india.net, and Net Brahma Technologies.

2002–2013 Remote IT Infrastructure

- Microland pioneers the third wave of Indian IT outsourcing with Remote Infrastructure Management Services, serving Fortune 500 customers.
- Microland consistently won Microsoft's 'Best Partner for Infrastructure Technologies in India' award for eight years.

2014–2017 Hybrid IT Infrastructure Services

- Celebrated 25 years of operation, positioning itself as India's first Hybrid IT Infrastructure provider.
- Microland launches Microland Foundation focused on giving back to Society.
- Launched MicrolandOne, a digital app for its workforce, and opened digital hubs in Birmingham, UK, and Pune, India.

2018–2024 Digital Transformation and Recognition

- Repositioned as a digital accelerator, focusing on next-generation technologies.
- Recognized as a Leader in the Gartner Magic Quadrant for Managed Network Services.
- Celebrated 35 years of innovation, introducing AI-powered solutions like the intelli^{geni} platform, and achieved a gold rating from EcoVadis for sustainability.
- Earned a world-class 5-star rating from the Service Desk Institute for IT service and support operations.

2025 Ongoing Innovation

- Continues to lead in digital transformation, focusing on AI, automated operations, and platform-driven solutions to drive operational excellence and productivity for enterprises worldwide.

Microland's Global Footprint

4,100+

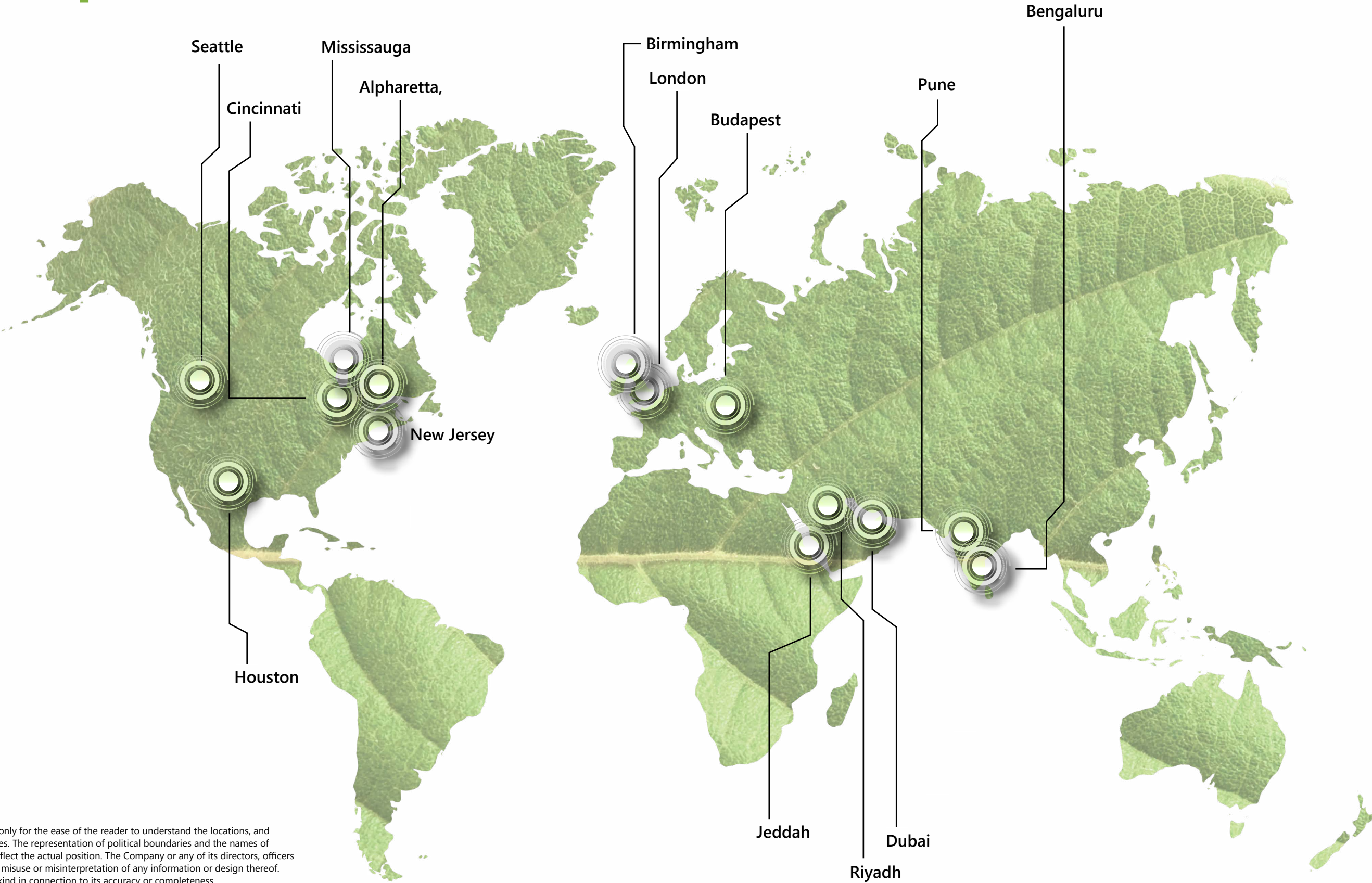
Digital experts

100+

Customers

33

Nationalities



Disclaimer: This map is a generalised illustration only for the ease of the reader to understand the locations, and it is not intended to be used for reference purposes. The representation of political boundaries and the names of geographical features/states do not necessarily reflect the actual position. The Company or any of its directors, officers or employees, cannot be held responsible for any misuse or misinterpretation of any information or design thereof. The Company does not warrant or represent any kind in connection to its accuracy or completeness.

Our Core Values

At Microland, our core values shape the foundation of everything we do, guiding our decisions, actions, and interactions. These values reflect our commitment to excellence, innovation, and ethical conduct, helping us deliver high-quality solutions for our stakeholders.



FY 2024-25 Awards and Recognitions



Microland earned a 'Gold Rating' from EcoVadis for outstanding sustainability performance, placing us in the top 5% of evaluated organizations, scoring in the >96th percentile or higher.



Microland was recognized at the HRedge Summit and Awards 2024 in the "Best Skill Transformation Initiative" category for its MiXpertise implementation.



Microland achieved the prestigious 5-star world-class accreditation from SDI for service desk operations.



Leader in ISG Provider Lens for Multi Public Cloud Services 2024.



Microland was recognized as a leader for the fifth consecutive year in the 2024 Gartner® Magic Quadrant™ for Managed Network Services.



Microland recognized as a Leader in the AIOps quadrant of ISG Provider Lens Study – Intelligent Automation Services 2024, U.S.



Microland earned the prestigious certification ranked by its employees through surveys conducted by [Great Place to Work®](#) India.

CDP Recognizes Our Climate Action



We participated in the CDP climate disclosure and achieved a management level rating, reflecting our structured approach to identifying and managing climate-related risks and opportunities. This score demonstrates our strong environmental commitment through the implementation of climate action strategies, emissions tracking, and alignment with best practices in sustainability governance.

PRIORITIZING SUSTAINABILITY FOR MAXIMUM IMPACT



Advancing Climate Accountability

Microland’s CDP 2024 Score of B- reflects our commitment to climate transparency and proactive environmental management. This rating signifies that we have moved beyond awareness and begun implementing structured processes to manage and disclose climate-related risks and opportunities. Our efforts to track and report greenhouse gas emissions particularly Scope 1 and Scope 2 are now more systematic and in line with global standards, underscoring our focus on operational accountability and sustainable growth.

The score also highlights the strength of our governance and risk management practices in addressing environmental concerns. We have integrated ESG oversight at the leadership level, enabling more informed decision-making on climate risks and opportunities. As we look ahead, Microland is committed to advancing its ESG performance by enhancing emissions data accuracy, expanding Scope 3 tracking, and aligning our sustainability goals with global climate frameworks.



Vision to Action: ESG Journey & Highlights

At Microland, we are deeply committed to upholding UNGC principles as part of our sustainability strategy. Our Environmental, Social, and Governance (ESG) journey is guided by a clear vision, translating into actions that create long-term value for stakeholders and communities, with stakeholder engagement shaping our approach. Through a comprehensive Materiality Assessment, we’ve identified and prioritized the key ESG topics that matter most to our business and their impact on society.

We’ve developed an ESG Charter that serves as a guiding framework for our sustainability initiatives, aligning our efforts with the UN Global Compact (UNGC). The ESG Charter, which serves as the foundational framework, broadly focuses on the following:

Protect the Planet

Through eco-efficient practices

Embrace Every Voice

By nurturing a fair and inclusive workplace

Act for Good

Through responsible business practices that benefit communities

Lead with Integrity

By enforcing a robust Code of Business Conduct & Ethics

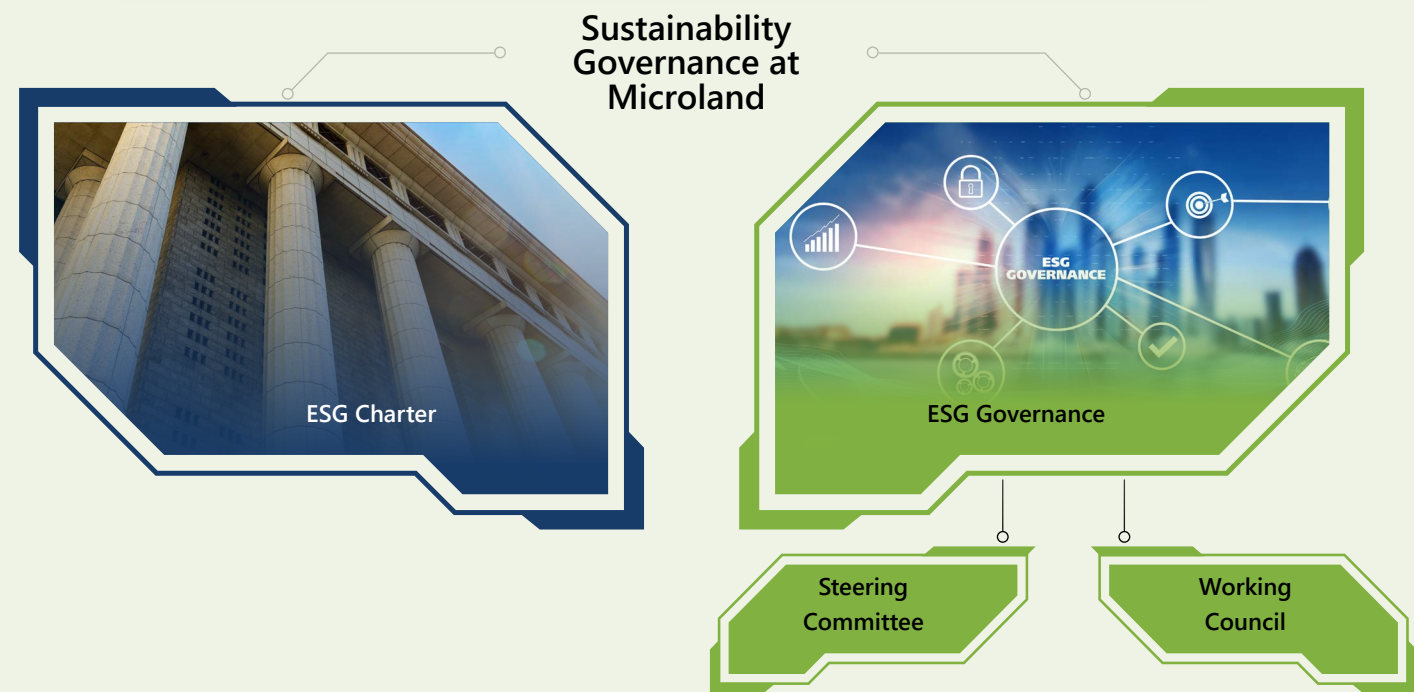
In the Environmental space, we are focused on energy reduction with specific targets for Scope 1 and Scope 2 emissions, advancing our commitment to reducing our carbon footprint. Our initiatives include enhancing energy efficiency through LED lighting conversions, promoting responsible waste management, and reducing plastic usage within our office premises, reinforcing our commitment to eco-friendly practices and long-term sustainability goals.

On the Social front, we actively uplift and enrich lives through various Corporate Social Responsibility (CSR) initiatives, with a strong focus on Diversity, Equity and Inclusion(DEI). Our DEI efforts ensure well-aligned gender diversity targets and reduction in women workforce attrition.

In the Governance domain, we have established a robust, multi-tiered governance structure to ensure the effective execution of our ESG initiatives. Recognizing the significance of ESG risks, we have seamlessly integrated them into our Enterprise Risk Management (ERM) strategy, embedding sustainability across all levels of our operations. Additionally, we have disclosed BRSR-Lite and UNGC-COP, reinforcing our commitment to transparency and compliance.

Microland received an Ecovadis Gold medal rating in 2024.

Sustainability Governance at Microland



ESG Governance

The **Steering Committee** is responsible for formulating, guiding, and reviewing the sustainability charter, ensuring alignment with our Company's strategic goals and values and reviews ESG progress. It comprises of the Chief Financial Officer, the Chief People Officer, and the Head of Risk and Compliance.



The **Working Council** focuses on the tactical implementation of sustainability programs, communication and training initiatives, and tracking and reporting on key performance indicators (KPIs) and metrics quarterly. The council reviews implementation strategies and address any emerging challenges. It includes the representatives from our Support Services, Human Resources, Secretarial, Corporate Infrastructure Services, Operations, and Risk and Compliance functions.

This structured governance framework ensures that sustainability practices are effectively integrated into our operations, promoting a culture of accountability and continuous improvement.

Our ESG Charter defines our commitment to sustainability by focusing on environmental stewardship, social responsibility, and prudent governance.

Our Company's **Reduce, Reuse, and Recycle** philosophy embodies our dedication to environmental responsibility. We aim to reduce greenhouse gas emissions by establishing clear reduction targets and diligently monitoring our progress toward these goals. Minimizing waste is another critical focus; we actively work to decrease plastic usage, implement comprehensive recycling programs, and ensure proper waste disposal to protect our planet. Additionally, we prioritize responsible water management throughout our operations, recognizing the importance of conserving this vital resource.



People are a priority; they are at the heart of everything we do. Realizing that a diverse workforce fosters innovation and cooperation, we endeavor to create an inclusive and diverse workplace that reflects the communities we serve. Protecting human rights is fundamental to our operations, and we are committed to upholding these rights throughout our business and supply chain. Furthermore, we actively invest in the communities where we operate, supporting local organizations and initiatives that align with our ESG objectives, thereby strengthening our community ties.

Our Company ethos strongly emphasizes being **socially responsible**, and we adhere to the highest moral standards in all our interactions and dealings. We make sure ethical issues are considered when conducting our business. Transparency is essential to our approach; we prioritize transparent reporting on business operations, environmental impacts, social initiatives, and governance practices. To ensure that our whole value chain contributes to positive change, we are committed to sustainable procurement, which entails working with suppliers who share our commitment to sustainability and ethical business practices.



Focus Areas of ESG Governance

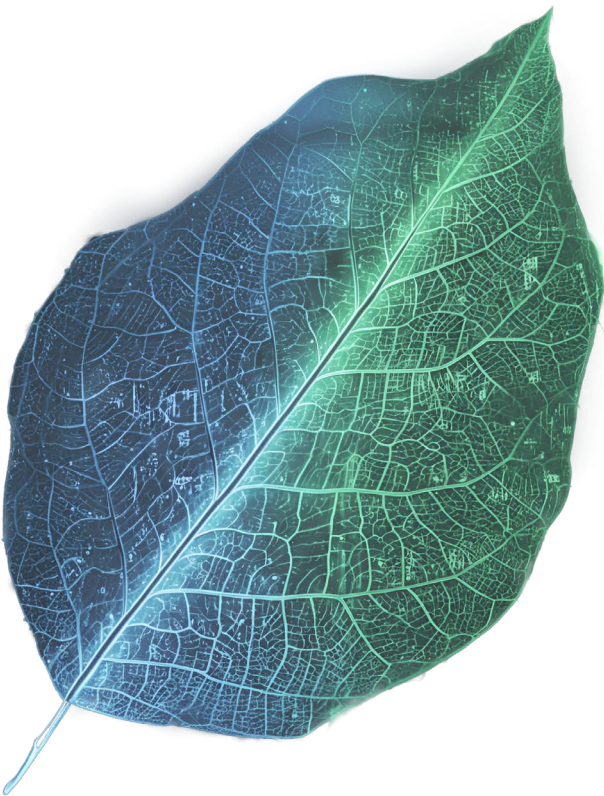


ESG Charter

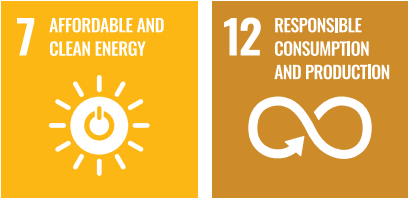
Alignment with SDGs

Microland strives to make a positive difference by aligning our governance framework and programs with these Sustainable Development Goals (SDGs) to promote sustainable development not only within but also outside of our organization as well.

As part of this commitment, we have actively communicated our progress as a participant in the United Nations Global Compact, reaffirming our dedication to the UNGC principles.



To contribute towards:



We are committed to achieving net-zero greenhouse gas emissions by 2050 and aim to reduce energy, water, and waste intensities by 2% year-over-year, demonstrating our dedication to minimizing our environmental footprint.

In pursuit of:



We strive for a gender diversity rate of 30% by 2030 and aim to achieve an Employee Satisfaction (ESAT) score of over 80% by 2025, measured through Net Promoter Score (NPS) and Great Place to Work (GPTW) metrics. Furthermore, our Microland Foundation is committed to impacting 2 million lives through community development initiatives by 2030.

To address:



We will prioritize sustainability and ethical practices across our primary supply chain partners by 2030. Microland is committed to ensuring root cause analysis and closure of complaints related to human rights, health and safety, and ethics within established timelines. Our approach includes rigorous risk and crisis management, supported by globally recognized certifications such as ISO 27701 - Information Security Management System (ISMS), ISO 27001 - Information Security Management System (ISMS), ISO 45001 - Occupational Health and Safety Management System (OH&S) and ISO 14001 - Environmental Management System (EMS).

Approach to Materiality Assessment

The materiality assessment exercise is a crucial step in Microland’s sustainability strategy, as it helps us to prioritize the most significant environmental, social, and governance (ESG) issues relevant to our Company and stakeholders. The approach helps in the effective allocation of resources in areas that truly impact our operations. This strategic focus enhances decision-making and risk management and fosters greater transparency and accountability within our business practices. During the reporting period, we conducted a comprehensive materiality evaluation with sustainability consultants, aligning with the Global Reporting Initiative (GRI) standards.

The initial list of material issues was prepared by identifying industry trends, peer benchmarking, and considering topic suggestions from global bodies like the Sustainability Accounting Standards Board (SASB) and Morgan Stanley Capital International (MSCI). The final topics were prioritized based on their importance to Microland in consultation with the higher management team, resulting in the final list of material issues identified through this examination.



Material Issues	Rationale	Management Approach	SDGs	Linkage with GRI
 Climate Change and GHG Emissions	Proactive measures in GHG emission management are essential to uphold good environmental standards. Any lapse in these areas can lead to regulatory penalties, financial losses, and reputational damage. Furthermore, it erodes stakeholder trust, losing customers in an increasingly eco-conscious market.	Developing a comprehensive roadmap to achieve net-zero emissions by 2050 and strengthening our commitment to environmental responsibility and sustainability. Conducting periodic emission reviews to reduce emissions effectively. Optimizing operations by redesigning our existing operational facilities for enhanced efficiency.	 	GRI 302: Energy GRI 305: Emissions

Material Issues	Rationale	Management Approach	SDGs	Linkage with GRI
 Diversity, Equity & Inclusion	Disregarding diversity, equity, and inclusion practices encourages unfair practices and narrows the pool of available talent, all contributing to a stagnant workplace.	Promoting diversity and inclusion will nurture an innovative workforce with diverse perspectives while catering to a varied customer base, enhancing employee engagement and stakeholder trust.	 	GRI 405: Diversity and Equal Opportunity GRI 406: Non- Discrimination
 Employee Wellbeing and Satisfaction	Prioritizing employee well-being is essential in the IT and Software Services sector to enhance engagement, productivity, and commitment. Failing to focus on this can lead to increased absenteeism and burnout, resulting in the loss of talent and damage to the Company’s reputation.	Adopting a proactive approach to work fosters a positive work environment and enhances productivity, health, and creativity.	 	GRI 401: Employment GRI 403: Occupational Health & Safety
 Data Privacy and Cyber Security	Robust security measures are necessary for managing sensitive personal and payment information. Neglecting to respect privacy rules might damage customers' trust, leading to lost revenue and jeopardizing long-term survival.	Conducting security risk assessments to safeguard information and IT systems against evolving threats. Formulating an Information Security Policy to ensure strict adherence to cybersecurity measures. Establishing Security Incident Handling procedures for stakeholders to report Information security and/or Data privacy concerns.		GRI 418: Customer Privacy
 Traning & Development	Placing adequate emphasis on employee skills improves performance and morale while raising job satisfaction.	Prioritizing employee training is essential to maintain a skilled workforce that meets client needs and market demands.	 	GRI 404: Training & Education
 Energy Management	By prioritizing energy management, organizations can optimize resource use, reduce costs, and minimize environmental impact while enhancing operational efficiency. Improper energy management can lead to inefficiencies and missed real-time monitoring and improvement opportunities.	Implementing energy efficiency, water conservation, and waste reduction measures. Conducting regular reviews to identify opportunities for improvement. Increasing the share of renewable energy sources.	  	GRI 302: Energy

Material Issues	Rationale	Management Approach	SDGs	Linkage with GRI
 Human Rights	Putting people first helps prevent operational disruptions and maintain strong workforce morale. Any lack of compliance bears legal consequences for senior leaders.	Recognizing and protecting human rights practices is both a moral and legal necessity. This is ensured through regular awareness sessions, Mailers, and an effective POSH policy and committees.	 	GRI 408: Child Labor GRI 409: Forced or Compulsory Labor
 Ethics & Transparency	Lack of transparency breeds distrust and enables unethical behavior, undermining organizational integrity. This environment increases susceptibility to fraud, which makes it imperative for a corporation to function with utmost integrity.	Promoting accountability and trust among stakeholders through robust governance structures. Fostering transparent business conduct by focusing on regular compliance, particularly in managing conflicts of interest. Maintaining strict controls and reviews to ensure fairness and transparency in transactions involving related parties.		GRI 205: Anti-Corruption GRI 206: Anti-Competitive Behavior
 Anti-Corruption & Bribery	Organizational trust can be eroded by dismissing anti-bribery and anti-corruption initiatives, which can lead to the widespread adoption of unethical behavior. In addition to compromising integrity, this lack of concentration exposes enterprises to financial losses and legal ramifications.	We follow an approach of transparency and ethical conduct in our business interactions through dedicated policies on corruption, fraud, anti-competitive practices, and money laundering. Establishing whistleblower procedures for stakeholders to report instances of corruption and bribery confidentially.		GRI 205: Anti-Corruption

Stakeholder Engagement Mechanisms

At Microland, meaningful stakeholder engagement is crucial for our long-term success. We actively listen to and collaborate with our diverse stakeholders, from customers and employees to investors and communities, to ensure their perspectives are integrated into our decision-making process. Open dialogue helps build trust, address concerns, and create shared value for all stakeholder groups associated with our Company.

Modes of Engagement



**GOVERNANCE
AT OUR CORE**



Leading with Trust and Transparency

At Microland, we keep our commitment to strong governance. The robust governance standards represent our guiding principles and core values, shaping our business dealings, operations, and interactions. Robust corporate governance is the cornerstone of trust, assuring openness, responsibility, and moral behavior in all facets of our Company. Our Corporate Governance Standards provide a robust framework that supports our directors and management in achieving the Company’s objectives while serving stakeholders’ interests.

All employees at Microland, including the board, are expected to adhere to strict guidelines and a code of conduct that promotes moral decision-making and accountability. Our dedication to excellence and innovation in all facets of our business is guided by these standards, which are intended to meet regulatory obligations and foster a climate of trust and respect.

There are no pending or completed legal actions regarding anti-competitive behavior or violations of anti-trust and monopoly legislation in which the organization has been identified as a participant.



Our Company has established a [Whistleblower or Ombuds Policy](#) to lead with transparency and encourage the reporting of concerns or misconduct.



Board Committees

At Microland, effective governance is supported through specialized Board committees that focus on managing and overseeing our impacts on the economy, environment, and people.

The Audit Committee ensures financial integrity, transparency, and compliance by overseeing financial reporting, internal controls, and risk management. It also reviews updates on Environmental, Social, and Governance (ESG) matters to support ethical practices and sustainability goals.

The CSR Committee guides and oversees Microland’s social and environmental initiatives. This Committee reviews and approves CSR activities, ensuring they align with our sustainability goals and core values. It monitors the effectiveness of our social and ecological programs, contributing to our commitment to responsible corporate citizenship and stakeholder engagement. Microland’s Individual Social Responsibility initiatives encourage employees to volunteer and engage in uplifting marginalized members of society.

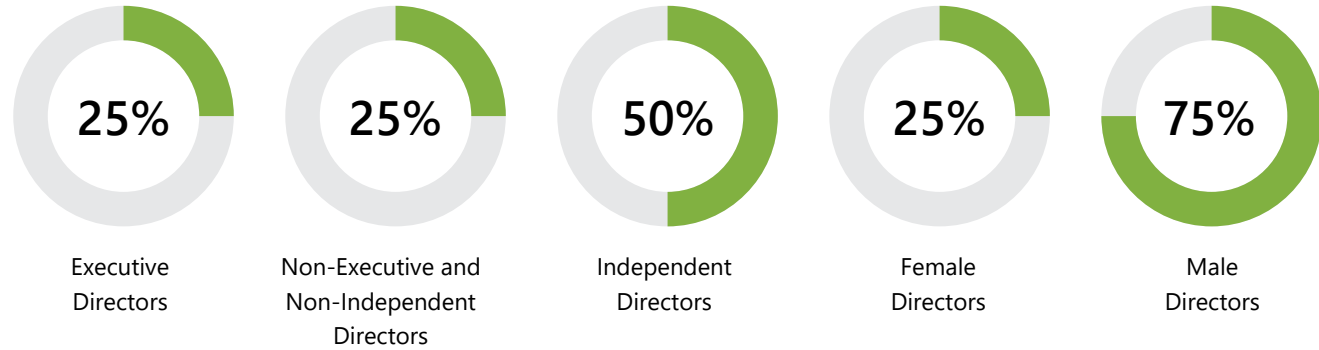
The Nomination & Remuneration Committee (NRC) establishes criteria for assessing the qualifications, positive attributes, and independence of Board Directors. It oversees the nomination process, identifying, screening, and reviewing candidates for Director and Key Managerial Personnel (KMP) roles. Additionally, the NRC conducts performance evaluations for the Board, its Directors, and committees to ensure effective governance.



Board Composition & Selection

At Microland, we recognize that good governance requires a Board that offers strategic direction and oversight for long-term success. Our Board ensures diverse perspectives and expertise to support informed decision-making and strengthen governance.

The Nomination and Remuneration Committee manages the nomination process, selecting candidates with the right qualifications, leadership, and industry experience in line with legal requirements, including the Companies Act of 2013. Independent directors are chosen to meet legal criteria and ensure objective oversight. We also consider stakeholder input to ensure alignment with their interests. While diversity remains a priority, we ensure that selected directors’ competencies align with our strategic goals, strengthening governance and decision-making.





Board Evaluation for Continuous Improvement

At Microland, regular board performance evaluation is key to effective governance. It helps identify growth areas, strengthens decision-making, aligns the Board's actions with company goals and stakeholder expectations, and ultimately drives overall performance.

The Board undergoes an annual performance assessment through an internal evaluation process, gathering input from all Directors. This evaluation focuses on key aspects such as board composition, structure, functions, and the effectiveness of board processes. The Committee's performance is also reviewed, including their composition, meeting effectiveness, and overall contribution to business performance.

The Individual Directors are assessed by the entire Board, excluding the Director under review, focusing on their contribution, availability, commitment, and participation. Evaluation results are reported to the NRC and Board, with an action plan to address recommendations and implement necessary changes as maybe required.



Compensation Blueprint for the Board

Microland has a [Nomination & Remuneration Policy](#) that ensures fair selection, appointment, and compensation of key personnel, aligned with the Company's governance standards and strategic goals.

The Regulatory requirements are followed to determine the Director's compensation at the time of appointment or reappointment. To determine remuneration, the procedure involves the initial approval of the Nomination and Remuneration Committee, then the Board's approval, and ultimately, the consent of all shareholders. The remuneration package includes fixed components (salary, allowances, benefits) and variable components (performance bonuses) aligned with industry standards, while Independent Directors receive sitting fees for meetings and commissions, if any.



Compliance Oversight

At Microland, the Board, in collaboration with senior executives, plays a vital role in overseeing the Company's compliance with sustainability-related strategies and policies. This collective approach ensures that Microland's strategic direction remains aligned with its commitment to sustainable development.

Functional heads provide quarterly certifications confirming adherence to all relevant laws and regulations, which the Chairman and Managing Director review. A comprehensive quarterly report is then prepared for the Board, highlighting compliance issues. Corrective actions are swiftly implemented if deviations are identified to ensure continued compliance and address potential risks.

Microland has a Policy on Materiality of Related Party Transactions.



Code of Business Conduct and Ethics

At Microland, we are committed to fostering a culture of ethical business conduct and transparency across all operations. To uphold integrity in corporate dealings, directors must annually declare any affiliations with other corporations and update their declarations whenever changes occur. Significant ethical issues are promptly reported to the Board through established grievance procedures, ensuring responsible handling.

Microland maintains a Code of Conduct and Ethics Policy to promote ethical decision-making and transparency. Additionally, we have a strict Anti-Bribery Policy, reinforcing our zero-tolerance stance against bribery and corruption.

During the reporting period, there have been no instances of critical concerns.



Promoting Responsible Sourcing

At Microland, we have established a thorough Supplier Sustainability Code of Conduct to encourage ethical procurement and preserve sustainability standards. This involves on-site audits to evaluate suppliers on important social and environmental issues. Additionally, to raise knowledge and accountability throughout the supply chain, we train our buyers on these ethical and ecological issues and frequently evaluate suppliers using thorough questionnaires to assess their social and environmental responsibilities.

We integrate sustainability into our supply chain by implementing a Sustainable Procurement Policy and conducting sustainability risk assessments for our suppliers. This policy upholds ethical sourcing, emphasizing environmental responsibility and fair labor practices. We encourage suppliers to minimize emissions, optimize resource use, and adopt sustainable practices, reinforced through regular audits, risk assessments, and training to ensure compliance with global sustainability standards.

There are no known cross-board memberships or cross-shareholdings with suppliers or stakeholders.

CHAMPIONING A CUSTOMER- CENTRIC CULTURE



Customer-First Approach

Excellence, Innovation, and Trust in Every Interaction

Our commitment to customer-centricity drives every aspect of our business, and we strive to exceed customer expectations by delivering exceptional value. Our Company aims to cultivate a customer-centric culture that drives lasting success for our clients and us by embodying these goals:

 **Excellence in Service Delivery**
Our passion for excellence motivates us to provide high-quality services and solutions that meet diverse customer needs.

 **Agility and Innovation**
We are committed to pushing imaginative boundaries, adapting swiftly to changing customer demands, and delivering innovative solutions that keep our clients ahead of the competition.

 **Building Trust through Integrity**
We uphold ethical standards and transparency in all interactions, fostering trust and establishing long-term, mutually beneficial customer relationships.

Driving Innovation and Digital Change

Innovation is key to turning challenges into opportunities in the fast-paced IT world. At Microland, we are committed to driving innovation through transformative digital initiatives. Our focus on innovation is reflected in several key initiatives:

 **Integrating AI and Automation**
We have integrated Agentic AI and Generative AI (GenAI) into our operations through our platforms and customer solutions. Our key initiative, MiHelper, is a personalized AI-powered assistant that boosts productivity and supports customer-focused solutions in areas like Legal, Finance, and HR. Our AI Center of Excellence (CoE) also identifies and develops GenAI use cases for our and clients' businesses.

 **IntelliGeni AutomatedOps Platform**
Microland's IntelliGeni platform powers Automated Ops across full-stack digital infrastructure—cloud, networks, workplace, and cybersecurity. With deep observability, bot-based diagnostics, and hyper-automation, backed by a self-learning Knowledge Graph, it proactively detects and diagnoses issues early and auto-resolves incidents to keep digital infrastructure reliable, responsive, and resilient. That's how we deliver Unflinching Experiences.

 **MiXpertise – Skill Transformation Initiative**
Our MiXpertise initiative employs the Mercer Mettl Competency Assessment platform for data-driven evaluations to ensure we remain at the forefront of technological advancements.



Impact of Innovations

We at Microland have witnessed the remarkable impact of our digital innovations. Notably, prestigious organizations, including Gartner, ISG, and the Serco Pulse Awards for Innovation & Automation, have recognized our commitment to innovation and automation. Our IntelliGeni Bots platform automated vulnerability management for a British Gas Company, mitigating over 26,000 vulnerabilities and ensuring compliance with regulatory standards. We implemented a centralized network management model for a leading Oil Field Services Company, which enhanced its performance, connectivity, and product traceability.

Customer Privacy & Data Security

Microland implements rigorous measures to protect customer privacy and ensure the security of sensitive information. Our commitment to information security is underscored by our certifications in ISO 27001 and ISO 27701. To maintain compliance with global data protection regulations, we adopt a comprehensive approach that aligns with the General Data Protection Regulations (GDPR).

We regularly update data protection policies and conduct risk assessments to mitigate vulnerabilities. Our Company has established a robust incident response plan and monitors third-party vendors to ensure their compliance with our standards. We adopt Data Loss Prevention (DLP) measures and a policy restricting network access to authorized devices only to enhance data security, significantly strengthening our overall security posture.

Microland has a Privacy Policy & Corporate Information Security Policy to safeguard data privacy, security and compliance.

Our Company conducts regular internal and external audits to identify compliance gaps and has a Data Protection Officer (DPO) to oversee our compliance efforts. The multi-layered approach to protecting customer data incorporates strict role-based access controls, robust encryption for data at rest and in transit, frequent security audits, and advanced intrusion detection systems to monitor and respond to threats effectively. We also prioritize employee education on data protection responsibilities through awareness sessions during onboarding, annual training via e-learning modules, and weekly email updates.

Microland acts as both a data controller and a data processor. The Data Privacy [statement](#) is available on its website

Any data privacy or protection related requests can be raised through email at; dataprotection@microland.com

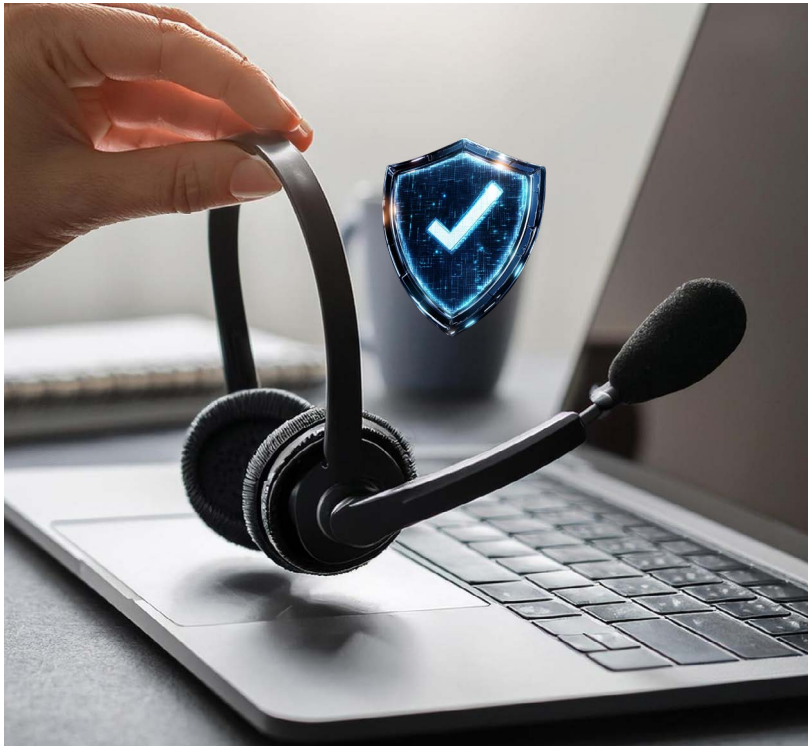
Microland did not have any instances of data breaches during the reporting period.



Enhancing Customer Support and Security

At Microland, we ensure employees are well-advised of technological advancements and best practices and provide continuous training. The standard operating procedures (SOPs) ensure consistent service delivery. We encourage cross-department collaboration with technical and compliance teams for customer support. To level up, we have been organizing regular review meetings while employing advanced tools for ticket management.

To engage better, prioritize customer satisfaction, and seek feedback for improvement, we have a Customer Delivery Unit (CDU). The CDU coordinates with various departments for seamless service delivery. Our Company employs a structured Escalation Management Process, triaging inquiries based on urgency and complexity while maintaining clear communication throughout the resolution process.



TALENT MANAGEMENT AT MICROLAND



Foundations of HRM Strategy

To promote a culture of continual growth, we have a progressive Human Resource Management (HRM) strategy in place. Our comprehensive performance management system ensures employee contributions align with company objectives, and our dedication to impartial evaluations ensures transparency and integrity. We prioritize human rights, establishing an inclusive workplace that respects each person’s dignity. These components work together to create the basis of our progressive HRM strategy, ultimately raising employee engagement and organizational effectiveness.



Performance Management System

The Performance Management System (PMS) is essential to align employee performance with organizational objectives. Every year, employee performance is evaluated through a transparent talent management process. The initial stage of the system consists of goal-setting frameworks that connect individual aspirations with organizational objectives. A system exists to ensure objectivity before final evaluations to provide documented feedback through mid-year check-ins. There are provisions for employees to access their ratings and feedback from their reporting manager (RM) and reviewer after approval of their performance ratings and to address concerns by filing complaints about the performance reviews. We employ a fair evaluation system using 360-degree feedback and regular one-on-one reviews. This gathers input from peers, subordinates, and supervisors to provide a comprehensive view of performance and reduce biases while fostering open communication and real-time goal alignment.



Commitment to Human Rights

Microland regards human rights as a core component of business operations and identity. We adhere to the UN Guiding Principles on Business and Human Rights and have put forth a grievance and remediation process that provides fair access to remedies and includes thorough investigations to avoid potential breaches of human rights. Our Equal Employment Policy and formal training programs for employees on fundamental human rights demonstrate our commitment to establishing a discrimination-free workplace. With no reported human rights violations in FY 2024-25, we uphold accountability through effective reporting mechanisms and continuously strive to align our practices with UN Global Compact standards, as detailed in our recent declaration available [here](#).



Cultivating Balance with Flexible Approach

At Microland, we prioritize flexibility as a fundamental value and create an environment of support for employees. By ensuring employees feel heard and supported, Microland creates an environment where flexibility thrives, enabling individuals to harmonize their professional and personal lives.



Holistic Wellness

Microland is dedicated to improving employee well-being through a holistic wellness approach covering financial, emotional, and physical health. Our company’s commitment to holistic wellness for all employees is reflected in our offerings, which include yoga classes, endurance training, sporting events, health examinations, and workshops on financial well-being.

A key component of this approach is our Employee Assistance Program (EAP), which provides free therapy sessions with mental health professionals, promoting an encouraging environment by nudging employees to work on their mental health. The wellness team at Microland routinely gathers input and assesses employee satisfaction to guarantee the efficacy of these programs.



Employee Benefits

At Microland, we actively encourage employees to utilize their annual leave, providing options such as sabbatical, leave of absence, and flexible part-time or full-time roles. Full-time employees benefit from life insurance, health care, retirement provisions, and perks like interest-free loans and training reimbursement. Our commitment to supporting parents is reflected in our parental leave policies, and 100% of our employees are eligible for parental leave. With adaptable work schedules, we foster an inclusive environment that allows all employees to balance their professional and personal commitments and thrive inside and outside the workplace.



MicroBTO (Back-to-Office) Program

Through MicroBTO, our Company empowers employees to shape their work experiences according to personal preferences and career aspirations. This program was developed in consultation with over 3,000 employees to gather insights on their needs regarding a hybrid work model.



Career Advancement Pathway

At Microland, we are dedicated to fostering a culture of continuous growth and development. Our commitment to nurturing talent is reflected in our initiatives that empower employees to explore new career paths, enhance skills, and support the next generation of professionals. Through these initiatives, our Company champions career development and internal mobility and cultivates a culture that values individual growth and well-being.



Internal Job Posting (IJP) Program

Microland believes in nurturing talent from within, and our IJP program exemplifies this commitment. This initiative empowers employees to embark on new career journeys within the organization, aligning their aspirations with Microland’s evolving needs. Microland enables employees to explore diverse roles and responsibilities by supporting them in cultivating dynamic career paths while fostering an environment that champions individuality.



MicroUniv LMS Platform

We invest in employee development through dynamic training initiatives to support ongoing professional growth. Our training programs aim to equip employees with essential skills and cover technical, behavioral, and functional training accessible via the MicroUniv LMS platform. To ensure the training is effectively conducted, each program includes pre and post-assessments and quarterly reviews, facilitating ongoing improvement. This substantial investment in professional development enhances individual capabilities and strengthens the overall talent pool within the organization. Mandatory training programs on the Code of Business Conduct and Ethics (COBCE), Anti-Bribery and Anti-Corruption (ABAC) and Environment Health & Safety (EHS) are hosted, and coverage is tracked for the benefit of all employees.



Young Grads Training Program

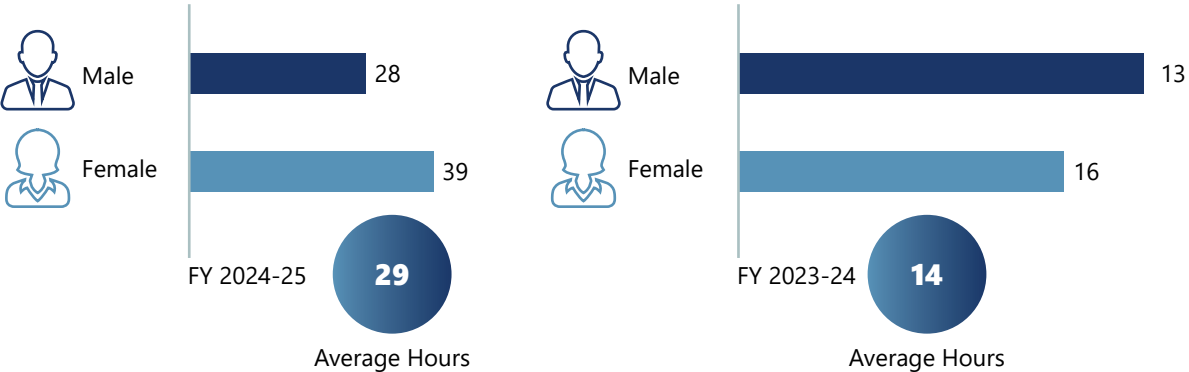
Our Company designed the Young Grad Training Program to nurture new talent within the organization, providing fresh graduates with the foundational skills and mentorship they need to thrive. This commitment to development enhances individual capabilities and further strengthens our Company’s talent pool.



Career Development Training

At Microland, career managers guide employees in structured progress toward their learning goals, while the training sponsorship program supports further education and certifications. The MiHR platform reinforces a culture of performance-driven growth through continuous feedback, personalized Career Development Plans (CDP), and Succession Planning, reflecting Microland’s commitment to nurturing talent and supporting individual career growth

Training and Education Average Hours of training per Employee



Leadership Assessment

We ensure that future leaders’ development is prioritized to help identify promising leaders and tailor development opportunities to nurture their growth within the organization. For middle-management-level roles, we conduct assessments using the 9-box model, which evaluates leadership behaviors and groups individuals based on their performance and potential.



Talent Reviews

Regular talent management reviews accelerate organizational growth and foster collaboration among managers, department heads, and Business HR. These reviews focus on mapping individual performance and potential, ensuring that strengths are recognized, and growth opportunities align with employee aspirations and organizational needs.

During the reporting period, there have been no instances of critical concerns.

Employees Profile

	FY 2024-25			FY 2023-24		
	Male	Female	Total	Male	Female	Total
Permanent	3,082	880	3,962	3,238	866	4,104
Other Than Permanent	181	29	210	128	27	155
	3,263	909	4,172	3,366	893	4,259

Microland observed a decrease in overall turnover from 21.10% in FY 2023-24 to 18.30% in FY 2024-25, reflecting improved employee retention.



Diversity, Equity and Inclusion Commitments

At Microland, we are dedicated to fostering an inclusive and equitable workplace, ensuring equal opportunities for all.

Leadership awareness and training programs have been completed by over 100 leaders, strengthening our DEI efforts. As a proud signatory of the UN Global Compact, we uphold the UN Guiding Principles on Business and Human Rights, reinforcing our dedication to ethical and responsible business practices.

Women-centric initiatives, including the Network of Women and parental leave policies, provide meaningful support and empowerment for women in the workplace. We actively measure diversity representation at all levels, ensuring progress and meaningful change. Employees are encouraged to take the Diversity Pledge, reaffirming their commitment to building an inclusive culture.

Microland upholds fair compensation practices, ensuring no differentiation based on gender or any other diversity parameter. Our Code of Conduct guides our inclusion strategy, fostering a workplace where equal opportunities are a fundamental principle.



Our DEI Action Plan

Microland is dedicated to integrating Diversity, Equity, and Inclusion (DEI) initiatives into business strategy to support organizational objectives and enhance employee development. As part of our all-encompassing Environmental, Social, and Governance (ESG) Roadmap, we have developed a DEI Charter extending to 2030, covering specific targets for gender representation, hiring, and retention.

To reinforce this commitment, Microland has implemented robust communication strategies to sensitize employees and managers and foster a diverse and inclusive workplace. All staff members must complete training modules on DEI and Prevention of Sexual Harassment (PoSH) aimed at increasing awareness and understanding of these critical issues. In addition, our Company ensures fair treatment and non-discriminatory practices in hiring, promotion, and employee relations, upholding its status as an equal-opportunity employer.

To further ensure equity in talent management, Microland meticulously reviews all talent routines for any outliers in performance ratings and promotion decisions. We even train our managers to objectively review performance, focusing on eliminating bias from talent-related decisions.

Microland observed Zero incidents of non-discrimination.



Promoting Opportunities for Women

Our Diversity Equity Inclusion (DEI) Charter encompasses targeted initiatives designed to create opportunities for women within the organization. One of Microland's notable initiatives is the 'Career Sponsorship Program,' which identifies high-potential women and pairs them with senior leaders for mentorship. The first cohort of this program concluded successfully in 2024, with plans for the next cohort to launch in the third quarter of FY 2024-25. Additionally, Microland actively promotes diversity in the applicant pool through unique campaigns to attract more women and persons with disabilities (PwD).



Cultivating Connections

Microland engages in community-building efforts that encourage relationship-building based on shared interests outside of work to cultivate a sense of belonging among employees and an inclusive workplace culture that values and respects all employees.



Employee Grievance Handling

At Microland, we prioritize a transparent and effective grievance redressal process to ensure employees feel comfortable raising concerns without hesitation. Our core value of respecting individuals underpins this commitment. The primary objective of our grievance process is to facilitate a smooth employee experience and prompt resolution of issues related to wages, working conditions, or supervision. We have structured platforms and mechanisms to ensure that employee grievances are handled promptly and effectively, fostering a supportive work environment through:



AskMicroland

This HR service desk is designed to address employee queries related to HR. It includes a knowledge base for common questions, and employees can raise tickets through the mobile app or the Microland website if they need further assistance.



Ombudsprocess

This mechanism allows employees to confidently voice concerns about serious misconduct without fear of retaliation. The Ombudsperson manages disclosures while maintaining confidentiality, though sources may be revealed on a need-to-know basis in investigations.



Manager One-on-One Connects

Managers are encouraged to conduct one-on-one sessions with team members to gather open-ended feedback on the work environment, help identify challenges, and brainstorm solutions.



BHR One-on-One Connects

Each program has dedicated HR representatives who communicate openly with employees from day one. Regular one-on-one meetings gather feedback on the work environment, address concerns, and escalate manager feedback to Skip Managers to monitor attrition risks.



Skip-Level Meetings

These quarterly meetings, facilitated by Skip Managers, provide a confidential space for employees to share feedback on work culture. Feedback is summarized anonymously and used to create actionable plans with HR and Reporting Managers, ensuring insights are tracked and incorporated into Individual Development Plans (IDPs).

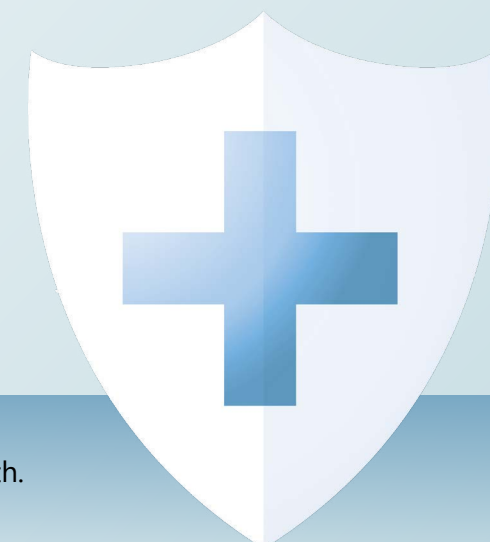


Health & Safety

Microland ensures a safe, sustainable, and compliant workplace and is committed to maintaining world-class health and safety standards for employees, contractors, vendors, and visitors. Our Company ensures compliance with occupational health, safety, and environmental regulations. Our Health and Safety Policy focuses on workplace safety, risk mitigation, and supply chain sustainability while fostering a culture of injury prevention.

Microland adheres to ISO 45001 and ISO 14001 certifications, integrating structured governance, regular audits, and employee training to drive continuous improvement.

Microland upholds a Safe Workplace Policy and maintains a strict stance against child and forced labor, reporting zero instances of both.



CORPORATE SOCIAL VALUE



Our Focus Area

Microland Foundation’s CSR initiatives for FY 2024–25 are anchored in four interconnected pillars: Education, Employability, Environment, and Health.



Our approach is rooted in community needs, fostering sustainable, scalable impact through innovation and collaboration. In Education, we bridge learning gaps for marginalized students, equipping them with future-ready skills through digital literacy, STEAM learning, and sports-led holistic development. Initiatives like the Learning Lab and Kreedashala promote curiosity, confidence, and teamwork, while empowering girls and fostering inclusive growth. Employability efforts focus on building pathways to meaningful work via digital literacy, vocational training, and entrepreneurship. Programs like the Digipreneur Fellowship and TARVI empower youth, women, and persons with disabilities, enabling financial independence and community transformation.

Our Environment programs drive sustainability through conservation, climate action, and waste management. Community-led initiatives like Nature Quest and Clean Coonoor nurture eco-leadership, restore native ecosystems, and

promote circular waste practices, engaging students and citizens as environmental stewards. In Health, we strengthen access to quality care for underserved communities, especially in the Nilgiris. Through projects like Thrive and palliative care partnerships, we advance preventive care, nutrition, and infrastructure upgrades, ensuring dignity and well-being for all. Together, these focus areas embody Microland’s commitment to lasting, community-driven progress.

Building Future-Ready Skills

At Microland Foundation, we believe education is the cornerstone of lifelong success. In FY 2024–25, our initiatives focused on bridging learning gaps and equipping students—especially those from marginalized backgrounds—with future-ready skills for holistic growth. Our programs align with key UN Sustainable Development Goals, emphasizing quality, equitable education through innovative models like the Learning Lab and Kreedashala, which foster curiosity, discipline, and goal-setting both in classrooms and in the field.

We blend technology, mentorship, and hands-on learning to build confidence and readiness for the future. The STEAM Smart Project and Kreedashala nurture digital fluency, communication, teamwork, and leadership, preparing students for diverse career paths. Interdisciplinary modules promote global citizenship, problem-solving, collaboration, and civic sense, alongside essential digital and language skills.

Physical health and mental well-being are promoted through sports and active lifestyles, with a special focus on girls and marginalized children, building resilience and holistic development. We empower girls by ensuring equal access to education

and sports, fostering leadership, confidence, and breaking barriers for inclusive growth. Through sports and collaborative learning, we encourage inclusivity and social cohesion, promoting teamwork, respect, and peaceful coexistence among youth from diverse backgrounds. By equipping students with education, digital skills, and livelihood readiness, we aim to break the cycle of poverty and create pathways to long-term empowerment.

STEAM Smart Program: Igniting Innovation and Future-Ready Skills

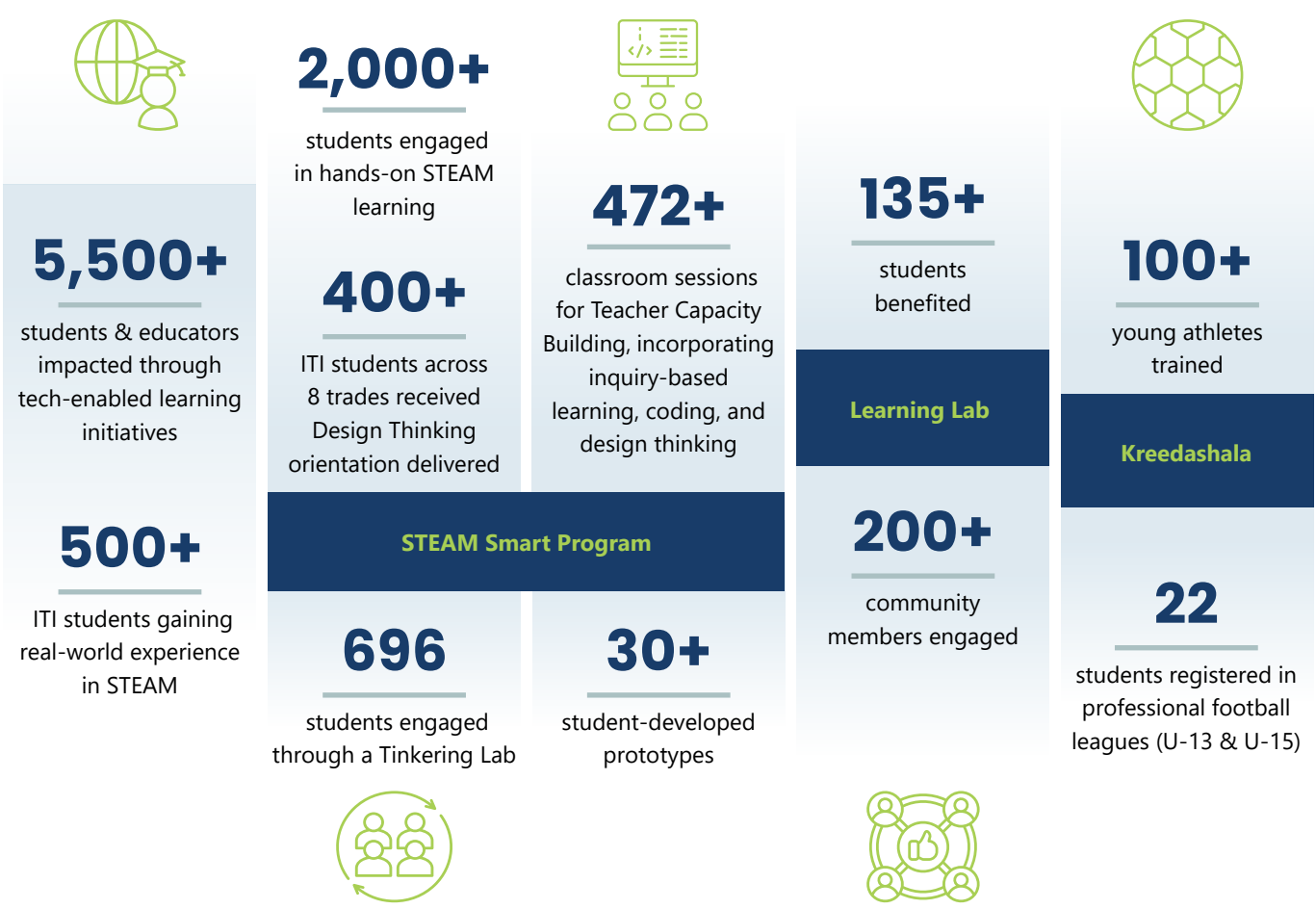
The STEAM Smart Program, a flagship initiative of the Microland Foundation in partnership with Learning Links Foundation, is transforming education in Krishnagiri and the Nilgiris, Tamil Nadu. Launched in February 2023, the program bridges the gap between traditional learning and the demands of the 21st century by equipping students—regardless of background—with hands-on experience in Science, Technology, Engineering, Arts, and Mathematics (STEAM).

Through dedicated STEAM studios, students engage in interactive learning, coding, robotics, 3D printing, and real-world problem-solving. Over 2,000 students have participated in hands-on sessions, developing creativity, critical thinking, and teamwork. The program’s hub-and-spoke model ensures scalability, with one hub and four spoke schools established, and over 30 student-developed prototypes—including IoT-based safety devices and AI-powered systems—showcasing innovation.

Teacher capacity building is central, with 472+ sessions on inquiry-based learning and design thinking, while community digital empowerment has reached 1,000+ members. The program’s impact is evident in improved technical skills, boosted confidence, and increased participation in state-level competitions like the Tamil Nadu Robotics League.

By fostering an innovation mindset and early exposure to emerging technologies, the STEAM Smart Program is preparing a new generation of thinkers, problem-solvers, and leaders—empowering underserved communities and shaping a brighter, more inclusive future.

PROJECTS AND IMPACT FOR EDUCATION



Stories of Impact

A Life of Dignity for All with Employability



Microland Foundation’s employability initiatives for FY 2024–25 are designed to bridge the digital divide and foster inclusive economic growth, especially for marginalized youth, women, and persons with disabilities. The flagship Digipreneur Fellowship, launched in Tumakuru, Karnataka, empowers grassroots changemakers to deliver digital services and unlock government schemes at the last mile. Fellows receive 292 hours of training, mentorship, and access to a robust Learning Management System, resulting in a 95% increase in cohort income and over 8.5 lakh lives impacted. More than 60 digital kiosks have been set up, unlocking benefits worth Rs. 100+ crore across 150+ government schemes. [csr-report-2024-25]

The Training and Resource Center for the Visually Impaired (TARVI) in the Nilgiris provides digital literacy and livelihood opportunities, achieving an 80% placement rate for trainees. Vocational Training for Healthcare, in partnership with APD, equips disadvantaged individuals with caregiving skills, aiming for a 95% placement rate.

Microland Foundation’s approach emphasizes community trust, peer learning, and technology-driven monitoring. By supporting micro-entrepreneurship, accessible skill-building, and women’s empowerment, the Foundation is creating sustainable livelihoods and fostering financial independence. These efforts are transforming individuals into catalysts for digital inclusion and social progress, ensuring that vulnerable communities are not just beneficiaries but active participants in India’s digital transformation.



INCOME GROWTH FOR DIGITAL ENTREPRENEURS

from
Rs. 6,000
to
Rs. 25,000
month with top earners reaching
Rs. 80,000/-
month



TRAINING AND RESOURCE CENTER FOR THE VISUALLY IMPAIRED (TARVI)

125%
rise in community outreach
(from 2,800 to 6,300 people)

90%
Digipreneurs Common
Service Centre (CSC)-certified

80%
job placement rate for
visually impaired trainees



PROJECTS AND IMPACT FOR EMPLOYABILITY



Digipreneur Fellowship

60+
Digipreneurs empowered,
60+
Digital kiosks set up,
264
villages covered

Rs. 100+ crore

worth of benefits, spanning
150+ government schemes
unlocked for communities
by Cohorts 1 & 2,

215%
increase in schemes
covered

8,50,000+
lives impacted,



2,00,000+
households reached

95%
increase in overall cohort
income (from Rs. 15.36
lakh to Rs. 29.9 lakh)

Stories of Impact

Digipreneur Fellowship Boosts Rural Livelihoods



The Digipreneur Fellowship, Microland Foundation’s flagship employability initiative, is transforming lives in Tumakuru, Karnataka, by bridging the digital divide and enabling last-mile delivery of government services. Launched in partnership with TIDE, the program empowers marginalized youth, women, and tribal communities to become digital entrepreneurs and catalysts for social change.

Fellows receive 292 hours of training on government schemes and services, 30 hours of soft skills development, and access to 26 courses via a robust Learning Management System. Structured mentorship, peer learning, and a strong Reward & Recognition framework ensure that every participant—regardless of background—can thrive. The program’s impact is significant: over 60 Digipreneurs have set up digital kiosks, unlocking benefits worth Rs.100+ crore across 150+ government schemes, and impacting more than 8.5 lakh lives and 2 lakh households. Average fellow income has more than quadrupled, and community outreach has risen by 125%.

The Fellowship’s inclusive, differentiated approach supports each Digipreneur’s unique journey, fostering entrepreneurial mindsets, technology adoption, and community trust. By building a sustainable, community-embedded digital model, the Digipreneur Fellowship is not only enhancing employability but also creating a new generation of grassroots leaders who drive digital inclusion and economic empowerment in rural India.

Enabling Access to Quality Healthcare

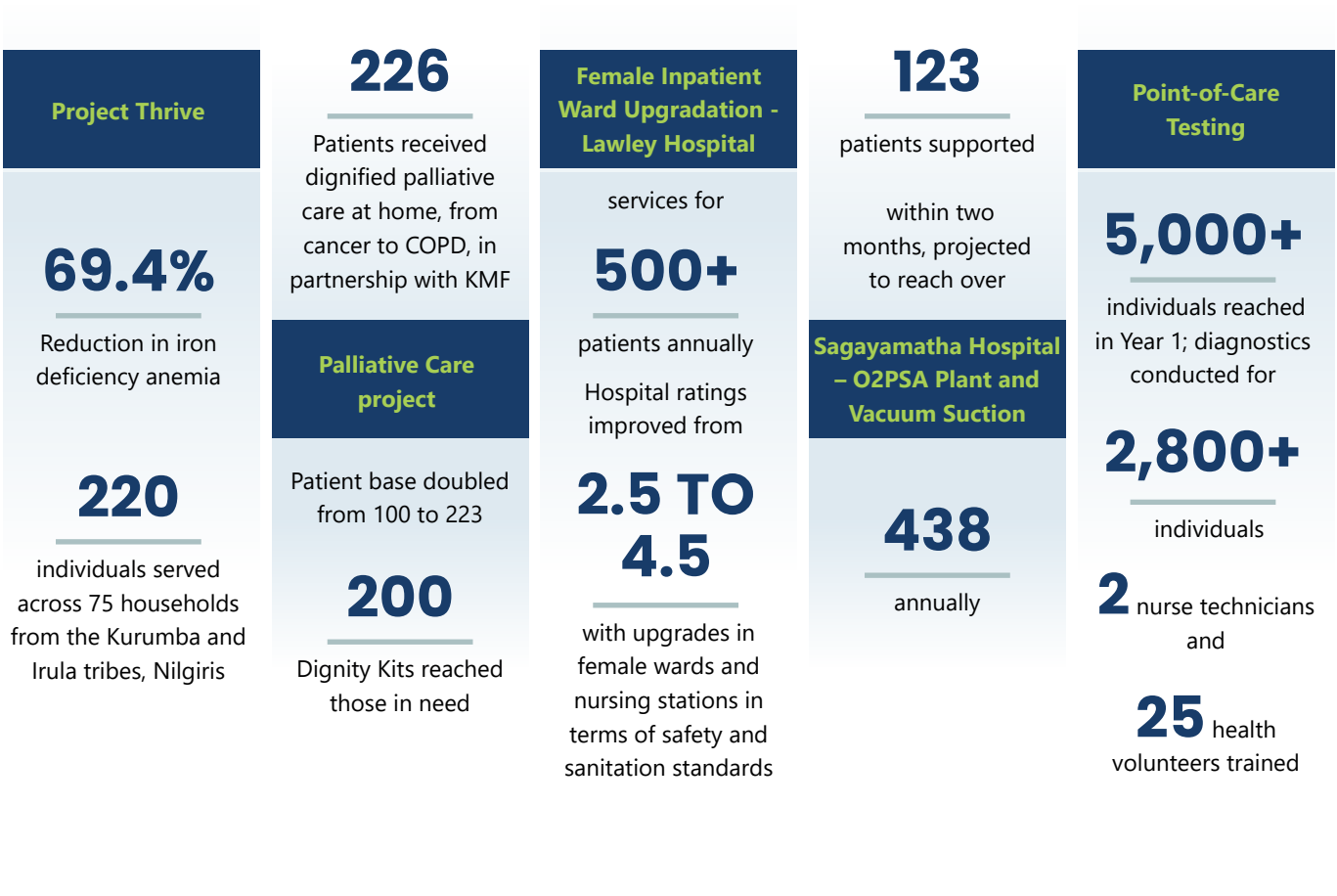
Microland Foundation’s health initiatives for FY 2024–25 are rooted in the belief that equitable healthcare is a right, not a privilege. The Foundation’s programs address critical gaps in healthcare access for underserved and remote communities, particularly in the Nilgiris, through a holistic, community-driven approach.

Key interventions include Project Thrive, which combats anemia and hidden hunger among tribal populations by promoting nutrition, early diagnostics, and health literacy. The initiative has led to measurable improvements in hemoglobin levels and a significant reduction in anemia prevalence. The Palliative Care Program, in partnership with Kotagiri Medical Fellowship Hospital, delivers compassionate, home-based care to patients with chronic illnesses, doubling the patient base and providing essential dignity kits and assistive devices.

Microland Foundation has also upgraded critical healthcare infrastructure, such as renovating the female inpatient ward at Lawley Hospital and installing an Oxygen PSA plant at Sagayamatha Hospital, ensuring reliable emergency care. The Point-of-Care Testing initiative, in collaboration with ASHWINI, brings diagnostics and preventive care to the doorstep of remote tribal villages, reaching over 5,000 individuals in its first year.

By empowering local health champions, supporting capacity building, and leveraging technology, Microland Foundation is building resilient, self-sustaining communities and advancing the goal of universal health coverage for all.

PROJECTS AND IMPACT FOR HEALTH



Stories of Impact

Community Health Ambassadors Transform Healthcare

Our Community Health Ambassadors (CHA), a group of dedicated women, are deeply committed to ensuring that no one in their community is left behind in receiving quality healthcare. Their journey begins early each day, ensuring that patients with anemia receive their medication on time, often working around varying schedules to meet everyone’s needs.

The CHAs go door-to-door, delivering medication, providing emotional support, and encouraging patients to stay on their treatment plans. They organize community meetings to share healthy recipes and promote good eating habits. Moreover, they accompany patients to hospitals, helping them navigate the healthcare system and ensuring follow-up care.

At MLF, we ensure that through our mission of environmental stewardship, we work towards being a responsible corporation and driving a positive impact on the community. To stick to our commitment, we have prepared a plan of action along with the communities in the Nilgiris, which consists of three approaches.

The first approach is community-driven sustainability. To realize this dream, we have collaborated with Clean Coonoor and empowered them by adopting community-led waste management systems. We assisted them in building a replicable and scalable model that has positively impacted the environment in the region.

The second approach revolved around educating volunteers about the environment through tech-enabled experiential learning. We imparted relevant knowledge about the environment, including the challenges faced by communities and the possible solutions, to children, by co-creating a curriculum with YouCAN and Earth Trust, encouraging a spirit of conservation.

The third approach involved bringing together all stakeholders, including communities, NGOs, organizations, and governments, on a unified platform to achieve a positive environmental change. To strengthen the relationship between these stakeholders and enable them to voice their opinions on creating a sustainable environment in this region, we supported platforms like the NilgiriScapes conference and Ooty Literary Festival.

This three-pronged approach enabled us to create a viable action plan consisting of three critical factors: Firstly, educating volunteers about the environmental challenges in their region, creating a platform to allow stakeholders to voice their opinions, and building replicable and scalable models to make a positive impact on the environment.

PROJECTS AND IMPACT FOR ENVIRONMENT

4.5 MT dry and **8.5 MT** wet waste/day managed through upgraded systems.

13 new recyclable streams introduced, including e-waste.

Compost productivity doubled, with **2 tons/day** of finished compost.

7,459 tons dry waste handled and **2,765** tons recyclables recovered through a circular economy approach.

CLEAN COONOOR AND MUNICIPAL CORPORATION COONOOR

Waste Management

Stories of Impact

Solid Waste Management – Clean Coonoor: Pioneering a Circular Economy in the Nilgiris

Microland Foundation’s partnership with Clean Coonoor has transformed solid waste management in the Nilgiris, setting a benchmark for sustainable urban practices in hilly terrains. Faced with mounting waste and the absence of nearby recycling facilities, Coonoor Municipality grappled with environmental hazards and legal scrutiny. Responding to these challenges, Microland Foundation supported the establishment of a Resource Recovery Centre (RRC) and launched essential waste management initiatives, laying the foundation for a center of excellence in sustainable practices.

The initiative has evolved from small clean-up drives to a robust operation managing 4.5 metric tons of dry and 8.5 metric tons of wet waste daily. Notable advancements include the introduction of high-temperature burners, 13 new recyclable streams (including e-waste), and infrastructural upgrades such as compost sieves, leachate pumps, and rainwater harvesting systems. These efforts have doubled compost productivity, reduced leachate runoff by 90%, and enabled the production of 2 tons of finished compost per day.

Community engagement is central to the program’s success, with education on waste segregation, recycling, and sustainable consumption driving behavioral change. The initiative’s circular economy approach has resulted in 7,459 tons of dry waste handled, 2,765 tons of recyclables recovered, and 580 tons of compost produced. Clean Coonoor stands as a model for responsible waste management, environmental stewardship, and community-driven transformation in the Nilgiris.

GROWING ENVIRONMENTALLY CONSCIOUS



Plant Care and Conservation

Environmental Conservation is not a choice but a necessity. Collective efforts aimed at environmental preservation will ensure a thriving and sustainable future for human life and biodiversity. The effects of environmental degradation and scarcity of natural resources are widely evident. The current scenario requires urgent actions to save and preserve natural resources. Hence, the importance and need to embrace sustainable practices remain a priority.

These practices not only mitigate pollution in various forms but also maintain the resilience and stability of the environment. Through sustainable actions, urgent concerns like climate change, which may give rise to extreme weather events, rising sea levels, and loss of habitat, can be prevented. The unwanted impacts on the environment can only be reduced through collective efforts. Microland understands this and stays committed to contributing our share to ecological balance. It has an [environmental policy](#) in place.

Approach to Emissions and Energy Management

We understand the importance of reducing our emissions footprint amid growing environmental concerns. During our operations, various categories of emissions are generated, namely Scope 1 (due to CFC emissions from AC units in data centers (DCs) and hub rooms), Scope 2 (due to energy consumption from the grid and captive power generation through diesel generators for office supply), and Scope 3 (due to cabs used for commute for visitors to our offices).

We have taken several measures to minimize our carbon footprint and keep our emissions under control. We also have plans to utilize green energy, for which negotiations are ongoing. The measures are listed below:

- Preventive maintenance of ACs is done on a timely basis to minimize CFCS leakage.
- Air conditioners and other critical equipment are monitored and operated effectively to reduce energy consumption.
- Redesigned existing operational facilities for operational efficiency.
- Optimized operations across three sites by transitioning from diesel-powered cabs for employee transportation to advocating the use of public transport and aggregator services for daily commuting.
- Periodic emission reviews were implemented and appropriate measures were implemented for the reduction.



Energy Conservation Measures

All our offices are operated within multi-tenanted leased properties that receive energy from the tech park through a standard grid. A 24/7 captive backup is also provided through diesel generators (shared by multiple tenants). Moreover, energy is utilized 24*7 to operate data centers, HVAC systems, and other essential equipment.

We strive to reduce our energy consumption through various measures listed below:

- Installed lights with motion sensors (in areas that are not inhabited 24/7)
- Offices are equipped with LED light fittings (the use of CFLs has been discarded for 4 years)
- Green energy allocation is in process (by the building landlords)
- AHUs (Air Handling Units) are installed with EC fans, wherever feasible, to optimize energy consumption.
- Periodic energy consumption reviews are conducted.
- Our energy consumption post-pandemic remains 50% lower due to close monitoring and control of high-energy consumption equipment. Furthermore, employees continue to work from home or follow a hybrid model, with two days in the office following the COVID-19 pandemic.
- Implement a mandatory online learning program on environmental stewardship, including energy conservation for employees.

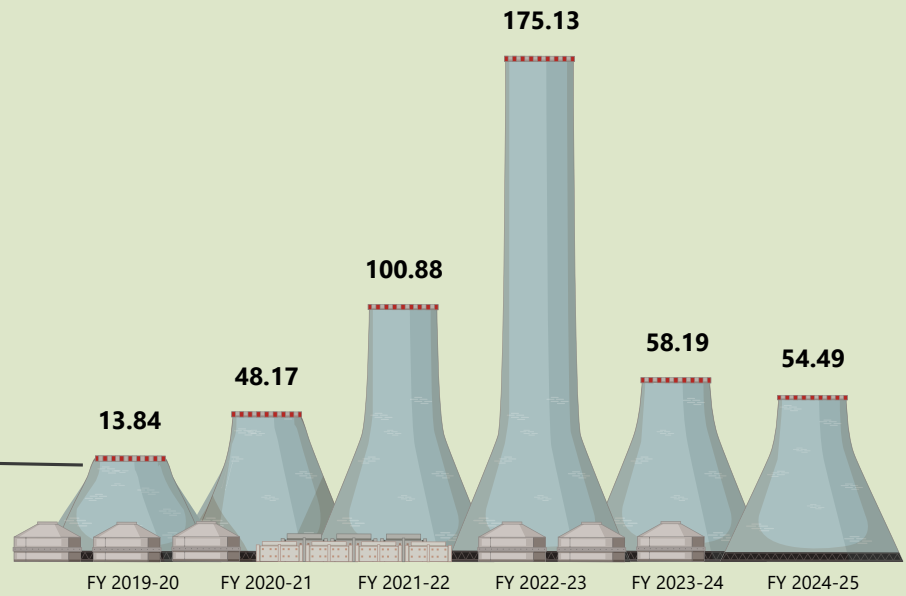
Microland also intends to use more renewable energy sources as part of our transition to renewable energy. To reduce the ecological footprint, a combination of thermal, hydro, and solar energy sources is utilized throughout our offices and buildings.

By 2050, Microland wants all energy consumption to be met from green sources, and builders (landlords) have even committed to increasing the percentage of renewable energy supplied.



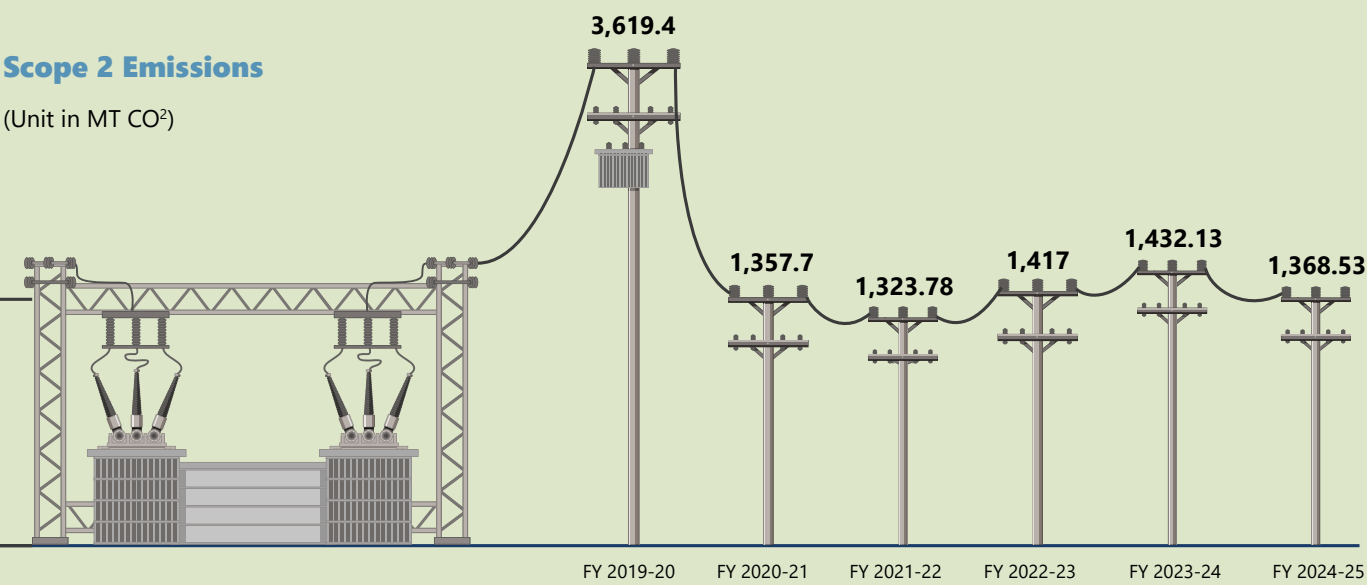
Scope 1 Emissions

(Unit in MT CO₂)

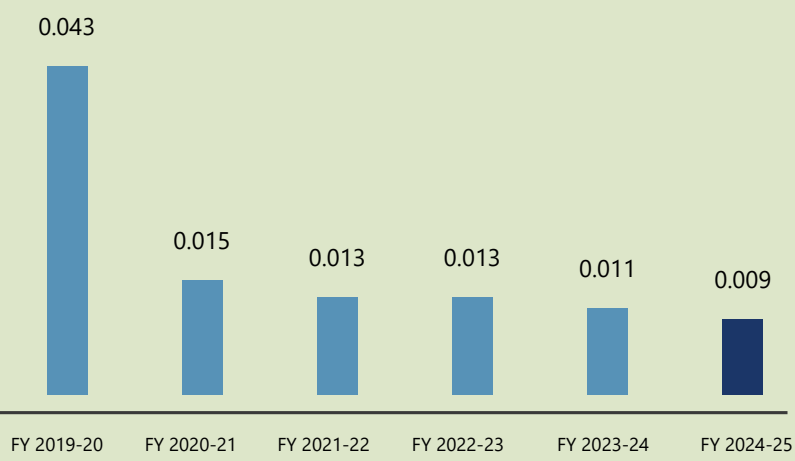


Scope 2 Emissions

(Unit in MT CO₂)



Scope 1 and 2 Intensity per Revenue

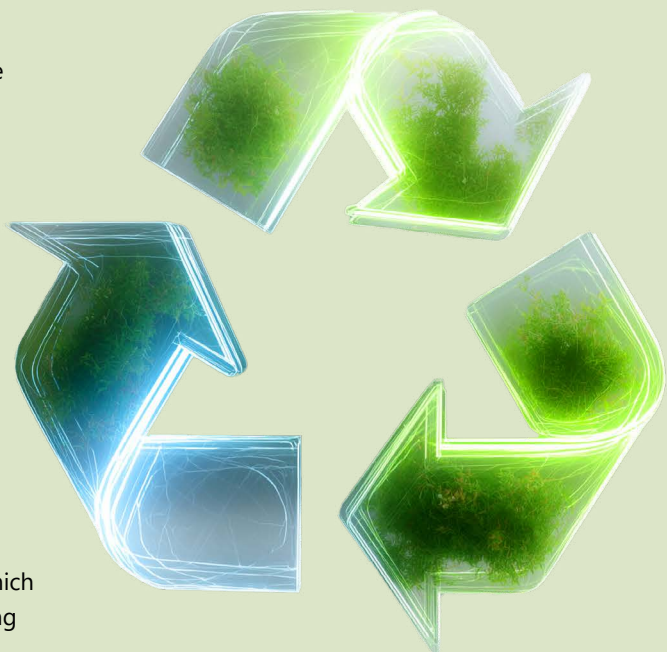


Approach to Waste Management

As an IT service provider, our input processes do not generate waste. However, waste is generated as part of facility operations. This includes dry and wet waste (from the pantry), hazardous waste (from batteries used for UPS - Uninterruptible Power Supply) and e-waste (due to discarded laptops and other computer peripherals at the end of their lifecycle). We make continuous efforts to recycle all feasible waste. Waste segregation at the source reduces the volume of waste sent to landfills.

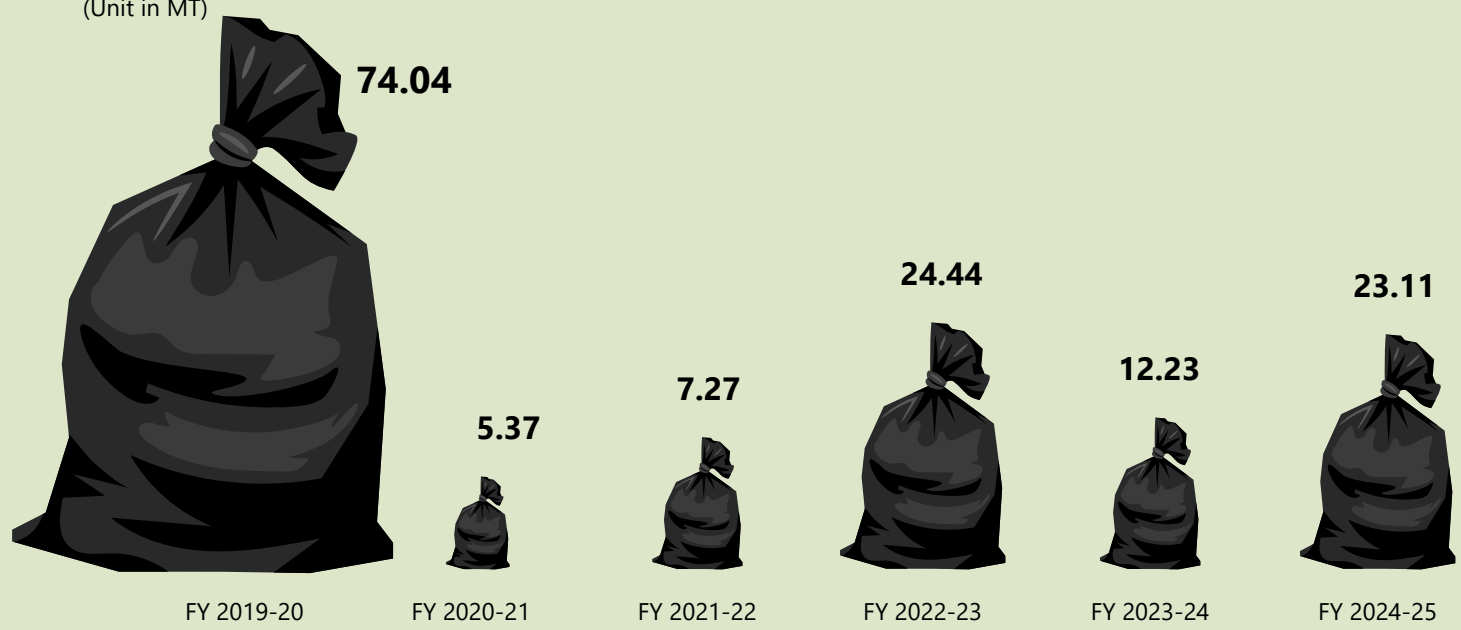
Additionally, the waste generated by our suppliers is documented, and relevant certificates and records are verified. Our waste management initiatives are listed below:

- ✓ CFLs have been eliminated to reduce the amount of hazardous waste generated.
- ✓ Hazardous and e-waste are disposed of through PCB (Pollution Control Board) approved vendors (who recycle them utilizing methods recommended by the statutory body). Certificates of destruction are obtained from vendors for documentation purposes.
- ✓ Wet waste collection is done by the Tech Park maintenance team, which is then recycled using central composters/biogas plants for producing manure (or used at piggery for campus landscaping purposes)
- ✓ Dry waste is recycled through an NGO (which has an agreement with us; it provides details of waste recycled and rejected (used for landfill))
- ✓ Periodic waste generation reviews are conducted, and appropriate measures are taken to minimize waste generation.



Total Waste

(Unit in MT)



GRI Index

Microland Limited has reported the information cited in this GRI content index for the period April 01, 2024 to March 31, 2025 with reference to the GRI Standards.

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Forward-looking Statement

In this sustainability report, you may come across a few forward-looking statements that glimpse the initiatives and developments Microland plans to undertake in the foreseeable future. We urge all stakeholders reviewing this report to exercise caution, as various factors could lead to outcomes that differ from those mentioned in these statements.



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