# People
# Planet
# Privacy

Environmental Social Governance (ESG) Report
FY 2023-2024

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# About the Report

This report aims to provide a comprehensive and transparent overview of the Environmental, Social, and Governance (ESG)

progress for Zoho's operations, spanning the period from April 1, 2023, to March 31, 2024. The compilation aligns with the Global

Reporting Initiative (GRI) Standards and the GRI Content Index is appended at the conclusion of this report.

## Reporting Boundary

The report covers Zoho's business operations across all locations. However, as the boundaries for social and environmental quantitative disclosures vary, these are shown separately in the table below.

| Indicators | Boundary | Rationale |
|---|---|---|
| Environmental | Three locations as follows:<br>• Chennai Headquarters (Estancia)<br>• United Kingdom (UK) Operations<br>• Tenkasi Operations<br>• Renigunta Operations | Zoho Corp operates through owned properties, rented spaces, and co-working facilities worldwide. Among these, owned operations are expected to contribute significantly to the company's overall emissions footprint (>90% by area). The GHG operational boundaries are defined to include only those operations that are owned and under the company's operational control. As a pilot we have also included our rented co-working spaces at United Kingdom (UK) under the company's operational control. We are still establishing a process to include other office spaces in near future. |
| Social | Overall headcount includes employees from the US, India, UK, Japan, Mexico, and Netherlands Operations. | Zoho Corp has a widespread global presence, with substantial operations in all major markets. The social indicators currently reported are drawn from the US, India, UK, Japan, Mexico, and Netherlands, as these regions encompass a significant portion of our workforce. As Zoho continues to expand, we are committed to extending the scope of our reporting to include additional regions in our forthcoming reports. |

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# Our Market Presence



QUINCY

MONTREAL

TORONTO

DALLAS

DUBLIN

AMSTERDAM

BEIJING

OSAKA  TOKYO

SHANGHAI

RIYADH

JEDDAH

MUMBAI

CHENNAI

SYDNEY
MELBOURNE

PRIMARY DATA CENTERS

SECONDARY DATA CENTERS

# Data Management

We have ensured the accuracy of this report by drawing from various internal sources, implementing regular data reviews, and examining audit trails. Any conversion factors or assumptions used align with international standards and are clearly explained alongside the data.

# Approach to Materiality

Recognizing the importance of creating sustainable value for all, Zoho conducted a comprehensive materiality assessment. This assessment involved engaging with both internal and external stakeholders, and focused on the environmental, social, and governance (ESG) aspects relevant to our operations. Details of the materiality assessment are included in the section *Sustainability at Zoho*.

# Contact Information

We look forward to hearing from you and addressing any queries or feedback you may have with respect to this Sustainability Report. We can be reached at: esg@zohocorp.com.

# About Zoho Corp

## Organizational Profile

Zoho Corporation stands as a global leader in the provision of business software solutions, redefining the landscape of business operations and collaboration.

Zoho Corporation, originally established as AdventNet Inc. in 1996 by Sridhar Vembu and Tony Thomas, has evolved significantly from its initial focus on network management software, reflecting the founders' deep technical expertise in the burgeoning networking industry of the late 1990s. The company's rebranding to Zoho Corporation in 2009 signified a pivotal expansion of its mission, transitioning to offer a wide-ranging suite of applications aimed at boosting business productivity and collaboration, and optimize operations. Zoho Corporation comprises the following brands: ManageEngine, Zoho, Qntrl, Trainer Central, and Zakya.

Our journey is not just about software solutions, it is about embodying a distinctive and unique culture that nurtures our wider social impact objectives. Zoho's raison d'être extends beyond commercial success to encompass a positive influence on the communities and economies we engage with. This philosophy is intrinsically connected to our operations,

enabling us to foster an environment where our focus on social impact can thrive.

As a privately held entity, Zoho cherishes the freedom and flexibility that come with our chosen strategy. This autonomy has allowed us to play "The Long Game," focusing on long-term value rather than short-term returns for shareholders or investors. Our commitment to this approach is evident in our resilience through economic cycles and technological disruptions, adhering to solid business fundamentals and core principles.

Zoho's holistic view of business underscores the importance of bootstrapping, continuous innovation, and valuing talent beyond conventional labels. Our dedication to research and development, coupled with our strategy to grow organically rather than through acquisitions, has allowed us to create more than 100 products across various brands. These tools are not only a testament to our technological prowess but also to our commitment to delivering persistent value to our users.

For the needs not yet met, Zoho's innovative spirit ensures that solutions are on the horizon, ready to be realized.

The fervor with which Zoho approaches its craft is palpable. We are committed to the meticulous creation and refinement of exceptional products that garner the admiration and loyalty of our clientele. We view our work as an art form, transcending mere livelihood. This ethos is clearly visible in our preference for in-house development over expansion through acquisitions, and our substantial investment in customer support and product evolution rather than in aggressive sales and marketing strategies.

Zoho's long-term vision, the Long Game, resonates with businesses that share our outlook, particularly the small and medium-sized businesses that are the backbone of our economy. We aim to be a voice that articulates this philosophy, offering valuable insights and information to those who are on this journey with us towards sustainable growth and lasting value.

Zoho's dedication to innovation and excellence has laid the groundwork for a series of product launches. Between FY 2023-24, Zoho launched a diverse array of innovative products, each designed to enrich the company's comprehensive portfolio and address the dynamic needs of modern businesses.

Qntrl | ManageEngine | Trainer Central | zakya | ZOHO

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# Product Launches

### Zoho RPA

Designed to streamline the automation of repetitive tasks, enhancing overall efficiency by simplifying task recording and execution.

### Zoho Tables

An intuitive platform aimed at optimizing workflow management by seamlessly integrating people, processes, and data.

### Zoho Publish

A versatile platform tailored for chain and franchise businesses to efficiently manage and elevate their online presence across key business directories.

### Zoho FSM

A comprehensive field service management solution aimed at optimizing operational efficiency and improving service delivery.

### Zoho Thrive

An integrated software solution that facilitates the management of affiliate and loyalty programs.

### Zoho Webinar

An interactive platform designed to seamlessly host and livestream large-scale webinars on platforms like YouTube.

### Zoho Practice

A comprehensive solution for accounting firms that centralizes client management, simplifies routine tasks, and facilitates collaboration in real-time.

### Zoho WorkDrive

The latest version of Zoho WorkDrive features enhanced data management tools to boost productivity.

### Zoho Solo

A comprehensive toolkit developed for solopreneurs with enhanced efficiency in task management, expense monitoring, payments, and customer engagement.

### Zoho LandingPage

A specialized tool designed for creating high-conversion landing pages.

### Catalyst by Zoho

Version 2.0 is an evolved platform that expands beyond serverless computing to offer a complete cloud development environment with AI/ML, DevOps, and backend capabilities.

### Zoho Cliq

Version 5.0 is an upgraded collaboration platform with AI-powered enhancements, designed to meet the needs of enterprise-level businesses.

### Zoho QEngine

A powerful test automation software that streamlines the software testing process, improving both efficiency and accuracy.

# Browser Launch

### Ulaa

A browser focused on privacy and security designed to prioritize user confidentiality while ensuring enterprise-level protection.

### Zoho Billing

A robust solution that automates complex billing processes and enhances the management of customer journeys, helping businesses to scale effectively.

### Zoho Directory

A comprehensive workforce identity and access management solution, offering robust security features and simplified administration.

### Zoho Marketing Automation

The enhanced version of Marketing Hub includes advanced multichannel automation features to streamline marketing activities and boost lead generation.

# Milestones

Zoho achieved several milestones during FY 2023-2024 that reflect our strong commitment to expanding our user community, launching innovative products, and growing our global presence.

## 100 million+ Users

Zoho surpassed 100 million+ users globally, an achievement that reflects the trust and loyalty of our customers and marks a major milestone in our growth journey.

## Zoho Practice launch

Launched Zoho Practice, a comprehensive practice management software for accounting firms, centralizing client management and improving collaborative work environments.

## Expansions in Global Regions

Opened a new office Queretaro, Mexico and Nairobi, Kenya, expanding our global presence

## Zoho Mail's 15th anniversary

Celebrated 15 years of Zoho Mail, highlighting its transformation from a simple email service into a robust platform for all around communication and email management.

## Zoho Connect's 10th anniversary

Marked a decade since the inception of Zoho Connect, which has evolved into a comprehensive employee experience platform, enhancing workplace communication and collaboration.

## Zoho Survey's 10th anniversary

Celebrated 10 years of Zoho Survey, recognizing its pivotal role in transforming customer, employee, and market research for businesses worldwide.

## Zoho Contract's 2nd anniversary

Commemorated two years since the launch of Zoho Contracts, which has successfully streamlined contract management processes for businesses.

## Zoho Catalyst 2.0's evolution

Celebrated the evolution of Catalyst into Catalyst 2.0, expanding from a serverless platform to a full-fledged cloud development platform with enhanced AI/ML, DevOps, and backend services.

# Awards and Recognitions

In FY 2023-2024, Zoho Corp was honored with several prestigious awards, reflecting our commitment to innovation, sustainability, and delivering exceptional customer experiences.

### IET India Future of Work Award 2023

This award recognized our efforts in creating local jobs through advanced technologies like cloud computing. Our rural-based mini workplace ecosystem, designed to reverse urban migration and foster inclusivity, was acknowledged for driving sustainable growth and shaping a more sustainable future for the workforce.

### SoftwareReviews Emotional Footprint Awards 2023

Zoho CRM was named a **Champion in the Emotional Footprint Awards for CRM** software, achieving an impressive Net Emotional Footprint (NEF) score of +93.

### Nucleus Research Value Matrix 2023

Our solutions were recognized across multiple categories:

- Zoho Creator was named a **"Leader" in the Low-Code Application Platform (LCAP)** Technology Value Matrix, commended for its advanced functionality and ease of use.

- Zoho Recruit was named a **"Leader" in the Standalone Talent Acquisition** Technology Value Matrix, highlighting its excellence in talent management solutions.

- Zoho CRM was also named a **"Leader" in the CRM** Technology Value Matrix, affirming its leadership in customer relationship management solutions.

### Nucleus SFA Technology Value Matrix 2024

Zoho was recognized as a **Leader** in the Nucleus Research SFA Technology Value Matrix 2024.

### Ventana Research 2023

Our products earned "Exemplary" ratings in two significant reports:

- Zoho Analytics earned a **best performance score in customer experience** in the Ventana Research Buyers Guide 2023 for Collaborative Analytics.

- In the Ventana Research Value Index for customer experience management, our efforts were recognized with an **"Exemplary" rating and the title of "Overall Leader."**

### G2 Best Software Products 2024

Zoho Desk ranked 24th in G2's list of top software products. Among 117,579 offerings and 3,395 eligible products, Zoho Desk stood out for its exceptional performance, earning a place among the **top 100 software products globally.**

> These recognitions affirm our dedication to driving innovation, promoting sustainability, and providing top-tier solutions across multiple industries.

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# Leadership Message

Dear Stakeholders,

As we reflect on Zoho Corp's journey of sustainable growth, I am filled with deep gratitude for what we have accomplished together. I take this opportunity to thank every one of you for your continued support and collaboration. It is indispensable to our collective efforts to create lasting and meaningful impact on a large scale.

Zoho's progress is anchored in three credos: First, that world-class products can be built

anywhere; second, that talent is universal, while opportunity is not; and third, that sustainable growth is underpinned by a long-term focus and significant investment in people and products. The collective power of these convictions have helped us to debunk the conventional notion that working in big cities is essential to professional and business success. Daring to be unorthodox, Zoho has established office hubs in rural areas and tier-2

cities across India and other global locations. Concurrently, through the Zoho Schools, we have provided relevant skills training and employment opportunities for local youth, upending another widely held belief that formal educational credentials are the first step on the career ladder. Zoho's presence in these regions has also supported the growth of local economies, contributing positively to the lives of people otherwise

ignored. We are proud of the impacts we have made on these communities and will continue to work to broaden and deepen these impacts, to serve rural citizens and reduce inequities worldwide.

At Zoho, sustainability is built into the work environment and the ways in which we conduct business. Energy consumption is a key focus area, leading to the adoption of renewable energy for our data centers and offices, to minimize our environmental impact. Some noteworthy

sustainability initiatives include a 100% water recycling system, substantial CAPEX towards improved energy efficiency, and a focus on e-mobility, all at Zoho's Chennai hub.

What's more, our employees are encouraged to participate in organic, natural farming and contribute to community development, upholding our priority towards community engagement and active contribution to positive change. Recognizing the tremendous value of a diverse workforce in cross-fertilizing ideas and driving innovation, we have welcomed more women into Zoho, with initiatives in Women in Tech and the Marupadi Bootcamp which is designed to encourage women to build and restart their careers in the tech industry. We have also hired persons with disabilities and ensured that our facilities are accessible through sensory features such as Braille, demonstrating the value we place on their potential to be productive and impactful members of society.

Data privacy has been a major consideration at Zoho well before it was globally mandated. Upholding the integrity of our stakeholders' data and managing related risks are major priorities, and these are reflected in our comprehensive certifications, including the advanced ISO/IEC 27701, which complements our

ISO/IEC 27001 accreditation. This certification echoes our dedication to enhancing our privacy and information security management systems, ensuring compliance with global privacy standards. Additionally, we hold BCMS, CSA STAR, and QMS certifications for our cloud products, reinforcing our steadfast focus on data protection.

Our focus on people and serving communities not only enriches our corporate culture but has also contributed to Zoho's bottom line. By aligning our business goals with social objectives, we have created a unique model that proves that profitability and social responsibility are two sides of the same coin.

During the nearly three decades since Zoho's inception, we have built an organization with deep philosophical roots and experienced a fulfilling journey. Several more milestones are yet to be achieved, and as we move forward, we remain committed to helping build a more equitable and connected world. I am confident that with your continued support and the collective efforts of our Zoho family, we will achieve larger goals in our life's work.

Warm regards,

**Sridhar Vembu**

CEO and Co-Founder, Zoho Corp.

> " Our focus on people and serving communities not only enriches our corporate culture but has also contributed to Zoho's bottom line. "

# Sustainability at Zoho

At Zoho, our intrinsic commitment to sustainability drives us to exceed expectations, consistently adhering to all standards and achieving a multitude of sustainability milestones. Our meticulously crafted Environmental, Social, and Governance (ESG) framework not only addresses the critical needs of our stakeholders but also aligns seamlessly with our strategic business objectives. We pride ourselves on an approach that embodies transparency, consistency, and a profound sense of global responsibility, reflecting our dedication to making a lasting positive impact.

Zoho's approach to sustainability is intuitive and forward-thinking, rooted in a deep understanding of the intricate relationship between our operations and the environment. We proactively anticipate and adapt to emerging challenges, integrating sustainable practices into every facet of our business. By embracing a holistic view of our environmental impact, we ensure that sustainability is not just a goal, but a guiding principle that informs every decision we make.

Our dedication to sustainability is clearly reflected in our alignment with the United Nations Sustainable Development Goals (SDGs), with which we have carefully mapped our key sustainability initiatives, showcasing our contribution to global sustainability efforts.

# ESG Overview

## 🌿 Environmental

- Zoho has implemented a closed-loop water recycling system in several locations in India to minimize environmental impact.

- Having adopted a solar grid in our Chennai operations, Zoho promotes and encourages sustainable and clean energy practices.

- Zoho mitigates waste disposal in landfills by implementing an on-site biogas plant that transforms food waste into renewable energy at our Chennai headquarters.

- By planting 70 magnolia trees on its 3-acre property at the New Braunfels, Texas office, Zoho is enhancing carbon sequestration, improving local air quality, and supporting biodiversity, contributing to a more sustainable and resilient environment.

- By maintaining a 100-acre green space in Livermore, California, Zoho is preserving natural ecosystems, promoting biodiversity, and contributing to long-term environmental sustainability by protecting open green areas.

- The partnership of Zoho and MOMO Pencils includes planting 1,000 tree saplings in schools, promoting environmental sustainability and awareness. By engaging students in tree planting, the initiative fosters eco-conscious community development and helps combat climate change.



**Zoho's "Young Creator Programme" Initiative**

## 👐 Social

- Promotion of healthy eating by providing complimentary 24*7 access to nutritious food to employees.
- Established a network of local partners across various regions in India to collect surplus edible food and distribute it to those in need.

- Comprehensive medical insurance is provided to Zoho's employees and their dependents globally.
- Established a health center with dedicated nurses and health professionals in the headquarters to provide immediate medical support in significant Indian locations.

- Zoho Schools of Learning, a two-year training program, empowers individuals with the skills for successful tech careers, contributing to broader educational goals and professional development.
- The Graduate Studies Bootcamp initiative enhances career opportunities for recent graduates in software development, injecting diverse talent into the workforce and indirectly supporting broader educational and career development objectives.
- Zoho and MOMO Pencils are donating 25,000 eco-friendly pencils to 10 schools in Kenya, providing essential educational tools for underserved children through the "Hope for Literacy"program.
- Zoho has partnered with J-Hub Africa to provide upskilling opportunities to students at JKUAT by offering training on its cloud-based business apps.
- Zoho has partnered with various education establishments around the world to run its "Young Creator Programme," aimed at university-level students to help them develop skills in low-code development.

- We are promoting inclusive growth and self-reliance in rural areas by establishing local hubs, thereby creating jobs and nurturing talent

- Prioritizing inclusivity, Zoho's offices in India have ramps, elevators, and accessible washrooms, including Braille in lifts for the visually impaired and audio support for those with hearing challenges.

## 🏛 Governance

- Zoho's Women in Technology programs provide mentorship and training to cultivate an inclusive tech environment.
- Marupadi, launched by Zoho Schools of Learning in 2022, empowers women in tech to bridge skill gaps and confidently restart their careers.

- In the pursuit of eradicating manual scavenging and promoting deep-tech R&D work in India, Zoho invested Rs 20 crore in Genrobotics, a startup that has launched robotic scavengers for confined spaces among other robotic solutions.
- Zoho's partnership with JKUAT supports young innovators and early-stage startups by offering Zoho Wallet Credits and tools to promote technology adoption.

- Embracing decentralized workplaces, Zoho's expansion has established mini offices/hubs in rural and non-metro cities in India promotes community connection, cuts travel costs, and supports local investment for sustainable development. Zoho also chooses to locate its offices outside of the primary urban centers, such as country capitals, around the world. It also helps create more economic development opportunity for areas that do not traditionally see business investment.

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# Stakeholder Engagement & Materiality Assessment

Our approach to sustainability is underpinned by transparency, consistency, and a keen awareness of our global responsibility. We prioritize stakeholder engagement by fostering open communication and collaboration. This approach allows us to better understand diverse perspectives, build trust, and ensure that our sustainability initiatives are both impactful and aligned with the broader expectations of our global community.

The table below outlines the communication channels along with the frequency of stakeholder interactions.

| Stakeholder Group | Frequency | Mode of Engagement |
|---|---|---|
| Employees | Weekly | • Intranet<br>• Team meetings<br>• Emails<br>• Training sessions<br>• Employee portals |
| Customers | Daily | • Customer support calls<br>• Product webinars<br>• Feedback survey<br>• Social media<br>• Emails<br>• User forums |
| Suppliers | Weekly – In person | • Supplier newsletters<br>• Supplier meetings<br>• Emails<br>• Supplier portals<br>• Procurement conferences |
| NGOs | As needed | • Via employees<br>• Emails |
| Local Communities | Monthly | • Via employees |
| Regulatory Authorities | Quarterly | • Compliance meetings<br>• Emails<br>• Public hearings<br>• Industry forums |

# Materiality Assessment

Materiality refers to the process of identifying and prioritizing the environmental, social, and governance (ESG) issues that are most significant to an organization and its stakeholders. Conducting a materiality assessment allows organizations to concentrate their sustainability efforts on the most critical areas for their business and stakeholders, resulting in a more impactful and targeted sustainability strategy.

Zoho's materiality matrix has been developed after extensive discussions with Zoho's leadership and stakeholders, combined with a thorough analysis of industry and sustainability standards.



Based on the materiality assessment, Zoho has identified several high-priority material issues that underpin the company's sustainability strategy:

| Environmental | Social | Governance |
|---|---|---|
| **Climate Action:** Reducing the company's carbon footprint through energy-efficient technologies and sustainable practices, aiming to lower greenhouse gas emissions.<br><br>**Waste Management:** Minimizing electronic waste and improving recycling processes, focusing on responsible disposal and waste reduction from IT operations. | **Employee Well-being:** Enhancing the work environment to support mental and physical health with initiatives for work-life balance, professional growth, and employee engagement.<br><br>**Community Engagement:** Contributing to local communities through technology-driven initiatives and partnerships, supporting local development and social impact. | **Information Security & Data Privacy:** Safeguarding sensitive data against unauthorized access and breaches with robust cybersecurity measures and compliance with data protection regulations.<br><br>**Business Ethics & Human Rights:** Ensuring ethical standards and human rights protection across operations and supply chains, promoting fair labor practices, anti-corruption, and respect for fundamental rights.<br><br>**Customer Centricity:** Prioritizing user needs and satisfaction by delivering high-quality service and support, improving the overall customer experience. |

**By focusing on these high-priority issues, Zoho has developed a responsible and effective sustainability framework aligned with both business objectives and stakeholder expectations.**

# Zoho's Sustainability Strategy

## Integrating Environmental Sustainability

Zoho is deeply committed to integrating environmental sustainability into every facet of its operations. Our climate action strategy is designed to significantly reduce our carbon footprint by reducing greenhouse gas emissions and adopting energy-efficient technologies. In parallel, water stewardship is also a key focus area for which measures are being implemented to minimize freshwater consumption and optimize water usage across our operations. Our waste management approach is equally rigorous, with a focus on reducing, reusing, and recycling materials to achieve zero waste to landfill. By embedding these practices into our core business processes, Zoho aims to not only meet but exceed global environmental expectations, demonstrating our dedication to fostering a more sustainable future.

As part of integrating environmental sustainability, Zoho is committed to the following goals and targets:

### Climate Action

Reduce scope 1 & 2 emissions and achieve carbon neutrality by 2035 (vs. FY 2023-2024)

Reduce scope 3 emissions by 25% by 2030 (vs. FY 2024-2025 baseline)

### Water Stewardship

Reduce freshwater consumption to 25% across significant operations by 2030 (vs. FY 2023-2024)

### Circularity

Achieve zero waste to landfill across significant operations by 2030 (owned premises)
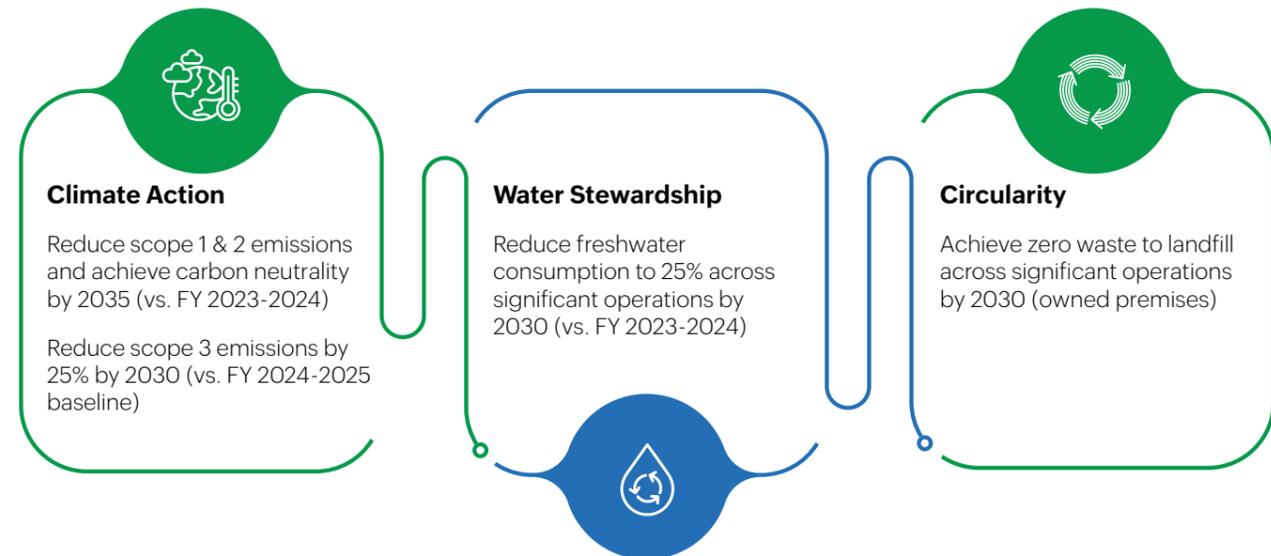
## Driving Inclusive Growth

Zoho is dedicated to driving inclusive growth by fostering a work environment where every individual has the opportunity to thrive. Our talent attraction and management strategies are designed to identify and nurture people with diverse backgrounds and skills, ensuring that we bring the best into our organization. We actively promote diversity and inclusion through practices that create a welcoming workplace for all employees, regardless of their gender, race, ethnicity, or other personal, demographic, and socio-economic characteristics. Additionally, our community engagement initiatives are focused on making a positive impact beyond our corporate walls, supporting local communities through targeted programs and partnerships. By integrating these values into our business strategy, Zoho is committed to building a more equitable and inclusive society while driving sustainable growth.

As part of driving inclusive growth, Zoho is committed to ensuring the implementation of these goals:

### Talent Attraction & Management

Foster a dynamic and nurturing environment that encourages talent to flourish.

### Diversity & Inclusion

Create equitable opportunities for all employees, removing barriers to inclusion and success.

### Community Engagement

Empowering people by broadening community engagement and enhancing access to opportunities.

## Responsible Business Practices

Our dedication to responsible business practices is demonstrated in robust governance structures that ensure ethical and sustainable operations. Governance at Zoho encompasses rigorous oversight and transparency in all aspects of our business, ensuring adherence to high standards of integrity and accountability. We prioritize sustainable supply chain practices by integrating environmental and social criteria into our procurement processes. This approach not only enhances our operational resilience but also reinforces our commitment to responsible sourcing and ethical conduct. By embedding these governance principles into our core practices, we uphold our commitment to leading with integrity and fostering long-term sustainability.

As part of establishing responsible business practices, Zoho is committed to the materialization of this goal.

### Sustainable Supply Chain

Committed to collaborating with suppliers who align with our values and demonstrate ethical practices.

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# Integrating Environmental Sustainability

## Climate Action

At Zoho, we are committed to integrating environmental sustainability into our broader strategy, with a focus on climate action. We aim to reduce Scope 1 and 2 emissions and achieve carbon neutrality by 2035, referring to the year FY 2023-2024 as the baseline. Additionally, using FY 2024-2025 as the baseline, we are targeting a 25% reduction in Scope 3 emissions by 2030. These goals reflect our dedication to mitigating the environmental impact of our operations and driving long-term sustainability.



## 3,74,72,442 Kwh

**Total Energy Consumption FY24**

### ⚡ Energy Initiatives

At the forefront of our climate action endeavors is our expansive 2 * 5 megawatt on-grid solar energy farm, located near our Chennai headquarters. This formidable installation generates clean energy, powers a significant portion of our operations, and lowers our reliance on traditional fossil fuels. Zoho also operates an on-site biogas plant that transforms food waste into renewable energy.

The energy share graph features the energy consumed by type for Zoho's campuses at Chennai, UK, Tenkasi, and Renigunta. Cumulatively, the total energy consumption for FY23-24 is 3,74,72,442 Kwh, compared to with FY 2022-2023, which consumed 3,19,45,567 Kwh.

The increase in energy consumption compared to last year can be attributed to several factors, including the growth of our product offerings and ongoing construction activities. As the company expanded its operations, we increased the use of data centers and cloud services to support higher demand, which contributed to higher energy consumption. Additionally, ongoing construction of new office spaces, development of new facilities, and infrastructure improvements required significant energy for building operations and materials. These activities, along with investments in new technologies to support product development and customer experiences, resulted in a temporary rise in energy use. However, we are actively addressing the environmental impact by adopting energy-efficient practices, utilizing renewable energy sources where possible, and optimizing our software and infrastructure for better energy performance in the long term.

**Energy Mix FY 2023-2024**



9%
11%
80%

- 🟧 Green Power (Kwh)
- 🟨 Diesel Units (Kwh)
- 🟨 Electricity (TNEB) (Kwh)

Zoho believes that establishing a culture of sustainability starts from within. We have made strategic capital expenditures to implement energy-efficient upgrades across our facilities in India. These measures, which are carefully chosen and implemented, include the adoption of LED lighting systems, the installation of intelligent thermostats and HVAC controls, and the optimization of equipment for peak efficiency.

Additionally, our flexible work policy—work from home, work from hub, or work from office—results in significant fuel savings and reduces employees' individual carbon footprints.

Supplementing these efforts, we offer a fleet of electric vehicles and charging infrastructure for employee commutes in select global locations. This, coupled with bicycle racks for those who prefer pedal power, creates a transportation landscape that prioritizes environmental responsibility. Initiatives like carpooling programs are also being explored. At the Austin, Texas office, we have installed four electric car charging stations in the parking lot for employees. Meanwhile, our Pleasanton, California office also has three charging stations to encourage the use of electric vehicles. Electric vehicles are deployed within the premises of our Chennai headquarters for transporting goods.

At our Cornwall, Ontario, Canada office, we have installed roll-down window shades to improve heating and cooling efficiency, reducing energy consumption. The indoor plants in our offices also serve as a natural air filtration system, improving indoor air quality, supporting our sustainability initiatives, and enhancing the aesthetic appeal of the workplace.

# GHG Emissions

## GHG Emissions FY 2023-2024 (TCo$_2$e)

**2022-2023**
- 2.491.7 (Scope I)
- 2,169.3 (Scope 2)

**2023-2024**
- 4,612.8 (Scope I)
- 2,936 (Scope 2)

■ Scope I    ■ Scope 2
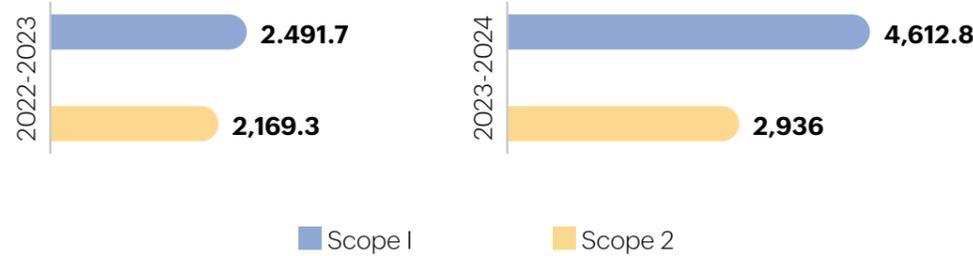
We have a diligent approach to continuously monitor greenhouse gas (GHG) emissions stemming from our operations, with stringent measures in place to mitigate and reduce them. Our monitoring extends to Scope 1 and Scope 2 emissions, measured in metric tons of carbon dioxide equivalent

(TCO$_2$e). We are considering Zoho's campuses at Chennai, Renigunta, and UK, Tenkasi for Scope 1 and Scope 2.

Our Scope 1 emissions monitoring allows us to track and analyze fuel combustion and refrigerant emissions (HFCs) in our facilities and DCs.

Scope 2 emissions encompass the indirect emissions resulting from the generation of purchased energy or electricity required to power our operations. Recognizing the broader impact of our activities, we are committed to expanding our GHG accounting to include Scope 3 emissions.

# Water

Among our focused initiatives in environmental responsibility, we actively implement comprehensive water management practices that prioritize conservation, resource reuse, and efficient utilization.

We aim to reduce freshwater consumption by 25% across significant operations by 2030, using FY 2023-2024 as the baseline. This goal underscores our dedication to conserving vital

natural resources and promoting responsible water management practices.

**7,70,616.7 Kl**
Water Consumption FY 2024

**1,54,072 Kl**
Water Discharge FY 2024
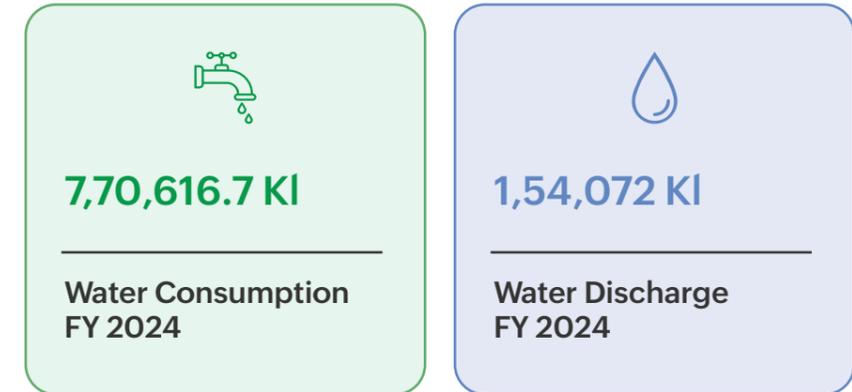
## Water Management Initiatives at our Chennai Headquarters

Deploying a closed-loop water system, we have achieved 100% water recycling at our headquarters in Chennai. In this system, wastewater undergoes treatment through our on-site sewage treatment plant and is transformed into high-quality water suitable for flushing toilets, irrigating landscaping, and even cooling tower operations. This system eliminates our reliance on external freshwater sources and reduces our environmental impact.

We also use a dual-plumbing system that segregates potable and non-potable water flows within our facilities. Pristine drinking water is used only for its intended purpose, while treated wastewater effectively serves other needs, minimizing waste and promoting resource optimization.

Our wastewater treatment process leverages a Sequential Batch Reactor (SBR) system, ensuring efficient and environmentally friendly treatment. This advanced technology maximizes treatment efficacy while minimizing resource consumption. The sludge generated is converted to organic manure and enriches agricultural land, reducing our dependence on chemical fertilizers.

- **Minimizing water wastage:** Strategically placed water flow sensors throughout our facilities collect real-time data about water use. Any deviation from normal flow rates triggers immediate alerts, allowing our team to swiftly identify and address leaks before they escalate into significant issues. Leak detection sensors meticulously monitor faucets to

safeguard against water loss. This approach minimizes water wastage and ensures efficient system operation.

- **Resource utilization:** We have implemented rainwater harvesting systems that capture and store precious rainwater for diverse non-potable uses, further reducing our reliance on external water sources.

- **Data-driven decisions:** We leverage the power of the Internet of Things (IoT) through a centralized platform that unifies data from water sensors and energy meters, which helps us make data-driven decisions and actions.

**Artificial Lake Ecosystem at Zoho Headquarters, Chennai**

## Driving Sustainability: Energy and Resource Efficiency at Zoho's UK Operations

At Zoho, our UK operations are driven by a deep commitment to sustainability in every facet. By integrating 21% renewable energy into our power mix, implementing energy efficiency measures for maximum efficiency, and adopting a hybrid work model that cuts down energy, we have made a tangible effort in reducing our environmental footprint.

### Energy Efficiency Initiatives

The Zoho UK office leads the way in renewable energy, accounting for 21% of our total power consumption, while energy-efficient LED lighting has been implemented throughout the building, significantly reducing electricity demand. In FY 2023-2024, total energy consumption for the UK premises was 8,845 kWh, resulting in Scope 2 emissions of 1.4 $tCo_2e$. Our hybrid work model lowers energy use at the workplace and reduces fuel consumption from commuting, highlighting our commitment to energy efficiency beyond the office walls.

### Data Center Sustainability

Our digital infrastructure is equally focused on sustainability. Zoho UK and ManageEngine operations are supported by primary data centers in Amsterdam and London, with secondary centers in Dublin and Manchester. These facilities are designed with advanced technologies to optimize energy consumption, ensuring that our digital footprint is as environmentally conscious as our physical operations.

### Water Conservation Measures

Sourced from third-party providers, water is used primarily for domestic purposes. In FY 2023-2024, total water consumption was estimated at 245.7 KL, based on occupancy rates. We take a proactive approach to reducing water usage, aligning with our broader strategy to minimize impact on natural resources.

These efforts within our UK operations not only reduce our environmental impact but also reinforce our broader mission of responsible resource management and long-term sustainability across all business operations.

## Nava Farms – Fostering Biodiversity and Sustainable Practices

Zoho's Nava Farms, a 380-acre property in Del Valle, Texas, serves as an example of our efforts to promote biodiversity and sustainable resource management. Located just 15 minutes east of Austin, the farm integrates agricultural productivity with responsible land stewardship.

### Agriculture and Water Conservation

The farm is home to an orchard of 3,500 fruit trees and a garden that yields roughly 200 pounds of fresh produce each week. To ensure sustainable water use, all irrigation at Nava Farms is supplied by water harvested from on-site ponds. This method allows the farm to maintain its agricultural output while minimizing reliance on external water resources.

### Transition to Renewable Energy

In line with our sustainability goals, Nava Farms is in the process of converting all of its electrical power to solar energy. One building has already completed the transition, with more conversions underway, reducing the farm's dependence on traditional energy sources.

### Biodiversity and Livestock Management

Nava Farms supports a diverse animal program that includes approximately 200 cattle, along with goats, chickens, ducks, turkeys, geese, and bats. These animals not only contribute to the farm's ecosystem balance but also enhance biodiversity, playing an essential role in maintaining the health of the land.

Nava Farms exemplifies how agricultural practices, renewable energy, and biodiversity can coexist, supporting a sustainable future for both the environment and the community.

# Waste

Advancing the principles of a circular economy is a key aspect of our sustainability strategy. By 2030, we aim to achieve zero waste to landfill across significant operations, including owned facilities. This ambitious goal highlights our focus on reducing waste, enhancing resource efficiency, and driving sustainable practices across our global operations.

| 2,97,26,185 MT | 2,97,12,928 MT | 26,88,827 MT |
|---|---|---|
| **Waste Generated** | **Waste Diverted from Landfill** | **Waste Diverted to Landfill** |

In Chennai, waste segregation at the source allows us to efficiently divert recyclable materials like paper, plastic, and metal for responsible recycling, minimizing the waste sent to landfills. Our on-site biogas plant converts food waste into biogas, which is then used to generate electricity, powering the plant itself. We also prioritize responsible e-waste management, ensuring that all electronic waste is processed through authorized recycling units to prevent harmful components from entering landfills.

Our commitment to sustainability is echoed in our global offices. For instance, in Austin, Texas, we actively engage in a circular waste management strategy by offering battery recycling and processing paper, cardboard, hard plastics, and aluminium. Additionally, our Austin team has formed ZoGro, an initiative where colleagues collaborate to nurture office plants. This includes educational activities, repotting events, and plant maintenance. Notably, the team propagates pineapple plants from the tops of fresh pineapples provided as afternoon snacks on Tuesdays, Wednesdays, and Thursdays, further emphasizing our dedication to green practices.

Our Cornwall, Ontario office implements reusable solutions, with a kitchen fully equipped with washable dishes and utensils, minimizing single-use waste. Reusable microfiber cloths and refillable cleaning supplies are used to reduce packaging waste, while recycling receptacles are optimized to reduce bag usage.

At our Pleasanton, California office, we maintain robust recycling programs for paper, cardboard, hard plastics, aluminium, and batteries.

In Queretaro, Mexico, employees actively recycle aluminium cans and participate in a program to support children with cancer, linking environmental efforts to community well-being.

In Bogota, Colombia, we are exploring responsible disposal options for obsolete technological equipment. We have partnered with our meal provider to implement waste separation and composting programs, through which organic waste is used for feeding animals on nearby farms.

These comprehensive efforts demonstrate our commitment to reducing waste globally, enhancing resource efficiency, and fostering sustainable practices across all locations.

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# Data Center Sustainability

Established to be among the most energy-intensive types of buildings, our data centers contribute considerably to Zoho's energy consumption. Because data centers are pivotal to our operations and continued growth, we have taken steps to minimize their environmental impact while ensuring optimal performance and reliability. Our approach to data center sustainability encompasses energy efficiency measures, the integration of renewable energy sources, and adherence to stringent environmental standards specific to each location. This involves not only managing our own data centers but also carefully selecting data center providers that align with Zoho's core value of sustainability.

## Strategic Partnerships for Sustainability

Zoho operates a combination of owned data centers and facilities in partnership with providers who share a commitment to environmental stewardship. This collaborative approach allows Zoho to extend its sustainability practices across its global operations.

- **Mumbai Data Center:** Zoho's partnered data center in Mumbai sets a benchmark in sustainability, being the world's first LEED Platinum-certified rated-4 facility and boasting a true zero waste to landfill certification. Having also achieved the ISO 50001; Energy Management Systems, this reflects Zoho's priority in partnering with data centers that are not just technologically advanced but also environmentally responsible.

- **US Data Center Providers:** In the United States, one of Zoho's data center providers has set a standard in efficiency metrics, with a strong focus on operational power utilization effectiveness (PUE). They have made significant investments in their building management systems (BMS), enhancing their facilities with advanced monitoring and controls for energy management. This aligns with Zoho's strategy to optimize energy efficiency and minimize the carbon footprint of its operations.

  - **Quincy Data Center:** With an initial capacity of 1,755 kW, to be expanded to 2,955 kW from October 2024, this facility operates at a PUE of 1.17, reflecting our commitment to efficient energy use.

  - **Dallas Data Center:** Operating with a capacity of 2,402 kW since August 2024, the Dallas facility achieves a PUE of 1.5, ensuring that energy consumption is optimized.

- **European, UK, and Australian Data Center Providers:** The data center provider in these regions has reported a commendable global average PUE of 1.42 in 2023, indicating efficient energy use that surpasses the industry norm. Zoho's choice in providers demonstrates its dedication to reducing the environmental impact of its data centers worldwide.

- **Canadian Data Center Provider:** Zoho's Canadian data center provider has achieved an average PUE of 1.425, which is substantially lower than the global industry average of 1.552. This performance is indicative of Zoho's commitment to working with data center partners that are leaders in energy efficiency and environmental sustainability.

## Sustainability at European Data Centers

Our EU data centers, in Amsterdam specifically, are at the forefront of energy efficiency and sustainability:

- **100% Green Energy:** All purchased energy is sourced from 100% renewable energy, underscoring our commitment to sustainable operations.

- **Modular UPS Systems:** These systems are power factor corrected, minimizing power losses and ensuring efficient energy use.

- **Cold Aisle Containment Design:** Mandatory cold aisle containment is employed to optimize cooling efficiency by directing cool air where it is needed most.

- **CRAC Units and Airflow Optimization:** Computer Room Air Conditioning (CRAC) units are controlled by pressure sensors to optimize airflow.

Perforated tiles are regulated to allow only the necessary airflow required to cool customer racks.

- **Free Cooling Circuits:** All chillers are equipped with free cooling circuits, further reducing energy consumption by using ambient air for cooling when conditions allow.

- **Power Monitoring:** Power analyzers continuously monitor power quality on both grid supply and UPS outputs. This monitoring allows us to manage our service levels effectively and identify areas for further energy savings.

At our Amsterdam data center, we have incorporated several advanced technologies to enhance energy efficiency and sustainability:

- **Adiabatic Cooling:** This method significantly reduces energy use by leveraging the natural cooling effects of water evaporation.

- **Efficient UPS Systems:** State-of-the-art UPS systems ensure uninterrupted power while minimizing energy waste.

- **ATES (Aquifer Thermal Energy Storage):** This innovative cooling system uses natural underground aquifers to store and retrieve thermal energy, providing a sustainable solution for cooling needs.

## Renewable Energy Integration

We have integrated renewable energy into our data center operations to advance our sustainability goals:

**Quincy Data Center:** Approximately 16.9% of the energy used is sourced from hydroelectric power. Zoho has set ambitious targets for the Quincy Data Center, with plans to transition to 100% renewable energy by 2029, further solidifying its commitment to eco-friendly practices.

**Dallas Data Center:** The Dallas data center operates on 100% wind energy, demonstrating our commitment to renewable energy and reducing carbon emissions.

By combining cutting-edge technology, renewable energy, and rigorous energy efficiency practices at our data centers, Zoho is taking responsible action for sustainable data center operations. Our ongoing efforts ensure that we not only meet the current demands of our customers but also contribute to a greener and more sustainable future.

# Driving Inclusive Growth

## Building Talent

Zoho's culture is a testament to the belief that nurturing talent is not just about providing opportunities, but about creating an environment where innovation and creativity are encouraged and celebrated. At the heart of Zoho's talent-building philosophy is a people-first approach, where employees, regardless of their position, are given the space to learn, experiment, and grow. We believe that talent exists everywhere, but opportunities are not equally distributed. Our aim is to bring jobs to where the talent is, so that individuals aren't forced to leave their communities to work, thereby promoting more balanced economic wealth distribution. This ethos is exemplified by the accessibility of leadership, including CEO Sridhar Vembu, fostering a sense of approachability and open communication.

The company's culture embraces the freedom to fail, a principle that empowers employees to take calculated risks and prioritize innovation over rigid performance metrics. This freedom is balanced with a responsibility to learn from failures and use them as stepping stones to success. Combined with a proactive, hands-on work ethic, Zoho propels employees to venture into uncharted territories and actively engage in the company's strategic goals. Employees can also easily move teams, exploring opportunities of growth within the organization.

Professional development at Zoho is continuous, with the company supporting learning and growth even for those with decades of industry experience. This commitment to professional evolution ensures that employees remain relevant and competitive in the market. Zoho's culture also values extracurricular activities, recognizing their role in maintaining mental and physical well-being, which further contributes to a holistic work-life balance.

The company's inclusive culture extends to hiring practices, seeking out non-traditional candidates

from diverse backgrounds, and investing in their potential. Zoho's long-term retention of employees speaks volumes about the community it has built, where mentorship and shared purpose are integral to its identity. The company has an attrition rate in single digits, which is lower than the industry standard.

Zoho builds talent by fostering a culture of openness, continuous learning, and innovation. It's a place where employees are encouraged to be multifaceted, to take pride in their work, and to contribute to a community that values their well-being and personal growth as much as their professional achievements.

## Hiring

Zoho is committed to being an equal opportunity employer, ensuring discrimination-free recruitment activities. The hiring process is designed to be inclusive, free from biases related to gender, race, religion, socio-economic, and other characteristics. This commitment to equal opportunity and diversity is embedded in Zoho's Code of Ethics, which all candidates are required to sign before onboarding. During induction on the date of joining, the Code of Ethics policy is revisited to reinforce these values.

The company does not hire based on academic credentials, and often hires employees that show potential even if they do not have a college degree.

Additionally, Zoho implements a mentor-mentee program in which experienced mentors assist new recruits in acclimating to the workplace. Mentors support new employees with their daily tasks and help them maintain a healthy work-life balance.

The following tables provide information on the number of new hires by gender, age, and region*:

## New Employee Hires by Age

| Sr. No | Age Category (Years) | FY 2021-2022 Number | FY 2022-2023 Number | FY 2023-2024 Number |
|---|---|---|---|---|
| 1 | <30 | 1615 | 2967 | 3034 |
| 2 | 30-50 | 395 | 348 | 351 |
| 3 | >50 | 3 | 4 | 10 |

## New Employee Hires by Gender

| Sr. No | Gender | FY 2021-2022 Number | FY 2022-2023 Number | FY 2023-2024 Number |
|---|---|---|---|---|
| 1 | Male | 1512 | 2459 | 2448 |
| 2 | Female | 501 | 860 | 948 |

## New Employee Hires by Region

| Sr. No | Region | FY 2021-2022 Number | FY 2022-2023 Number | FY 2023-2024 Number |
|---|---|---|---|---|
| 1 | India | 1872 | 3232 | 3317 |
| 2 | Netherlands | 1 | 8 | 12 |
| 3 | US | 102 | 28 | 21 |
| 4 | UK | - | 16 | 16 |
| 5 | Japan | 13 | 19 | 17 |
| 6 | Mexico | 25 | 32 | 29 |

## Employee Benefits

Because we are committed to supporting the well-being of our employees, we offer competitive compensation and a range of benefits, tailored to the requirements of different operational regions.

In the United States, Zoho provides a comprehensive benefits package that goes beyond the essentials. Alongside extensive healthcare plans, comprehensive life insurance, and generous parental leave policies, employees benefit from additional support measures. These include a mental health stipend, a physical health stipend, complimentary legal services and training, financial planning workshops, and local community discount tickets. The package also includes bereavement leave, in line with local regulations, and retirement provisions to support our employees' long-term financial well-being.

For the Indian operations, Zoho provides comprehensive healthcare coverage, privilege leave, and parental leave, which includes 6 months of maternity leave. We also offer transportation facilities including shuttle services and train pass allowances for employees on the rolls. The company does not enforce a mandatory retirement policy, believing that capable employees should continue to have the opportunity to work and contribute meaningfully.

For the EU operations, Zoho offers a variety of benefits tailored to the specific needs of each country. Examples include the UK and Spain, where employees receive private medical insurance, while those in France and Germany are covered by statutory medical insurance policies. Additionally, Zoho covers 50% of office travel expenses in the Netherlands, Germany, and France, and provides pension benefits in the Netherlands. Bereavement leave is granted in accordance with local laws across all EU countries where Zoho operates, ensuring comprehensive support for employees during difficult times.

* Unless otherwise specified, the data is representative of employees from the US, India, UK, Japan, Mexico, and Netherlands operations.

## Appraisal Cycle and Growth Opportunities

Zoho conducts an annual appraisal to assess employees' performance and provide constructive feedback, helping employees to understand their strengths and areas for improvement and paving the way for personal and professional growth. Our commitment to employee development is evident in our incentive program in India, which assures high performers with a 2x salary increment upon completing 8 years with the company. This long-term investment in employees demonstrates our dedication to rewarding commitment and fostering enduring relationships and loyalty.

The following table presents the number of employees who have received a regular performance and career development review for FY 2023-2024 in the US and Netherlands operations.

### Employees who received a regular performance and career development review during the reporting period*

| Sl. No | Employee Category | Unit | FY 2021-2022 Male | FY 2021-2022 Female | FY 2022-2023 Male | FY 2022-2023 Female | FY 2023-2024 Male | FY 2023-2024 Female |
|---|---|---|---|---|---|---|---|---|
| 1 | Top Management | Nos. | 5 | 0 | 5 | 0 | 5 | 0 |
| 2 | Senior Management | Nos. | 15 | 5 | 17 | 6 | 17 | 6 |
| 3 | Middle Management | Nos. | 15 | 5 | 30 | 15 | 31 | 14 |
| 4 | Junior Management | Nos. | 56 | 34 | 73 | 41 | 78 | 47 |
| 5 | Associates/ Non-Management | Nos. | 90 | 35 | 124 | 51 | 160 | 64 |

* Represents data from US, UK, Netherlands, Japan, and Mexico

# Training and Development

At Zoho, we encourage a continuous learning environment through a comprehensive suite of training programs. These programs are designed to equip employees with the necessary skills to excel in their roles and contribute meaningfully to the organization's success.

## Core Training Programs

- **SpeakENG:** Particularly beneficial for those in marketing and customer support roles, this program empowers employees to communicate effectively in English by overcoming common language barriers and enhancing delivery skills.

- **Interpersonal and Communication Skills Training:** This program equips all employees with the essential tools to become proficient communicators, emphasizing best practices across diverse communication channels.

Beyond these core programs, the Learning and Development team caters to individual team needs through tailored training sessions, ensuring continuous growth and development across the organization.

### Fostering Equitable Prosperity Through Local Empowerment

At Zoho, we understand that talent is not confined to the bustling streets of metropolitan cities. Exceptional abilities and innovative ideas flourish in the quiet corners of small towns and rural landscapes across the globe. Recognizing this, we have embarked on a mission to cultivate inclusive growth by redirecting the focus from urban centers to the heartlands, where the seeds of community and creativity take root.

### The Challenge of Talent Migration

For too long, the gravitational pull of urban opportunities has drained smaller communities of their most valuable asset: human capital. This migration of skills and ambition has left rural areas in a state of economic stagnation, contributing to a cycle of limited prospects and widening disparities. The exodus of local talent not only impoverishes these communities but also feeds into the systemic issues of overcrowded cities, environmental degradation, and social dislocation.

### Zoho's Commitment to Community Revitalization

In an effort to reverse this trend, Zoho has taken a pioneering step

by establishing a presence in locales often overlooked by the tech industry. By building offices in these communities, we are not only investing in local talent but also fostering a sustainable ecosystem where individuals can thrive professionally without uprooting their lives. Our strategy is to provide a platform for success right where people are, allowing them to contribute to their hometown's resurgence while achieving personal and professional fulfilment.

### The Impact of Our Initiatives

The results of our approach have been heartening. Areas that have welcomed Zoho offices are witnessing a renaissance of economic vitality. Employees are enjoying a balanced lifestyle, with the ability to own homes, nurture family ties, and engage actively in their communities. These once-dormant towns and villages are now buzzing with activity and optimism, proving that with the right opportunities, local talent can spark a powerful transformation.

### Driving a Technology-Enabled Rural Revival

We recognize that while talent is ubiquitous, opportunities are not. To address this imbalance, Zoho

leverages cloud computing to unlock the potential of rural professionals. By creating jobs and facilitating the adoption of cutting-edge technology, we are not only empowering individuals but also enabling entire villages to become self-sufficient hubs of innovation.

### Our Philosophy: Long-Term Value Over Short-Term Gains

Our commitment to distributed workplaces allows our employees to avoid the pitfalls of urban living, such as hectic commutes and unaffordable housing, and instead, invest in a lifestyle that promotes well-being and community engagement.

### The Road Ahead

We plan to expand our hub-and-spoke model and establish more small-scale offices worldwide. We aim to create a lasting legacy—one that not only brings prosperity to overlooked regions but also inspires other organizations to follow suit. By championing a model of distributed development, Zoho is setting a new standard for how companies can drive inclusive growth and make a meaningful difference in the world.

# Diversity and Inclusivity

At Zoho, our commitment to diversity and inclusion is deeply interwoven with our talent acquisition philosophy. Unlike other companies that may hire a Chief Diversity Officer to address inclusivity from the top, we take a grassroots approach. We actively invest in training and creating opportunities in communities that are most in need, effectively flipping the talent funnel. This ensures that we build a workplace where diversity is not just welcomed but is a fundamental part of our culture. Every employee, regardless of their background, is given equitable opportunities to thrive, fostering a sense of value and empowerment. Our inclusive environment encourages a rich exchange of ideas, driving innovation and mirroring the diverse world in which we operate.

## Gender Diversity

Zoho is committed to bridging the gender gap in the tech industry. We actively encourage women to pursue careers in technology through various initiatives, including:

- **Women in technology programs:** These programs offer mentorship, training, and networking opportunities for female employees to help them build careers in technology.

- **Flexible work arrangements:** Acknowledging the diverse needs of employees, Zoho offers flexible work arrangements like remote work options, compressed work weeks, and part-time schedules to support work-life balance for all genders.

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## Gender Mix, FY 2023-2024*
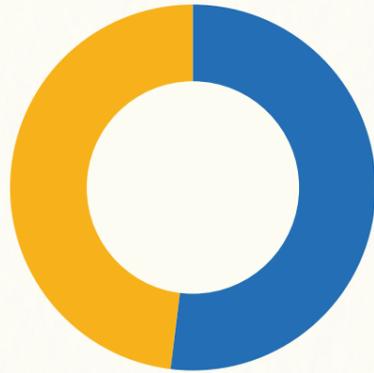


■ Male ■ Female

### People with Disabilities:

We are dedicated to creating a barrier-free workplace for individuals with disabilities. The company has implemented various initiatives to make our global offices accessible and inclusive, fostering a friendly and safe environment for all employees.

**Physical Accessibility:** Zoho offices are designed to be accessible for differently abled individuals. The campuses are equipped with ramps, elevators, and accessible washrooms. Additionally, services such as buggies are available at designated offices to help differently abled employees move from one building to another. Restrooms are specifically designated for this category of employees, and elevator buttons in Braille assist visually challenged individuals in select offices.

**Sensory Accessibility:** Some of our offices feature sensory accessibility integrated into them. For instance, lift buttons are embedded with Braille for visually impaired individuals, ensuring ease of use and independence.

Moreover, our products like Zoho Desk are Web Content Accessibility Guidelines (WCAG) compliant, demonstrating our commitment to making our digital services accessible to all users.

Zoho's commitment to diversity and inclusion goes beyond specific initiatives. This inclusive environment empowers employees to bring their whole selves to work, leading to greater innovation, creativity, and overall success.

## Bridging the Gap: Zoho Schools of Learning's Innovative Approach to Practical Education

Zoho recognizes the gap between traditional academic education and the practical skills required in the professional world, particularly in the field of software engineering. Acknowledging that conventional university programs often prioritize theoretical knowledge over hands-on experience, Zoho has taken a different approach to education through Zoho Schools of Learning.

The Zoho Schools of Learning program challenges the status quo of higher education by offering a more pragmatic and relevant curriculum. This program was started as a response to the increasing burden of student debt and the diminishing value of a college degree in the job market. Zoho believes that education should equip individuals for real-world challenges, not leave them financially constrained and inadequately prepared.

Launched in 2005, Zoho Schools of Learning (then called Zoho University) began with a group of six high school graduates from a government school in Chennai. These students were provided with intensive training in essential subjects such as mathematics, engineering, and English, followed by apprenticeships within Zoho's engineering teams. This practical approach has proven successful, with the inaugural cohort members still contributing to Zoho years later.

Zoho Schools of Learning evolved to comprise six distinct schools: Technology, Business, Design, Advanced Study, Graduate Studies, and Marupadi, each tailored to meet the specific needs of the industry and the students. The key schools have a two-year program that includes one year of internship with a team within Zoho Corp. It has two campuses, one in Chennai and one in Tenkasi, where students from villages near Tenkasi can enroll.

Zoho Schools of Learning distinguishes itself from traditional educational institutions through several unique features that align with the practical needs of the industry:

**Industry-Active Educators:** The faculty consists of professionals who are actively engaged in the industry, ensuring that the instructions are current and relevant.

**Financial Support During Training:** Students receive a stipend while they learn, easing the financial burden often associated with education.

**Real-World Interaction:** The curriculum includes opportunities for students to work alongside experienced IT professionals, providing invaluable industry insight.

**Emphasis on Effective Communication:** The program focuses on developing strong communication skills that go beyond mere grammatical proficiency.

**State-of-the-Art Learning Environment:** Classrooms are equipped with high-speed internet and air conditioning to create a comfortable learning environment.

**Innovative Evaluation Methods:** Assessments are designed to be collaborative and reflective of real-world scenarios, including open-book exams and group projects.

**Direct Exposure to Professional Work:** Students gain hands-on experience through practical exposure to actual work environments.

**Adaptive Curriculum:** The syllabus is dynamic, continuously updated to keep pace with the latest industry trends and technologies.

Over the years, Zoho Schools of Learning has evolved into a significant talent pipeline for the company, with its alumni now constituting 10% to 15% of Zoho's Indian workforce. The program has broadened its curriculum to encompass specialized tracks in technology, design, and business, producing versatile professionals who have assumed diverse roles within the organization.

Zoho Schools of Learning stands as a testament to Zoho's commitment to social responsibility and innovation in education. By providing practical training and equal opportunities to those without traditional qualifications, Zoho is not only addressing the skills gap in the tech industry but also empowering individuals to achieve financial independence and professional success.



**Trade show conducted by Zoho Schools showcasing creative projects**

* Represents data from the US, India, UK, Netherlands, Japan, and Mexico.

## Zoho's Marupadi Bootcamp: Empowering Women in Tech for a Second Act

The tech industry thrives on innovation and fresh perspectives. Yet, a vast pool of talent—women with years of experience—often take a career break due to various reasons, leaving a gap in their skillsets and confidence when seeking to re-enter the workforce. Zoho Schools of Learning recognized this challenge and launched the Marupadi bootcamp in 2022, offering a unique solution: empowering women in tech to jumpstart their careers after a break.

Marupadi, meaning "again" in Tamil, addresses the specific needs of women with prior tech experience. Unlike traditional reskilling programs, it recognizes the value of their existing knowledge while bridging the skill gaps created by the career break. Through intensive 3-month bootcamps in Software Development, Testing, and Technical Writing, the program equips participants with the latest industry-relevant skills.

Recent updates to the curriculum include the introduction of Web Development and Zoho CRM for the Writing stream. Additionally, the program features guest speakers from Zoho Corp and regular participation in Larynx, Zoho's Toastmasters club, to hone speaking and presentation skills.

But Marupadi goes beyond just skills. It nurtures a supportive learning environment where women can rebuild their confidence and overcome the challenges of re-entering the workforce. Personalized mentorship from experienced Zoho professionals caters to individual needs, while hands-on exercises and projects solidify learning. Monthly performance evaluations during an internship period at Zoho provide valuable feedback and a chance to showcase expertise. Upon successful completion, graduates have the opportunity to interview for full-time positions at Zoho.



The response to Marupadi has been very positive. In FY 2023-2024, the Marupadi Initiative welcomed 11 tech writer trainees; 10 have successfully graduated and subsequently joined Zoho.

The program's success has sparked interest in potential expansion to other locations, although there are no plans to offer it online at present. By tapping into this hidden talent pool, Marupadi not only helps individuals but also contributes to a more diverse and inclusive tech workforce. It stands as a model for empowering women in tech and bridging the gap between career breaks and successful reintegration.

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# Employee Well-being

At Zoho, we believe that true success comes from nurturing our greatest asset—our people. Our comprehensive employee well-being program goes beyond traditional compensation and benefits, encompassing all facets of physical, mental, financial, and social well-being. By creating a supportive and engaging workplace, we aim to foster a culture of happiness, satisfaction, and holistic growth, empowering our employees to thrive both personally and professionally. In keeping with this, Zoho fosters a flat hierarchy where open communication and collaboration are encouraged and employees are empowered to share ideas, voice concerns, and contribute meaningfully to decision-making.

Zoho's commitment to employee wellbeing is embodied in its people-first culture, where simplicity and sophistication converge to create a nurturing work environment. This philosophy empowers individuals to learn and grow without fear of failure, fostering innovation and resilience. Management has an open-door policy, including accessibility to the CEO, that promotes a sense of belonging and confidence, essential for personal and professional development.

The company's emphasis on work-life balance is reflected in its support for extracurricular activities, contributing to mental and physical health. Zoho's culture of autonomy and continuous learning encourages employees to take creative risks and pursue long-term growth, rather than short-term targets.

## Open House Meetings

Every Friday, Zoho's CEO conducts open house meetings with employees from around the world on the company's intranet platform, Zoho Connect. Several regional heads, such as those from North America, Latin America, and India, also host open houses for their respective regions. These sessions allow employees to raise concerns, offer suggestions, and engage in direct dialogue with the leadership.

## Grievance Redressal Mechanism

Zoho prioritizes addressing employee concerns promptly and effectively. We have a robust grievance redressal mechanism in place, ensuring a fair and transparent process for addressing any issues employees may face. By investing in the holistic development of its workforce, Zoho ensures that employees find deep fulfilment in their work. This approach has resulted in high retention rates, with long-term staff mentoring new generations, creating a community with a shared purpose. Zoho's focus on employee well-being is a cornerstone of its success, fostering a workplace where individuals thrive and contribute to the company's enduring legacy.

The following initiatives are designed to support and enhance the well-being of our valued employees.

## Physical and Mental Well-being

We have developed a comprehensive program that addresses various aspects of physical and mental well-being, creating a workplace that is conducive to harnessing one's potential and promoting holistic growth. The initiatives that we implement include the following:

- **Comprehensive Health Support:** We offer annual health screenings and specialist access at our Tenkasi and Chennai locations, along with on-demand health professionals at our Chennai headquarters to address immediate health concerns.

- **Support for Working Parents:** Lactation rooms at our Chennai headquarters and high-quality childcare facilities across our offices help working parents manage their responsibilities with ease.

- **Nutritional Well-being:** From Austin, Texas, to Queretaro, Mexico, we provide nutritious meals made with locally sourced ingredients, supporting healthy eating habits across our global locations.

- **Holistic Health Facilities:** In Cornwall, Ontario, our office neighbors a variety of healthcare and wellness services, making it convenient for employees to access these resources.

- **Mental Health Resources:** Meditation rooms in Chennai and the Nalam forum implemented for Indian employees supports mental well-being, along with confidential consultations with mental health therapists for our Indian employees.

- **Fitness and Recreation:** Our Tenkasi and Chennai offices boasts a fully equipped gym and wellness center, while in Cornwall, Ontario, employees are encouraged to enjoy local outdoor amenities.

- **Community Engagement:** Blood donation drives at our Indian offices underscore our commitment to community well-being and social responsibility.



**Basketball Team at Zoho Texas**



**Zoho Texas at Top Golf**



**Zoho Texas at Space X**



**Employee Gatherings at Pathanamthitta Kerala**

## Financial Well-being and Convenience

We understand that financial stability and convenience play crucial roles in overall well-being. Our initiatives are designed to support employees financially and make their day-to-day lives easier.

- **Medical Insurance for Extended Family:** We are proud to offer comprehensive medical insurance for up to five dependents in India. In the US, employees benefit from superior medical, dental, and vision insurance, along with employer-funded HSA and FSA accounts. In Canada, our Cornwall office provides insurance through Sun Life, while in Bogota, employees receive prepaid medical care.

- **Flexible Financial Support:** We provide soft loans with extended repayment periods to assist employees with unexpected expenses or personal goals. In Queretaro, Mexico, we offer monthly grocery vouchers and cover both major and minor medical expenses.

- **Prosperity Sharing and Bonuses:** Our annual bonus program, directly tied to company performance, rewards employees for their contributions. In addition, locations like Queretaro, Mexico, and Bogota, Colombia, offer vacation bonuses and legal bonuses, providing further financial support.

- **Retirement and Profit Sharing:** Employees in the US benefit from a 401k with employer matching, while in Queretaro, Mexico and other locations, we provide profit-sharing programs that ensure employees share in the success of the company.

- **Empowering Knowledge Sessions:** Regular awareness sessions are organized and conducted by qualified professionals. These sessions equip employees with the knowledge and tools to make informed financial decisions, manage their budgets effectively, and plan for a secure future.

- **Quarterly TechTalks:** In McAllen/Edinburg, Texas, we host quarterly Tech Talks to educate employees about our applications and how they integrate. These sessions focus on enhancing employees' understanding of our technology and fostering cross-departmental collaboration.

- **Enhanced Security:** Personalized cab support is provided for pregnant women and women who work late at night, to ensure their safety and peace of mind during commuting.

- **Empowering Convenience:** Zoho's Jeeves app, a one-stop platform, is designed and implemented in Indian locations to simplify daily work-life and provides real-time access to food menus, integrated cab booking, and company policies.

The Jeeves app also fosters a culture of transparency and feedback with a dedicated complaint forum where employees can voice concerns and suggestions. In case of emergencies, the Jeeves app has a SOS button for immediate assistance.

Zoho Pongal Celebrations in Canada

## Social Well-being

At Zoho, we believe strong relationships and a supportive environment are essential for a thriving workplace. Our social well-being programs are designed to foster team bonding and provide support for employees' personal lives. Examples include:

- **Team-building Adventures:** We sponsor annual "Think Trips," which are engaging getaways designed to build team bonding and collaboration through shared experiences outside of the office, and in McAllen/Edinburg, Texas, quarterly outings at venues like Top Golf and local restaurants promote social engagement.

- **Flexible Work Arrangements:** We promote a healthy work-life balance through flexible work arrangements. This includes options like remote work, flexible hours, and compressed workweeks, empowering employees to manage their personal commitments while meeting work objectives. In Bogota, Colombia, organized social well-being activities and flexible work schedules help employees avoid rush-hour traffic to and from the office.

- **Employee Outings and Social Engagement:** We believe in fostering strong community bonds, which is why we organize quarterly employee outings in McAllen/Edinburg, Texas, as well as team-building activities, Thanksgiving lunches, and holiday celebrations. Our Cornwall, Ontario office also prioritizes regular employee outings, team dinners, and celebrations of birthdays and cultural or religious events.

Zoho's commitment to employee well-being goes beyond individual programs. We aim to cultivate a culture of open communication, respect, and support, where employees feel valued and empowered to thrive. This holistic approach leads to a happier, healthier, and more engaged workforce, ultimately contributing to Zoho's continued success.


Team Lunches in Canada


Healthy Drinks at Zoho Pogaikarapatti, Madurai

## Health and Safety

By prioritizing health and safety through proactive hazard identification, robust processes, and a culture of preventing adverse incidents, Zoho creates a work environment where employees feel secure, valued, and empowered to thrive. Examples include:

- **Hazard Identification:** Zoho proactively identifies potential hazards in the workplace through regular risk assessments. Employees are involved in this process, leveraging their first-hand knowledge and experience to pinpoint areas for improvement. This collaborative approach ensures a thorough understanding of potential risks and paves the way for effective mitigation strategies.

- **Health and Safety Certifications:** At our Austin, Texas office, we offer employees the opportunity to complete certifications in First Aid (adult and pediatric), cardiopulmonary resuscitation (CPR), and using an automated external defibrillator (AED). This equips employees with essential skills to respond to emergencies, reinforcing our commitment to workplace safety.

- **Ergonomics:** At our Cornwall, Ontario office, we make use of ergonomic desks and chairs, including adjustable standing desks, promoting employee comfort and reducing the risk of workplace-related injuries.

- **Processes and Procedures:** We have established clear processes and procedures to address various health and safety aspects in all global locations.

- **Culture of Prevention:** We foster a culture of safety in which everyone is responsible for identifying and mitigating risks.

Zoho's dedication to health and safety creates a secure and dynamic work atmosphere where every employee is equipped with the tools and support to excel without compromise.

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# Community Engagement

Zoho's ethos is rooted in the belief of creating value for the communities we work in, fostering social empowerment and positive impact. We believe in creating meaningful change through practical education, skill development, and supportive initiatives that address real-world needs. Our approach emphasizes inclusivity, hands-on learning, and community engagement, reflecting our commitment to nurturing talent, enhancing opportunities, and driving sustainable development. By integrating these principles into our work culture, we are building a more equitable and prosperous society for all.

Our strategy focuses on strengthening our connections with the communities we serve, contributing to their development, and creating positive social impact. By collaborating with local organizations and supporting initiatives that align with our values, we are making a tangible difference in people's lives, fostering sustainable growth and shared prosperity.

Zoho actively engages in both global and local community initiatives, focusing on education, environmental sustainability, and social welfare. Through partnerships with educational institutions, nonprofits, and local organizations, Zoho empowers communities by fostering digital literacy, supporting environmental efforts, and aiding underserved populations with everyday essentials, such as food, clothing, and other items. The company's community engagement approach reflects our commitment to responsibility, sustainability, and creating lasting positive change where it operates.

〔SDG icons: 4 QUALITY EDUCATION | 8 DECENT WORK AND ECONOMIC GROWTH | 10 REDUCED INEQUALITIES〕

## Food Distribution Network

Zoho has established a network of local partners across different regions in India that collects surplus edible food from various sources and distributes it to those in need. This collaborative approach minimizes food waste while ensuring that this basic need of underserved communities is addressed.

## Empowering Rural Communities

By focusing on rural communities across the globe, Zoho is creating sustainable impact and empower individuals for a brighter future.

**Our total spend on CSR at our Indian operations for the reporting period amounted to**

**₹58.40 crores.**


**Kalaivani Kalvi Maiyam, Zoho's CSR Flagship Initiative in Tenkasi, India**

## The MITRAz Foundation's Impact in Rural Skill Development

Established in 2017, the Mitraz Foundation's primary focus is on providing free skill development courses to rural youth under its initiative called MITRAz Skills. The objective of this initiative is to foster a learning environment that emphasizes values and enhances rural youth's employability.

Zoho has been providing financial backing and involving students of MITRAz Skills in IT training, internships, and specialized programs since 2022. Through our partnership with MITRAz Foundation, our aim is to reduce the gap between education and employment.

MITRAz Skills' goal is to equip rural youth with standardized skills training that incorporates technical expertise, soft skills, and human values. Key highlights and initiatives of MITRAz Skills supported by Zoho include:

**The IT skill development program has attracted**
**355 students**

**281** students have been certified in the IT skill development program

**65%** of students have secured employment after graduation

**20** students have chosen to pursue higher education

**23** students are currently in the process of being placed

Additionally, Zoho's NoCoders teamed up with MITRAz during FY 2023-2024 to specifically educate students using no-code platforms. This move has created more opportunities for skill development and employment.

To improve employability, Zoho introduced an IT course during FY 2023-2024, covering Python, Advanced Excel, SQL, Power BI, Tableau, HTML and CSS, Soft Skills, Communication, and Aptitude and Logical Reasoning. This initiative was designed primarily to boost students' employability.

The second batch of the IT training program has been successfully completed, and Batch 3 training commenced in January 2024. A majority of the first batch of students have secured placements, with four students obtaining internships at Zoho.

MITRAz Skills regularly conducts career counseling sessions for students, featuring experts from various organizations, volunteers, and our own facilitators. The goal is to guide students, particularly those from rural backgrounds, on available job options and how to develop the necessary skills and mindset for a successful career.

MITRAz Skills actively engages with various organizations and volunteers to arrange Buddy Connect sessions for our Banking, Financial Services, and Insurance (BFSI) and IT students. These one-on-one phone sessions are crucial in improving spoken English, refining communication skills, and ensuring readiness for the workplace.

On June 18, 2023, MITRAz Foundation organized a significant event in Puttaparthi, hosting the "Skilling the Youth for Tomorrow" conclave. This one-day event brought together industry leaders, academic experts, and skill ambassadors to discuss and strategize initiatives aimed at enhancing youth employability and contributing to national development.

The conclave, attended by over 200 participants, was successful in empowering rural youth and fostering discussions on crucial skill-building strategies.

In Austin, Texas, Zoho's Community Awareness Team actively collaborates with local non-profit organizations to support various community initiatives. These include working with the Central Texas Children's Home, where the team collects and wraps gifts, provides snacks and beverages, and participates in holiday parties for children relocated from families with high substance and alcohol use. Additionally, the team supports The Source Women's Health through diaper collection and bundling drives for mothers and children in need.

Zoho is also involved in The Junior League of Austin's "Coats for Kids" program by collecting cold-weather clothing , such as coats for children and young adults.

To assist the homeless population, Zoho partners with

Caritas of Austin, packaging care packs like "Beat the Heat" kits for air-conditioning relief, as well as hygiene, snack, and feminine care packs.

In Queretaro, Mexico, Zoho supports annual reforestation efforts, including the recent initiative to plant fruit trees on our office premises. Employees also make donations to orphanages and assist victims of environmental disasters, such as supporting the inhabitants of Acapulco after Hurricane Otis. In addition, the office organizes charity races to raise funds for local orphanages, demonstrating Zoho's commitment to community welfare.

In the United Kingdom, Zoho plays an active role in the development of digital skills and education. The company has participated in parliamentary debates around digital expertise,

bringing together industry experts and government officials. Zoho also delivers guest lectures at Oxford University's Said Business School on AI-related programs to equip students with practical skills. Zoho Corp runs the global "Young Creator Programme" at universities such as Nottingham, training students in low-code app development. Zoho also sponsors the Northampton School for Boys' rugby team, and partners with the Open University to offer their VAT-compliant Zoho Books software as part of the accounting and finance degree.

Collaborating with Fontys School of Business and Communication in The Netherlands, Zoho runs a course on Zoho CRM Plus to enhance students' digital knowledge.



**Community Outreach at Zoho Texas**



**Youth to Business Forum at Zoho Germany**







**Reforestation drives in Rio de Janeiro, Brazil**

Through Zoho's work with International Association of Students in Economics and Business (AIESEC) and Bundesverband mittelständische Wirtschaft (BVMW), it also provides leadership workshops and digital transformation education to young people and entrepreneurs across Germany.

In McAllen/Edinburg, Texas, we participate in the US Fish & Wildlife Service's "Rio Reforestation" annual event, where last year, Zoho planted 200 trees.

During the Christmas season, Zoho's staff visit elderly care

homes such as the Alfredo Gonzalez Texas State Veterans Home and Edinburg Nursing and Rehabilitation Center, bringing gifts, food, and Mexican musicians known as mariachi to spread good cheer.

Employees also engage with local students at South Texas College and the University of Texas Rio Grande Valley, offering educational talks. Zoho also contributes to local low-income school districts, helping students participate in a pre-regionals sports event in San Antonio.

## Zoho's Social Impact: Amplifying Community Upliftment with the Sri Sathya Sai Premaarpitham Foundation

Zoho Corporation actively champions social responsibility by backing the Sri Sathya Sai Premaarpitham Foundation, an NGO aiding India's underprivileged. The Foundation's mission is to serve and uplift communities through a range of comprehensive initiatives, and Zoho's backing plays a crucial role in amplifying these efforts.

In the past year, the Sri Sathya Sai Premaarpitham Foundation has launched four cornerstone initiatives that target the holistic development of nearby communities. These programs focus on nutrition, health, education, and women, catering to a wide demographic from school children to adults, and are designed to address the various challenges faced by these communities.

## Healthcare for All: Sri Sathya Sai Vaidyalayam

The Sri Sathya Sai Vaidyalayam aims to stand as a pillar of hope, providing free healthcare services to all. The facility is equipped with a laboratory for medical tests, an in-house pharmacy, a five-bed in-patient facility, a minor operation theatre, and 24x7 ambulance service. This initiative ensures that quality healthcare is accessible to everyone, regardless of their financial status.



## Nourishing the Future: Sri Sathya Sai Prema Dayini Initiative

Under the Sri Sathya Sai Prema Dayini initiative, hundreds of students from remote villages near Uyyamballi benefit from hot, freshly cooked meals served at their school premises each morning. The breakfast menu, crafted by a dedicated nutritionist, takes into account the children's nutritional needs and local dietary preferences. This initiative not only combats hunger but also promotes better concentration, cognitive development, and overall well-being, allowing students to excel academically.



The central kitchen at Vaatsalyam, known as Sri Sathya Sai Svedanika, is the heart of this initiative. The meals are prepared every day with the highest standards of quality, hygiene, and love. It follows this process:

| A nutritionist finalizes the menu | Breakfast is prepared at Svendanika | Safe transport of breakfast to schools | Group prayers are said before breakfast | Breakfast is served |
|---|---|---|---|---|
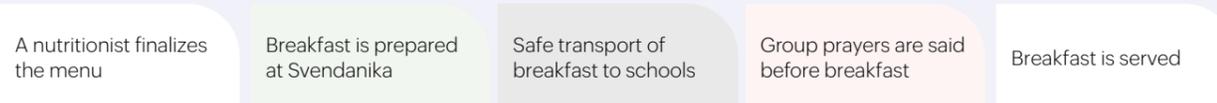
## Educational Empowerment: Sri Sathya Sai Gnyana Dayini

The Sri Sathya Sai Gnyana Dayini initiative is dedicated to providing holistic education to students, supporting them from primary school to higher education. Children from nearby villages receive comprehensive academic support, including after-school tuition, co-curricular training in Bharatanatyam and Indian music, education in human values, and scholarships for those in need of financial assistance. This program empowers students to reach their full potential and become well-rounded individuals who can contribute positively to society.



## Women's Upliftment: Sri Sathya Sai Shubha Dayini

The Sri Sathya Sai Shubha Dayini initiative focuses on empowering rural women by providing them with training and upskilling opportunities. Women learn to produce various items such as eco-friendly paper convertibles, jewelry, jute products, and more, which are then marketed and sold through partners. This initiative not only fosters economic independence but also strengthens the role of women within their families and society.



Zoho's support for the Sri Sathya Sai Premaarpitham Foundation is a shining example of how corporations can contribute to sustainable community development and social welfare. By including the Foundation's impactful work in its ESG report, Zoho demonstrates its unwavering dedication to enriching lives and fostering a better future for all.

In addition to our partnerships, we also collaborate with various NGOs in India to extend our impact:

- **Sai Kirupa Educational Charitable Trust:** Supports a school for special children with autism.
- **Daya Sumitra Educational Society:** Operates a school for tribal children in Ballia, Uttar Pradesh.
- **Women's Wing Section for the Deaf/The Association for the Deaf:** Provides support for people with hearing impairment.
- **Jaygobal Social Welfare Trust:** Assists Dalit communities.
- **No Food Waste:** Focuses on food waste management.
- **Gnanadharshan Seva Foundation For The Disabled:** Supports people with disabilities, including those who are deaf.
- **Child's Trust Hospital:** Provides healthcare services.
- **Seva Bharathi Then Tamil Nadu:** Engages in cyclone relief efforts.

### Zoho at Tenkasi: Building World-Class Software and Empowering a Community

Zoho at Tenkasi embodies the belief that talent and innovation can flourish beyond major cities. Since its inception in 2011 starting with a small six-person team in Tenkasi, our office has grown to over 436 employees, 18% of which are women, demonstrating inclusivity and local talent development. Zoho Desk, an award-winning customer service software, was conceived and launched from Tenkasi, proving to be the center's global contribution.

Zoho at Tenkasi's commitment to social responsibility is evident in its numerous CSR initiatives. We have:

Improved local schools' infrastructure.

Supported primary healthcare centers with furniture donations.

Enhanced sanitation and hygiene through individual and community toilets.

Enhanced the Kalaivani Kalvi Maiyam (KKM), a learning center initiated during the pandemic to educate children from the villages surrounding Tenkasi.

Presently, Kalaivani Kalvi Maiyam is educating **130** students from primary to high school levels, hailing from nearby villages, with the support of 19 full-time and five part-time educators.

A new **75,000** square-foot facility is being constructed at the Kalaivani Kalvi Maiyam center in Tenkasi, designed to house up to 750 students.

Provided essential vehicles and equipment to the local panchayat and law enforcement offices.

Revitalized the Nallamadan Puthukaulam pond.

Beyond direct employment and community initiatives, Zoho at Tenkasi prioritizes creating opportunities for local businesses. By engaging a wide range of local vendors and suppliers, the center stimulates the regional economy and advances partnerships within the community.

Zoho at Tenkasi's journey demonstrates the power of decentralization and community engagement. It serves as a model for how technology companies can further innovation, create employment, and empower local communities while building world-class products.



# Responsible Business Practices

At the core of Zoho's operations is sound governance, guiding every employee to uphold high ethical standards in business conduct while also ensuring compliance with legal and regulatory requirements. Our commitment to business integrity is not only the foundation on which Zoho's reputation is built, it also enhances our capacity to forge enduring stakeholder relationships that enable us to create shared value in the long term.

## Ethics and Compliance

Our corporate governance framework operates under the oversight of a proficient and seasoned leadership team. Guided by robust principles, the leadership team strives to steer the company in all its endeavors, upholding the primary goal of ethical and transparent conduct.

The leadership team assumes a crucial role in overseeing Zoho's operations and is committed to expanding our capabilities and enhancing stakeholder value responsibly. This includes formulating policies to advance performance across all facets of the organization as well as overseeing and managing any potential conflicts of interest that may arise within transactions.

### Leadership Committees

Senior team members are also members of various committees, formed to deliver efficient governance. Comprising C-suite executives with relevant expertise, each committee focuses on a key aspect of governance, ensuring focused attention to these matters and contributing to strengthening stakeholder trust and confidence.

### Governance Risk Committee (GRC)

At Zoho, the Governance Risk Committee acts as a central pillar of responsible and sustainable growth. The members of this committee supervise Zoho's corporate governance frameworks, ensuring adherence to internal policies, external regulations, and ethical standards. The committee proactively identifies and mitigates enterprise-wide risks, developing strategies to address potential threats and fostering a culture of risk awareness throughout the organization.

### Compliance Incidence Security Privacy Committee (CISP)

Operating in today's data-driven landscape, the CISP Committee is Zoho's shield for data security and privacy. Its members meticulously oversee the implementation and enforcement of data privacy policies, investigations, and resolution of security incidents to minimize the impact of data breaches and ensure that Zoho operates in compliance with relevant regulations.

### Business Continuity Committee (BCC)

The BCC ensures that Zoho is prepared for any disruption and focuses on developing and implementing comprehensive business continuity plans, outlining critical business functions, identifying potential threats, and establishing recovery procedures to ensure that operations continue seamlessly during disruptive events. By regularly testing and revising these plans, the BCC minimizes downtime, and protects vital assets, ensuring Zoho's resilience and uninterrupted service to its customers.

### Anti-Sexual Harassment Committee

The Anti-Sexual Harassment Committee (ASHC) comprises diverse and representative members across various departments, is tasked with upholding established policies and procedures designed to prevent and address workplace sexual harassment.
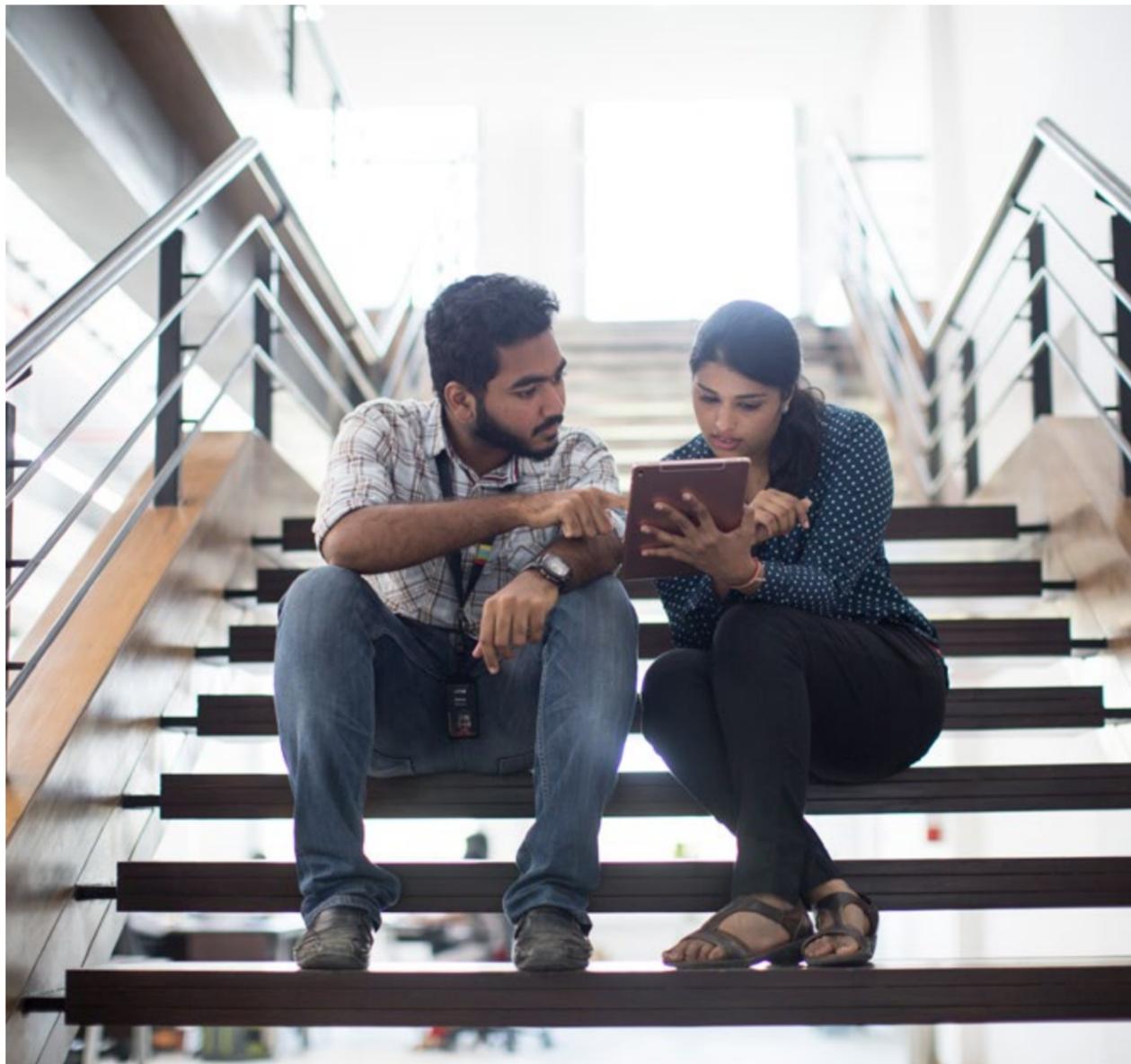
## Policy Framework

Strong policies are essential for guiding ethical behavior and ensuring a safe, inclusive, and transparent work environment. They help organizations maintain integrity, foster accountability, and build trust with all stakeholders. The policies outlined in Zoho's Policy Framework, including the Code of Ethics, Modern Slavery Policy, and Anti-Bribery Policy, are crucial for fostering a responsible and transparent work environment.

## Code of Ethics

The Code of Ethics is a set of guidelines for ethical behavior characterized by integrity, respect, and responsibility. It is applicable to all of Zoho's workforce, including employees, consultants, and interns. The Code of Ethics emphasizes the following for workplace and business conduct:

- **Fairness:** We foster a diverse and inclusive work environment, promoting equal opportunities

for all, and embracing the values of all equality focused legislation; for example, the UK's Equality Act 2010.

- **Respect:** Harassment is eschewed, and a clear reporting mechanism has been put in place to register concerns.

- **Ethical Sourcing:** Zoho stands against forced labor, slavery, and human trafficking, and promotes ethical procurement practices.
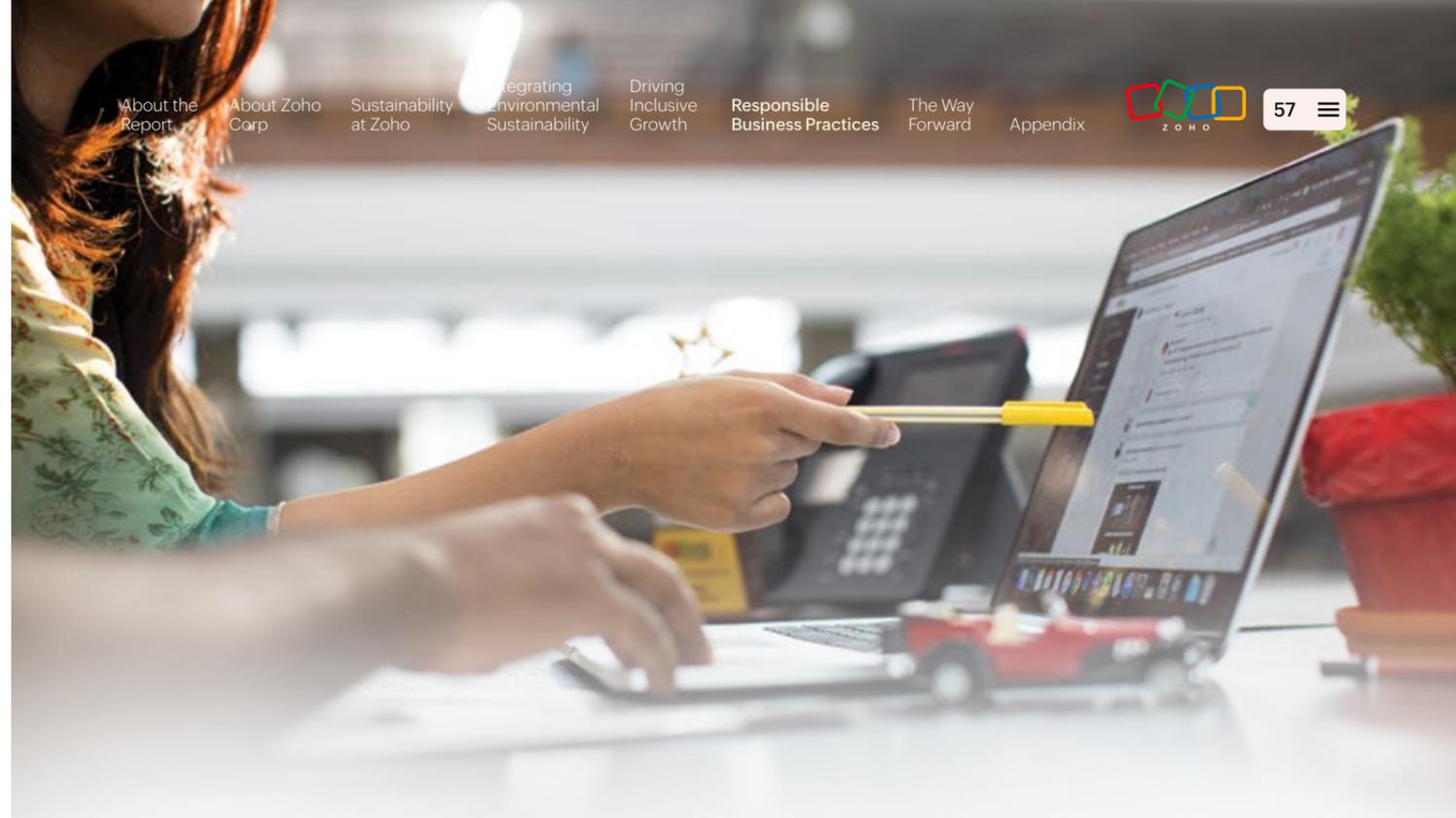
- **Privacy:** Handle personal information responsibly and acknowledge resource limitations.

- **Safe Work Environment:** In the interest of promoting a safe and positive workplace, we do not tolerate substance abuse or violence in any form.

- **Transparency:** Conflicts of interest are addressed by following clear guidelines and mandatory disclosure to the Human Resources (HR) team.

- **Commitment:** Zoho's Code of Ethics goes beyond legal compliance to build an ethical and inclusive work environment for all.

## Modern Slavery

We work to ensure that our sourcing practices are ethical and that we follow robust due diligence processes. We recognize slavery as a crime and violation of human rights and eschew it in all its forms. This approach of non-tolerance extends throughout our operations, as we stand firm against slavery and human trafficking in all aspects of our business.

Demonstrating our commitment to ethical sourcing, our global supply chain has embedded anti-slavery clauses in all purchase orders issued to suppliers. We engage with our suppliers proactively, urging them to implement anti-slavery practices in their respective supply chains.

## Anti-Bribery Policy

Our Anti-Bribery Policy mandates that all Zoho employees refrain from engaging in activities such as offering payments for business advantages or accepting inappropriate offers. To uphold this policy, we meticulously document all gifts, conduct regular internal audits, and enforce disciplinary actions for any violations, which may include penalties or termination of employment.

Employees are required to sign the Anti-Bribery Policy and the relevant Code of Ethics clause at the time of onboarding. If anyone is offered a bribe, asked to provide one, or suspects any form of bribery, corruption, or violation of this policy, they can promptly report it to spotlesszoho@zohocorp.com.

# Information Security and Risk Management

At Zoho, safeguarding information and managing risks are integral to our operational excellence. We employ a comprehensive approach that aligns with international standards to ensure the highest levels of security and risk management.

## Information Security Management System (ISMS)

Zoho has established a robust Information Security Management System (ISMS) designed to address our security objectives systematically. Our ISMS is supported by stringent policies and procedures that uphold the security, availability, integrity, and confidentiality of customer data. We employ advanced monitoring techniques, including firewalls and data segmentation, to provide multiple layers of protection. Our security framework ensures a clear separation between testing, development, and production environments to prevent unauthorized access and mitigate risks.

## Risk Management Framework

Our risk management framework is meticulously designed to identify, assess, and address potential threats across various domains. This framework includes:

### Identifying and Understanding Risks

We maintain a comprehensive inventory of information assets and evaluate potential threats based on asset types and industry-best practices. Vulnerability assessments help us understand each asset's susceptibility to identified threats.

### Evaluating and Prioritizing Risks

Risks are assessed using a numerical scale to estimate their likelihood and potential impact. A scenario-based approach helps us evaluate complex situations, and risks are classified as high, medium, or low, helping us prioritize our response.

### Mitigating and Managing Risks

Risks exceeding acceptance criteria are analyzed for treatment options, including risk modification, transfer, avoidance, or retention. Controls are selected from ISO 27001 standards and supplemented with additional industry-specific or custom controls. Each risk is managed through a detailed treatment plan, including responsible parties, deadlines, and success metrics.

### Ensuring Oversight and Transparency

Management approval is required at each stage of risk management to ensure alignment with organizational objectives. We provide transparency through the Statement of Applicability, which details implemented controls and justifications for any exclusions. Risk retention justifications are documented to explain decisions and residual risk levels.

### Continuous Monitoring and Improvement

Key performance indicators track the effectiveness of controls, and an internal portal for risk management provides an ongoing risk dashboard. Regular reporting, quarterly reviews, and immediate re-evaluation of significant changes ensure that our risk management practices remain relevant and effective.

## Certifications

Zoho holds prestigious certifications, including BCMS, ISO 27001, CSA Star, and QMS for cloud products, underscoring our commitment to high standards in security and quality management.

bsi ISO/IEC 27001 Information Security Management CERTIFIED
IS 642819
ISO/IEC 27001

bsi ISO/IEC 27701 Privacy Information Management CERTIFIED
PM 732705
ISO/IEC 27701

bsi ISO/IEC 27017 Information Security Management Company
CLOUD 714132
ISO/IEC 27017

bsi ISO/IEC 27018 Information Security Management Company
PII 714133
ISO/IEC 27018

### ISO 27001

Zoho has ISO 27001 certification, a globally recognized standard for information security management, which validates our commitment to protecting sensitive information through a systematic approach to managing security risks. ISO 27001 ensures that we have established, implemented, and maintained an effective ISMS, addressing risks and vulnerabilities to safeguard our data and that of our clients.

### ISO 27701

Our ISO 27701 certification builds on the ISO 27001 framework, focusing specifically on privacy information management. This standard provides guidelines for establishing, implementing, maintaining, and continually improving a Privacy Information Management System (PIMS). ISO 27701 helps us address privacy risks and ensures that we manage personal data in compliance with global privacy regulations. It enhances our ability to protect personal information, reinforcing our commitment to privacy and data protection.

### ISO 27017

The ISO 27017 standard provides specific information security controls for cloud services. ISO 27017 helps us implement controls tailored to the unique risks associated with cloud computing, ensuring that our cloud services adhere to rigorous security practices and provide robust protection for client data.

### ISO 27018

ISO 27018 is focused on protecting personal data in the cloud. This standard outlines controls for the protection of personal data processed in the cloud, ensuring that we manage and handle stakeholders' personal data responsibly and transparently. By adhering to ISO 27018, Zoho demonstrates our dedication to safeguarding personal information and ensuring that our cloud services comply with privacy regulations and best practices.

### Employee Awareness

Each employee signs a confidentiality agreement for the duration of their tenure at Zoho and undergoes comprehensive training on information security, privacy, and compliance. Security and Privacy Awareness Training is provided to employees during onboarding and annually thereafter. This training includes best practices for security and privacy, recent cyber threats, privacy principles, incident management, and key do's and dont's. An assessment follows the training to ensure that employees are informed and knowledgeable about the requirements.

### Annual Policy Review

Zoho's Data Privacy Policy is reviewed annually, an approach that ensures that our policies remain relevant.

### GDPR Compliance

Prioritizing data privacy, Zoho has consistently exceeded industry standards in safeguarding users' personal information. The organization's emphasis on privacy aligns with the General Data Protection Regulation (GDPR), an EU-wide law that enables data protection for EU residents and augments their control over personal data. Recognizing the significance of this regulation, on May 25, 2018, Zoho adopted GDPR controls as the baseline standard across all global operations.

We prioritize data protection by creating awareness of the subject among employees, integrating GDPR-compliant features in products, and ensuring governance of privacy. The data protection measures include Information Asset Register, Data Protection Impact Assessments, and internal audits. While encryption and regular clean-ups enhance data security, a robust Privacy Incident Response policy ensures transparent notifications of breaches.

## Engagement through Privacy and Cybersecurity Events

To support our commitment to data privacy and cybersecurity, Zoho organizes dedicated events to promote awareness and engagement among employees:

• **Data Privacy Week:** Hosted annually to emphasize the importance of data protection and privacy, featuring knowledge-sharing sessions, interactive events, and informative content aimed at educating employees.

• **Cyber Security Month:** Celebrated with a series of events and activities, including hackathons and capture the flag (CTF) competitions, to enhance employees' understanding of cybersecurity threats and best practices.

These initiatives help employees gain valuable knowledge and skills to safeguard against data breaches and cyber threats, reinforcing Zoho's dedication to a secure and privacy-conscious workplace.

## Supply Chain Sustainability

Zoho is focused on enhancing sustainability and transparency within its supply chain, with a strong emphasis on traceability, quality, and safety. In line with our dedication to ethical and sustainable practices, Zoho partners with reputable businesses that share our values, with the goal of building a resilient, transparent, and environmentally responsible supply chain. Accordingly, all engagements with Zoho's suppliers and partners are backed by comprehensive contract documentation, including Non-Disclosure Agreements (NDAs) and agreements on anti-bribery and anti-slavery practices.

As part of Zoho's responsible business practices, we aim to collaborate with suppliers who align with its values and demonstrate ethical conduct.

Committed to supporting local economies and reducing the environmental impact of our supply chain, we source 10% of our spend from local vendors. This approach not only strengthens our community ties but also reduces transportation emissions, contributing to our overall sustainability goals.

In line with our aim of mitigating our ecological impact, we exclusively use recycled paper across our operations in India and other global locations. This initiative helps to conserve natural resources, reduce waste, and lower our carbon footprint, further supporting our objectives of creating a sustainable supply chain.

Our commitment to environmental sustainability extends to marketing procurement, reflected in the sourcing of recycled and upcycled materials for promotional products and packaging. By prioritizing these materials, we reduce the environmental impact of our marketing activities while promoting a circular economy.

In McAllen/Edinburg, Texas, our commitment to sustainability is reflected in the use of sustainable Mexican clay dishes or compostable alternatives, and we have eliminated the use of bottled water by providing a central water cooler.

Similarly, in Cornwall, Ontario, cardboard boxes are reused for shipping, and we adopt a "shop local first" approach to support the local economy by choosing local vendors for supplies, food, and services.

To maintain operational continuity, we engage with critical suppliers who provide essential internet connectivity between our data centers (DC) and disaster recovery (DR) setups. These suppliers play a crucial role in ensuring seamless operations, with secondary lines in place to mitigate any potential connection loss to reduce downtime and enhancing reliability.

Our procurement team conducts regular internal audits and visits Zoho-owned as well as leased data centers to ensure compliance with our sustainability standards. These audits help us maintain the highest levels of operational efficiency and environmental responsibility across our global data center network.

By embedding sustainability into our supply chain, Zoho not only ensures operational excellence but also contributes to a more sustainable and ethical global technology landscape.

# The Way Forward

Committed to growing responsibly, Zoho is firmly focused on embedding sustainable practices across all facets of our business.

We are committed to advancing our environmental objectives, which include a concerted effort to diminish emissions and enhance energy efficiency within our data centers. Additionally, our initiatives in environmental sustainability will emphasize proactive water stewardship and the implementation of circular strategies in a bid to improve waste management and achieve zero waste to landfill. Biodiversity will also receive attention as we continue to promote efficient resource management and land stewardship.

In the social dimension, promoting inclusive growth will continue to drive our sustainability endeavors as we ramp up talent attraction and management practices, and prioritize equitable opportunities for professional growth and success. The well-being of our people will remain an area of focus through robust health and safety measures and other employee-centric initiatives.

Being a business underpinned by ethical governance and business conduct, Zoho will always ensure transparency and compliance to regulatory requirements in the geographies of our operations. Concurrently, responsible business growth will continue to receive governance focus, as we work towards achieving business ambitions.

In advancing our sustainable practices, we are dedicated to the fulfilment of our defined goals, ensuring that we deliver sustainable benefits to both our stakeholders and the natural world.

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# Other Brands from Zoho Corporation

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