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SUSTAINABILITY REPORT

2023-24

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Our Performance in
FY 23-24

FY24 AT A GLANCE

In FY24, our key focus continued to be to augment our core strengths and to proactively support our customers, as they leveraged digital transformation.

Financial

Revenue
INR 3,56,339 Lakh
Up 7% over FY2023

EBITDA
INR 67,568 Lakh
Up 7% over FY2023

PAT
INR 489 Lakh
Down 93% over FY2023

Capex
INR 12,377 Lakh

Environment

	FY 2023-24	FY 2022-23
Energy consumption	20,31,166 GJ	15,57,689 GJ
Water consumption	61,32,323 KL	58,35,283 KL
Waste recycled	2,21,209 Kgs	1,70,542 Kgs
Water efficiency initiatives undertaken	12	9
Energy leakages	⬇ 20%	⬇ 18%
Water intensity per employee	⬆ by 2.77%	⬇ 0.55 KL
Share of renewables	⬆ by 23%	⬆ 14%

Social

	FY 2023-24	FY 2022-23
Total training hours (e-learning)	1,38,964	38,592
CSR spend	INR 329 lakh	INR 331 lakh
Beneficiaries of CSR programmes		
	1. Raju Vegesna Foundation, Visakhapatnam 2. Voluntary Health Services, Chennai 3. Sri Hanuman Mani Educational & Culture Trust	1. Nayaki vidya mandir school (SCC) 2. Guided Fortune Samirti (Overall approval 25 lakhs) 3. CHILD (Project Sakthi) 4. Sri Hanuman Mani Educational Trust 5. Sree Anand Charitable Trust 6. Raju Vegesna Foundation, Visakhapatnam 7. Voluntary Health Services, Chennai
Ratio of women employees	⬆ Up by 2%	⬆ Up by 1%

Governance

- A culture of learn, transform and perform
- An ethical and fair business
- Strong focus on anti-bribery and anti-corruption
- No complaints related to child or forced labour
- No environmental, social or ethical violations

Corporate Initiatives

- Replacing plastic bottles for drinking water across all offices
- Replacing styrofoam cups across all offices
- Lead-free paints used in all upcoming Data Centers including Tower 5

EXECUTIVE **LETTERS**

A MESSAGE FROM OUR
CHAIRMAN AND MANAGING DIRECTOR

"

Dear Stakeholders,

As we celebrate the 25th anniversary of Sify Technology, I am proud to reflect on the remarkable journey we have embarked upon together. Over the past quarter-century, Sify has evolved from a pioneering internet service provider to a leading player in the Information and Communications Technology (ICT) sector, with a robust portfolio of data centers and ICT solutions. This milestone offers us a moment to celebrate our achievements and to reaffirm our commitment to a sustainable and resilient future.

Sustainable Business and Data Centers

Our unwavering focus on sustainable solutions has been a cornerstone of our business strategy. As digital transformation accelerates, the demand for data center services has surged, placing greater emphasis on energy efficiency and environmental stewardship. At Sify, we are proud to integrate sustainability into our core operations, making substantial investments in green technologies and renewable energy sources. Our data centers are designed with advanced energy-efficient systems, enabling us to minimize our carbon footprint while delivering superior performance to our clients.

Commitment to Renewable Energy

In FY 2023-24, we achieved a significant milestone in our sustainability journey by integrating renewable energy sources to meet 39% of our total energy consumption. This achievement underscores our commitment to reducing our environmental impact and advancing the global transition to a low-carbon economy. By harnessing solar, wind, and other renewable energy sources, we are not only reducing our dependency on fossil fuels but also contributing to the broader efforts of mitigating climate change.

Innovative Solutions for a Sustainable Future

Beyond our renewable energy initiatives, we have continuously explored innovative solutions to enhance our sustainability performance. Our strategic initiatives include:

- **Energy Efficiency:** Implementing cutting-edge technologies in our data centers to optimize energy use and reduce waste.
- **Water Conservation**: Adopting water-saving measures and recycling processes to minimize water usage.
- **Waste Management**: Developing comprehensive waste management systems to reduce, reuse, and recycle materials wherever possible.
- **Community Engagement**: Actively participating in community programs that promote environmental awareness and support sustainable development.

Looking Ahead

As we look to the future, our commitment to sustainability will remain at the heart of our strategic vision. We are dedicated to expanding our renewable energy usage, enhancing our energy efficiency, and fostering a culture of sustainability across our organization. We believe that these efforts will not only benefit the environment but also drive long-term value for our stakeholders.

I would like to extend my heartfelt gratitude to our employees, partners, customers, and shareholders for their unwavering support and dedication. Together, we will continue to build a sustainable, resilient, and prosperous future for Sify Technology and the communities we serve.

Thank you for your continued trust and support.

EXECUTIVE **LETTERS**

A MESSAGE FROM OUR EXECUTIVE DIRECTOR & GROUP CFO

❝

Dear Stakeholders,

It is with great pride that I present to you Sify Technology's Sustainability Report for FY 2023-24. As we mark our 25th anniversary, we reflect on a journey characterized by innovation, resilience, and a steadfast commitment to sustainability. This year, more than ever, we are dedicated to advancing our sustainability initiatives, reducing our environmental footprint, and leading by example in the Information and Communications Technology (ICT) sector.

Commitment to Sustainability

Our commitment to sustainability is unwavering and integral to our corporate ethos. We believe that sustainable business practices are essential not only for the well-being of our planet but also for the long-term success and resilience of our company. This report underscores our ongoing efforts and achievements in integrating sustainable practices across our operations.

Sustainability Measures to Reduce Footprint

Throughout FY 2023-24, we have implemented several key measures aimed at reducing our environmental footprint:
- **Renewable Energy Integration**: We have successfully integrated renewable energy sources to meet 39% of our total energy consumption. This significant achievement reflects our dedication to reducing reliance on non-renewable energy and mitigating climate change.
- **Energy Efficiency Enhancements**: Our data centers have adopted advanced energy-efficient technologies that optimize power usage and minimize waste. These enhancements are crucial in reducing our overall energy consumption and carbon emissions.
- **Water Conservation**: We have implemented water-saving measures and recycling processes across our operations. These initiatives are designed to minimize our water usage and promote sustainable water management.
- **Waste Management:** We have developed comprehensive waste management strategies focused on reducing, reusing, and recycling materials. Our goal is to minimize waste generation and promote a circular economy.

Sustainability at Data Centers

Our data centers are at the forefront of our sustainability initiatives. As the backbone of our ICT services, they play a critical role in our environmental strategy. Here are some of the key sustainability practices at our data centers:
- **Green Data Center Design**: Our data centers are designed with sustainability in mind, incorporating energy-efficient cooling systems, LED lighting, and other green technologies to reduce energy consumption.
- **Renewable Energy Usage**: By leveraging solar, wind, and other renewable energy sources, we are able to power a significant portion of our data centers with clean energy. This not only reduces our carbon footprint but also ensures a more sustainable energy supply.
- **Operational Efficiency**: Continuous monitoring and optimization of data center operations ensure that we maintain high energy efficiency standards. Our focus on operational excellence helps us achieve significant energy savings and reduce environmental impact.

Looking Forward

As we look to the future, our dedication to sustainability will remain a driving force behind our strategic initiatives. We are committed to further increasing our use of renewable energy, enhancing energy efficiency, and embedding sustainability into every aspect of our business. Our vision is to create long-term value for our stakeholders while contributing positively to the environment and society.

I extend my deepest gratitude to our employees, partners, customers, and shareholders for their unwavering support and dedication. Together, we have achieved remarkable milestones in our sustainability journey, and together, we will continue to build a sustainable, resilient, and prosperous future for Sify Technology and the communities we serve.

Thank you for your continued trust and support.

ABOUT THIS **REPORT**

Welcome to our second Sustainability Report, aligned to the Global Reporting Initiative (GRI) standards. As India's leading ICT company, we are dedicated to collaboratively driving progress on sustainable development in partnership with our stakeholders.

*This year onwards, we aim to periodically share insights on our sustainability performance covering our vision, strategy and key initiatives across the environmental, social and governance (ESG) parameters. We believe this will help our stakeholders appreciate our efforts and elevate our sustainability value proposition.

This report demonstrates the embodiment of our mission in our business operations. It delves into our environmental, social, and governance (ESG) activities, performance, and strategy for the Year FY 2023-24 . The focus is on addressing issues deemed materially significant from an ESG standpoint, a more extensive standard compared to our financial disclosures.

This report has been prepared in accordance with the GRI Standards: Core option. We also used three relevant sector standards from the Sustainability Accounting Standards Board, the United Nations (UN), Global Compact and the UN Guiding Principles on Business and Human Rights frameworks to guide our reporting.

Scope of reporting

Unless otherwise specified, the policies, statements and materials in this report cover the actual business scope of Sify technology and its subsidiaries, which is the same as that of the 2023 Annual Report issued by Sify Technologies Limited. Company's Indian operations and its two significant subsidiaries, Sify Infinit Spaces Limited and Sify Digital Services Limited from   01 April, 2023 to 31 March 2024.

All reporting and performance data are limited to information for the owned and operated facilities of Sify Technologies and its subsidiaries, unless stated otherwise. Additional information about Sify can be found on our website. For more information on Sify's ESG initiatives, please visit investors section on Sify website https://www.sifytechnologies.com/investors.

Responsibility of the Board

All data used in the report originates from Sify Technologies Limited and its subsidiaries. The Board of Directors of the Company is responsible for the truthfulness, accuracy, and completeness of this report.

OUR SUSTAINABILITY
STRATEGY

At Sify, our Environmental, Social, and Governance (ESG) strategy is meticulously designed to align with our commitment to sustainable and responsible business practices. Recognizing the integral role Information and Communication Technology (ICT) plays in today's interconnected world, we place a strong emphasis on environmental stewardship. Through the implementation of energy-efficient technologies and practices, we strive to minimize our carbon footprint, contributing to a greener, more sustainable future. Social responsibility is ingrained in our corporate ethos, with initiatives aimed at fostering diversity, ensuring employee well-being, and supporting the communities in which we operate. Furthermore, our governance framework is robust, promoting transparency, ethical conduct, and accountability across all levels of the organization. By integrating these principles into our core business operations, Sify Technology not only advances as a leading ICT company but also champions a holistic approach to corporate responsibility, ultimately benefiting both our stakeholders and the wider society. This approach not only fortifies our position as a leader in the ICT sector but also positions us as a responsible corporate citizen dedicated to making a positive impact on the world.

ESG Across Our Business

Our ESG focus is essential to our firm-wide business strategy, and many of our business units have expanded their capacity and capabilities to serve the growing ESG-related needs of our clients. Across the firm, our business units are prepared to support and work with our clients through sustainable finance, providing a variety of products and services with environmental and/or social themes.

ESG Principle and Guidelines

In response to the increasing need for clients to see how we are addressing ESG - and in step with global best practices — we have aligned our reporting with the frameworks and guidance of the Global Reporting Initiative and UN Guiding Principles Reporting Framework. We are also using three relevant sector standards from the Sustainability Accounting Standards Board, We also include examples of our work that align with the UN SDGs and the UN Global Compact.

ORGANIZATION **PROFILE**

About Sify Technologies Limited

Partnering with Enterprise for Digital Transformation

Headquartered in Chennai, India, Sify Technologies Limited is India's first ICT and longest continuously listed company on the Nasdaq.

A comprehensive ICT solutions provider

Sify Technologies is India's most comprehensive ICT service & solutions provider. With Cloud at the core of our solutions portfolio, Sify is focused on the changing ICT requirements of the emerging Digital economy and the resultant demands from large, mid and small-sized businesses.

Sify's infrastructure, comprising state-of-the-art Data Centers, the largest MPLS network, partnership with global technology majors, and deep expertise in business transformation solutions modelled on the cloud, make it the first choice of start-ups, SMEs and even large Enterprises on the verge of a revamp.

We remain focused on continuous evolution to drive digital transformation for businesses across industries. We are India's only organically grown ICT company with a proven track record of over two decades in the ICT domain. Our integrated ICT ecosystem has helped us emerge as a preferred partner for large enterprises, MNCs and start-ups.

Our Business Value Proposition

Sify Technologies' mission is to enable an environment for the growth of a digital economy, driven by collective digital transformation of enterprises.

Being the First Choice of Enterprises

Our infrastructure comprises the largest enterprise MPLS network, top-of-the-line Data Centers and Cloud interconnects, partnership with global technology majors, vast expertise in business transformation solutions modelled on the cloud.

Key Lines of our Businesses

Our three key lines of businesses are – Sify Technologies Limited for network connectivity, Sify Infinit Spaces Limited for Data Centers, and Sify Digital Services Limited for all the IT and digital services.

Vision

We are building a world in which our converged ICT ecosystem and our bring-it-on attitude will be the competitive advantage to our customers.

Mission

- Seed entrepreneurial abilities within the organization
- Build digital convergence technologies
- Deliver cost-effective solutions

Sify at a glance

25+ years
of experience in securing enterprise IT

skilled associates
experience in DC and Cloud management

Sify Provides services via
1,033
fibre nodes

Presence in
7 countries
Delivery Centers in 5 major cities in India

MPLS network presence in
1,600+ cities

12
operational Tier-3 Data Centers

7,835
SD-WAN Points across the country

3
Open Cable Landing System

3
No. of Submarine cables terminated

Our Digital core philosophy underpins the current automation demands of a nation on overdrive. Our focus is on customers who view every solution through the prism of digital enablement. Sify represents a one-stop engagement across networks, data centers, cloud, digital and IT services for such customers. We deliver this through our Cloud@core platform, which has emerged as a key driver of our Digital@core ambitions for enterprises.

The Sify Business verticals

We provide IT solutions for both cloud-only enterprises and enterprises seeking to outsource IT as a business service. We deliver these services through our well-structured business segments:

Sify Technologies Ltd.
Network Connectivity

INR 1,46,620 Lakh revenue
(As on 31st March, 2024)

41% share in total revenue

- Enterprise connectivity services – MPLS, Internet
- Cloud connect services
- SD-WAN
- EdgeConnect services for IT + OT + People
- Cloud-enabled unified communication services

Sify Infinit Spaces Ltd.
Data Center Co-location

INR 1,10,540 Lakh revenue
(As on 31st March, 2024)

31% share in total revenue

- DC (Co-location)
- Value-added services (Security/Remote Hands/Cross Connect)

Sify Digital Services Ltd.
Digital and IT services

INR 99,180 Lakh revenue
(As on 31st March, 2024)

28% share in total revenue

- Cloud assessment and migration services
- Multi-cloud managed services
- Cloudinfinit enterprise cloud
- Hosted SAP Cloud/Azure stack as a service
- Cloudinfinit Cloud Management Platform
- InfinitDigital Infrastructure Managed Services
- InfinitDigital Network Managed Services
- App modernization (DevSecOps, Kubernetes, Site Reliability Engineering)
- InfinitDigital application managed services
- SAP services
- Oracle services
- Microsoft services
- Digital learning – AR/VR/XR
- Digital asset management
- Digital assessment iTest
- Retail Intelligence ForumDIGITAL
- Digital trust and authentication – Safescrypt
- Internet of Things

AN INCREASING GLOBAL PRESENCE

More than 10,000 businesses across multiple verticals have taken advantage of our unassailable trinity of Data Centers, Networks and Security services, and are conducting their business seamlessly from more than 1,600 cities in India. Internationally, we have presence across North America, the United Kingdom and Singapore.

OUR UNIQUE VALUE PROPOSITION

- Single partner for managed services across DC, Cloud, NoC, SoC, EUS, Non-IT
- Catalogue driven and optimized hybrid delivery model
- Best of breed MSP tools, proactive monitoring, single pane of glass
- Full suite of ITIL service elements, process compliance
- Partner to address future transformation initiatives
- Productivity improvement with automation and event co-relation
- SLA-based service with real-time measurements and dashboards

What makes us unique
- People
- Process
- Tools
- Innovation

KEY BUSINESS SEGMENTS

At Sify Technologies, we believe we are at the right place and the right time in India's evolution as a digital society. Our range of technology and digital services are best built for the Enterprises digital pursuit and will deliver value to our customers. We reimagined our businesses to serve the needs of our clients, and also continue to make responsible investments across all our business verticals to drive future growth.

Sify Technologies has emerged as an industry leader in the ICT space and a trusted partner for enterprises, with a strong position in the network segment, a robust presence in the Data Center business and a leading position in IT services.

All our business verticals are unique in their offerings and assist organisations in their transformational journey. All the three businesses individually enable clients with new-age IT services. We integrated IT services such as AI, ML, VR and AR into the business ecosystem of our customers.

Sify Technologies Limited (Network Connectivity)

The Company's network is designed to provide a wide range of services to its clients. The Company offers domestic data, international data, and wholesale voice, among other services, as one of India's most adaptable interconnectivity partners. The low-latency cloud and DC-ready network of Sify are designed to support the digital transformation pursuits of companies wanting to expand and scale higher. We are targeting to expand our extensive network reach across India, supported by one of the largest IP Multiprotocol Label Switching (MPLS) enabled networks, and enable more clients access our service offerings.

Over two decades of experience in building and operating infrastructure for all types of Enterprise Customers.

Assurance from Rating Agencies

CARE		ICRA	
Long-term Rating	Short-term Rating	Long-term Rating	Short-term Rating
AA-	A1+	AA-	A1+

7 International POPs	**1,600+** Cities and towns pan-India	**3,700+** Points of presence
36,000+ kms of fiber coverage across 24 metro cities	**1,600+ cities** Data Centers connected across India	**7,835** SD-WAN service points deployed across India
100K+ Fixed wireless connects	**1,033** Fiber nodes across India	

Our Service Offerings

WAN

- VPN services over MPLS
- Business internet
- Ethernet services
- SifyonNet: India's first automated enterprise WAN offering Bandwidth on demand

INTERCONNECTION

- Data Center Interconnection (DCI)
- Cloud interconnect
- Internet Exchanges (IX)

Our value proposition

- Providing one of the world's most extensive interconnect networks to connect users and customer locations across the globe
- Largest MPLS-enabled network in India, enabling seamless transportation of huge data traffic
- Extensive network to support business transformation into a fully digitized operation, and provide bandwidth services to enterprises, content providers, over- the-top (OTT) providers, and other network operators with speeds up to 100 GBPS pan-India

Our Assets

Wide footprint of Data Center interconnect services across 65 DCs and CloudConnects

Sify OnNet: SDN networks in over 400+ buildings and targeting 1,200+ in the next 24 months

Submarine capacities to Europe, Middle East, and Asia, in addition to submarine capacity backhaul services

Open submarine landing station in Mumbai and another under development in Chennai

Agility through software-defined infrastructure, app acceleration, and network resiliency with superior threat intelligence and advanced analytics

Bespoke network designs for >99.99% hyperscale resiliency

World-class service delivery platform, network agnostic, automation with proactive monitoring & management delivered from our global Network Operations Centers (NOCs)

National Long-Distance Network Connecting 6 major cities in India

Mumbai Pune	Mumbai Delhi	Mumbai Hyderabad	Hyderabad Chennai
Express routes primarily over OPGW Infra	Designed for optimal DC to DC application		Best latency between cities with Express Route

Delivering Value to our Customers

Aligned to evolving market dynamics	
Hyper Reach	**Hyper Scale**
- Hyper Reach – Many sites, ideal for branch expansion - Focused on enterprises participating in domestic consumption - Largest fixed wireless network deployment in India focused on enterprise consumption - Easy and quick adoption to newer technologies like 5G	- Hyper scale – Few sites with high bandwidth, Ideal for DC to Cloud/DC to DC traffic - Focused on enterprise participation in Digital Transformation - Hyperscale connects with all major Cloud and Content Providers - Strategy backed by significant investments in Metro networks

Key Highlights, FY 2023-24

Being a Digital Network Infrastructure Partner of Choice across India and worldwide
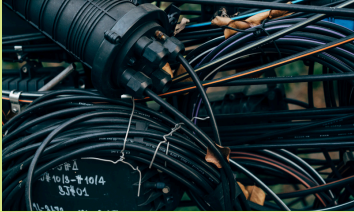
Hybrid Access Strategy

- **100K+** wireless enterprise connects across **1600+** Cities, **3700+** PoPs

- **36,000+** kms of fiber coverage across **24+** Metro Cities

- **7** International PoPs, **3** CLS, global partnerships with Telecom Carriers and Internet Exchanges

Cloud and Digital Ready

- **65+** Interconnected DCs, **99.999%** guaranteed availability

- **Connectivity** to all major Hyperscalers

- **High Bandwidth** and **Low Latency**
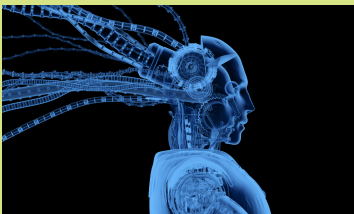
Designed for Mission Critical Networks

- **Fully meshed** backbone for resiliency

- Powered by **AI/ML** based operations with dual NOCs

Automation

- **Sify OnNet**: India's first automated enterprise WAN

- **On demand** network infrastructure services

Hyperscale Infra in 24 metros

65+	500+	1000+
Connected Data Centers	Addition of Collector Nodes across 24 Metro Cities in FY2024	Hyper Scale customer connects in FY2024

Operational	Operational	Operational
• Chennai • Delhi • Bangalore • Pune • Jaipur • Mumbai • Kolkata • Hyderabad • Ahmedabad • Cochin	• Coimbatore • Bhubaneshwar • Indore • Nagpur • Chandigarh • Patna • Lucknow	• Kanpur • Bhopal • Vizag • Guwahati • Trivandrum • Mysore • Jamshedpur

Sify Infinit Spaces (Data Center Services)

We are India's trusted data center provider with 23 years of experience, serving all the segments.

- **12** Pan India DCs with more than 100 MW IT power
- **24** years of experience in serving business enterprises
- **300+** DC service projects executed
- **300+** DC migration projects executed
- **600+** Premier enterprises hosted on Sify DCs
- **200+** MW Renewable energy contracted
- Adding **350+** MW capacity by 2025

- Reliable, secure and scalable facilities to host mission-critical applications
- Truly carrier neutral
- Continued investments in automation and smart BMS
- Critical deployment for multiple hyperscalers
- Rich interconnect ecosystem
- Built-to-Suit capabilities

In 2000, Sify Technologies started offering smart data management solutions by investing in Data Centers at Mumbai, and began its journey in the Data Center space. Since then, Sify has transformed from a "data storage player" to "digital transformation specialist" and from "drawing the blueprint" to "turnkey management of the IT architecture" of Indian enterprises.

Today, Sify is one of the largest companies in the Data Center space in India, offering a wide bouquet of services and solutions to large and growing enterprises, and with a growing presence in Mumbai, Chennai, Noida, Bengaluru, Hyderabad, and Kolkata.

The implementation of GST is on its way to decrease the overall costs of logistics and boost in the demand for Indian goods. This is also generating employment and attracting investors, furthering the nation's objective of "Make in India". As Data Centers are a part of the 'harmonized list of infrastructure', the sector is gaining access to cheaper foreign currency funding through the external commercial borrowing route.

Assurance from Rating Agencies

CARE		ICRA		CRISIL	
Long-term Rating	**Short-term Rating**	**Long-term Rating**	**Short-term Rating**	**Long-term Rating**	**Short-term Rating**
AA-	A1+	AA-	A1+	AA-	A1+

Equity support in Data Centers

Kotak Data Center Fund (KDCF), managed by Kotak Alternate Asset Managers Limited (KotakAlt), made an investment of Rs 600 crore in Sify Infinit Spaces Limited (SISL), a wholly-owned subsidiary of Sify Technologies Limited ('Sify'). With this transaction, KotakAlt managed funds total equity commitment stands at SISL is Rs 1,600 crore. Of this, Rs 1,000 crore has been invested till date, including current investment of Rs 600 crore.

With this investment, KDCF contributes to the goal of a digitally savvy India, based on the strength of our entrepreneurial capabilities and an experienced management team.

The KDCF investment is in the form of Compulsorily Convertible Debentures, which will be converted into equity based on the operational performance of SISL over a specified reference period. The funds would be used to expand SISL's Data Center capacity across India and invest in renewable energy.

Realizing opportunities

Kotak Alternate Asset Managers' continuing investment in our Data Centers is an endorsement of our roadmap for the Data Center business and the larger potential within the Indian geography. This partnership gives us the needful equity to scale up our Data Center footprint and realize our opportunities faster. Our intent is to build capacity in sync with customer demand, in the most modular design and by deploying the latest and most cost-effective technologies.

Our value proposition

- Rich multi-decadal experience with deep insights into the Data Center space, the evolving regulatory framework, technology advancements and the business landscape evolution in India.

- Established network player that lends a comprehensive understanding of client needs from a Data Center and Network perspective

- Concurrently maintainable Data Centers with a POD based architecture, ensuring high quality service at an optimised cost

Our Offerings

Co-Location Services- This enables customers to bring in their own rack-mountable
servers and house them in shared racks, or hire complete racks and 'secure cages' at the hosting facility.

Managed Hosting Services- This includes storage, backup and restoration, performance monitoring and reporting, hardware and software procurement, and network configuration.

Value-added Services- This includes rack space (half and full rack), caged enclosures with access control system, dedicated CCTV cameras, cross-connect services, rack cabling – power and network, dedicated seating space, asset migration, remote hands support, private connectivity to national and international internet exchanges and multiple public Cloud environments (specific to DCs), static transfer switch, as well as internet connectivity at the Data Center–fixed bandwidth or data transfer model.

Data Center DNA

Mission critical customers

- **3 out of 4** Hyper Scalers
- Global **OTT** and **social media** players
- India's top **5** banks
- India's **largest digital wallet**
- **600+** customers across all major industries

24 years of operational experience

- **99.999+** uptime
- **Best practices** covering Safety, Security, Availability, Excellence and Cost Control
- **PUE** and **WUE** prediction and optimization
- Certifications: Information Security, **EHS, PCI-DSS, SOC 1 SOC 2**

Future-Ready Data Centers

- **Next Gen** Data Center design
- **ML/AI** platform enabling faster decision making
- Operational efficiency monitoring and automated reporting
- Up to **79%** Green Power available

Trusted Partner

- **Reliability** for services
- **Flexibility** for customer requirements
- **Scalability** for future business growth

Sify Digital Services (Digital and IT Services)

With massive digitization in India in the past several years, business enterprises are undertaking digital transformation. As cloud computing turns out to be an integral component of business transformation of companies, Sify is making significant investments in digital services.

Sify continues to be focused on the changing the ICT requirements of an emerging digital economy by serving large, mid, and small-sized businesses. Its key objective is to enable enterprises leverage cost-effective and well-managed computing resources, IT efficiency, and flexibility, and become more efficient. Sify Digital Services leverages the intellectual capital of its people to develop and deliver services that enable enterprises to become smarter and more efficient.

From Digital@Core to becoming a Digital Transformation Partner

To meet the evolving digital needs of clients,
Sify has embraced digital@core as an overarching platform for meeting the evolving digital needs and supporting cloud transformation requirements of clients. The digital@cloud proposition steers its cloud@core focus through the key elements of cloud enabling, cloud inspired, cloud pure, and cloud enhanced.

Cloud Enabling

- Cloud DC
- Hyper reach/Hyper scale transport
- Oracle FastConnect | ExpressRoute |
- DirectConnect | Partner Interconnect
- Software defined network services
- Cloud build
- Private | Hyperconverged | Enterprise
- Security services for cloud
- Migration and implementation

Cloud Enhanced

- Digital SCM (ForumNXT, SFFNxt)
- Digital learning (Livewire LMS)
- Digital assessment (iTest)
- Digital trust (Safescrypt)
- Digital innovation (App modernization,
- Analytics, AI/ML, DevOps)
- Enterprise mobility
- Industry solution-as-a-service (Saas)

Cloud Pure

- AWS cloud services
- Azure cloud services
- Oracle cloud services
- Multi Cloud management platform
- Multi cloud managed services

Cloud Inspired

- Sify CloudInfinit
- Hosted SAP/S4HANA Cloud
- Managed wireless network
- UC on Cloud

The Sify CloudInfint Cloud management platform enables the configuration and management of all Cloud workloads across hyperscalers and private clouds from a single portal. It can be built and deployed to any location to configure it as edge Power Optimized Design (POD). The services are focused to ensure they are secured through the transition, reliable with consistent operational efficiency ensured across platforms.

Assurance from Rating Agencies

CARE		ICRA		CRISIL	
Long-term Rating	Short-term Rating	Long-term Rating	Short-term Rating	Long-term Rating	Short-term Rating
A+	A1+	A+	A1+	-	

Our Service Offerings

The Company has strategically grouped its services into three areas to provide targeted and focused services to its clients.

- Cloud and Managed Services
- Applications Integration Services
- Technology Integration Services

A. Cloud and Managed Services

The Cloud and Managed Services enables Sify to provide its customers with public, private, and hybrid cloud services. These can be offered either through partnerships or through Sify's own platform called cloudinfinitTM. Its services include CI, AWS, Azure, GCP, and Oracle, among others. Its industry-specific solutions are structured around the evolving application and technology landscape. With a strong focus on business outcomes, Sify builds models centered around this landscape. Its services enable customers align their IT infrastructure and solutions with business objectives.

B. Application Integration Services

The Application Integration Services of Sify caters to the growing demand for managed IT services. This service is modeled around Enterprise Application and Platform Services, with industry-standard applications such as Microsoft, SAP, and Oracle.

In response to the expanding e-learning opportunity matrix, the Company is building on its Virtual Reality and Augmented Reality strengths. With this, it is aiming to leverage the multiple growth avenues these solutions will generate.

Our comprehensive bouquet of services in this segment include:

- Cloud Infra Services such as Microsoft Azure and Azure Stack
- Oracle Exadata as a Service and SAP Private Cloud Service portfolio
- Implementation and Migration Services around these applications and platforms
- Infrastructure and Applications Managed Services
- E-learning services such as LMS license resell and LMS Professional
- 6DoFTM-based VR on Android & iOS mobile devices – a unique solution developed by Sify CoE allows VR experiences on mobile devices with 6 Degrees of Freedom

C. Technology Integration Services

Sify's strengths and expertise in design, implementation and maintenance are at the core of Technology Integration Services. Sify harnesses its key strengths to offer turnkey solutions to its clients which are new to technology and technology refreshes. With these key strengths, Sify delivers end-to-end managed IT services across DC, Network, Collaboration, and Security for greenfield and brownfield projects. These projects are mostly executed at the clients' sites.

Key focus areas of Technology Integration Services:
- Network
- Data Center
- Security
- Collaboration

Sify Digital Service offerings: Key Components

Enhancing customer experience: Focus on improving customer experience through digital channels and touchpoints

Foster operational excellence: Comprehensive visibility and actionable insights for optimized performance, automation of processes, governance and compliance

Enable data-driven decision-making: Establish data governance frameworks and analytics capabilities to leverage data for insights and decision-making

Foster a digital culture: Drive a cultural shift within the organization to embrace digital transformation

Key Highlights, FY2024

DIGITAL NETWORKS- 2 decades of experience in building and operating infrastructure for over 3,000 Enterprise Customers

WAN coverage in 1,600+ cities

- SDN powered enterprise networks
- Submarine network capacities to Europe, Middle East and South East Asia

Wireless network

- Fixed wireless coverage across all major cities in India
- Engineered technology suiting enterprise needs
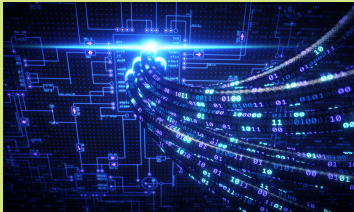
Open CLS serving Europe/Asia cables

- Mumbai CLS (Versova)
- Chennai CLS in progress

Long Distance Express Network

- Major national trunk low latency routes
- Resilient at scale

Hyperscale infra in 7 metros

- Data centric topology
- Gigabit bandwidths
- Expansion to 20 cities

Digital ICT Services

People

- **700+** DC, Cloud and Managed Services Team
- **900+** Network Experts
- **100+** Certified Security Experts

Customers

- **500+** Cloud Clients
- **500+** Data Center Clients
- **700+** Network Clients
- **70+** Private Cloud and DR Services
- **50+** CDN and Cloud Security Clients

Volume

- **22,000** Managed Tickets Per Month
- **100K+** Network Devices
- **91K+** Managed Mailbox
- **5,000+** Security Devices
- **7** Petabyte Managed Storage and Back-up

Projects

- **50+** IT Ops Transformation Projects
- **500+** Data Center Services projects executed
- **300+** Data Center Migration projects
- **80+** Platform Migration Projects

Presence

- India
- United States
- United Kingdom
- UAE
- Singapore

OUR SUSTAINABILITY
COMMITMENTS

Data Privacy & IT Security
- Bio-sourced material and bio-derived material
- PAM implementation for ERP EBS
- Implementation of DPDP controls
- Customer data privacy
- Warehouse automation
- Personal protection

Circularity
- Plastic recycling
- Assets life extension

Measurement and Reporting
- Emission Monitoring
- Real Time Measurement
- Cyber Security
- GWP emission monitoring and remediation

Energy Efficiency
- Energy and Water conservation
- Energy management services
- Energy optimization
- Data centers optimization
- Low global warming potential molecules

Net Zero Enablers
- Renewable fuels
- Electrification
- Carbon Capture and storage

Health Safety and Security
- Safety Assurance
- Command and Control

Sify ESG-Oriented Solutions

Stepping up our efforts. Being a global sustainability champion

As a proud Indian MNC, we harbor ambitions of taking our services beyond Indian shores. In doing so, we remain conscious of charting a "green trail" through our business to make it responsible, accountable and sustainable.

Our vision

Our vision is to move towards a low-carbon future and urgently and consistently reduce activities that result in emissions of greenhouse gases.

ESG initiatives are still a top priority for the industry's stakeholders, and Sify Technologies is dedicated to fostering positive change in this area through our extensive global reach, strong skills, and unwavering pursuit of our purpose.

FY2024 has been a year of maturing and progression in many of our sustainability efforts and significant achievements. We took further steps to formalize our services within the ambit of ESG and are happy to present our second years' findings. In the years to come, we will continue to present ESG as an important tenet of our services.

We maintained our sustained focus on corporate responsibility and global sustainability to advance the company's commitment to environmental, social, and governance (ESG) growth as an Indian ICT leader who truly believes in and practices "doing well by doing good".

Our Values and Commitment to Sustainability

At Sify, we believe in transparent and ethical business practices. Sustained efforts of the leadership team, our valuable employees and other stakeholders have helped us win accolades in the spheres of Sustainability, Corporate Social Responsibility and People Practices. These recognitions encourage us to step up our efforts in our journey to become a global sustainability champion.

Sify Technologies Limited (STL) believes that in alignment with its vision, it will continue to enhance value through its CSR initiatives and promote social sustainability, sustainable development of the environment and social welfare of the people and society at large, more specifically for the deprived and underprivileged persons.

ESG Framework and the legislative environment

The 17 Sustainable Development Goals of the United Nations Sustainability Development Goals (UNSDG) provide guidance to Sify for its sustainability journey. These provide us with common, achievable aspirations, which act as a blueprint to achieve a better and more sustainable future for all.

As a starting point, we built the materiality matrix to gain visibility of materiality units and to set up a defined progression plan and deliver on those promises within the timeframe stipulated. Using technology, we segregated public legacy material as per the global parameters and reporting frameworks and their subsects. As we move ahead, our aim is to get deeper into materiality and communicate our goals. We aligned the information to SEBI's BRSR reporting standards.

Our ESG Initiatives

Environmental

We are working towards re-establishing ecological harmony in the spheres of air, water, and land with our ESG initiatives focused on "Restoring Ecosystems." Being a leader in the IT industry and with a sizable client base, a key pillar of our ESG initiative is to align with best global practices to offer beyond regulatory compliance.

Social

Serving the society is innate in our genes. We are primarily responsible for growing the business and establishing our repute as a dependable partner. We have devised a systematic approach to improve the conditions of the underserved strata of the society and aim for maximum impact in our CSR initiatives. Our key CSR focus areas are: healthcare, education, sanitation and general well-being.

Governance

We are a Nasdaq listed and SOX goverened company. Hence, the focus of our governance measures is adherence to corporate governance, both at Nasdaq level and within India, where a majority of our business is based. We have committed ourselves to upholding the highest standards of corporate governance. We have put in place a well-structured and robust governance framework designed to drive inclusive growth.

Supply Chain

We are committed to a high level of ethical, legal and professional business standards for conducting business within the organization and with our business partners. The Supplier Code of Conduct sets out the minimum standards of behavior that we expect our suppliers to meet in the areas of labor, human rights, health and safety, environment, business integrity, cyber security and privacy, and supplier diversity. We expect our suppliers and their related entities to adhere to the Code while rendering their services. The selection of suppliers will depend on their ability to meet the defined standards, and is implied to all contracts signed with Sify.

MATERIAL **TOPICS**

Two decades and a firm grip on the leadership position in the ICT category later, we were ready to take our first steps in revealing our sustainability goals. We started with assessing our material topics, engaged in a discussion with our stakeholders and identified a set of Potential Material Topics (PMTs) that can impact our business across the key metrics of Economy and Environment, Social, and Governance (ESG).

Once the ESG-related material topics are pinpointed, the Company proceeds to prioritize these issues based on their significance to Sify's business continuity and their impact on stakeholders. This prioritization process adheres to principles of stakeholder inclusiveness and materiality. The insights gained from this procedure play a crucial role in establishing the Company's ESG objectives, targets, disclosure practices, and continuous engagement with stakeholders.

Survey responses consisting of leadership voices were consolidated and an additional consultation with senior management was held to finalize 12 topics most material to our organization.

Sify's circle of influence

To create an unbiased view of our materiality topics, Sify dug into a diverse pool of stakeholders; however, they were all acquainted with Sify, be it employees, investors, clients, service providers, regulators, and even policy influencers. This circle of influence then became the go-to pool of information to draw up the materiality topics against each of the businesses. Not surprisingly, the Company's internal outlook towards these materiality topics changed over the period of study, not just on a broader plane but also on a deeper level. The roadmap of three years was the outcome of these deliberations along with the Company's intent to measure and achieve tangible results.

The Board of Directors and the ESG Executive Oversight Committee (ESG EOC) have reviewed and approved the materiality assessment process and ensures that there is alignment with the Company's policies, business strategies, and risk priorities. Details regarding the Company's ESG Governance and the role of the ESG EOC are included in the Governance section of this report.

Ecosystem of respondents

Global

- Global customers
- Global regulatory bodies
- Global vendors
- International certification bodies
- International forums - UNGC/SBTi/CDP

Society

- Extended community
- Regional regulatory bodies
- State administration
- State level NGOs
- Press

Individual and immediate community

- Local institutes
- Local authorities
- Local vendors
- Local administration
- Local NGOs
- Local press

National

- Domestic customers
- Investors
- Banks
- Regulatory bodies
- National press
- Professional institutes
- National business forums and
- Chambers of Commerce
- National NGOs
- National vendors

MATERIALITY **MATRIX**

The stakeholder engagement feedback on material topics, secondary research on regulations, sustainability standards (SASB, GRI, and AA1000AS), and peer analysis were considered for the identification of the material topics. Based on discussions with Sify's senior management, 12 key material topics were identified as relevant to operations and these were aligned with the United Nations Sustainable Development Goals (UN SDGs).

The material topics identified in the year 2022-23 and continued for the reporting year FY 2023-24 are outlined in the chart below.

Importance to stakeholders (vertical axis)

Chart plotting material topics:
- 2, 1 (top right, High)
- 3
- 4
- 7
- 6
- 5
- 8
- 10
- 9
- 12
- 11

Importance to business (horizontal axis)

Legend:
- **Low**
- **Moderate**
- **High**
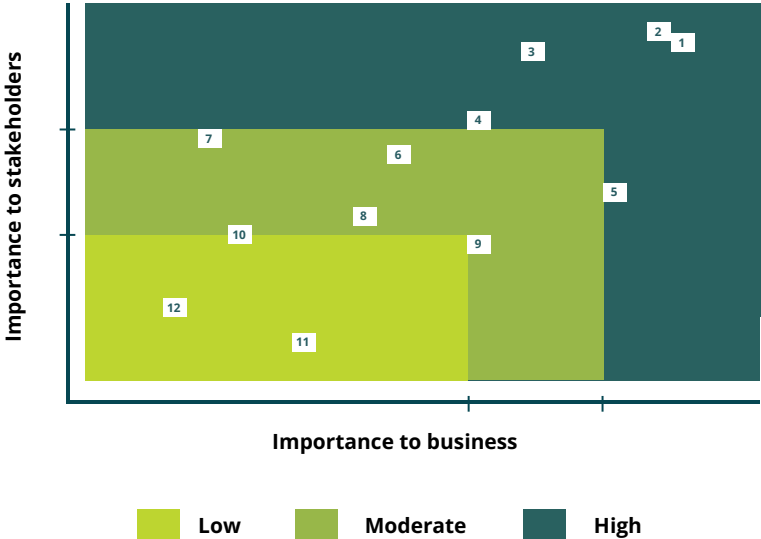
1. Customer Delight
2. Data Privacy and IT Security
3. Regulatory Compliance
4. Business Ethics
5. Product innovation and transformation
6. Employee Engagement
7. Energy Efficiency and management
8. Diversity and Inclusion
9. Waste management
10. Community engagement
11. GHG Emissions
12. Procurement and supply

Material topics identified

The materiality matrix that plotted the material topics evolved based on conversations and deliberations with stakeholders and respondents. These were then ranked from least critical to most critical.

Environmental

- GHG Emissions
- Energy Efficiency & Management
- Water Management

Social

- Diversity & Inclusion
- Community Engagement
- Employee Engagement
- Procurement & Supply

Governance

- Business Ethics
- Regulatory Compliance
- Data Privacy & IT Security
- Product Innovation & Transformation
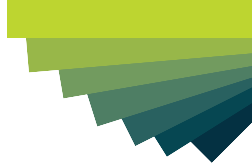- Customer Delight

STAKEHOLDER **DISCUSSION**

The organization proactively oversees its interactions with customers, employees, suppliers, investors, regulators, members of local communities, and other stakeholders who may be influenced by its ESG performance and whose actions could impact the organization's value. Regular engagement with these stakeholders occurs through standard business practices or through direct interactions as needed.

	Stakeholder representative	Communication methods and Channels	Communications topics
Investor	Investor Relations; Analysts; Shareholders; Financial Institutions; Investor road shows	Annual Report; Annual General Meeting (AGM); website; webcasts	Quarterly and annual financial results; climate change; Diversity and Inclusion (D&I); corporate governance; ESG initiatives, goals and targets
Employees	Human Resources; Talent Acquisition; Philanthropy; Social Impact subject matter experts	Internal emails; surveys; intranet; Employee Resource Groups; social media	Training and development; D&I; corporate governance; climate change; health and safety; community engagement
Customers	Sales; Customer Support	Direct interactions with customers via meetings or written responses; customer focus groups; responses to customer-requested surveys; website; social media	Product energy and carbon data; corporate climate change metrics; product recycled content information; supplier due diligence information

	Stakeholder representative	Communication methods and Channels	Communications topics
Supply chain	Suppliers; Global Supply Chain	Surveys and audits; Global Supply Chain; website; newsletter	Environmental performance; human rights; labor practices; distribution; health and safety; D&I; climate change; supplier training
Communities	NGOs; Philanthropic organizations; Civic and communities' partnerships; Regulators and Legislators	Community service events; surveys; emails; service campaigns; website; social media	Access to technology; STEM education; employee engagement; natural disasters
Advocacy groups	Global, national, and local alliances; NGOs	Technical working groups; webinars; newsletters	Supply chain due diligence; climate change; water management; product end of life management; circular economy; D&I; philanthropy

	Stakeholder representative	Communication methods and Channels	Communications topics
Board of Directors	Company Secretary; ESG Executive Oversight Committee	Board meetings and newsletters; AGM	Corporate governance; ESG oversight; climate change topics; ESG risks and opportunities; ethics and compliance
Regulators and legislators	Government agencies; Patent board; Government Affairs; Legal	Compliance assessment tools; regulatory tracking services; external legal resources; newsletters; webinars	Regulatory requirements and trends; compliance requirements; data security and privacy requirements; labor practice requirements
Industry associations	National or local industry associations; Certification or conformance groups; Industry councils; Standards development working groups	Newsletters; meetings; webinars; emails	Policy recommendations; regulatory updates and standards development activities for energy efficiency; chemicals restrictions; ecolabels

ALIGNING WITH THE UNITED NATION **SUSTAINABLE DEVELOPMENT GOALS**

Sify Technology has strategically aligned its business practices with the United Nations' Sustainable Development Goals (SDGs), demonstrating a commitment to fostering sustainable development. By integrating environmentally responsible practices, social inclusivity, and economic growth into its operations, Sify Technology contributes to several SDGs. The company prioritizes the efficient use of resources and minimizes its environmental footprint through initiatives like energy-efficient data centers and responsible waste management. Inclusivity is a core value, as Sify promotes diversity in its workforce and engages in community development projects that empower marginalized groups. Furthermore, Sify's technological solutions support education, healthcare, and digital inclusion, aligning with SDGs related to quality education, good health and well-being, and industry innovation. Through these concerted efforts, Sify Technology exemplifies the integration of sustainability principles into its business model, demonstrating a holistic approach to addressing global challenges and advancing the SDGs.

SDG

These 13 interrelated Sustainable Development Goals represent an ambitious agenda to achieve a sustainable future by 2030. Some examples of our work to advance specific SDGs can be found throughout this report.

SUSTAINABLE DEVELOPMENT GOALS

- 3 GOOD HEALTH AND WELL-BEING
- 4 QUALITY EDUCATION
- 5 GENDER EQUALITY
- 6 CLEAN WATER AND SANITATION
- 7 AFFORDABLE AND CLEAN ENERGY
- 8 DECENT WORK AND ECONOMIC GROWTH
- 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
- 10 REDUCED INEQUALITIES
- 11 SUSTAINABLE CITIES AND COMMUNITIES
- 12 RESPONSIBLE CONSUMPTION AND PRODUCTION
- 13 CLIMATE ACTION
- 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
- 17 PARTNERSHIPS FOR THE GOALS

ENVIRONMENTAL

ENVIRONMENTAL

Sify's commitment to the conservation of the environment is unequivocal. Its business strategy encompasses the conservation of the environment, backed by the judicious use of natural resources to minimize the negative impact of its business on the planet and its habitat. The execution of this strategy finds resonance in the Company's responsible approach to building its infrastructure, designing its systems and processes, and delivering its solutions. The Company believes this to be vital for ensuring a favorable environment for a secure and sustainable future. Sify understands that the extraordinary amount of energy consumed by the DCs is the result of data management infrastructures, the cooling systems, and other utilities contained in these facilities. With this cognizance, the Company is undertaking several initiatives to reduce its carbon footprint and give back to the environment.

Environmental Management System (EMS)

GRI 103-1, GRI 103-2, GRI 103-3

Our environmental stewardship is anchored by the continual improvement idea that forms the foundation of our environmental management system (EMS). A participatory, innovation-focused, and regionally adaptable strategy for reaching environmental performance excellence is made possible by EMS. Approximately 100% of our Indian facilities are ISO 14001:2015 (EMS) certified. Our initiatives centered around the environment are also effectively implemented and monitored thanks to our multi-level governance framework. Initiative progress is evaluated at the corporate, regional, and facility levels. Monthly reports are provided about the site-specific resource conservation goals. Every quarter, the Senior Management monitors the status of the environmental goals. We recognize that staff involvement is crucial to our environmental commitment, which is why we implement several activities to instill our ideals of environmental conservation in our team.

Plan
Based on consumption trends

Do
Identify action areas based on feasibility and cost-benefit profile

Act
Roll out strengthened initiatives based on corrective/preventive measures

Check
Progress against targets and gauge effectiveness of intervention

ISO 14001:2015   ISO 9001:2015   ISO 45001   ISO 26000

We have also developed a set of environmental policies that provide direction to and govern our business strategies and actions. Each of these policies embodies our strong commitment towards transitioning to a sustainable growth model and adopt robust environmental restoration and conservation initiatives.

Environmentally conscious culture building and enabling a participatory approach to drive environmental excellence

Training and awareness building
on environmental themes facilitated by internal and external experts

Engagement
through meetings, celebrations, competitions (quiz, slogan, poster), brainstorming sessions

Knowledge sharing
through global EHS portal and other digital intervention

Site-wise environmental goals and targets
with defined responsibility for action. This enables systematic and active employee engagement in resource conservation

Audits and inspections
conducted by in-house and external experts

231 MW
Investment made in renewable energy.

Low GWP Refrigerant
are used to reduce scope 1 emission.

Greenhouse Gas Emissions

At Sify, we are mindful of the impact that we have on global greenhouse emissions and are therefore focused on ensuring that a multi-year plan is in place to achieve energy and emission reductions. Keeping long-term goals of net zero by 2050 or sooner, we strive to track and measure energy and emissions across our portfolio and periodically benchmark ourselves with local and global industry standards through an internal review and target setting mechanism.

Additionally, we follow the below approach towards ensuring continued progress towards emissions reduction:

- Standardization of policies and operating procedures to ensure the optimum balance of occupant comfort and energy usage.

- Timely capital Improvements and asset upgrades to ensure that we can align end-of-life replacements and leasing demands.

- Leveraging technology through upgradation and full utilization of management systems to ensure visibility and controls.

Additionally, the transition to renewable energy is an integral part of our efforts to reduce our emissions and decarbonize our portfolio. We are executing a three-pronged sourcing strategy to transition Sify India assets to 100% renewable energy.

CAPTIVE GENERATION

OPEN ACCESS

PURCHASE REC

Scope 1

Fuels we Burn

Emissions from energy sources controlled or owned by us

Company vehicles

Back-up generators in data centers

Fugitive emissions in data centers

Scope 2

Power we consume

Indirect emissions from purchased electricity, steam, heat and cooling

In our own facilities and offices

Cooling of our data centers

Scope 3

Upstream

- What we buy from suppliers
- Carbon embedded in production and transportation of IT hardware, software and services we purchase
- Capital goods (e.g. building data centers)
- Employee business travel and commuting

Downstream

- What we sell to clients
- Electricity usage (IT load) by clients in our co-location data centers
- Electricity used by hardware sold to clients
- End of life of hardware we sell to clients
- Investments

Carbon emissions are recorded in relation to an operational control criterion. Carbon dioxide equivalent (CO2e) units are used to report carbon emissions, and they comprise all greenhouse gas emissions, in compliance with the GHG Protocol. Our reporting basis has further information.

Due to increased load shedding and unstable power systems, more diesels had to be purchased for the backup generators, which resulted in an increase in scope 1 emissions. The decline in scope 2 emissions is due to our operational and functional changes.

Emissions (tCO2e)	FY 2022-23	FY 2023-24
Scope 1	729	2,858
Scope 2	2,48,789	2,44,579
Total	**2,49,518**	**2,47,437**
Intensity per rupee of turnover	**74.70**	**69.44**

- Intensity: the GHG emissions impact per unit of physical activity or unit of economic output. Sify Technologies' GHG intensity represents market-based emissions per cooling ton. Definition adapted from the GHG Protocol.

- Absolute market-based: based on Sify Technologies' total purchased energy consumption and the average emissions intensity of the grid in the geographic locations where consumption is occurring. Definition adapted from the GHG protocol.

- Absolute location-based: based on Sify Technologies' total purchased energy consumption and the emissions intensity associated with the specific energy suppliers and products that Sify Technologies' chooses to use. This value incorporates the renewable electricity that Sify Technologies is proactively procuring. Definition adapted from the GHG Protocol.

The more than threefold increase in Scope 1 emissions for Sify compared to last year is primarily due to three significant factors. Firstly, the increased usage of diesel generators became necessary due to frequent power cuts, leading to a substantial rise in diesel consumption and direct emissions. Secondly, the company brought new data centers into operation, which not only increased overall energy demands but also required backup power solutions typically dependent on diesel. Thirdly, these new data centers, along with existing ones, saw a heightened use of refrigerant gases for cooling purposes. Refrigerants are potent greenhouse gases, and their increased usage directly contributed to the overall rise in Scope 1 emissions. These factors collectively explain the sharp increase in our company's direct greenhouse gas emissions over the past year.

Despite the expansion of our business, the change in Scope 2 emissions compared to last year has been minimal, thanks to two critical strategies. Firstly, our adaptation of renewable energy sources has significantly mitigated the potential rise in emissions. By integrating solar energy sources into our operations. Secondly, we have implemented comprehensive energy-saving initiatives. These include upgrading to energy-efficient lighting and HVAC systems, optimizing data center operations to reduce energy consumption, and incorporating smart energy management systems. Together, these measures have effectively offset the increased energy demand associated with our business expansion, resulting in small decrease in Scope 2 emissions.

Although 61% of our energy sources are derived from grid electricity, most of our emissions are coming from Scope 1. This discrepancy arises because Scope 1 emissions are directly associated with the combustion of fossil fuels on-site, such as the increased usage of diesel generators due to power cuts and the operation of new data centers. These activities release a significant amount of greenhouse gases directly into the atmosphere, contributing heavily to our Scope 1 emissions. In contrast, grid electricity, while forming the bulk of our energy consumption, often has a lower emissions factor per unit of energy consumed due to the mix of energy sources, including renewables, used in its production. Therefore, despite grid electricity accounting for the largest portion of our energy usage, it is the direct fuel consumption that is primarily driving our emission levels higher.

Case Study

Participating in India's Clean Energy Future

With the constantly expanding need for world-class data centre facilities to meet the burgeoning data centric transformation of Indian businesses, we believe investing in clean energy sources to fuel this transformation is a social imperative. We take pride in doing our part to help our customers become a part of this clean energy future. We are an early adopter of ESG guidelines. While our shift to renewables will deliver clear economic advantages, we are also proving the viability of adopting green energy solutions at an industrial scale.

Solar
Amount in **INR lakhs 2250**
Capacity contacted **45 MW**

Wind
Amount in **INR lakhs 3753**
Capacity contacted **54 MW**

Green Roadmap for Sify's 231 MW Renewable Energy Generation

67MWp /
45MWac solar

OCTOBER-2022

Date of Commissioning

60MWp /
40MWac solar

31 JANUARY, 2025

Date of Commissioning

51MWp /
35MWac solar

30 APRIL, 2025

42MWac wind

JULY-2023

11MWac wind

JULY-2023

Maharashtra

Expansion in Data Center Footprint 2023-24

|		
7 International POPs	**1,600+** Cities and towns pan-India	**3,700+** Points of presence
36,000+ kms of fiber coverage across 24 metro cities	**1,600+ cities** Data Centers connected across India	**7,835** SD-WAN service points deployed across India
7 International POPs	**1,600+** Cities and towns pan-India	**3,700+** Points of presence

Energy

In Sify, the total energy consumption amounts to 20,31,166 Gigajoules. Breaking this down, 61% of our energy comes from electricity consumption, which totals 12,29,726 Gigajoules. Fuel consumption accounts for 2% of our total energy usage, with 39,704 Gigajoules. Renewable energy represents a significant portion, contributing 38% of our total energy consumption with 7,61,736 Gigajoules. This distribution highlights our considerable reliance on electricity while also showcasing our strong commitment to incorporating renewable energy sources into our overall energy mix. We are not currently pursuing carbon offsets as part of our strategy.

Energy Breakdown

In 2023, absolute energy use from our operations totaled approximately 20,31,166 Gigajoules (GJ), a 30% increase from our last year. This increase is due to increase in our operation and expansion of services. Our energy intensity ratio (our total direct energy consumption divided by our total annual revenue) increase by 22%. One key element of our energy management strategy is our focus on sourcing renewable energy to power our operations. We source renewable-based electricity from photovoltaic (PV)/solar generation systems, through contracts with power suppliers that provide electricity directly from renewable systems (solar and wind), and by contracting long-term power purchase agreements. Our renewable energy share accounts to 39% from the total energy consumption.

2022-23 Energy Breakdown
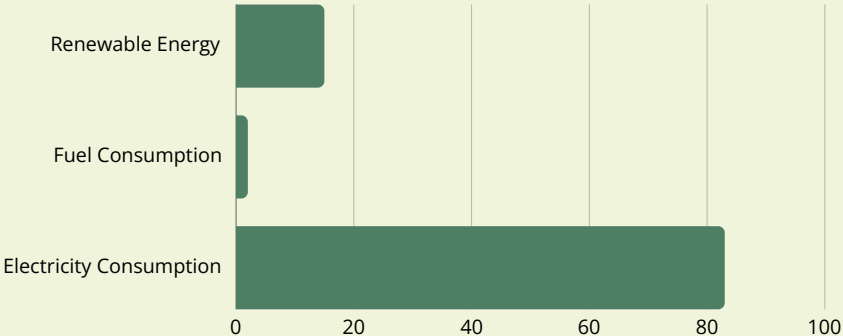
2023-24 Energy Breakdown
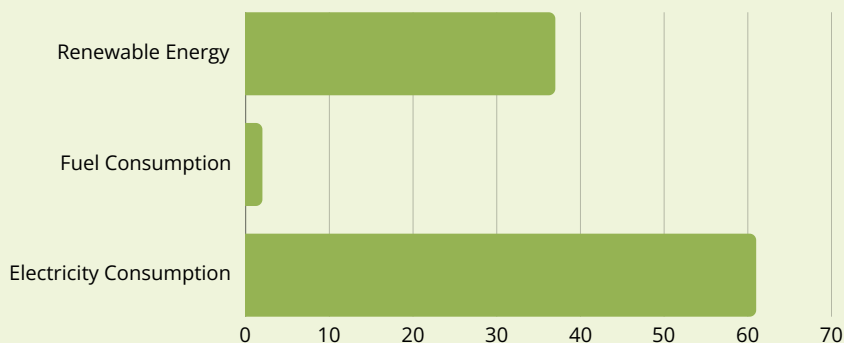
Our EHS management team completes an annual internal audit to confirm the accuracy of our energy use data.

Parameter	FY 2022-23	FY 2023-24
Energy from renewables (A) (Gigajoules)	2,33,266.13	7,61,736.15
Energy from fossil fuel (B) (Gigajoules)	32,451	39,704
Energy from GRID (C) (Gigajoules)	12,91,972.38	12,29,726
Total energy consumption (A+B+C)	**15,57,689.28**	**20,31,165.94**
Energy intensity per rupee of turnover	**466.32**	**570.01**

During the fiscal year 2023-24, Sify has made notable strides in managing our energy consumption, aligning with our commitment to sustainability. Our total electricity consumption decreased from 1,291,972 gigajoules (GJ) in the previous year to 1,229,726 GJ, reflecting our enhanced energy efficiency measures. Despite a rise in total fuel consumption from 32,451 GJ to 39,704 GJ, we significantly increased our utilization of renewable energy. Renewable energy consumption surged from 233,266 GJ to 761,736 GJ, highlighting our aggressive shift towards cleaner energy sources. Consequently, our total energy consumption, comprising electricity, fuel, and renewable energy, rose from 1,557,689 GJ to 2,031,166 GJ. This overall increase is primarily driven by our expanded use of renewable energy, reinforcing our strategic goal to reduce carbon emissions and support sustainable development.

Operational energy efficiency

We place a high premium on energy efficiency because the electricity we use to power our data centers accounts for nearly all our operating carbon emissions. Given that one of the Sify's most significant environmental aspects is emissions associated with energy consumption, it has a goal to continually improve the energy efficiency of its operations. In FY 2023-24, the Company's initiatives for energy reduction included the following methods:

Energy Conservation – Active Method
- Installation of low-energy equipment (including LED lighting, motion sensor lighting system, air compressor, air conditioning, and sewage treatment plant motors automation)
- Energy-efficiency improvement to air compressor and heating, ventilation, and air conditioning (HVAC) system
- Building Automation System deployment

Energy Conservation Education
- Employee awareness training
- Energy conservation promotion (emails and tip signs)

ISO 50001:2018 Energy Management System
- Various data centers, office locations in India, and the Chennai corporate office are ISO 50001:2018 certified.

**Energy Conservation – Passive Method:**
- Installation of energy-efficient windows or low-emissivity windows
- Adoption of energy-saving and environmentally friendly materials in new construction

39% of our energy consumption come from renewable sources in 2023-24

More than 200% increase in renewable energy sourcing from last year

Enabling the Transition to Renewable Energy

System-level adjustments are necessary to make the switch to renewable energy at the rate that the world needs it to. Therefore, we are not just building sustainable solutions for ourselves when we convert to renewable energy sources. We take the lead in implementing the reforms that increase other companies' access to renewable energy options. We are driving the transition to renewable energy in our communities by selecting projects that are on the same electricity grids as our data centers. At the end of 2023, Sify had procured 7,61,736 (GJ) of solar and wind energy across our global portfolio of which 100% is now utilized.

Renewable energy (GJ)

	FY 2022-23	FY 2023-24
Value	233266.13	761736
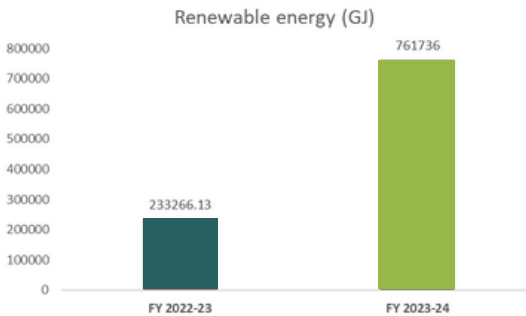
Green carbon-neutral and energy-efficient data centers

Green energy is an important criterion for organizations with large-scale power consumption as it helps maximize energy efficiency and minimize environmental impact. Sify is making considerable investments on green energy for its data centers. This will deliver considerable cost savings on energy while meeting our commitments to the environment.

We continue to align with our customers' green initiatives by implementing energy-efficient equipment, and sustainable solutions with the lowest water and power utilization effectiveness levels.

Responsible waste management is a key tenet of our efforts to enhance our environmental performance. Considerations related to waste management are integrated into our developments from the initial stage, as we aim to reduce our operating carbon impact by embedding circularity into our organization.

Sify's day-to-day operations around the country generate mainly hazardous waste and non-hazardous waste. The waste, both hazardous and nonhazardous, are collected and segregated on the site of generation and disposed of through third-party waste management companies in compliance with its site Environmental Programs Manual and applicable legal requirements in order to ensure that waste is managed properly and to try to minimize environmental impact.

Using an internal environmental database, the company measured and tracked the amounts of hazardous and nonhazardous waste generated as well as the disposal techniques used during the FY 2023–2024 reporting year. Within this system, waste data is collected and uploaded on a monthly basis by environmental focal points at its facilities, using measured data when possible or calculations based on measured data. Non-hazardous waste estimates are based on the site's headcount and the prior year's monthly data from sites that are comparable when measured data is unavailable.

100%
of waste by Internal recycling or accredited recyclers

100%
Hazardous waste is recycled

Our wastes are mostly composed of E-Waste such as scrap modems and routers, fiber optic cables, batteries, network equipment, and various devices. The small quantity of other hazardous waste also include discarded lube waste, mechanical, DG and service oils. We also have plastic wastes (i.e. tarpaulins) for our marketing activities. Additionally, we have office wastes composed of paper, plastics and general wastes, and mixed construction debris from construction.

2022-23 Waste Breakdown

E-waste
10%

Non-hazardous waste
14%

Other hazardous waste
13%

Battery waste
63%

2023-24 Waste Breakdown

E-waste (kg)
3%

Non-hazardous waste
28%
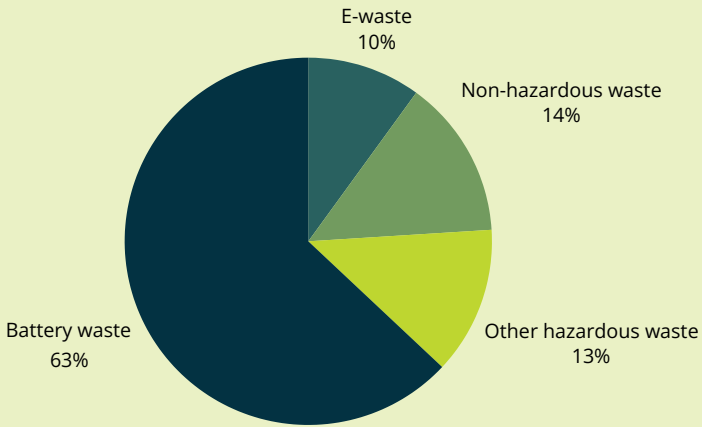
Other hazardous waste
9%
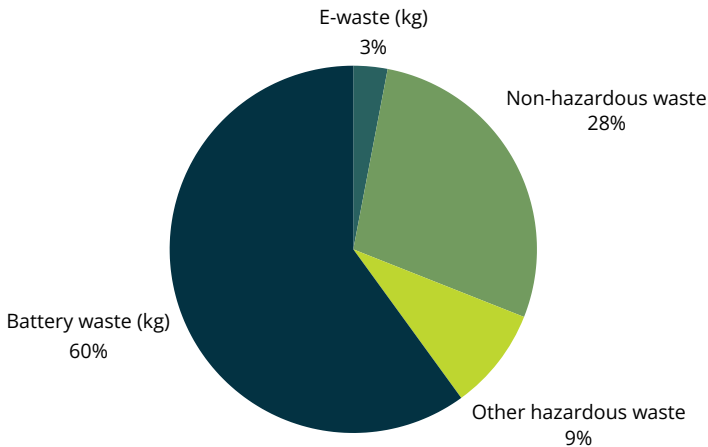
Battery waste (kg)
60%

Parameter	FY 2022-23	FY 2023-24
E-waste (kg)	22,544	10,422
Battery waste (kg)	1,47,998	2,10,787
Other Hazardous waste	30,725.00	32,925
Non-hazardous waste	33,620.00	96,466

In 2023, we improved our end-of-life management by embedding circularity in our operations and we were able to divert 100% of waste from disposal through internal recycling and engagement with accredited recyclers.

We continue to improve our performance as responsible producers through the following initiatives:

Product End-of-life Management

- Engaged with key suppliers to encourage their continued commitment to green product design and manufacturing, reduce waste, inventory obsolescence, and damage through better planning and develop future recovery initiatives for operational reuse of materials
- Partnered with accredited recyclers for the processing, recycling, or thermal dissolution (waste-to-energy) of e-waste
- Partnered for the upcycling of excess marketing materials (tarpaulins to bags)

Zero Waste Campaign

launched in 2022 to support solid waste management target of zero waste to landfill by 2030.

Solid and Hazardous Waste Management Framework

- Development of waste management classification scheme
- To engage third-party for collection and treatment/ disposal of residual waste

Circular Design-
Strategy and Initiatives

Product Design for Longevity: Sify has started incorporating design principles that emphasize durability, modularity, and upgradeability in its products. This approach not only extends the lifespan of devices but also facilitates easier repairs and component replacements, reducing the overall demand for new equipment.

Recycling Programs: Sify has implemented take-back programs to responsibly manage the end-of-life products. The company partners with certified e-waste recycling facilities to ensure proper disposal and recycling of electronic components, minimizing the environmental impact.

Material Recycling and Reuse: Instead of disposing of electronic components, Sify has established partnerships with recycling facilities to recover valuable materials such as metals, plastics, and rare earth elements. These materials are then reused in the manufacturing process, reducing the rellance on virgin resources and lowering the overall carbon footprint.

Circular Procurement Practices: Sify has adopted circular procurement practices, prioritizing suppliers and partners with a commitment to sustainability, This includes selecting vendors who use recycled materials in their products, adhere to ethical labor practices, and have a clear waste reduction strategy.

Employee Awareness and Training: Recognizing the importance of employee involvement, Sify has implemented training programs to raise awareness about the principles of the circular economy. Employees are educated on the impact of their choices and actions, encouraging a culture of responsible consumption within the organization.

Water

In response to the national call, Sify adheres to the sustainable water management policy and makes reasonable use of water resources in day-to-day operations. Water resources used by Sify are mostly from the municipal water supply system, and some from ground water extraction, mainly used as domestic water, indirect cooling water used by refrigeration equipment in data centers and a small amount of for water access, sanitation, and hygiene (WASH) services for employees, contractors, and visitors in its facilities around the country. During the reporting period, the Company's total water consumption was 61,32,323 KL. 100% of water withdraw are consumed within the facilities. Our environmental management systems are certified to ISO 14001:2015, which means that we have a rigorous system in place for monitoring and managing our environmental impacts, including water consumption.

We are committed to water conservation through the 3R (Reduce, Reuse, Recycle) strategy.

Reduce

Reuse

Recycle

We are continuously preparing our premises to be water sustainable by reducing freshwater intake and implementing water conservation initiatives. Retrofits and consolidation in building operations brought down freshwater consumption in various locations. Our freshwater consumption is mainly for data centers operations and human sustenance; hence, we believe we do not significantly impact water resources. We are focused on reducing our freshwater consumption through many initiatives. A comprehensive water management strategy has been devised to achieve water sufficiency. Water usage is reduced through demand side measures and 100% of wastewater is recycled within our campuses.

100% water withdrawals are consumed internally.

water neutrality already achieved

Sify is dedicated to implementing good water management techniques through efficiency and recycling to lessen its water impact and attain "Zero Liquid Discharge (ZLD)" at our hyperscale's locations. Most of its data centers have waste-water treatment facilities and water conservation initiatives in place to guarantee that recovered water is used for flushing and landscaping.

We have invested in efficient HVAC systems, low-flow fixtures, and STPs that minimized both our water withdrawals and consumption. We utilize only treated water for landscape across all our buildings, and other non-contact uses such as flushing and make-up water for HVACs in some of our buildings.

Parameter	FY 2022-23 (KL)	FY 2023-24 (KL)
Surface water	28,775	34,90,481
Groundwater	58,01,763	2,672,231
Others	4,745	0
Total volume of water withdrawal (in kiloliters)	**58,35,283**	**61,32,323**
Total volume of water consumption (in kiloliters)	**58,35,283**	**61,32,323**

Sify has made significant strides in reducing its reliance on groundwater resources, a crucial step towards sustainable water management practices. In a concerted effort to minimize environmental impact and promote responsible water usage, we have transitioned from predominantly groundwater extraction to sourcing a substantial portion of our water needs from municipal supplies. This strategic shift is evident in the data comparison from last year, where groundwater usage plummeted by an impressive 53.9%, dropping from 58,01,763 KL to 2,672,231 KL. This reduction underscores our commitment to alleviating pressure on groundwater reserves, which are often vulnerable to depletion and contamination. In tandem with this decrease, our utilization of surface water has seen a remarkable surge, catapulting from 28,775 KL to 3,460,092 KL, marking an extraordinary increase of over 12,000%. This considerable rise in surface water usage reflects our proactive efforts to diversify water sources and leverage more sustainable alternatives. Despite this substantial shift, our total volume of water withdrawal has experienced a modest increase of 5.1%, climbing from 58,35,283 KL to 61,32,323.36 KL.

This overall growth underscores our ongoing commitment to meeting operational needs while prioritizing environmental stewardship and resource conservation. By reducing our reliance on groundwater and embracing municipal sources, we are taking proactive steps towards building a more resilient and sustainable water management framework for the future.

Water Risks

Global water risk is rising due to severe water scarcity and pollution, unusual weather brought on by climate change, and other factors. This has an impact on the manufacturing of products as well as raw materials, which makes corporate water risk management more important. Sify assesses water risk as part of its corporate risk management program. The assessment considers both the effects on ecosystems and stakeholders. We prioritize countermeasures for each operational site based on the assessment's findings, and we take decisive action. Additionally, we take action to reduce any negative effects on the environment, for example, by making sure that each region's wastewater regulations are followed. Additionally, we assess the effects of our products on water sources and their lifecycles during the product development process and work to reduce those effects.

Wastewater treatment plant (WTP) and STP retrofitting

WTPs and STPs using latest technologies for efficient and economic operations is an important strategy. We have ensured that all the treated water is reused in our campuses and its quality is monitored regularly to ensure adherence to all applicable norms. New designs for WTPs ensure they are better optimized for size, treatment technology and improved treated water quality. Old treatment plants have been retrofitted with advanced membrane bio reactor technology that gives better treated water quality, meeting all wastewater treatment norms. We ensure that we treat and reuse 100% of the wastewater generated through our business operations within our campuses for flushing, landscaping and cooling tower applications.

SOCIAL

SOCIAL

Human Capital

Sify believes its people to be a key propeller in its growth trajectory. They are integral to the success of the Company and vital to the realization of its vision. They are partners in Sify's efforts to drive greater excellence across its business segments and are critical to its commitment to delivering long-term sustainable and inclusive value to the stakeholders. Sify, therefore, continues to invest in their learning and career development, welfare, and wellbeing. The Company strives to build its capabilities to promote the 'INNOVATOR' in them – the singular trait that keeps Sify young, agile, and dynamic. It continues to imbue its people with the organizational ethos and embed in them the spirit of passion and innovation to ensure excellence in execution.

It takes more than just the best technology to fulfill Sify's corporate mission of creating a more connected world—it also takes the best people. Three pillars support our human capital strategy, which aims to build a world-class Sify Team with the abilities, promise, and drive to give Sify a competitive edge both now and in the future:

- Draw in the top talent.
- Help our staff reach their maximum potential.
- Encourage staff members to advance in their careers at Sify.

HR Philosophy and Approach

Our success has been driven by our unique culture that values each Sifyite's contribution to its success story and growth journey.

Our HR philosophy is to be an Employer of Choice by creating a high-performance work culture through effective people practices that enable its associates to feel empowered and have a feeling of ownership and pride. Our people are at the heart of everything we do. Our corporate philosophy is to be an "Employer of Choice" by creating a high-performance work culture through effective people practices. This is aimed at enabling our associates to feel empowered. Our team members have the resources and opportunities to pursue new passions, build new skill sets, and feel supported and cared.

Won the
Great Place
to work for FY2024

Reskilling to cover minimum
100%
employees YoY

Building a talented and agile workforce

Exceptional talent is the difference between a good organization and a great one. We strive to attract the best talent for our business through strategic recruitment, competitive compensation and benefits and the assurance of an open, welcoming and safe work environment. The Human Resource (HR) proposition is centered around ensuring that its workforce is right-sized, right-shaped, agile, and dynamically optimized in terms of cost.

Size

Depends on the requirements of roles and skills (building the right competencies for tomorrow)

Shape

Linked to succession planning (building leadership potential & bench strength)

Cost

Revolve around ensuring an optimum resource cost (and that costs are in line with market trends)

Agility

Centered around having a workforce that os lean, flexible and can adapt to transforming market demands (in line with Sify's trait of being agile)

Our Workforce

Our people are our biggest strength and the single-biggest driver of our growth. Their passion, dedication, and belief in our vision and their unrelenting hard work has made Sify what it is today. As part of the Sify family, the employees are provided equal opportunities across the spectrum, industry-leading compensation and rewards, a safe workplace and an opportunity for continuous learning. To manage our growing workforce effectively, we have digitalised our people management system, enabling real time visibility of our workforce across locations.

Sr. No.	Category	Unit	Employee count FY 2023-24					Employee count FY 2022-23				
			Age Group			Gender		Age Group			Gender	
			<30	30-50	>50	M	F	<30	30-50	>50	M	F
A	**Permanent Employees**											
1	Management	Nos.	0	3	7	9	1	0	2	7	9	1
2	Other Employees (Non-management Staff)	Nos.	1,548	2,624	137	3,840	469	1,019	2,759	125	3,558	344
Total Permanent Employees		**Nos.**				**3,849**	**470**				**3,567**	**345**
B	**Temporary Workforce**											
3	Temporary Employees	Nos.	205	266	8	443	36	214	304	9	480	47
Total Temporary Workforce		Nos.				443	36				480	47
Total Work Force		**Nos.**	**0**	**0**	**0**	**4,292**	**506**	**0**	**0**	**0**	**4,047**	**392**

Table title: **Total employee count (As on 31st March)**

Strategic recruitment

Our strategic workforce plan, which outlines the talent required across the company to support our desired growth trajectory, serves as the foundation for our recruitment strategy. This includes enlisting a diverse workforce via a variety of methods, such as effective hiring practices on campuses and in the armed forces as well as unconventional talent pipelines.

Sify achieves this proposition by:

- Creating an Annual Operating Plan (AOP) before the start of the financial year

- Conducting workshops led by respective business leaders to develop the AOP, with the participation of Business, Delivery, HR and Finance Teams for each business unit

- Determining manpower requirements (workforce plan) as part of the AOP, based primarily on the business strategy, annualized targets, and existing people analytics revolving around count, skills and cost

- Having management buy-in for the hiring roadmap basis the workforce plan, in terms of the required count of resources, as well as skills and hiring strategy to source the talent

- Planning Internal Job Postings (IJPs), referral campaigns and external talent hunt

- Incorporating skill development plan basis the business and skill requirements, followed by planning and roll-out of in-house training models, vendor and OEM training avenues, etc.

- Executing the workforce plan through a collaboration of business, HR and learning partners

- Reviewing the workforce plan every quarter by all stakeholders to check for readiness status and changes, if needed, basis business and market needs
- business unit

- Determining manpower requirements (workforce plan) as part of the AOP, based primarily on the business strategy, annualized targets, and existing people analytics revolving around count, skills and cost
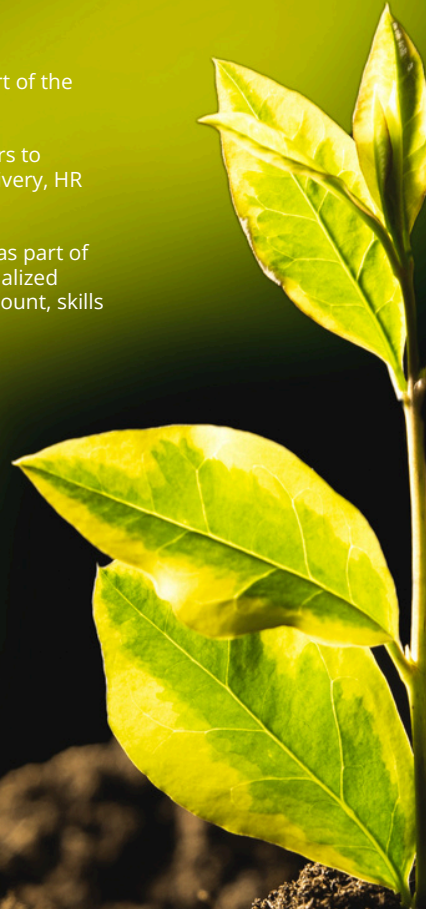
Robust hiring strategy

Sify has adopted a two-pronged approach to ensure the right mix of experience and fresh talent in its team.

Lateral hiring

- Focus on specialized and niche skills, powered by experience and expertise.
- Sourcing and hiring candidates with relevant functional knowledge, subject matter expertise, competency check, and cultural fit
- Designated panels for each technology tower established to assess specific technical skills; assessment done for specific competencies required to perform the role through a case study and scenario-based evaluation technique.
- Online assessment tools like Mettl's and Thomas profiling for specific functions used in the selection process.
- IJPs (Internal Job Postings) undertaken to give opportunities to internal teams to pursue a different career path.

Campus Connect

- In-course training that supplements the students' curriculum and imparts industry grades skills
- A comprehensive training program completed and concluded with the on-Graduation Day, where the students who successfully complete the training are conferred with certificates and allotted to different teams.
- Identification of additional requirement of role-specific young talent needed to be onboarded.
- Approaching reputed engineering and management institutes for identifying talented students, screened for aptitude and technical capabilities through online assessments, and followed by technical and HR interviews.
- A dedicated team in place to manage the Campus Connect program for promoting the campus corporate relationship.

	Trainee recruited directly
Management Campus	37
Engineering Campus	239
Total	**276**

276
New hires from campuses in FY 2023

Streamlined onboarding process

Sify has established a well-defined process to ensure the smooth induction and onboarding of an associate into the organization. An associate feedback system exists at key stages of the employee's association with Sify (Day 1, 7, 30, 90), and the feedback is recorded through an online survey called the Onboarding Experience. The survey enables the Company to receive regular feedback from the associate, which is shared with concerned stakeholders to facilitate timely interventions and ensure associate satisfaction.

The Onboarding Experience survey enables Sify to receive regular feedback from the associate, which is shared with concerned stakeholders to facilitate timely interventions and ensure associate satisfaction.

Keeping employees positively engaged

Several employee engagement forums at Sify helps it in keeping its employees motivated, inspired with high morale, and help them deliver their best at all times. Talent showcases, sports events, health camps and quarterly town hall meetings are some key initiatives undertaken.

Employee Engagement Platforms:

MFINE: This is an online platform that helps our employees book medical services at discounted prices for themselves and for their dependents.
1-to-1 Help counselling solutions: This is a panel of psychologists and counsellors who help employees in addressing different issues ranging from personal to professional arenas.

Sapphire IMS: This tool helps employees raise requests on any HR-related issue and track the progress of their requests until resolution.

Amara AI: This tool tracks critical touchpoints in the employee's lifecycle (onboarding to separation) to gauge his level of engagement in the organization. It also enables Sify to proactively identify highly disengaged employees, who are at the risk of attrition.

POSH Policy: Sify has constituted a grievance panel to implement the POSH policy, address complaints of sexual harassment and deal with all cases of alleged sexual harassment. The POSH policy is strictly enforced with the aim of providing a safe and secure working environment for all employees, regardless of their gender.

The grievance panel created for the policy includes senior women employees and other members from different businesses and geographies. Period training programs are organized on POSH to educate the employees and increase awareness on the provisions of the POSH Act

Upskilling and Reskilling

Creating the networks that move the world forward doesn't happen with yesterday's skills. Team members at all stages of their careers have access to world-class resources to maximize their potential and remain competitive. We support their professional growth through continuous skill-building and development that keeps pace with the dynamic changes happening across our business.

Cognizant of the importance of keeping its people aligned to the transformations taking place in the business ecosystem, particularly in the context of technology, Sify has put in place a well-defined system of learning and development for its teams. Sify believes that continuous learning towards skill development and a commitment to smartly execute the goals of the organization. The focus of the learning program is on skill upgradation in a culture of continuous learning. It is crafted to drive excellence in performance, along with growth for the individual and the Company. Sify has a mandate of a minimum of eight hours of learning a quarter (32 hours yearly), which improves the overall competence of its associates. The aim is to build a skilled and motivated workforce that can adapt to new challenges and opportunities. The Company's learning and development programs are designed to support this goal, providing a wide range of learning opportunities to employees at all levels.

Promoting a culture of continuous learning

Embracing a learning mindset is a core part of our culture. Employees have access to curated development opportunities on Sify's Learning Portal **LiveWire** with content from **Percipio**. The portal allows for the creation of learning pathways for all employees, including functional specific pathways to build technical and leadership skills and certification preparation for personal development and business requirements. As a dynamic platform with new courses from premium content providers, our Learning Portal is constantly evolving to help our employees grow and succeed.

129
trainings conducted externally

1,38,964 hours
Spent in e-Learning

Learning Transformation

Sify's talent transformation agenda is aligned with the specific skills needed to perform specific roles. It offers learning courses designed to help in the learning transformation, through its internal library or by leveraging external knowledge sources. As per the organization's learning transformation agenda, every associate is mandated to undertake a specific number of courses within a prescribed time frame. Our chairman's vision is to build 'Sify for Generations'. Technologies change, and businesses transformation that people with open minds and great attitudes learn, transform and perform.

At Sify, we believe that continuous learning towards skill development and commitment are ways to smartly execute the goals of the organization. Our learning process focuses on leadership development, technical and behavioral skill enhancement, and certifications across functions.

Leadership Development

The focus is on developing leaders and honing their professional abilities to take on critical responsibilities and perform efficiently in various leadership roles.

Technical and Behavioral Skill Enhancement

The focus is on both soft and hard skills to develop technical and behavioral competencies of an individual which will help them perform their job efficiently and effectively.

Certifications

Certification programs provide learners with an opportunity to train and develop a specialized skill based on the business requirement. It helps organizations to achieve professional goals and helps in advancement of associate professional career as well.

Key learning and development initiatives

Career Progression Framework
- Created for GNOC team
- Levels covered - L0 to L3 for nine teams
- Assessment creation in progress and will be completed by May, 2023

Competency Framework
- Piloted with DC operations to identify competencies of nine job families
- Identified 23 core competencies (Technical and Functional)

DC Induction Program
- Launched on January 10, 2023 to create awareness of the Sify Data Center setup, technical knowhow, behavioral skills, financial components, and compliances
- Overall, 15 modules totaling 8.44 hours

Certification Tracking Tool
- Initiated across BUs to collect information on global certification completed by the associates
- 167 certifications in the FY 2023

Learn on the Go
- An initiative that enables associates to access courses based on their interests and domain as they go about their daily work schedule or at leisure.
- Courses are of short duration (range 5–15 minutes), which can be consumed by associates anytime, anywhere.
- These short bursts of courses are identified by the L&D team and published twice weekly.
- A total of 59 Learn-on-the-Go courses rolled out.

Certification Drives
- Focused certification drives across business units done to create certified pool of resources and aims to improve performance, enhance credibility, and give the organization a competitive edge in the marketplace.
- FY '23-24 Certifications Validated - 561

SEED PROGRAM
- A career progression framework initiated for NCS which will provide a roadmap that defines how an employee can grow within an organization. It states the required competencies for each role and gives employees direction on how to achieve specific milestones.

Key learning and development initiatives

Competency Mapping
- Competency mapping exercise initiated for DC to identify and analyze the specific skill set, knowledge, ability and behaviors needed to perform their task effectively.

Illuminate Learning Sessions
- Illuminate Learning Session is a pitch enablement session by SMEs/experts on latest technologies/trends/value proposition on chosen topics. Overall 12 sessions were conducted.

Business Impact Intervention
- Tailored business interventions to upskill and develop resources with the desired business impact as an end goal. Overall 100+ interventions conducted across BUs

Sales Lab on the Go – Micro-Learning
- Learning awareness EDM shared with the Sales team on a weekly basis as a part of skill enablement awareness sessions

Leadership Development Program
- A leadership development program helps build an individual's leadership skill and capacity to excel, both personally and professionally, in their role and organization. Overall 8 programs were conducted

Supplementary Learning Tracking Tool
- A supplementary learning tracking tool was initiated across BUs to capture the external learnings and specific internal sessions at a centralized repository.

Learning Hours for Sify Trainers
- Sify Trainers will get the learning hours credits for the sessions they delivered internally.

Skill Mapping-Sales
- Skill Mapping of Sales and Psychometric assessments by SHL.

Learning Platform
- 19 technology tracks to be developed for the sales team for Cloud Managed Services, Network Managed Services, Digital Services, Network Infra, and DC Infra
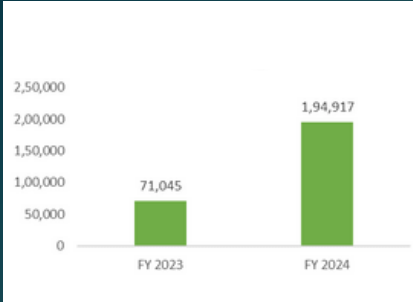
Partner Enablement Session – GTM
- Enablement sessions started in collaboration with VSERV and Arrow PC Pvt Ltd North partners for the sales team.
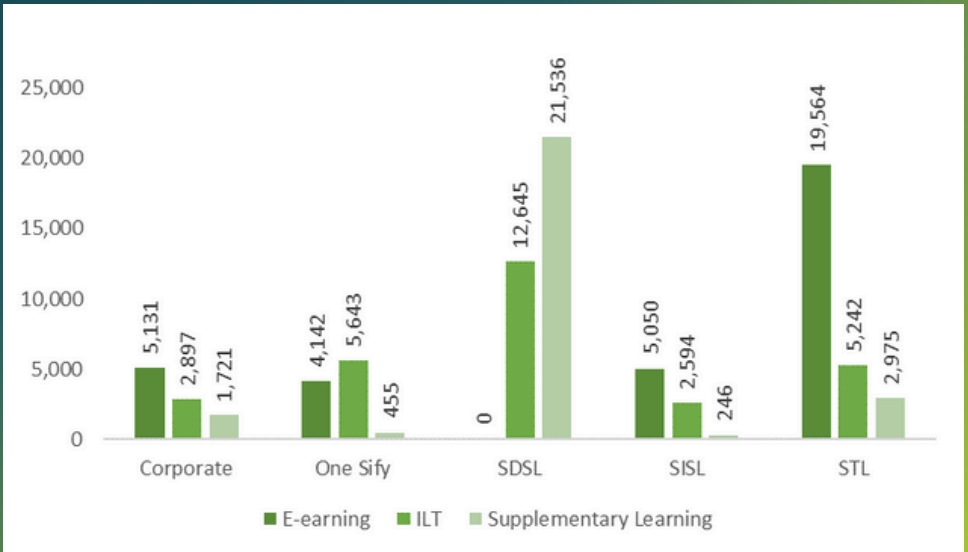
Emphasis on learning

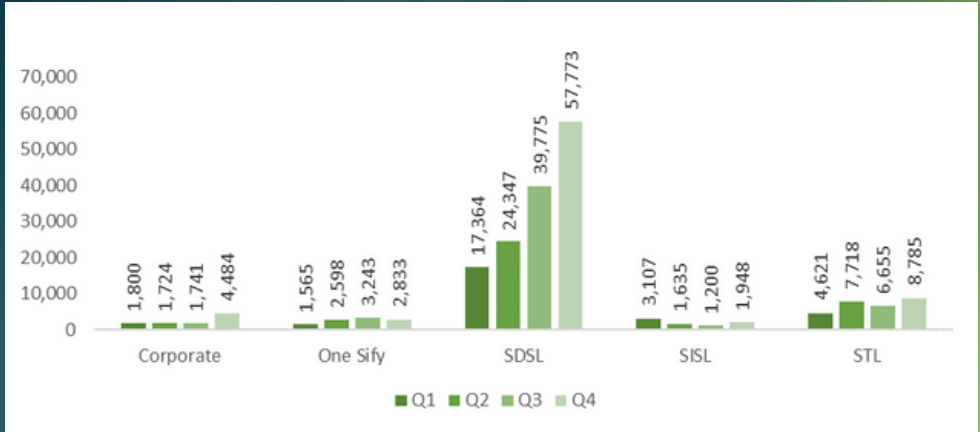### Number of learning hours

Quarterly learning hours

Training delivery mode- learning hours

Emphasis on learning

Learning hours

	Q1	Q2	Q3	Q4
Corporate	1,800	1,724	1,741	4,484
One Sify	1,565	2,598	3,243	2,833
SDSL	17,364	24,347	39,775	57,773
SISL	3,107	1,635	1,200	1,948
STL	4,621	7,718	6,655	8,785

Other initiatives

- Sify sponsors industry-grade certification programs and OEM-sponsored programs for associates who are identified to play key roles in critical projects. These programs enable associates to get trained directly by the service owners and experts.

- The Company reimburses the fees for specific technical courses aligned with the business that are undertaken by associates to encourage and facilitate the upgradation of technical skills and learning of new technologies.

Leadership training

We think that each person has the ability to set the example as well as contribute to our collective success. That's why we make investments in a variety of official and informal development programs to enhance our team members' leadership skills. We support employees' success as they advance in their careers and assume new leadership roles by providing specialized development opportunities, such as specialized training for aspiring executives and people leaders.

Rewards and recognitions

Employees who demonstrate excellence at work are recognized and rewarded every year at regional and national levels during the Sify Annual Business Conference.

Employee engagement

- Engagement programs
- Employee Well-being Sessions

Key Focus Areas of FY2025

Other capitals impacted

- **Manufactured capital** - Ensures seamless and uninterrupted utilization of assets
- **Financial capital** - Leads to investment in people who work better to enhance revenue and returns
- **Intellectual capital** - Enable increased participation in developing innovative products and solutions
- **Natural capital** - Helps optimize utilization of resources for environment protection
- **Social & Relationship capital** - Enhances employee engagement Provides superior customer experience

"It Is our constant endeavor to focus on development of our internal pool and attract the best talent available by providing the right opportunities. We strive to provide our people with the right tools and resources to continually improve and upskill themselves and holistically develop. We are cognizant of the significance of bonding with our people to progress on our collective journey so as to realize the organization's vision. Our HR strategic framework is aimed at developing our people to build a future-ready organization, and maintain a focused approach in implementing the best people practices across the organization, propelling Sify's performance excellence and growth journey."

- Lalith Sharma, Chief Human Resources Officer

30,942 hours
Spent in ILT trainings

78,737 hours
Spent in technical and domain trainings

1,38,964 hours
Spent in e-learning

1,899 Associates
trained

4,318 Associates
trained

4,543 Associates
trained

42546 hours
Spent in behavioral and other training

129
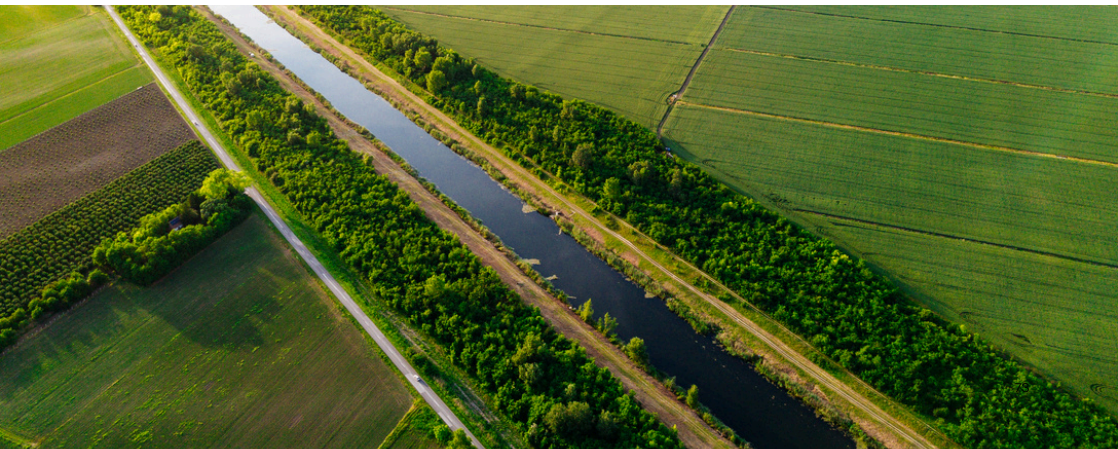Conducted externally (Conducted using external trainers)

12
initiatives

INR 1,58,24,939
Learning and Development expenses

7
Vendors / service providers onboarded for external learning

Diversity and workplace culture

Promoting Diversity, Equity and Inclusion

It is Sify's constant endeavor to ensure the organization's readiness to meet its business's current and future needs. It continues to improve its people's strengths to keep pace with the growing demands and opportunities and added people during FY 2023-24. Diversity, equity and inclusion (DEI) is a key enabler of the Company's efforts in this direction. Sify believes that DEI leads to better hiring, better customer and vendor relationships, better perception of innovation, and a better reputation. The Company prioritizes DEI and has consciously focused itself on building an inclusive workplace environment using multiple tools and practices. The Company takes concerted steps to ensure that its leaders model diversity and inclusion. It is also cognizant of the connection between innovation and DEI. Sify has, thus, put in place a well-articulated DEI framework to steer the penetration of the DEI ethos across the organization's actions.

Systems

A look at practices, processes and systems to weed out sexism, racism. ageism, ableism, gender disparities and others.

People

To engage and know people well for shared vision and voices heard

Fairness

Provide what people need, specifically in equity as well as access and opportunity

Inclusion

Create inclusive strategies that foster representation and belonging

IDEAS

Hiring mandates
15% of all business & technology roles must comprise of women

Policies
Women-friendly policies for shifts/travel/transport need to be looked at

Market & promote
Our talent/role models, our policies and our stories (social/event participation)

Gender diversity across businesses

Company	Male	Female	Total
Sify Technologies Limited	925	179	1104
Sify Infinite Space Limited	163	8	171
Sify Digital Services Limited	2761	283	3044
Total	**3849**	**470**	**4319**

At Sify, DEI is not a marketing campaign but a continual change in organizational culture and mindset. To steer this change, we have mapped our short-term strategy, over the next three months, to certain SMART goals, aligned to Internal Stakeholders, External Stakeholders, Planning / Review Cadence, and Setting Core Objectives. As part of this strategy, we shall continue to drive social/ external campaigns to help hiring mandates, promote talent and create icons.

Building a cooperative, diverse, and inclusive work environment is one of our top priorities as a company, and it applies to everyone at Sify as well as to our clients, suppliers, and business and community partners. We see this as not just the moral thing to do, but also as a competitive advantage and a business imperative. D&I is the key to our success. We are a stronger business and culture because we embrace diversity on all fronts, including but not limited to race, ethnicity, national origin, religion, gender, sexual orientation, gender identity and expression, disability, veteran/military status, and age.

Our SMART Goals

Specific
Measurable
Achievable
Realistic
Time-Bound

Our SMART goals are aligned to Internal Stakeholders, External Stakeholders, Planning / Review Cadence, and Setting Core Objectives.

11%
women workforce

Health, Safety and Wellbeing's

We promote safety in the workplace by providing our people with the tools, resources, and training they need to get their job done safely and effectively. Through a proactive occupational health and safety (OHS) approach, we identify areas for improvement to mitigate safety incidents before they happen. We prioritize a safety-focused culture that strives to achieve zero injuries and zero incidents across the enterprise.

Sify adheres to world-class standards for workplace safety through its Occupational Health and Safety (OHS) Management System. Sify all working locations are ISO 9001:2015 (Quality), ISO 14001:2015 (Environmental), and ISO 45001:2018 (OHS) certified by an accredited third-party auditor. As required by these internationally accepted standards, the management of objectives and targets at each certified facility continually foster a safe and healthy work environment for employees.

While Sify is committed to fostering a healthy and safe work environment for its employees and contractors through a prevention-first approach, Sify is happy to report that no incident occurred at any of its locations during FY 2023-24.

Compliance Management

Sify has put in place a procedure for determining and assessing compliance with local, provincial, and central OHS legal requirements, along with other requirements. The procedure has designated responsibilities. The Company's operational sites are required to conduct research, compile a list of all relevant OHS regulations and other requirements, and update this list on a regular basis.

Regular evaluations are conducted to assess compliance with these requirements, and remediation measures are implemented when required. When the Company creates, implements, maintains, and continuously enhances its OHS management system, these applicable requirements are taken into account.

Relevant OHS legal requirements as well as other requirements are arranged according to how they affect the company's actual operations and functions. The various categories into which these operations and functions have been divided include, but are not restricted to: emergency response, health services, workplace safety, electrical safety, fire safety, process safety and risk assessment, and hazardous chemical safety.

Employee Health management

Given the potential hazards linked to our business operations, we have established a comprehensive health management system for our staff members. We have a number of administrative controls built into this system, including SOPs and well-defined workflows. Our preventative, curative, and consultative services for employee protection from occupational dangers are part of our health assessment and health promotion programs. Pre-employment physicals are performed to make sure workers are physically capable of performing the job. At the health centers located throughout our locations, we periodically do physical examinations for our staff members. We uphold the promises stated in our Code of Conduct by maintaining employee health records with secrecy. Every operational site has a medical facility that is open 24/7 to check on the wellbeing of our staff. Medical examinations are another way to identify high-risk health risks, and our on-site emergency plan takes prompt action to address any hazards found. In accordance with our policy, we offer all of our employee's complete health insurance plans.

Our health education and promotion programmes encourage employees to follow a healthy lifestyle. As part of these initiatives, we also conduct awareness programmes concerning nutrition, the pandemic, cancer and important lifestyle-related diseases. Our contractual workforce is also encouraged to actively participate in our health-focused programmes.

Health and safety awareness and communication

Sify promotes a culture that places a high priority on health and safety. Participation from employees is crucial to the effectiveness of health and safety management. A variety of methods are used to raise employee awareness, including e-learning, in-person trainings, emails promoting knowledge, and awareness-raising events like Safety Month and ESG Week. The goal is to guarantee that every employee is aware of:

- The importance of the OHS policy, procedures and the OHS management system, and their roles in achieving the policy and maintaining the OHS management system;
- Actual and potential hazards of the work being performed, potential consequences of deviating from procedures, and benefits of improved personnel performance;
- Emergency preparedness and response requirements;
- Appropriate level of skill and competence for personnel whose work can create a significant health and safety hazard risk.

Employees Wellbeing's

Sify's proactive approach to Mental Health aims to tackle the stigma around mental health, building a more inclusive and supportive environment. We want people to be able to ask for support and for those around them to be about recognize early warning signs so that early intervention can take place. In the past year, we took strategic action to promote this by defining an overall well-being strategy that provides mental health resources to employees such as:

- Virtual counseling
- Behavioral health coaching
- Substance use supportive services
- On-demand coaching, personalized learning, and caregiver support
- Healthy life management programs

Promoting Mental Health

We constantly encourage a culture of holistic growth by focusing on the mental, emotional, psychological, and spiritual well-being of our workforce. We strive to encourage an inclusive culture by creating a safe work environment fostering care, compassion, understanding and well-being. In order to understand and break the misconception around mental health issues, we promote open discussion, interaction, and awareness through various engagement channels accessible to everyone. At all our facilities across businesses, we have established medical facilities for the people in need. Regular yoga sessions are conducted to keep health in check along with day care facility. We have also appointed a full-time dietician at our office locations that provide expert nutrition and dietary advice.

As part of our health and well-being measures, we offer professional Employee Assistance & Counselling Services for our employees and their immediate family members. It includes online health and well-being resources, counselling assistance, support and guidance on family and work-related matters and is completely confidential.
The Employee Assistance Program (EAP) support helpline is available 24 hours a day, 365 days a year.

24/7

Employee Benefits

Always concerned about the happiness and satisfaction of all employees, we take measures such as a well-developed employee benefit system, work-life balance, care for employees' children and support to employees to fully understand their needs and improve their satisfaction. We provide employees with social insurance in accordance with local laws in the locations where we operate. In mainland India, for example, the Company and our subsidiaries provides insurances and medical benefits for all regular employees. In addition to the statutory benefits, we also provide employees with a number of benefits above the statutory requirements.

Pension

Medical insurance

Life insurance

Parental leave

Company holiday entitlement

Stock ownership

Ensuring Employee Health and Safety in Data Centers

As data centers become the backbone of modern businesses, Sify has implemented a range of strategies to create a safe and secure working environment for its personnel. Let's delve into the key measures adopted by Sify to safeguard the well-being of its employees in data centers:

Ergonomic Workspaces:

Sify places a strong emphasis on creating ergonomic workspaces within its data centers. Employee workstations are designed to minimize physical strain and promote a comfortable working environment. This includes adjustable chairs, ergonomic desks, and proper lighting to reduce the risk of musculoskeletal issues and enhance overall well-being.

Health and Safety Training Programs:

Comprehensive training programs are a cornerstone of Sify's commitment to employee well-being. Staff members undergo regular training sessions on health and safety protocols specific to data center environments. This education covers best practices for equipment handling, emergency procedures, and the proper use of personal protective equipment (PPE).

Personal Protective Equipment (PPE):

In data center environments, where employees may interact with sensitive equipment, Sify ensures the availability and proper use of personal protective equipment. This includes items such as safety glasses, gloves, and static-resistant clothing to minimize the risk of injuries and electrostatic discharge.

Workplace Health Monitoring:

Sify integrates health monitoring into its data center operations. Regular health check-ups and screenings are conducted to monitor employees' well-being. This proactive approach allows the company to identify and address potential health issues early on, promoting a culture of preventive care.

Shift Planning and Rest Breaks:

Sify understands the demands of 24/7 data center operations and takes a thoughtful approach to shift planning. Adequate rest breaks are incorporated into schedules to prevent fatigue and ensure that employees can maintain optimal focus and performance during their shifts.

Emergency Response Training:

Ensuring that employees are well-prepared for emergencies is a priority for Sify. Regular emergency response training drills are conducted to familiarize staff with evacuation procedures, the use of safety equipment, and coordinated responses to unforeseen events.

Continuous Improvement and Feedback Mechanisms:

Sify fosters a culture of continuous improvement in health and safety measures. Regular feedback mechanisms, including employee surveys and safety committees, enable the identification of potential hazards and the implementation of proactive measures to address concerns promptly.

Adherence to Regulatory Standards:

Sify places great importance on compliance with industry regulations and standards related to employee health and safety. This commitment ensures that the company not only meets but exceeds the requirements set forth by relevant authorities.

Supply chain

GRI 3-3, 414

We have dedicated teams overseeing functions, such as logistics, procurement, planning and inventory management, among others. To embed continuous improvement in our management system we have defined Key Performance Indicators (KPIs) across each of these functions. We also have an integrated management system for efficient monitoring of our supply chain activities and initiatives.

Our vendor partners play a critical role in facilitating the seamless operations of our company.

- Our sourcing vision is to create a dependable and efficient supply chain that can enable us to meet and at times exceed the requirements of optimum cost and timely delivery with the best achievable quality.
- 100% of vendor partners must adhere to the Anti-Bribery and Code of Conduct policy in addition to being compliant with all applicable laws of the land.
- We have incorporated ESG clauses into our vendor partner agreements and conduct rigorous third-party audits to ensure compliance with the clauses specially to concerning adherence to labour laws. Our operations and projects do not employ any child labour.
- We have sourced 99% of our goods and services from within India in FY2023-24.
- Based on feedback received from our vendor partners and inputs provided by our internal process improvement teams, we implemented an Aadhaar-based e-sign for affirmation of our Anti-Bribery and Code of Conduct policies, which has reduced our transaction time drastically and eliminated paper based physical reaffirmation.

Supplier selection

Implementing a controlled approach to awarding the Sify's business to suppliers is critical to meet its procurement objectives and to establish a trusted base of suppliers. Therefore, even the perception of favoritism or bias is unacceptable. To ensure business awards are conducted ethically and fairly, the Company has defined and approved sourcing methods to ensure the following:

- Suppliers have a fair opportunity to compete for the Company's business.
- Buyers conduct an ethical evaluation on carefully understood facts such as supplier prices, terms, and conditions
- The most capable suppliers are selected based on the best overall acquisition value.
- Business awards are reviewed and approved with proper delegation of authority.

New supplier validation

New suppliers are assessed for numerous capabilities including their operational aspects, financial stability, product or information security, and ESG expectations. More precisely, the sustainability policies, codes of conduct, ISO certifications, ESG standards, environmental impact elements, measures to prevent forced labor, and public reporting are evaluated for every new production supplier. Suppliers who might be on a government or international agency's restricted or denied parties list should be of special attention. As per the company's policy and formal practice, its employees are not allowed to buy, sell, or ship any product that violates export laws or goes to any individual or company that is listed on any government list of parties that have been denied export or import privileges.

Supplier Code of Conduct

Sify expects all our suppliers to comply with our Supplier Code of Conduct or an equivalent set of standards. Our Supplier Code of Conduct sets forth our expectations for our suppliers and the subcontractors and agents of our suppliers. Our Supplier Code includes provisions that:

- Forbid the use of child labor and forced labor.
- Protect employees' rights to freedom of association and collective bargaining, as permitted by local laws.
- Prohibit discrimination on any basis prohibited by applicable/local law, including, without limitation, race, color, religion, age, gender, pregnancy, sexual orientation, gender identity and expression, national origin, disability, marital status, citizenship status, veteran status or military status.

Sify reserves the right to review or audit our suppliers' compliance with the Supplier Code. We also incorporate ongoing compliance into our business relationships and procurement decisions.

Supplier Diversity

We actively seek to expand our business in collaboration with various suppliers because we understand the importance of diversity in our supply chain. Our goal is to grow our company's worldwide operations and boost shareholder value through the development of diverse-owned business companies. Working with businesses run by women, minorities, veterans, LGBTQ individuals, and persons with disabilities is something we are dedicated to. To guarantee a strong supply chain, our creative procurement procedure finds and pre-qualifies diverse-owned companies. We believe in partnering with qualified, experienced, and values-driven suppliers of all backgrounds.

We understand that having a wide pool of suppliers enables us to benefit from fresh viewpoints, exceptional skills, and cutting-edge concepts. Building a solid supply chain that upholds our values as leaders, fortifies our bonds with clients, and propels economic expansion and progress in the areas we service. We achieve this by giving direct and indirect suppliers equal access to opportunities that are just, open, and transparent.

In 2022, Sify began offering trainings on supplier diversity to both internal and external audiences. Through this initiative, we ask our Tier I suppliers to report their diversity spend, and we continue to provide resources through our procurement procedures to help our suppliers understand our supplier diversity commitment.

To help our suppliers forge deeper alliances and expand their capacities, we are committed to investing in their professional development and mentorship.

Sustainable Sourcing and Value Chain Management

We push our suppliers to run their businesses sustainably and ethically while we never stop working to enhance our commitment to trustworthy and accountable business practices. This makes it possible to manage resources well and reduce the environmental impact of the supply chain. Our Supplier Code of Conduct serves as a framework for how we interact with suppliers in an ethical, responsible, and legal manner. Our goal is to reduce our possible influence on the environment and people by using sustainable sourcing practices throughout our company.

We have put in place an internal system to evaluate our suppliers using ESG standards, which include environmental management, corporate ethics, health and safety, and respect for human rights. All of the Company's procurement agreements with essential suppliers contain clauses addressing these issues. Additionally, we check suppliers' internal and external supply chains for compliance with all anti-human trafficking regulations, including those pertaining to forced or coerced labor.

We organize various capacity building programmes for our value chain partners and also encourage them to be compliant with social and environmental standards such as SA8000 for Social Accountability, ISO 14001 for environment management, and ISO 45001 for health and safety management. We believe in holistic growth and nation building thus, we take every measure to support local communities and take constant efforts to procure supplies and services from local sources. During the year, we have worked with a little more than 100 Tier-1 vendors and equivalent number of Tier-2 vendors.

> **We keep enhancing responsible procurement practices throughout our supplier chain to facilitate beneficial effect across all our business activities. We support local sourcing to lower costs, improve operational flexibility, and fortify our supply chain, among other reasons. This lessens the environmental impact of the international transit of necessary materials and helps us avoid currency risks. By transferring knowledge and skills, local sourcing also improves national skill sets and gives suppliers the chance to carry out value-adding projects**
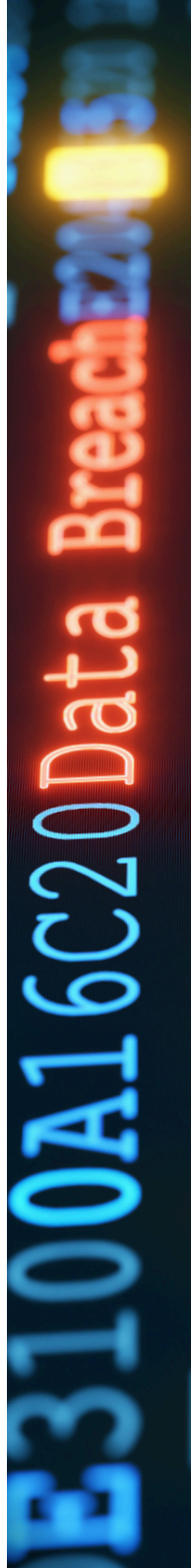
Digital Responsibility

At Sify Technology, ensuring the security of our infrastructure and business applications is paramount. With cyber threats evolving constantly, we have implemented a comprehensive array of measures to safeguard our systems, data, and operations. This chapter delves into the various cyber security measures in place at Sify Technology, highlighting key aspects of our approach.
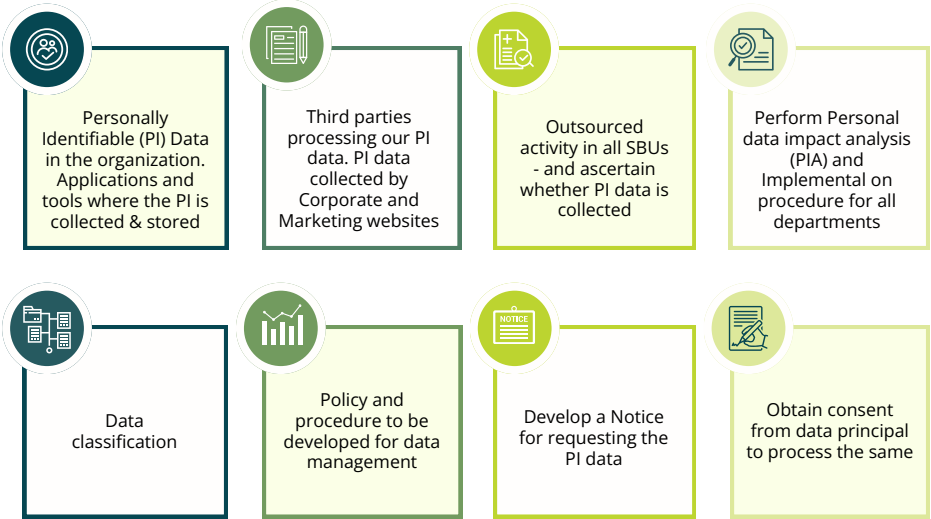
- **SOC SIEM - Key Business Applications (KBA)-** Our Security Operations Center (SOC) utilizes Security Information and Event Management (SIEM) to monitor and detect any suspicious activities across our key business applications (KBA). Instant detection and automatic blocking of malicious IP/Domain on the Firewall help in preventing potential security breaches and unauthorized access.

- **Multi-Factor Authentication (MFA)-** Access to KBA through VPN is mandated and requires Multi-Factor Authentication (MFA), adding an extra layer of security to our systems and ensuring only authorized personnel can access sensitive data.

- **Active Directory-** Our Active Directory setup boasts very high availability, ensuring uninterrupted access to resources for our users while maintaining robust security controls.

- **Password Complexity Enforcement-** Password complexity standards are enforced through Group Policy, requiring all users to adhere to stringent password requirements (minimum 12 characters, maximum 20 characters), thereby enhancing the security of user accounts.

- **Firewall Policies-** Enhanced Firewall policies and rules are in place to allow only legitimate traffic for KBA, minimizing the risk of unauthorized access or data exfiltration.

- **SSL Implementation-** Secure Sockets Layer (SSL) encryption is implemented for Oracle EBS (ERP), enhancing the security of data transmitted over the internet and protecting against potential eavesdropping or tampering.

- **End Point Security-** End Point Security measures include blocking local admin and USB access, centralized monitoring for asset health, and deployment of Next Generation Anti-Malware tools on all user machines to protect against zero-day malware and ransomware attacks.

- **Hard Disk Encryption-** Critical user laptops are equipped with hard disk encryption, adding an extra layer of protection to sensitive data stored on these devices.

- **Centralized Policy and Patch Management-** Policies and patches are centrally managed and implemented on user machines using tools, ensuring consistent security posture and timely application of updates to mitigate vulnerabilities.

- **Privileged Access Management (PAM)-** PAM is implemented for ERP EBS to protect against unprivileged access and cyber threats, safeguarding critical systems and data from potential misuse or exploitation.

- **Audit Trail and Reporting-** Audit trails are maintained in Oracle EBS for all financial transactions as mandated by regulatory requirements, providing evidential reports for compliance purposes.

- **Network Segmentation-** Network segmentation is employed to isolate and protect critical assets, minimizing the impact of potential security breaches and limiting lateral movement within the network.

- **Data Backup and Restoration-** A robust data backup process with backup retention is in place for all KBA, ensuring data integrity and availability. Regular restoration drills are conducted to validate the effectiveness of our backup procedures.

- **Disaster Recovery-** A comprehensive disaster recovery setup is established for critical Oracle EBS systems, ensuring business continuity in the event of unforeseen disruptions or disasters.

- **Patch Management-** Controlled automatic push of security patches is carried out for endpoint assets, ensuring systems are up to date with the latest cybersecurity patches to mitigate known vulnerabilities.

- **Vulnerability Assessment and Penetration Testing-** Regular vulnerability assessments and penetration testing are conducted for KBA, identifying and addressing potential security weaknesses before they can be exploited by malicious actors.

- **Software Development Life Cycle (SDLC)-** The Software Development Life Cycle (SDLC) is followed for all new developments, integrating security measures into the development process from inception to deployment.

- **Change Control Process-** A robust change control process is implemented for any changes in the infrastructure, ensuring that changes are properly evaluated, tested, and approved to prevent unintended security consequences.

- **Role-Based Access Control-** Role-based user access is enforced for all KBA, ensuring that users have access only to the resources necessary for their roles and responsibilities.

- **ISMS Policies and Procedures-** Information Security Management System (ISMS) policies and procedures are established and adhered to, providing a framework for managing and mitigating information security risks effectively.

At Sify Technology, cyber security is ingrained in our culture, and we continuously strive to enhance our security posture to safeguard our systems, data, and operations against evolving cyber threats.

DPDP Act - Implementation at Sify

Personally Identifiable (PI) Data in the organization. Applications and tools where the PI is collected & stored

Third parties processing our PI data. PI data collected by Corporate and Marketing websites

Outsourced activity in all SBUs - and ascertain whether PI data is collected

Perform Personal data impact analysis (PIA) and Implemental on procedure for all departments

Data classification

Policy and procedure to be developed for data management

Develop a Notice for requesting the PI data

Obtain consent from data principal to process the same

Implementation of DPDP Controls – Other aspects

Breach Reporting process to be enhanced

Data Protection SPOC in each of the departments to be assigned

Insurance coverage for data breach - Cyber Security policy to be updated

Training and Awareness programs to be increased

Implement process to collect data for DocuSign and Digital certificates.

Grievance and Redressal mechanism to be enhanced.

Handling of data transfer to other Fiduciaries to be managed- PF, ESI, Insurance, L&D , TDS, BGV etc.

Periodic Data audit to be conducted.

Corporate Social Responsibility

Social and relationship Capital

As a responsible corporate, Sify believes in building robust relationships, not just with its clients and shareholders but with all other stakeholders who are directly or indirectly impacted by its business operations. This belief is aligned with the Company's philosophy of creating and delivering holistic, long term, and sustainable value to all its stakeholders, including the society at large. It is focused on ensuring transparent and ethical business dealings with the stakeholders across its value chain.

Creating value for the industry.

With many firsts to its credit, Sify has created a niche of its own, having evolved into the only integrated player in India that offers Network, DCs, and Digital services under one roof.

- It built India's first commercial data center, which laid the foundations for the emergence of data centers as a business stream in the country.
- It also built one of India's earliest Green Data Centers in Noida
- It established India's first MPLS network to support the digitalization journey with bandwidth services available to enterprises, content providers and over-the-top (OTT) providers.
- As the first non-telco, it pioneered the concept of the open cable landing system in India, which democratized connectivity across the globe.

Creating value for customers

Sify's experience of working with diverse Indian enterprises, in addition to its varied portfolio of products and solutions, makes it the preferred choice for an increasing number of business establishments and government organizations. Central to its customer value proposition is the Company's brand-agnostic approach, which helps provide it with the flexibility to service customers based on their requirements and budgets across verticals and services.

- A key example of such flexibility is Sify's Cloud-agnostic Global Cloud Connect, which provides leading Cloud providers, such as AWS/Azure/GCP, a platform that can be seamlessly leveraged by enterprises to connect with their locations, DCs, and workloads in other public Clouds using Sify's countrywide MPLS network.
- Google Cloud customers can also utilize Sify's Data Center Interconnect services which provide cutting-edge performance for mission-critical and latency/high-availability, sensitive applications. This service is offered from 53 Data Centers in the country, including 11 of Sify's own carrier neutral co-location facilities.
- Sify also gives its customers the advantage of working with its in-house sources when contracting with the organization, as opposed to working with multiple service providers in the case of other players in this space.

Creating value for shareholders

Its core strengths and experience have enabled Sify to sustain its growth momentum even amid challenging times. The Company has consistently reported healthy profits over the past five years, enabling significant wealth creation for its shareholders. It aims to continue to exercise prudence and caution to ensure that it remains on track with its performance guidance over the medium term.

Creating value for communities

Sify continues to invest in expanding its community reach through CSR initiatives in the areas of healthcare, education, sanitation, and general well-being. Contrary to the usual practice of upliftment of the communities around which it operates, Sify chooses to invest in the most backward of communities to positively impact the lives of the people in the long term.

The details of Corporate Social Responsibility activities carried out by the Company are as follows:

Name of Organization	Nature of Activity	Budget Allocated	Budget Spent
Raju Vegesna Foundation, Visakhapatnam	Livelihood enhancement	279	100%
Voluntary Health Services, Chennai	Promotion of health care	15	100%
Sri Hanuman Mani Education & Culture Trust	Promotion of Education	10	100%
Others		25	100%
Total		Rs. 329 Lakhs	

INR 329 Lakhs
Investment in CSR initiatives in FY 23-24

GOVERNANCE

GOVERNANCE

Corporate Governance

As a responsible corporate, Sify has committed itself to upholding the highest standards of corporate governance. It has put in place a well-structured and robust governance framework designed to drive inclusive growth. At the heart of Sify's corporate governance model is its unwavering adherence to the most ethical business practices. The Company strives to go beyond the required standards and regulatory compliances for the creation of sustainable value for its stakeholders. Its people are aligned with the organization's governance ethos and follow the values of business transparency and integrity.

Area of focus:

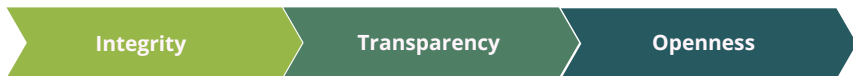Sify continues to invest in strengthening its focus on high-priority areas:

Pillars of Sify's corporate governance framework

In pursuance of Sify's ethics-led business philosophy, it has pillared its corporate governance framework on the tenets of:

Integrity   Transparency   Openness

Sify is continually working on strengthening these pillars to drive sustainable growth in the medium and long term.

Responsible Oversite

Sify's Board, Committees, and Executive Leadership play a vital role in ensuring oversight of its corporate governance framework and in the stringent implementation of transparent business practices. The Company's leadership ensures strict monitoring of its policies, initiatives, risks, and sustainability matters. Through active involvement in the functioning of Sify's business, the Board of Directors ensures strong compliance with its corporate governance ethos, which is intricately linked with the United Nations Sustainability Development Goals (SDGs).

A framework rooted in openness and honesty

Board of Directors

Board Committee

Management Reporting

Key Corporate Functions

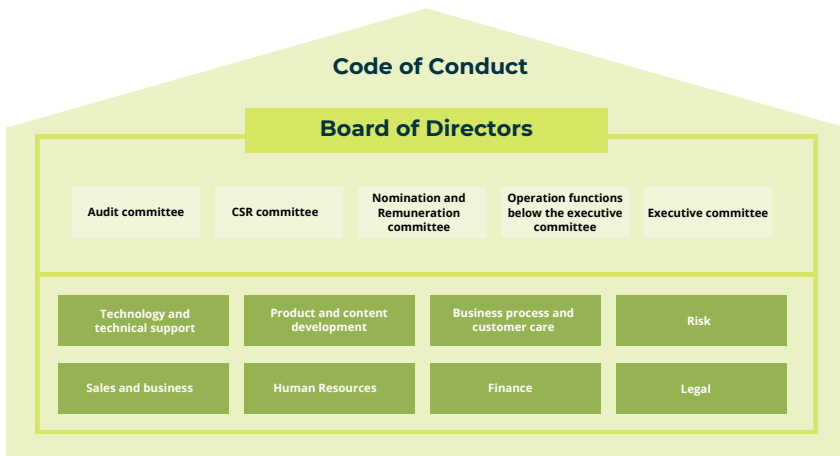**100%**
of salaried employee completed code of conduct training in 2022

14%
board diversity

Our governance framework

Our Code of Conduct forms the foundation of our governance framework. Curated policies laid down by the Board further guide our governance processes. Our governance framework ensures strict adherence to regulatory requirements across our business activities. Aligning with our commitment, we have constituted a Corporate Governance and Ethics Committee to strengthen oversight on compliance with corporate governance guidelines as well as applicable laws and regulations.

The committee is also responsible for making recommendations to the Audit Committee, and thereby to the Board, on matters linked to corporate governance and compliance, including corrective actions to be undertaken. Our CSR Committee guides the management on decisions pertaining to environmental and social topics. For FY22, we received zero shareholder complaints. Additionally, there were no complaints concerning child labour, forced labour, freedom of association, the right of collective bargaining and discrimination. We had no significant instances of non-compliance with laws and regulations pertaining to social and economic areas in FY22.

Code of Conduct

Board of Directors

Audit committee	CSR committee	Nomination and Remuneration committee	Operation functions below the executive committee	Executive committee

Technology and technical support	Product and content development	Business process and customer care	Risk
Sales and business	Human Resources	Finance	Legal

Governance by Management Process

Ensuring regulatory compliance and adherence to standards is of utmost importance to Sify. Sify has a compliance framework, and its objective is to deploy appropriate practices and processes to ensure compliance with all applicable laws and regulations, globally and to ensure compliance risks are identified, and adequately mitigated. The Compliance framework includes the Global Statutory Compliance Policy and Certification Process as approved by the Audit Committee and Board of Sify Limited. Electronic dashboards, self-declaration checklists on statutory obligations and audits are some mechanisms to monitor and manage compliance in Sify.

The Risk Steering Council and Risk and Governance committee, meet on a monthly & quarterly basis respectively, to review key risk themes and provide direction and oversight, to the risk management process.

Securing the business to make it future-ready

Cognizant of the importance of timely and effective management of existing and emerging risks, Sify has put in place a well-defined risk management strategy and framework. These help in identifying and evaluating the business risks and opportunities, both in the short and long term. They have been framed to address the risks in a manner that the interests of the shareholders and other stakeholders are protected. They are designed to equip the Company to maintain the momentum of its sustainable growth and value creation journey. The Company continues to make sustained efforts to ensure that the business risks are identified promptly, and a mitigation action plan is evaluated and monitored periodically to address the risks accordingly.

Dimension	Aspect	Description	Mitigation Plan
Data Center	Delivery: Customers onboarded must get delivery within a defined time frame.	Most of the project's implementation is going as per timeline – there are some impacts due to lead time on racks, biometrics, and cabling delivery	Giving confidence to the customer for faster migration and ensuring stringent back-to-back delivery process with vendors
	Competition: Multiple new DC facilities are coming up in Navi Mumbai from competitors.	• Sify Airoli has limited space and power availability, which can impact business going forward. • The shortage of availability of DC capacity in Bangalore and Chennai has given an advantage to competitors as they have the required space and power available with them.	We are in constant touch with customers to use DC facilities that are coming up in Noida, Chennai, and Navi Mumbai
	Capacity: We have built capacity based on expected customer requirements. The inventory needs to be sold as soon as possible.	If not, our return on assets will be low. Also, it is important to onboard customers to suit the designed power capacity; otherwise, we will have very low-capacity utilization.	We have seen a better fill factor for DCs. We are executing an effective go-to-market strategy for the larger capacity coming up in Chennai and Noida in the coming financial year.
	Supply chain: The time taken for placing a PR and PO after the receipt of a customer order is very high.	Delay in supply of materials	We are streamlining the process for better efficiency

Dimension	Aspect	Description	Mitigation Plan
Network	Delivery: Delivery lead times getting extended for all hardware. A significant increase in lead times for delivery has been noticed since January, 2022 of 40-50 weeks.	• Revenue realization and project lead times are high – extending from 2 months to 6 months now. • The lead time for large projects involving an upgrade has increased 3 to 4 times.	A forward planning process is in place, and it will take one quarter to create a buffer stock. Vendor diversification with Nokia and other Tier 2 vendors will aid in tiding over the crisis. A significant shift of large orders to Nokia was completed. However, OB to revenue conversion will still take over 6 months.
	Supply Chain: The existing network in Mumbai and collector/access can be impacted due to restrictions on Chinese imports.	The risk associated with Huawei is due to geopolitical issues. DOT is likely to ban further imports.	A parallel network in Mumbai between key sites has been made available. Slow migration is now possible and any exposure to Huawei can be mitigated both financially and technically. Collector and access impact continue.
	Customer churn: Revenue erosion due to customer churn increases from budgeted numbers.	Global alignments and price drops have contributed to customer churn.	Improvement in service assurance and effective management by BRM teams has reduced the churn has been reduced to a great extent.
	Bandwidth growth: More customers will consume rich media as entry costs falls.	Significant scale in bandwidth requirements from customers and possible threat from 5G	• Fiber networks deployed in Tier 1 cities can support the requirements. Tier 2 cities are being covered with fiber. • Proactive conversion of key customer links to fiber will reduce any impact of 5G.
	Market: Supply might outplace demand or new entrants might build their own facilities.	With new players entering the enterprise segment, we may witness price pressure, which may erode the profit earned by the business	• We are building stickiness with the customers through product enhancements. • At the same time, we are also revisiting our cost structure to allow us to compete on better commercial terms.
	Supplier: With the overall consolidation in the sector, the supplier base available to Sify for backbone procurement is shrinking.	The lack of choice may impact costs and service	• We are developing an alternate supplier base and building our own network. • · In this regard, we have started to deploy Microwave technologies from Nokia to augment backhaul capabilities. • We have completed the Mumbai-Pune backbone, which is a step towards building our own network.

Dimension	Aspect	Description	Mitigation Plan
Digital Services	Supply chain: • There is an ongoing industry-wide component crunch and semiconductor crisis. • The Russia-Ukraine war is impacting order fulfilment, and many OEM production facilities are still operating with reduced capacity.	OEM deliveries are queued at the plant level, and there is a slight delay at custom entry points in India, resulting in an overall delivery delay to customer endpoints. Many OEMs have altered their delivery prediction to 5-7 months. The situation has slightly improved and is expected to improve further only by Q2 FY2024 and beyond.	We are constantly working with OEM to align/shift production and shipping from less-impacted locations in order to minimize delays for critical projects. At the executive level, there is a close follow-up and push towards OEM to accelerate delivery for each project. With this, we could salvage some projects in Q4. All revised delivery schedules are shared with customers, and in certain situations, we even propose alternate OEM products with better delivery timelines The team is working with the customer on stage-wise completion with staggered delivery of required and available material of the relevant deliverable, supplemented occasionally by rental equipment to make the infra-LIVE.
	Operational and technology risk: There is a risk that the scope of the project will not be well understood by the I&C team, causing the project to be delayed and Sify's reputation to be damaged.	This may initially result in incorrect sizing of project resources (BOM/BOQ), which may result in cost increases and subsequent attempts to find competent resources to finish the project and fulfil client objectives	• As a discipline, all teams (BU, BD, Solution, Delivery, PMO) are participating during the bidding stage of large and complex projects to validate the scope of deliverables. • During bid submission, the solution, delivery, commercial, PMO, HR, and finance teams conduct a detailed review to verify that all teams are in sync and have joint ownership of end-to-end delivery, sign-off, billing, revenue, and payment collection. A Day-0 call is proposed for all WIN cases, led by sales, bid management, business development, and solutions team, to present the scope/deliverables, project plan, approach, and implementation blueprint and showcase delivery ownership between internal/external teams

Dimension	Aspect	Description	Mitigation Plan
Digital Services	Financial risk: The business is highly working capital-intensive. Large-value projects have a longer implementation phase, necessitating a longer ROI gestation period on projects.	If sufficient cash flow management is not practiced, the organization may have difficulty in managing TIS's working capital requirements	Based on management expectations, we have established a bid qualifying criteria. Furthermore, as a BU, we are negotiating long-term payment/credit arrangements with vendors, which aids in cash flow management. All major projects are assessed on a regular basis by the senior management team in terms of working capital and cashflow health. It is also recommended that the finance team with the support of the commercial team analyze vendor payment outstanding (A/P) in order to get favorable credit terms from vendors.
	Strategic business risk: Our growing engagement with government and public sector customers may expose us to the risk of delayed payment collection.	Government bids are subject to bank guarantees, and any shortage in services may result in a large cash loss	• The emphasis is now solely on corporate, BFSI, and select PSU and government projects. All large projects are closely monitored to ensure that the milestones for each step of delivery are met on schedule, to achieve positive cash flow and revenue recognition. • Bids that do not meet the management directives are not entertained or accepted.
	Skill talent: Our projects require a great deal of outsourced work at various phases of the project, which if not handled effectively, will result in project delays and loss of reputation and income.	Lack of skilled resources will result in quality and delivery issues.	• We are encouraging an in house resource pool for all implementations, and we are insisting on the service delivery function to lower its dependency on the partner eco-system for implementation to reduce cash flow and revenue leakage. Internal teams are also urged to attend OEM provided courses to acquire the necessary technical competencies for deployment. • However, due to the limited resource pool and unavailability of internal resources during implementation (for various reasons like multiple project engagements), this risk is still present.

Board of Directors

Sify's Board of Directors steers the Company's strategic journey by leading from the front. As thought leaders with the ability to think ahead and see tomorrow's opportunities today, the Board of Directors is at the helm of Sify's broad based growth. The Board consists of experienced and qualified individuals who are experts in different fields and have a deep understanding of India's business transformation needs. They drive the Company's efforts to surge forward towards greater excellence and value creation, for itself and its stakeholders.

14% Board diversity

Raju Vegesna
Chairman. Managing Director and Member of Management Team

M.P. Vijay Kumar
Executive Director, Group CFO and Member of Management Team

Bala Saraswathi Vegesna
Director

Padma Shri Dr. T.H. Chowdary
Independent Director

C.E.S Azariah
Independent Director

C.B. Mouli
Independent Director

Arun Seth
Independent Director

Business Practices

Policies promoting ethical business standards

Sify has clearly defined policies to ensure compliance with its corporate governance framework and philosophy. The Company works proactively to embed the organization, its people, partners, and other stakeholders with the ethos of an ethical and transparent business across all functions.

Business Ethics and Code of Conduct

- These are institutionalized frameworks that are adhered to by the entire team and stakeholders of the Company.
- They guide the behavior of the team and encourage them to promote honest and ethical conduct.
- They help the team ensure ethical handling of any conflicts of interest, and complete and timely disclosures, among others.

Investor/Shareholders transparency policy

- All investors are kept abreast of all information without any bias.
- Periodic meetings with investors have helped keep a personal touch while catering to larger business demand.
- No announcement, that is perceived as having material benefit, is permitted during a blackout period.
- No selective engagement is done with any investor.

Human Rights Policy

- This is aligned with the UN's Guiding Principles on Business and Human Rights.
- It includes strict prohibition of child or forced labour, either directly or through contract labour.
- The Business Ethics and Code of Conduct also lay down the mandate to protect the fundamental rights of all employees (direct and indirect), communities and the Company's immediate supply chain.

Stakeholders Grievance Mechanism

- The structured grievance redressal mechanism covers all immediate stakeholders and is aimed at fostering responsible behavior among them.
- The Company encourages its stakeholders to freely share their concerns and grievances through this mechanism.

Anti-Corruption Policy

- Sify prohibits bribes, kickbacks, improper business expenses, and any other illegal payments from being offered or accepted in any way related to the Company's business. All transactions related to Sify's business must be recorded completely and accurately in the Company's books and records.
- The anti-corruption policy prohibits bribery in any form and in any transaction the Company or its representative deal with, which includes suppliers, agents, distributors, agents, consultants, etc.
- Corruption is a serious criminal offence in countries in which the Company operates, including India (The Prevention of Corruption Act, 1988), the United Kingdom (UK Bribery Act, 2010), the United States of America (Foreign Corrupt Practices Act, 1977) and others.

Whistle-Blower Policy

- This provides necessary safeguards for protection of employees from reprisals or victimization, for whistle blowing in good faith.
- The policy is a critical means through which stakeholders can raise actual or suspected violations.
- It sets out ways through which the stakeholders can raise concerns that relate to actual or suspected violations of the Code of Ethical Business Conduct, Accounting, Internal Accounting Controls, Auditing Matters and applicable national and international laws including statutory/regulatory rules and regulations.

100%
of salaried employees completed Code of Conduct training in 2024.

100%
of salaried employees completed Anti-Corruption training in 2024.

USD 7.22 Million
Investment in start-ups until FY 2023-24

Innovating to sharpen the competitive edge

Sify's skill and knowledge base enables it to innovate new products and more advanced platforms to keep pace with the evolving needs of clients and the industry. It gives the organization a competitive edge needed to stay ahead of the curve in the transforming business landscape. It also enables the Company to partner with its clients more effectively in their digital transformation journey.

Sify products and their competitive advantage

Product Name	Product Description	Product Edge
Sify Beacon	• NMS tools for shared and dedicated managed service platform. • Provides fault management, configuration management & performance management.	• Complete in-house development & support • Reduces device certification cycle (two weeks) • Agility in new feature development/ enhancements & support
OnNet	• Order services in real time via a portal between select sites. • Change bandwidth and create new services in real time. • Connect to internet, public clouds, data centers and other enterprise sites. • Fixed bandwidth or burst bandwidth [schedule or demand] • Pricing – fixed or usage based	• Enable customers to gain control of networks. • Self-service ordering, making change in minutes. • Near real-time service delivery • Seamless connectivity across enterprises/data centers/ clouds • Scale networks with agility, flexibility, and choices • Agility: Real-time scale up and down of bandwidth in line with digital business needs • Flexibility: Pay per use billing with flexible contracts – fixed or burstable bandwidth • Choices: A service for any flavor of business requirement – MPLS/ DC interconnect / global cloud connect / internet / P2P / voice and messaging / communication as a service • Single pane of glass service lifecycle management • Value to customers • Ordering • Account creation TAT shrunk to 24 hours. • Order registration is digital and instant. • Service Delivery

Product Name	Product Description	Product Edge
		• Feasibility TAT shrunk to minutes. • Cross connect TTP[GK1] shrunk to under 48 hours. • Service activation TAT shrunk to minutes. • Service testing and verification automated as part of activation. • Service assurance • Bandwidth changes online and in minutes • Standard service requests fulfilment with auto remediation • Service disconnect management automated and instantaneous. • Service shifts within feasible sites online and within minutes [GK1]To be check and confirm
Sify's Data Center Architecture 5.0	• In-house developed data center architecture • SDA 5.0 builds upon the POD-based SDA 4.0 design architecture and is cost-optimized design suited for the Indian ecosystem.	• Higher flexibility Provides for increased customization even as it optimizes the cost of design and construction. • Better yields Its enhanced customization options allow for customization to higher resilience and densification options to 2x, which helps in maximizing KW yield. • Lower capital cost the inside-out design philosophy, increased standardized features and components, in-house engineering and delivery team and just-in-time, modular construction reduce the capital cost for setting up the Data Center
cloudinfinit™	• Offers on-demand infrastructure on a multitenant, robust and fully scalable platform. • Utilized to host the most demanding IT applications of client.	• Wide array of services Include a wide range of choices across the portfolio of Computer, Storage, Network Security, Analytics and Protection services to provide end- to-end IT infrastructure on a pay-per-use basis • Safety and service assurance IT applications of clients are located in enterprise-grade, secure, highly available with self-service environments backed with stringent service-level guarantees

Product Name	Product Description	Product Edge
Cloud Management Platform	• Consistent user experience across clouds to simplify consumption. • · Out-of-the box blueprints that can be further customized. • · Detailed tracking of billing data to rationalize consumption and optimize costs. • Automated discovery & tagging of resources across clouds for efficient management	• Architect and implement the most efficient multi/hybrid cloud. • AI -driven continual workload optimization for improved app performance. • Round trip ITSM integration for comprehensive visibility and auto remediation
Online Sales Portal	Order, Provision and Contract our products and services across Data Center, Network and Digital Services in real time via a portal	• Turnaround time optimizations • Enhanced customer experience that builds better customer engagements • Service status transparency • Customer retention via instant & delayed gratification • Ease of ordering and fulfilment
ForumNXT™	An India-centric inventory management solution to handle local supply chain management challenges for global companies entering India	• Integration of multiple services this Cloud-based solution is integrated with Sify cloudinfinitTM and Amazon's Web Services (AWS) platform, it can easily be scaled to meet the needs of large international businesses. • Visibility Gives brands visibility on their products, distribution, challenges, markets, and demand
SkillFLO (IP initiated)	An SOP authoring platform with support for streaming videos, along with an end-user app for Android and iOS tablets to view content offline. There's a Progressive Web App for end users on web browsers as well full online access.	• Ability to export authored content as SCORM packages that could then be imported to any LMS • Ability to integrate the analytics with third-party xAPI compliant LMSs via their LRS

Product Name	Product Description	Product Edge
Sify LiveWire	Sify's home grown Learning Management System	This is a basic LMS for small to mid-range companies; however its major edge over competition is its ability to gather analytics from XR apps via xAPI through the LRS (A future scope in the roadmap)
6DoF based VR on Android & iOS mobile devices -VR6DoF (patent initiated)	A unique solution developed by Sify COE that allows VR experiences on mobile devices with 6 Degrees of Freedom	No other known service provider in the world currently has 6DoF capability on mobile devices (Android & iPhone)

Investing in technology tie-ups

As part of its Corporate Venture Capital initiative, Sify makes sustained investments in start-ups in the United States and India. Until FY2023-24, it invested USD 7.22 million in start-ups to promote innovation that will drive the creation of pathbreaking products and platforms to meet the future needs of its clients.

Enhancing digital experience

Sify successfully completed the automation of service assurance, asset management, and service provisioning across its network which was a part of its Digital Experience Project. This initiative promises to enhance customer experience significantly and on a sustainable basis.
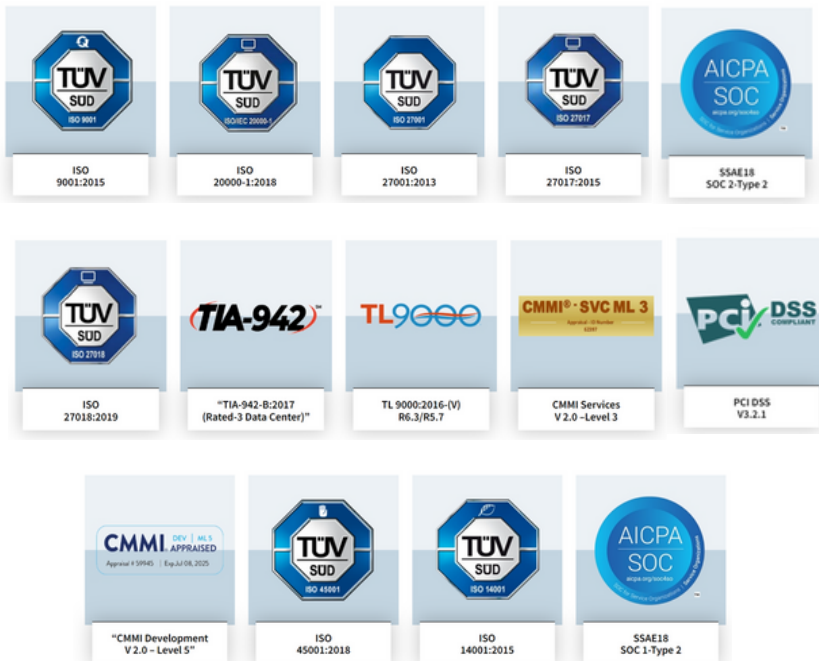
Awards and Recognitions

In lieu of our consistent efforts and strengths, we have been recognized at various forums across aspects of safety, quality, performance, and others.

- League of American Communication Professionals(LACP) Gold Award for Integrated report FY 2022-23
- "Best Brands 2022" by Economic Times
- **The Economic Times** - **Choice of Tech Leaders**' for Product & Services Strategy in the category of **SD**-**WAN Service Provider**.
- 'Emerging Technology Services Organization of Karnataka
- Through the year, your Company was also recognized by Enterprise majors and independent research organizations
- 'MOST PROMISING IT PARTNER' from Tata Steel Long Products Limited for delivering mission-critical Digital Transformation Projects in line with Industry 4.0.

Certifications

ISO 9001:2015 — ISO 20000-1:2018 — ISO 27001:2013 — ISO 27017:2015 — SSAE18 SOC 2-Type 2

ISO 27018:2019 — "TIA-942-B:2017 (Rated-3 Data Center)" — TL 9000:2016-(V) R6.3/R5.7 — CMMI Services V 2.0 –Level 3 — PCI DSS V3.2.1

"CMMI Development V 2.0 – Level 5" — ISO 45001:2018 — ISO 14001:2015 — SSAE18 SOC 1-Type 2

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