

Responsibility behind our impact. **It matters**

Highlights Report 2025



A letter to our stakeholders



We have a clear purpose at ZS: to improve life and how we live it. It shapes how we partner with clients, how we grow our people and how we run our firm.

Operating at the intersection of innovation and human impact, we understand that decisions about technology, access and experience are never abstract—they affect real people, in real ways. That understanding shapes how we operate as a firm, from managing our environmental impact to supporting ZSers and governing responsibly at scale.

We design data-driven solutions that improve outcomes for our clients and the people they serve. Business responsibility is what underpins those innovations and our ability to deliver in highly regulated industries.

Pratap Khedkar
Managing Director and Chief Executive Officer

As artificial intelligence (AI) becomes more deeply embedded in decision-making, maturing our responsible approach to AI is imperative. Our AI-enabled solutions are built with clear governance, strong privacy protections and attention to our resource efficiency across the AI life cycle.

At the same time, we know that technology alone does not create impact. Our people are central to how we put responsibility into practice through integrity and collaboration. By investing in our people, fostering inclusion and building AI fluency across the firm, we ensure that AI enhances, rather than replaces, the human judgment our clients rely on.

We are equally focused on reducing our environmental footprint across our operations and value chain, recognizing that long-term

client trust depends on climate responsibility as much as technological progress. Climate mitigation will remain an emerging risk and opportunity and require rigorous data governance, risk management and compliance.

Our operations are rapidly changing, and we are committed to making thoughtful, principled decisions amid uncertainty. That means prioritizing lasting impact over near-term trade-offs and moving forward in partnership with our ZSers, clients and collaborators around the world. Together, we remain focused not only on what we do today, but also on what comes next.

Our approach to responsible business

In 2025, we conducted a comprehensive double materiality assessment (DMA) to identify sustainability topics most relevant to our business and where our operations have the greatest impact. This process ensures we address the financial and societal dimensions of environmental, social and governance (ESG) and directly informs our strategy, helping us align with stakeholder expectations and promote long-term resilience.

The assessment began with an industry review and topic identification, which we used to develop a high-level value chain map. We conducted internal and external stakeholder interviews, created impact, risk and opportunity (IRO) statements and validated results to prioritize key issues. This structured approach strengthens our ability to integrate sustainability into decision-making.

Our priority material topics



Client satisfaction and responsible service delivery



Cybersecurity and information security



Responsible technology and AI ethics



Climate change adaptation and resilience



Inclusive culture and employee engagement



Risk management and business continuity



Climate change mitigation (GHG emissions and energy use)



Responsible services and innovation



Talent attraction and development



Responsible supply chain and procurement



2025 highlights

53%

absolute reduction in Scope 1 and 2 emissions against a 2019 baseline

57%

reduction in Scope 3 emissions per full-time equivalent (FTE) against a 2019 baseline

~\$2.24M

invested monetarily in nonprofit organizations



4,100

new hires globally



Over 1/3rd

of ZSers are active members of ZS Inclusion & Belonging Groups

53%

of our key suppliers have set science-based emissions-reduction targets

Awards and recognition



For more information, see our full [Business Responsibility and Impact Report 2025](#).

Responsible AI

ZS embraces the potential of AI to drive better outcomes, while recognizing our responsibility to thoughtfully manage its risks. Our approach balances innovation with robust governance, security and transparency, helping ensure AI is applied safely and in the best interests of our clients and other stakeholders.

Safeguarding AI solutions

We embed robust security protocols into every aspect of AI development and use. An in-house AI advisory team monitors the evolving AI landscape to anticipate, assess and mitigate potential risks.

Material impacts, risks and opportunities for ZS



Client satisfaction and responsible service delivery



Responsible technology and AI ethics

Before integrating third-party AI tools into our internal processes or client-facing services, we conduct thorough evaluations, including security testing, to identify and address any potential vulnerabilities.

Responsible AI framework

Responsible AI means creating and managing AI systems in an ethical, transparent and trustworthy manner. We apply our responsible AI framework to each use case, guiding ZSers to design, build and deploy AI responsibly throughout the entire life cycle. The framework is based on core principles from the Coalition for Healthcare AI (CHAI) and the NIST AI Risk Management Framework.

Approaching AI energy use responsibly

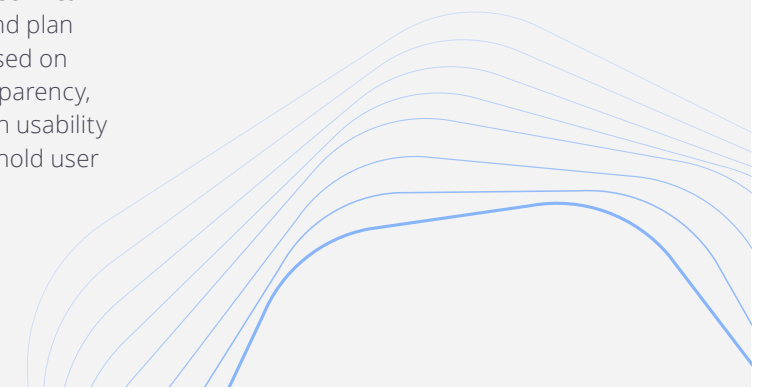
As our AI use continues to grow, we recognize the associated environmental implications.

We are continually monitoring our AI footprint to inform how we can strengthen governance, improve data quality, engage suppliers and integrate sustainability considerations into our existing responsible AI framework.

Providing guidance for responsible AI use

When thinking about how to use AI responsibly, we expect our ZSers to:

- **Define and plan:** Identify the opportunity or problem, understand stakeholder needs and evaluate feasibility. Decide whether to build, buy or partner and justify choosing AI over traditional approaches. Work with internal teams and clients to define the solution's purpose, required data, users and any associated risks related to privacy, security, regulation or equity.
- **Seek evaluation:** AI solutions should be appropriately reviewed and escalated as necessary to ensure risks are evaluated and addressed and proper mitigation strategies are set.
- **Design the system:** Establish technical requirements, map workflows and plan deployment. Assign risk tiers based on project scope. Incorporate transparency, involve users and stakeholders in usability and compliance reviews, and uphold user control with human oversight.
- **Engineer the AI solution:** Build and test the AI model, ensuring the data aligns with target user needs. Plan deployment, establish feedback channels and evaluate the model, setting alerts for significant performance issues.
- **Assess and pilot:** Conduct local validation, establish a risk management plan, train end users and safeguard compliance. Implement a small-scale pilot, monitor real-world impact and update risk management.
- **Deploy and monitor:** Deploy the AI solution at scale, conduct ongoing monitoring and maintain quality assurance.





Improving outcomes matters

At ZS, improving outcomes is both a strategic priority and a business responsibility—because innovation and accountability go hand in hand. We use technology, data and AI to help clients expand access, reduce friction and deliver more consistent experiences that support better health and quality of life for the people they serve. Grounded in evidence and thoughtful design, we aim to create genuine value and support systems that are more equitable, effective and sustainable.

400+
repeat clients in 2025

~11,000
projects delivered in 2025

Business responsibility and impact (BRI) across our value chain

Responsible decision-making shapes our choices, risk management and outcomes, from early inputs to real-world impact.



Upstream

We focus on the foundations of responsible delivery, including how data is sourced and used, and how privacy and confidentiality are maintained. We also extend our expectations for responsible conduct to partners and suppliers, incorporating sustainability considerations into their selection, assessment and ongoing engagement.



Across our operations

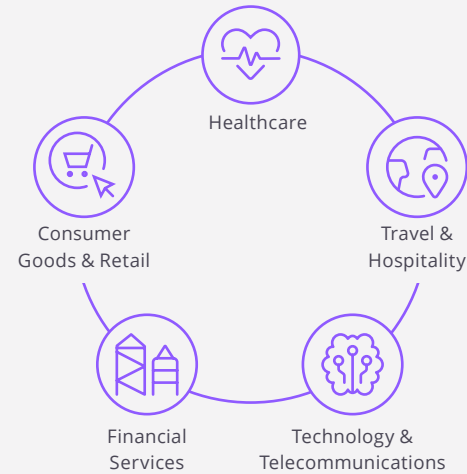
BRI is a part of how we build, govern and deliver solutions. This includes responsible use of AI, strong corporate governance, responsible talent practices and allocation of emissions associated with client delivery, helping to ensure our work meets high professional, regulatory and ethical standards.



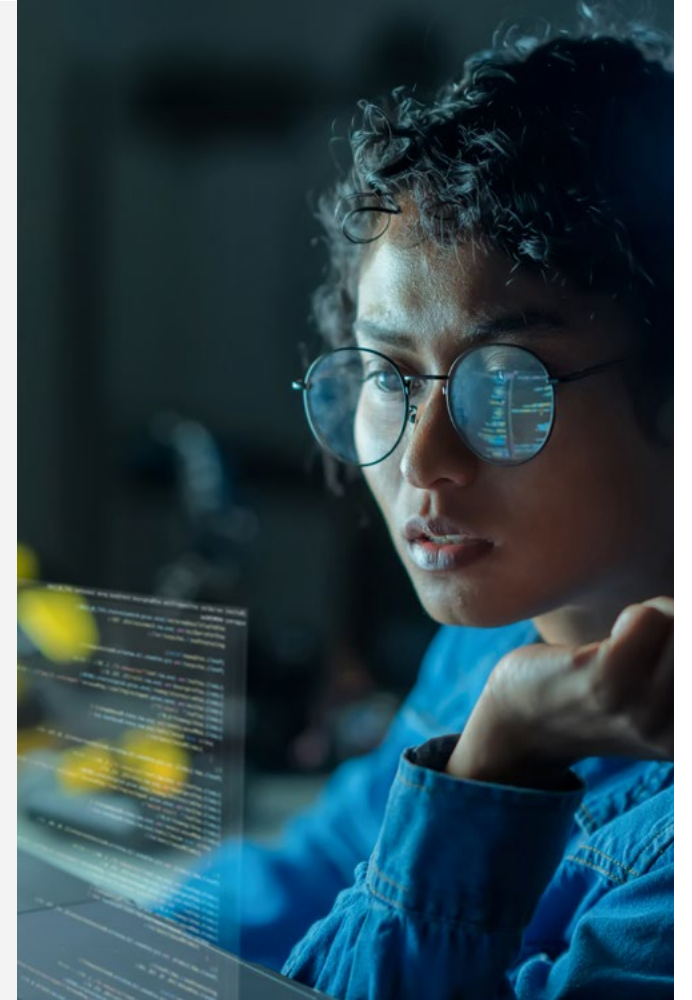
Downstream

We help our clients make a transformative impact. This includes improving access to services, strengthening the patient and customer experience, advancing equity and enhancing the performance of systems.

Industries served by ZS



Source: Insights Consulting and Technology Solutions, ZS



Expanding healthcare access

In the healthcare industry, decisions about data, technology, access and experience directly affect people’s lives, making responsible decision-making essential to trust and value.

In the modern patient-centered and digital health environment, access means more than availability or coverage. Patients need support to navigate complex information, overcome barriers and stay connected to therapies that fit their lives. Healthcare companies are looking for ways to close those gaps to access.

Insight is the starting point as we seek to enable meaningful changes in healthcare. We combine rigorous research, advanced analytics and sector expertise to help our clients anticipate challenges, design better systems and deliver improvements that make a tangible impact for patients.

Our approach focuses on understanding real patient needs, addressing structural and behavioral barriers and creating support that helps patients start and stay on therapy. By strengthening awareness, uptake, adherence and differentiation, we make access both a better experience for patients and a strategic advantage for our clients.

AI as an engine for access and equity

We use AI as a practical enabler to improve access and enable our clients to develop systems that anticipate barriers, tailor support and coordinate journeys across a fragmented system.

Rather than a standalone capability, AI technology is embedded across our services to help our clients:

- **Identify equity and access risks early:** AI models flag individual patients at risk of never starting therapy or dropping off, supporting earlier intervention before cost, administrative burden or fragmented care pathways create lasting gaps.
- **Personalize support:** AI-driven insights tailor interventions based on patient behavior, preferences and barriers. This means more relevant assistance for people with different levels of health literacy, digital access or caregiving responsibilities.

- **Make complex systems easier to navigate:** AI helps coordinate financial, educational and care resources so patients get the right support at the right time, without having to manage the complexity on their own.
- **Learn and optimize access programs at scale:** Performance analytics and long-term insights allow clients to refine access strategies over time, improving design, resource allocation and reach across populations.

ZS was:

- Named a **Leader in IDC MarketScape: Worldwide Life Sciences R&D AI (Including GenAI) in Clinical Trials 2025 Vendor Assessment**
- The highest-designated 2025 **Leader by Everest Group** for commercial life sciences AI and analytics
- Named among notable providers in **Forrester’s The AI Consulting Services Landscape, Q3 2025 report**¹

Upskilling our people for an AI-enabled future

Building AI fluency across ZS is both a responsibility and a strategic priority. Throughout 2025, we provided practical guides, employee-driven storytelling and global training sessions for ZSers to explore an array of generative AI topics. This included foundations, engineering best practices, AI-enabled productivity, advanced analytics tools and how-to’s for developing AI agents.

Because of our efforts, we were recognized by the Handshake 2026 Early Talent Award and the exclusive AI Talent Builder distinction, as well as the 2025 Brandon Hall Group HCM Excellence Awards for Best Unique or Innovative Learning and Development Program.

¹ Forrester does not endorse any company, product, brand or service included in its research publications and does not advise any person to select the products or services of any company or brand based on the ratings included in such publications. Information is based on the best available resources. Opinions reflect judgment at the time and are subject to change. This report is part of a broader collection of Forrester resources, including interactive models, frameworks, tools, data and access to analyst guidance. For more information, read about [Forrester’s objectivity here](#).



Community engagement

Social drivers of health—the conditions outside of medical care that influence a person’s well-being—play a critical role in shaping outcomes. As a firm focused on improving human health, we view community service as a natural extension of our work.

Expanding impact with ZS Cares

Our global social impact program, ZS Cares, enables ZSers to use their knowledge and skills for good. Through pro bono consulting, volunteering, donation matching, nonprofit board service, client and industry partnerships and more, the program helps individuals address society’s challenges and create positive change in their communities.

In close collaboration with nonprofits, our ZS Cares team and individual ZSers continue to tackle the root causes of global health disparities (including healthcare access, education, economic stability, the environment and more) to drive impact around the world.

14,000+

hours spent giving to local communities by 2,400+ ZSers on ZS Cares Day, our annual day of giving

~\$2.24M

invested monetarily in nonprofit organizations by ZS or ZSers via the ZS Donation Match Program²

425,583

lives touched through our ZS Cares efforts in India

² Our global Donation Match Program matches ZSers’ monetary donations and volunteer time, allowing them to double their impact, up to an annual maximum of \$2,000 each.

Combating anemia in Gujarat, India

For more than four years, ZS has partnered with Shrimad Rajchandra Love and Care (SRLC) to address anemia in the Valsad and Navsari districts of Gujarat, where the condition remains highly prevalent. The program takes a prevention-led, community-based approach that combines large-scale screenings, repeat follow-up and awareness initiatives to support early identification and timely intervention. In 2025, the initiative expanded its reach,

delivering measurable improvements in health outcomes and sustained reductions in anemia prevalence.

Throughout the partnership, ZSers have contributed their expertise in data analytics, healthcare strategy and process optimization to strengthen program design, monitoring and impact measurement. Together with SRLC, we remain focused on scaling solutions and advancing progress toward a future free from anemia.



361,000

people screened in schools and community settings

79%

of individuals treated for anemia showed hemoglobin improvement



The planet matters

Building a more sustainable business is essential to ZS's long-term resilience and success. We recognize that planetary and human health are intertwined, and we are committed to achieving net zero through a strategy that reduces emissions, lowers exposure to risk and improves our operational efficiency. Guided by Science Based Targets initiative (SBTi)-validated targets, we're investing in renewable electricity, thoughtful travel and stronger supplier partnerships to hold ourselves and our supply chain accountable for operating more responsibly.

53%
reduction in absolute
Scope 1 and 2 emissions
since 2019

57%
reduction in Scope 3
emissions per FTE
since 2019

Our targets for reducing emissions

We have committed to an overall target of reaching net-zero greenhouse gas (GHG) emissions across our value chain by 2045. To guide our journey, we have also set near-term targets for reducing Scope 1, 2 and 3 emissions. The SBTi has validated both targets as measured against our 2019 baseline.

Developing a long-term strategy

To reach our ambitious goals, we are implementing comprehensive changes throughout our operations. This includes:

- Already purchasing 100% renewable electricity across markets globally and continuing to increase our renewable electricity consumption through direct purchases from local providers, onsite generation at offices and investments in long-term energy projects
- Aiming to cut waste emissions by 90% by 2035 through improved recycling, composting and responsible disposal practices
- Committing to achieving 100% electric vehicle usage in our India office taxi service
- Scaling our investments in sustainable aviation fuel (SAF) as part of a broader effort to reduce business travel emissions

Our goals ³	2019 (baseline)	2022	2023	2024	2025	Status
Reduce absolute Scope 1 and 2 ⁴ GHG emissions 48.8% by 2030	4,137 tCO ₂ e	2,955 tCO ₂ e	63% reduction ⁵	66% reduction	53% reduction	Ongoing
Reduce Scope 3 GHG emissions 55% per FTE by 2030 ⁶	7.98 tCO ₂ e	3.89 tCO ₂ e	57% reduction	48% reduction	57% reduction	Ongoing
Achieve 100% renewable electricity coverage globally by year-end 2030	16%	53%	93%	100%	100%	Complete
Require targeted suppliers to sign our Supplier Code of Conduct and integrate it into key contracts				98% of executed master service agreements (MSAs) contained our Supplier Code of Conduct. ⁷	98% of executed MSAs contained our Supplier Code of Conduct.	Ongoing
Engage with key suppliers on emissions-reduction strategies				78% of our total supplier spend was allocated to suppliers that underwent a sustainability assessment (ESG questionnaire).	82% of our total supplier spend was allocated to suppliers that underwent a sustainability assessment.	Ongoing

Looking ahead to 2040 and beyond, we aim to achieve complete building electrification, secure 100% sustainable aviation fuel (SAF) coverage for all flights and reduce employee commuting emissions by 90%. We are also working closely with our suppliers to achieve net zero in their value chains, with key suppliers reaching this goal by 2040 and all remaining suppliers by 2045.

³ Environmental data is an evolving capability at ZS. We are strengthening the underlying data inputs, systems and processes that support our environmental metrics, with the goal of applying this information more effectively in operational and business decision-making over time.

⁴ We calculate Scope 2 emissions using market-based emissions.

⁵ Compared to baseline year of 2019.

⁶ Scope 3 emissions vary slightly from previous reports due to differences in FTE count methodology.

⁷ In 2023, ZS published its Supplier Code of Conduct, instituting a systemic framework for ensuring supplier compliance with our mandated standards.

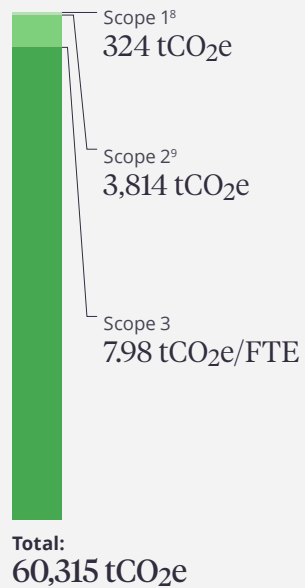
Our path to net zero

2019

The path to net zero starts here

We need to get this right—and that means understanding where we started.

Our 2019 baseline



2024

Charting the course

We established SBTi-validated near-term and net-zero reduction commitments, using 2019 as our baseline.

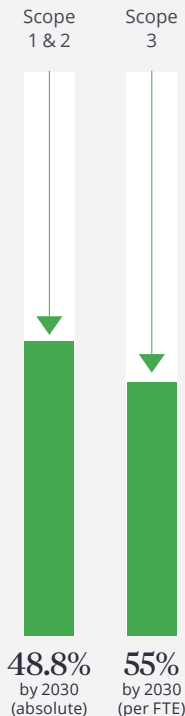
Nearly all our emissions are Scope 3, so we will particularly focus on how we work and engage with suppliers.

By 2030–2035

Powering ahead

- **Procure 100% renewable electricity in new and existing offices.** By purchasing renewable electricity directly from local energy providers, generating energy onsite at offices, forging new real estate agreements and investing in energy generation projects.
- **Transition to 100% EV usage of taxi fleet vendors serving ZS in India by 2030.**¹⁰ A primary source of travel for ZSers in our India offices.
- **Scale investments in SAF,** particularly in key locations where ZSers travel.
- **Reduce business travel emissions.** By seeking more sustainable travel and meeting options for ZSers while still enabling their face-to-face interactions with colleagues and clients, we aim to reach a 90% reduction in these emissions by 2045.
- **Reduce waste emissions by 90% by 2035.** By limiting single-use plastics, increasing recycling and composting and emphasizing responsible waste disposal.

Reducing our emissions



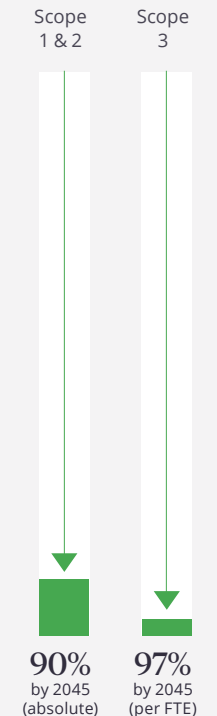
By 2040–2045

Building momentum toward our net-zero goals

- **Achieve 100% building electrification,** including electrified energy, heating and cooling.
- **Have 100% SAF coverage** for all ZSer flights globally.
- **Reduce emissions from employee commuting by 90%.** By encouraging modes of traveling to offices and client sites and centrally locating our meeting spaces where ZSers live and operate.
- **Achieve net-zero Scope 1 and 2 emissions** by phasing out the remaining sources of emissions in our office spaces and from company vehicles leased to leaders.
- **Phase out high global warming potential refrigerants by 100%.** With low-carbon equivalents.
- **Ensure ZS suppliers are net zero.** By working with key suppliers to achieve carbon neutrality in their value chain by 2040 and all remaining suppliers by 2045.

Reaching net zero

Reduction of emissions



⁸ Tons of carbon dioxide equivalent. Includes GHGs like N₂O and CH₄. ⁹ Market-based Scope 2 emissions. ¹⁰ Includes commuting emissions from taxi fleet vendors servicing ZS in India.



Our people matter

We are on a mission to improve life and how we live it, and that includes the lives of our own people—because when they grow, our firm and our impact grow with them. We are committed to nurturing an inclusive, high-performing culture where everyone is respected and valued. Guided by our core values of treating people right and doing the right thing, we aim to ensure fairness, build a representative workforce and develop committed and inclusive leaders. These approaches combine to create a welcoming environment that empowers ZSers to do their best work and deliver tangible impact.

257,400

total hours spent by ZSers on learning and development

100%

of ZSers have access to well-being and professional development services

Building a talented global workforce

We are committed to excellence and innovation. We believe that the key to our success lies in attracting, nurturing and retaining the brightest minds from around the world.

We grow our team to meet the rising demand for advanced analytics and digital capabilities. Across our more than 40 global offices, we hired 4,100 new ZSers in 2025 to support our continued innovation and worldwide client base.

We are also broadening our global reach through a growing network of delivery centers that support our analytics, digital and engineering work worldwide.

Nurturing ZSers throughout their careers

Learning is a cornerstone of how we grow our people and our firm. ZSers drive their own career journeys—and we provide the fuel, investing in programs that spark curiosity and build skills for the future.

4,100
new hires globally

We have a culture of continuous learning where ZSers can develop the competencies they need to drive real change, including through performance advising, mentorship, promotions and paths to leadership.

Listening to our people

Engaged teams drive better outcomes for our clients and our firm. We cultivate open dialogue and a culture of belonging.

Our annual HealthCheck engagement survey is a key tool for measuring employees' feelings of safety, support and belonging. We saw a 78% response rate in 2025—the highest participation in the past five years—signaling that ZSers are invested in shaping a stronger, more inclusive firm through their feedback.

Our global Inclusion & Belonging Groups are integral to engagement and fulfillment by helping our people connect with others with similar backgrounds and experiences and inspire each other to bring their unique selves to work each day.

81%
of ZSers say they are proud to work for ZS

80%
of ZSers identify with the ZS culture

Focusing on health, finances and work-life balance

By offering competitive and comprehensive benefits and merit-based compensation, and by prioritizing health and safety, we strive to promote ZSer well-being and make ZS a supportive and compelling place to work.

We continually evaluate our available benefits, seeking to meet the evolving needs of our workforce. We made several meaningful enhancements to our benefits in 2025, including expanding our family

and hormonal health supplemental benefits in the U.S., U.K. and Canada and across other geographies through standard health plans. We also increased our health coverage insurance amounts and broadened dependent coverage in India, including for unmarried and same-sex partners, reinforcing our commitment to inclusion and equitable access to care.





Good governance matters

ZS is a firm built on strong values and culture. We put our clients first and empower our people to take thoughtful risks, seize opportunities and act with integrity. As our scale and diversity of business grows, so too does the strength of our governance frameworks—because good governance promotes accountability, protects data and information, and ensures we use emerging technologies responsibly.

36

ZS offices are ISO 27001, 27701 and 27017 certified

955

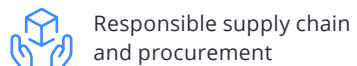
out of 1,000 CyberVadis score in 2025

Fostering a responsible supply chain

The ZS Sustainable Procurement Policy is designed to set expectations for supplier accountability, ethical sourcing and environmental responsibility.

In 2025, we continued to strengthen BRI across our supplier ecosystem. This included integrating BRI questions into Request for X (RFx) processes and onboarding, reinforcing contract requirements, incorporating BRI ratings into supplier scorecards and engaging suppliers on emissions reporting and responsible business practices through regular reviews.

Material impacts, risks and opportunities for ZS



We also improved visibility into supplier sustainability performance and identified longer-term collaboration opportunities with key suppliers.

Inclusive supplier sourcing

We are committed to inclusive supplier practices as part of our responsible sourcing strategy. To better understand the composition of our supplier base, we use TealBook, a third-party tool that helps us track and assess the composition of small, minority- and diverse-owned businesses in our global supply chain. In 2025, 14.8% of our total addressable spend was allocated to certified diverse, disadvantaged and small business entities.

Reducing our suppliers' emissions

Supplier management is key to addressing our Scope 3 emissions, since this work accounts for 60% of our emissions-reduction potential. In 2025, our emissions from purchased goods and services increased by 14%. Increased emissions were driven by higher overall spend, including spend associated with the **acquisition of Torrent Consulting**.

In line with our Sustainable Procurement Policy, we hold suppliers accountable for sustainable operations—and vendors must acknowledge,

Our key supplier sustainability performance	2023	2024	2025
Develops an environmental policy/ESG report	47%	52%	56%
Has external ESG ratings	36%	42%	43%
Measures GHG baseline according to the GHG Protocol	27%	52%	56%
Has SBTi-approved targets	20%	53%	53%
Has a supplier code of conduct	48%	49%	51%
Includes ESG clauses in contracts with their suppliers	53%	52%	53%
Has a modern slavery statement	53%	56%	55%
Sets targets for reducing use of energy, water and waste	7%	28%	29%
Measures Tier 2 supplier diversity	13%	43%	41%
Has a renewable energy strategy	7%	30%	29%

sign and adhere to our **Supplier Code of Conduct**, which we included in new master service agreements (MSAs) in 2025.

To strengthen our sustainability commitments, we collaborate with key suppliers to:

- Measure and report Scope 1, 2 and 3 emissions annually
- Set SBTi-validated emissions-reduction

targets, with intent declared within six months and validation within 24 months

- Reduce waste and improve energy efficiency
- Conduct external sustainability assessments, maintaining minimum ratings from organizations such as EcoVadis and CDP
- Work to source 100% renewable electricity by 2030

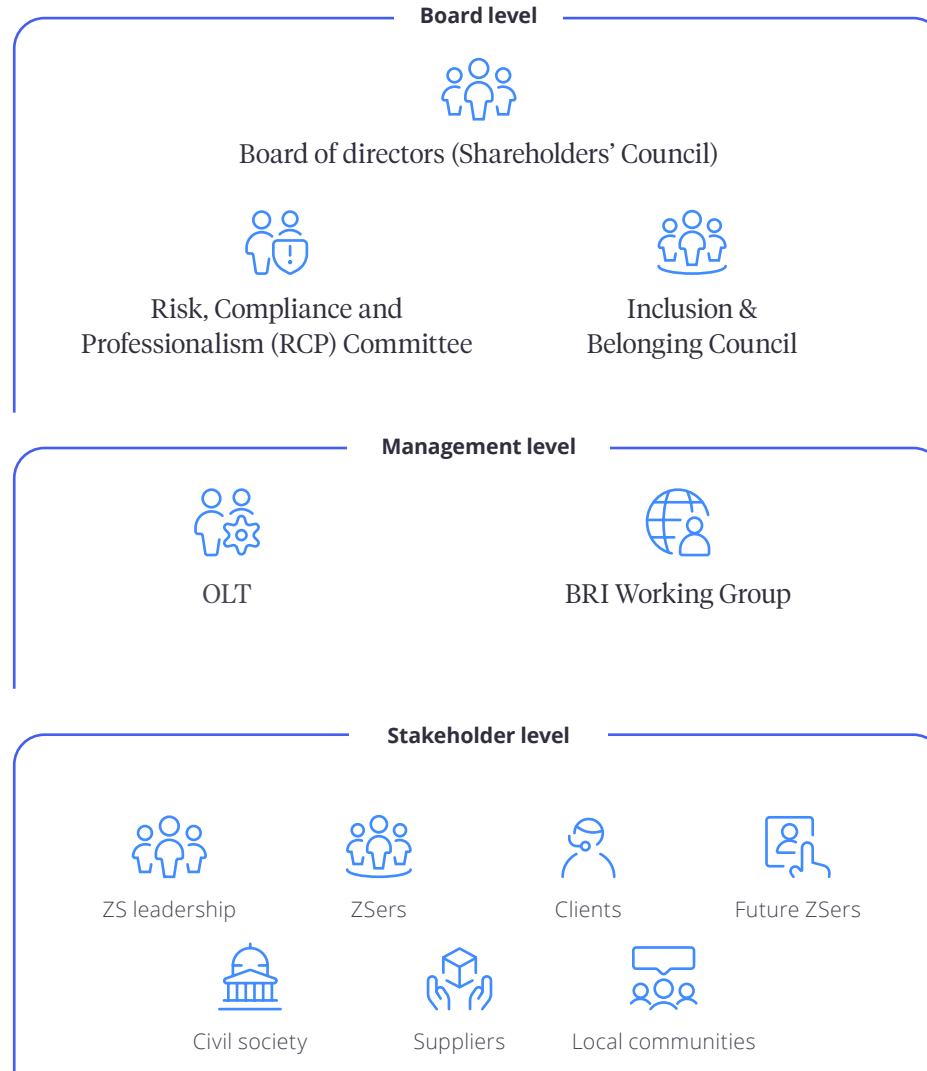
Our approach to governance and stakeholder engagement

We embed business responsibility and impact (BRI) from the top. Through the Shareholders' Council, Operating Leadership Team (OLT), BRI Working Group and various subcommittees, we integrate sustainable and responsible practices throughout our operations.

These bodies help ensure good governance is entrenched across ZS, from driving and managing initiatives to mitigating risk and regularly auditing areas of our business.

We also collaborate with a wide range of stakeholders, fostering dialogue and partnerships to drive systemic change. By listening to and understanding the perspectives of our clients, people, partners and communities, we are better able to evolve to meet their needs.

Their input informs our strategies, helps us uphold responsible and ethical practices and supports the long-term resilience of our firm.



Stakeholder



ZS leadership

We engage with various leadership bodies, including our Shareholders' Council, OLT, Enterprise Risk Management team and other groups of ZS principals to set strategic direction, sustainability priorities, risk management and compliance best practices for our firm.

Ways we engage

- Monthly or quarterly leadership calls
- Internal employee social networking platform
- Annual global principals meeting
- Monthly email updates



ZSers

We engage with ZSers constantly and draw on their insights to sustain an inclusive and high-performing culture where they feel safe, valued, respected, empowered and that they can flourish.

- Engagement surveys
- Quarterly town hall meetings
- Weekly employee newsletter
- Speaking Up email inbox for employee concerns
- Internal employee social networking platform
- Inclusion & Belonging Groups (employee resource groups)
- Inclusion & Belonging Council



Clients

We help our clients solve complex problems by understanding their industries, customers, challenges and evolving demands. Through these deep partnerships, we evolve our services and offerings to best suit their needs and deliver high-quality, expertise-driven outcomes.

- Formal engagement through request for proposals, request for information and more
- Client relationship management
- ZS-led Impact Summits and conferences
- Reporting disclosures, including EcoVadis and CDP
- Client-specific emissions accounting

Stakeholder



Future ZSers

We seek curious and collaborative thinkers and creators who can develop innovative solutions and technologies that improve life and how we live it. We evolve our recruiting strategies to create fair and seamless experiences for all candidates and set them up for success on their ZS journey.

Ways we engage

- Recruiting conferences
- Job fairs
- Digital marketing
- Referrals and "Boomerang" program



Civil society

We partner with industry experts to address the most complex health challenges disrupting our world today. We share knowledge and align new practices and solutions together.

- Industry forums
- Roundtable discussions
- Co-authored thought leadership
- Industry association memberships



Suppliers

We engage with our suppliers to bring innovative technology, programs and best-in-class services and products to our clients and people. We work to systematically engage with suppliers to integrate sustainable procurement across the entire value chain.

- Third-party risk management engagement process
- Formal annual assessments
- Compliance with Supplier Code of Conduct
- Supplier onboarding
- Standardized contract requirements
- Completion of required and applicable training



Local communities

We partner with nonprofit organizations to make a positive impact on our local communities.

- Pro bono consulting
- Volunteering
- ZS Donation Match Program
- ZS Cares Day



About ZS

ZS is a management consulting and technology firm that partners with companies to improve life and how we live it. We transform ideas into impact by bringing together data, science, technology and human ingenuity to deliver better outcomes for all. Founded in 1983, ZS has more than 15,000 employees in over 40 offices worldwide. To learn more, visit [zs.com](https://www.zs.com) or follow us on [LinkedIn](#).

