

REPORT REPORT

A letter to our stakeholders

For ZS, our environmental, social and governance (ESG) mission is clear: Work together and deliver healthy, fair and sustainable outcomes for all. It's what drives us to invest significantly in local communities through our social impact program, ZS Cares.

Fueled by the dedication of our people, ZS Cares empowers ZSers to cultivate more resilient communities through avenues like volunteering, pro bono consulting, donation matching, nonprofit board service, client and industry partnerships, and other initiatives aligned with our ESG material issues.

It's a privilege for me to see this work in action in our India offices. Across New Delhi, Bengaluru, Pune and Chennai, ZSers nurture meaningful relationships with their local communities. Our efforts are advancing causes dear to us and driving real impact.

In the fiscal year 2023-2024, ZS offices in India spent ₹7.5 Cr making the world a better place, while 1,500-plus ZS volunteers spent more than 6,000-plus hours in volunteer

service and touched roughly 111,000 lives through our nonprofit partnerships.

To advance meaningful progress in health equity and patient advocacy, we've provided essential healthcare services to marginalized communities.

Our partnerships with the Jeevan

Stambh Foundation and the Seve Arogya Foundation are just two collaborations through which we've brought personalized quality care and education to 60,000 people living in slums and remote areas.

"We live our values. We are agents of change.
And together, we can build a healthier, sustainable and economically thriving India today and for generations to come."

To ensure that youth everywhere have equal access to quality education, we've partnered with Robotex India, engaging 1,200 students from underserved schools in STEAM (science, technology, engineering, arts and mathematics). The most recent cohort secured podium positions at Robotex International and presented their innovations to delegates at the G20 summit in Pune. Additionally, our partnership with Teach for India supported a fellowship program where 15 changemakers served as full-time teachers. The in-house ZScholars program provided merit-based financial

assistance of ₹50,000 and ₹20,000 to students from low-income families, enabling them to pursue higher education.

To increase urban green cover, we're working with Green Yatra Trust to plant 25,000 tree saplings annually. By using the Japanese Miyawaki method, we are helping trees grow 10 times as fast and absorb 30 times as much CO₂ than traditional methods. We're also restoring water sources, protecting endangered species and rejuvenating ecosystems with support for a six-acre biodiversity park in the heart of Pune.

To foster equality and economic development, we've joined forces with the Clothes Box Foundation to help over 40 women in rural areas secure financial independence and contribute to local economies with skills training in industrial stitching. Through fabric upcycling, we've also helped eliminate waste, saving 50 tCO2e and serving 10,000 people living in isolated areas.

I extend my heartfelt gratitude to all ZSers and NGOs featured in this report for their unwavering contributions and steadfast support. Your dedication is commendable and instrumental in driving positive impact. The bar is high for addressing pressing ESG challenges, and I'm confident that we will continue to scale solutions that transform systems and improve lives.

We live our values. We are agents of change. And together, we can build a healthier, sustainable and economically thriving India today and for generations to come.



Rohit BhagwatPrincipal and global ESG
steering committee member

ZS INDIA

Impact by the numbers FY 2023-2024

7.5 Crore spent supporting NGOs

17+ LST NGO partners

1,500+ ZS volunteers

~111,000 (C) Lives touched by our nonprofit partnerships



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As part of our commitment to deliver enhanced, sustainable and affordable healthcare for all, we concentrate on comprehensive healthcare opportunities through existing partnerships that serve marginalized communities throughout India.

Anchored in an integrated approach, our initiatives encompass direct healthcare services, community education, infrastructure support and inclusive care delivery. Through this approach, we can deliver the following impact:

- Improved healthcare accessibility for underprivileged communities
- Increased awareness of wellness and preventive care
- Strengthened healthcare infrastructure in targeted regions
- Enhanced community health outcomes through data-driven insights monitoring

Anemia mitigation and medical outreach

NGO partner: Shrimad Rajchandra Sarvamangal Trust Location: Valsad, Gujarat Website: loveandcare.srmd.org

ZS India continued its years-long partnership with Shrimad Rajchandra Sarvamangal Trust in 2023, and is pleased to extend the partnership into 2024. Specifically, we are associated with Shrimad Rajchandra Love and Care (SRLC) to help eradicate anemia in India as part of the organization's flagship program, Project Anemia. Together, we aim to reduce incidences of nutritional-deficiency anemia significantly at the community level in Valsad by organizing health checkup camps in remote areas.

Applying our strategy, data management and analytics expertise, ZS is enhancing SRLC's capacity to execute the project and create the maximum impact in communities. Through our partnership, we:

- Improved data quality and reduced time spent per patient by 15%
- Increased repeat visits by 1.5x (42% in 2023, up from 29% in 2022)
- Tested more patients consistently (83% of patients tested on first visit in 2023, versus 67% in 2022)
- Improved patient outcomes (30% patients improved or cured in 2023, versus 25% in 2022)

The initiative made a difference in the lives of about 83,000 people in FY 2023-2024, including adults, expectant mothers, women of reproductive age, infants and preschool and school-age children. You can learn more about the partnership on ZS.com.

"At ZS, we believe in creating meaningful impact through our expertise. Globally and in India, we undertake several healthcare initiatives focused to change the lives of millions of people and we are glad to support the Indian healthcare ecosystem through such partnerships."

- Mohit Sood, regional managing principal, India

Health checkup camps in urban slums

NGO partners: Jeevan Stambh Foundation and Lending Hands Foundation

Location: New Delhi

Website: jeevanstambh.in

The Jeevan Stambh Foundation (JSF) is dedicated to providing education and healthcare services to people who are marginalized and economically disadvantaged. Last year, ZS India partnered with JSF in conducting a series of health check camps in urban slum areas, focused on the following:

- Women's health camps that provided routine checkups, gynecological care, screening, testing and medication to promote overall well-being among women.
 Along with free consultation, the camps also focused on spreading awareness related to general health and hygiene, menstrual health and breast cancer.
- Children's health camps that targeted nutritional health, immunization, detection of deficiencies and long-term solutions to improve health outcomes.
- Senior citizen health camps that offered services such as the testing, diagnosis and treatment of general health ailments and eye checkups to screen for cataracts. Free spectacles were also distributed.

By improving access to quality care for 13,600-plus people in need, our joint effort is addressing disparities and supporting the well-being of vulnerable populations within the community.

Improving quality of life

NGO partner: Seva Arogya Foundation

Location: Pune

Website: **sevaarogya.org**

In Pune, ZS India collaborated with the Seva Arogya Foundation to enhance the quality of life of people living in urban slum areas. Our partnership focused on providing disease treatment and health awareness support for various diseases like fungal infections, musculoskeletal problems, respiratory tract infections, gastrointestinal infections and acid peptic disorders, female and male reproductive system infections, polycystic ovarian disease and many more.

Approximately 26,000 children, women and senior citizens living in economically disadvantaged communities benefited from our efforts last year and are acquiring the functional health knowledge needed to adopt and maintain healthy behaviors.

Case study: Helping women with anemia

The Seva Arogya team launched its 100 Days Anemia Eradication Program in 2023 to address the specific challenges posed by nutritional deficiencies while aiming to enhance awareness, promote dietary diversity and implement targeted interventions. Grounded in scientific principles, this program alleviates the burden of nutritional deficiency anemia within a 100-day time-frame.

A total of 601 women were screened for anemia, out of which 136 women (23%) were mildly anemic, 139 (23%) were moderately anemic, 4 women (<1%) were severely anemic and 322 women (54%) were non-anemic.

Out of the 136 women with mild anemia, 106 (78%) progressed to a non-anemic status. Among the 139 women diagnosed with moderate anemia, 61 (44%) progressed to non-anemic status and 22 (16%) progressed to mild anemia. For the four women diagnosed with severe anemia, two progressed to non-anemic status while the other two progressed to mild anemia.



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Medical support for the elderly

NGO partner: Saint Hardyal Educational and Orphans Welfare Society (SHEOWS)

Location: **New Delhi**Website: **sheows.org**

SHEOWS is a nonprofit organization working to save the lives of people who are elderly, destitute or homeless across the Delhi National Capital Region (NCR) and Uttar Pradesh. For more than two decades, SHEOWS has hosted approximately 550 elderly residents in two assisted living facilities: Guru Vishram Vridh Ashram of Delhi and Garhmukteshwar.

ZS India partnered with SHEOWS to bring essential support to these citizens, including medical care, clothing, food, shelter and caregiving services, as well as access to doctors, nurses, medications and treatments.

As a result of our efforts, 550 senior citizens—many of whom were abandoned and struggle with Alzheimer's and dementia—received the support they needed to live well.

Making a life-saving difference through oxygen concentrator donations

In 2023, ZS donated 400 oxygen cylinders to the Indian army and charitable hospitals. The in-kind donation provided crucial oxygen support to army-operated facilities in regions with less oxygen levels and equipped charitable hospitals to address medical emergencies effectively.

Health and inclusivity for people with disabilities

NGO partner: Samarthanam Trust for the Disabled

Location: Bengaluru

Website: samarthanam.org

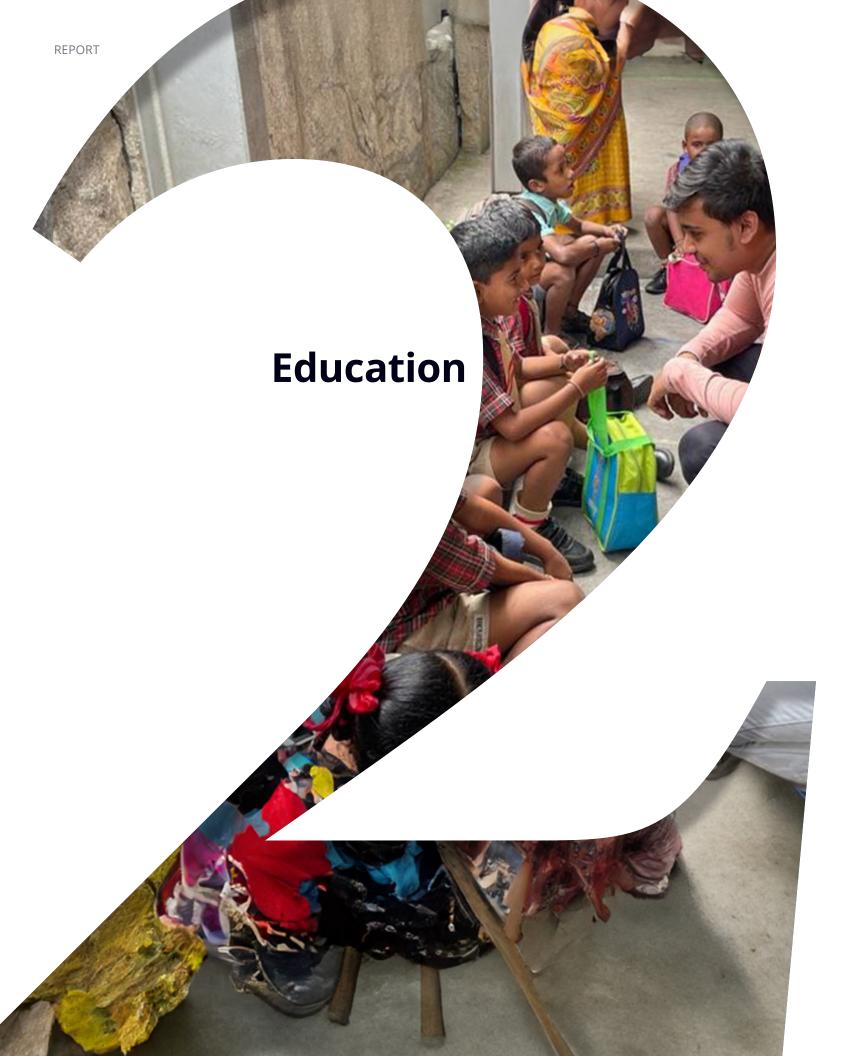
ZS India joined the Samarthanam Trust for the Disabled for its "Health for All" project to support various healthcare initiatives, including its walkathon commemorating the International Day of Persons with Disabilities. The event displayed community unity and commitment to inclusivity and health.

Nearly 13,000 participants, including ZSers and their families, came together to raise awareness and funds for healthcare initiatives serving individuals with disabilities. Our direct contributions included:

- Raising awareness for the health and inclusivity of people with disabilities
- Providing healthcare essentials to 10,000 government schools in Karnataka
- Enhancing healthcare infrastructure in 25 primary healthcare centers and 25 district hospitals

Hear from ZS's Manish Menon on what the partnership means to him.





Empowering futures, one opportunity at a time

NGO partner: Teach for India

Location: **India**

Website: teachforindia.org

Teach for India's vision is that "one day, all children will attain an excellent education". ZS India believes in that vision and supported Teach for India's fellowship campaign, enabling young changemakers to serve as full-time teachers for children from economically disadvantaged backgrounds in under-resourced schools.

The program engaged 15 fellows from colleges, universities and companies who were committed to giving back to their communities and equipping children with the tools they need to live well and contribute to their communities. During their two-year fellowship, fellows gained firsthand exposure to India's education system, cultivating the knowledge and skills needed to attain leadership roles within and beyond their school communities. The collective effort served as a steppingstone in building educational equity across India.

Forging an equitable society

NGO partner: Bharat Memorial Charitable Trust

Location: **New Delhi**Website: **bmct-neev.org**

On our path to elevate the quality of education, ZS India also collaborated with NeeV, a learning center established by the Bharat Memorial Charitable Trust. NeeV offers academic, vocational and soft training assistance to children in Gurgaon who are economically disadvantaged, equipping them with skills to face life's many challenges while making them employment-ready.

Our impact includes covering the schools' operational expenses, including staff salaries, so that students can enjoy a stable environment to help them reach their full potential. The partnership directly affected 400-plus people, ages 4 to 22, from nursery school to Class XII.



Transforming lives through learning in rural India

NGO partner: Lokseva Pratishthan

Location: Bengaluru

ZS India collaborated with Lokseva Pratishthan to support rural and marginalized communities in Bengaluru. Together, we provide a value-based education to narrow the knowledge gap and digital divide at the primary level.

Our work focused on helping youth, women and farmers gain the knowledge and skills they need to design and implement programs that benefit their communities. Our partnership also addressed environmental issues in rural areas.

Through this initiative, more than 2,000 people from eight villages gained critical capacity in creating positive change for education, health, livelihood and the environment.

Empowering with STEAM

NGO partners: Robotex India and Rotary Club of Pune Sinhagad Road

Locations: Pune, New Delhi, Bengaluru

Websites: robotex-india.in, rcpunesinhagadroad.rotary3131.org

In pursuit of providing equitable educational opportunities for both rural and urban students, ZS India teamed up with Robotex India and the Rotary Club of Pune Sinhagad Road. This partnership aimed to democratize access to STEAM education by incorporating cutting-edge technology in classroom settings.

The collaboration empowered 1,131 students from government schools in urban, tribal and rural regions of India with competencies for successful employment in our evolving modern world. The mentorship and training the students received has equipped them for careers today and the capacity to thrive in a changing workplace landscape. Most recently, the cohort secured podium positions at the world-renowned Robotex International. The program has a direct impact on improved attendance in the schools and students' interest in academics.



Building hope with caring communities

NGO partner: Saraswati Anath Shikshan Ashram

Location: Pune

Website: saraswatianathashram.org

Saraswati Anath Shikshan Ashram is an orphanage for boys. Currently, 35 children between the ages of 5 and 18 call the facility home. The organization takes care of the children's overall health, hygiene, education and holistic development until they reach 18 or start earning their livelihood after education. ZS supports the center's annual operational expenses, education fees for all children and expenses related to their health and holistic development.

"A young resident of our orphanage for the past decade has faced significant challenges without a father. His mother, engaged in household work, struggles to provide for him, making it difficult for him to access education. Thankfully, he found refuge in our organization, where he was provided with opportunities for education. Despite the odds, he excelled in his board exams, achieving an impressive 74%. His academic prowess earned him a coveted spot in an engineering faculty. With the support of ZS, he successfully completed his degree, marking a significant milestone in his life. He expresses profound gratitude, acknowledging that without the support he received, reaching this point would have been an insurmountable challenge. His journey stands as a testament to the transformative power of education and the invaluable role of compassionate supporters like ZS."

– Shri Devidas Survase, president, Saraswati Anath Shikshan Ashram



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ZScholars celebrating bright minds

NGO partner: Buddy4Study Scholarship Locations: **Pune**, **New Delhi**, **Bengaluru**

Website: buddy4study.com/page/zscholars-program

ZScholars began in 2020 in Pune in partnership with the Seva Sahayog Foundation. The program provides merit-based financial assistance to students from low-income families, enabling them to pursue higher education.

To amplify the program's effectiveness, ZS India partnered with Buddy4Study to reach students nationwide. Students seeking to engage in general or professional undergraduate study in any field at educational institutions in Delhi, Pune, Bengaluru or Chennai are eligible to receive a scholarship of up to ₹50,000 for specialized graduation and ₹20,000 for general graduation in one year.

ZS support has made this pursuit possible with scholarships earned by 245 scholars actively studying in various fields across general and professional arenas. This is an increase from the 100 scholars affected in 2022.

In 2023, the ZScholars program expanded further, bringing in ZS consultants, principals and managers to mentor scholars and help them on their professional development journeys. With guidance on soft skills, confidence building, project support and more, the scholars gain critical competencies for making informed decisions in their academic and personal lives.

To date, 33 ZS leaders across India have mentored 75 scholars monthly for a period of four months.

"It was my pleasure to get guidance and mentorship from my mentor. She is a cheerful and amiable person. She listened to all my difficulties with patience and gave her insights on how to work on those. I feel a great bond with her. She guided me through all my difficulties as an elder sister. I will be forever grateful to her for her precious time and advice."

Aditya Narayan Rout, second year engineering student at the Indian Institute of Technology (IIT-Delhi)

Empowering women with the Udayan Shalini Fellowship

NGO partner: Udayan Care Location: **Bengaluru** Website: **udayancare.org**

With the Udayan Shalini Fellowship, we empower women who are financially disadvantaged from government and government-aided schools to pursue their education. Through personalized mentoring, the program supports comprehensive development encompassing mental, moral and overall well-being. ZS India supported 23 women participants who benefitted from life skills training, workshops and more, enriching their capabilities and perspectives. Moreover, the program focuses on fostering employability skills, providing career guidance and facilitating a deeper understanding of the job market.



School kits to inspire learning

NGO partner: Seva Sahayog Foundation

Location: Pune

Website: sevasahayog.org

A signature project of ZS India, our school kit donation program provides educational aid to children from marginalized segments of society. In partnership with the Seva Sahayog Foundation, ZSers volunteered their time to assemble school kits that contained the necessities to support the children's education.

Children attending both government-supported and unsupported schools, as well as educational centers operated by NGOs, received the kits. In 2023, our collective effort made an impact on 10,300 students across India.







ZS recognizes the importance of empowering women, achieving gender equality and promoting economic growth and development. We collaborate with nonprofit organizations to advance skill development programs that promote inclusive and sustainable economic growth, full and productive employment and respectable work for all.

Refresh project for women

NGO partner: Clothes Box Foundation

Location: New Delhi

Website: **clothesboxfoundation.org**

With a focus on enabling people to lift themselves into a higher quality of life, ZS India partnered with Clothes Box Foundation to provide women from economically marginalized rural areas with job-ready training.

The initiative, called "Refresh," is a skill development program that helps women learn industrial stitching using recycled, discarded clothes. The women craft blankets that are then donated to people who are homeless to help protect themselves from harsh weather. With the training they receive at the headquarters in Gurugram, Haryana, they can gain a fivefold increase in their annual family income.

Women received training and employment

10,000 Beneficiaries received blankets

4,285 Beneficiaries received upcycled bags

50,000 kg of garment upcycled

50 tCO2e save

tcozc savcu

Additionally, as part of our pro bono consulting work for Clothes Box Foundation, we developed a Google Sheets-based inventory system that is comprehensive, automated, easy to use and scalable. This system has reduced inventory management time by 50%, achieving greater efficiency and benefiting 90 women employed with the nonprofit.

Women empowerment project

NGO partner: Seva Sahayog Foundation

Location: Pune

Website: **sevasahayog.org**

Through another partnership with the Seva Sahayog Foundation in Pune, ZS India empowers women from underprivileged communities to achieve financial independence through employment opportunities. Approximately 850 women developed sewing skills that enabled them to reach economic independence.

Digital literacy session for women

NGO partners: Jeevan Stambh Foundation and Lending Hands Foundation

Locations: **Rohtas, Bihar**Website: **jeevanstambh.in**

As part of our continued focus on elevating literacy for skills development and overall livelihood, ZS India partnered with the Jeevan Stambh Foundation and the Lending Hands Foundation to provide digital literacy education to 120 underprivileged women in Bihar. Through a six-month training course, the women were skilled in computer education, professional etiquette and communication skills. Post training, they were provided with a certificate in computer skills, higher education guidance and job opportunity mentorship.

"We believe in empowering women based on skills, which means providing them resources, opportunities and training to develop and enhance their skills within entrepreneurial, educational and technological aspects. This training will help to increase awareness and boost their self-confidence and we will see more participation in social, economic and political spheres leading to gender equality and overall societal progress."

-Reema Lunawat, ZS associate principal





We take our role as environmental stewards seriously. To this end, we work to build trust with our clients, partners, colleagues and suppliers by addressing the impact of climate change and staying accountable as we make progress. Our increased focus on environmental initiatives aims to restore balance to ecosystems, conserve biodiversity and responsibly manage land and water.

Urban forest and lake rejuvenation

NGO partner: Green Yatra Trust Locations: **Pune and New Delhi**

Website: greenyatra.org

In 2023, ZS India partnered with one of the leading environmental NGOs in India, Green Yatra Trust, on efforts such as tree planting, urban biodiversity conservation, water restoration and environmental research and awareness.

Specifically, ZS India committed to planting 25,000 saplings using the Miyawaki method. This method helps to grow forests 10 times faster, 30 times denser and 100 times more biodiverse when compared to a monoculture plantation.

The Miyawaki method of planting generates:

30x
Better carbon dioxide absorption



10x Faster growth



100x
Nore biodiverse



30x
Better noise and dust reduction

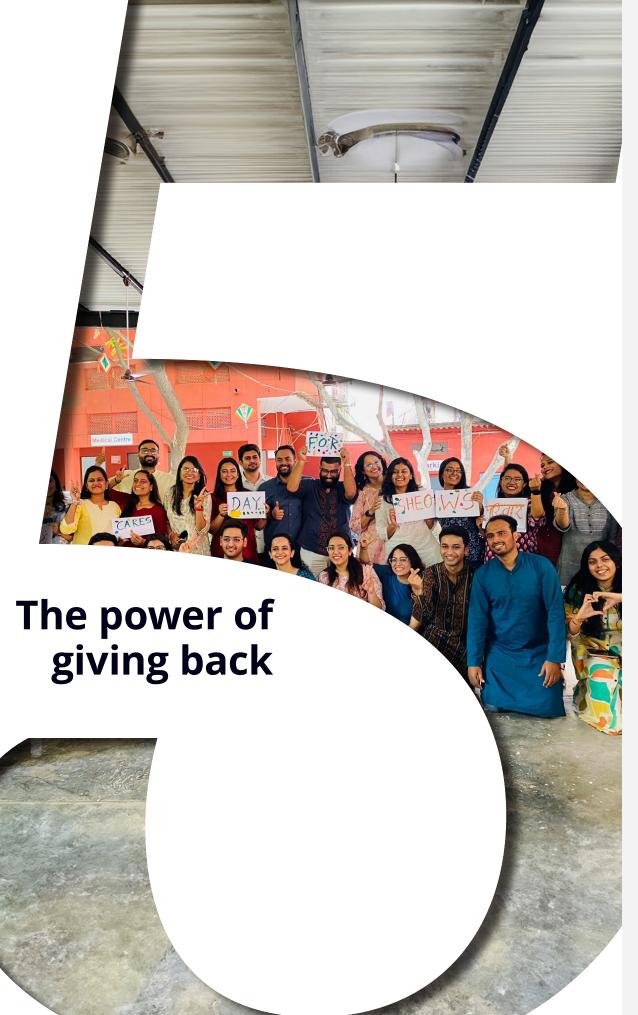


From e-waste to digital learning

Through e-waste solutions, ZS is advancing education and access to technology across India. Our laptop donation campaign is combating technology waste and helping schools and educational institutions stay connected through digital access.

ZS India contributed 200 laptops to nonprofit organizations (including Vardhisnu, SlumSoccer, the Seva Sahayog Foundation, Saraswati Anath Shikshan Ashram, the Rotary Club of Pune Sinhagad Road Charitable Trust and Green Yatra) and schools (including Aranyeshwar Madhyamik Vidyalaya, Heritage International School and others) to support the creation of digital labs in schools.

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At ZS, we believe in giving back to our local communities. Whether through individual efforts or group endeavors, ZS India employees consistently give back through volunteering—underscoring our commitment to service and building healthier, resilient and more sustainable communities.

Making a positive difference in our communities with ZS Cares Day

Every year, ZSers from across our global offices join hands with nonprofits to give back to their communities. On ZS Cares Day, all ZSers make a big impact in the places we call home by working together to tackle the root causes of global inequalities, both environmental and social. On October 6, 2023, 900 India ZSers volunteered and affected the lives of 5,225 people in Pune, New Delhi, Gurgaon, Bengaluru and Chennai.

~5,225

Beneficiaries were reached in five locations

Pune, New Delhi, Gurgaon, Bengaluru, Chennai



Volunteering activities



50 Project leads



~900 ZS volunteers



Space-level volunteering

Various space-level departments at ZS, including information technology, various business units and human resources, have launched volunteer initiatives within their respective areas and are collaborating to make a positive impact on the world. Below is a testimonial from a ZS volunteer who participated in a kaleidoscope-making activity with Saraswati Ashram.

"Participating in the ZS Cares initiative at Saraswati Anath Ashram was a profoundly enriching experience. As one of the 25 ZS volunteers, I found immense joy in guiding the children through the construction of kaleidoscopes using DIY kits, not only teaching them about the wonders of light reflection and diffraction, but also connecting on a deeper level. The excitement and curiosity in their eyes as they explored their creations was a vivid reminder of the difference we make in their lives.

This experience was a powerful testament to the profound connections fostered through simple acts of volunteerism, leaving a lasting impact on both us volunteers and the children at the ashram."

-Dipesh Deshmukh, volunteer

The power of the ZS Donation Match Program

The ZS Donation Match Program empowers ZSers to double their impact and contribute to causes they care about through direct donations and matching volunteering hours of ₹1,200 per hour. The platform also provides tax benefits to employees.

The charities listed on the ZS Donation Match Program are vetted by credible organizations like TechSoup and NASSCOM, and they comply with regulations and guidelines to maintain their registration status.

"Our experience with the ZS Donation Match Program has been nothing short of exceptional. As a team dedicated to supporting underprivileged members of the LGBTQIA+ community through the MIST LGBTQ Foundation, we sought a reliable and user-friendly platform to manage our volunteer rewards program. The ZS Donation Match Program exceeded our expectations in every aspect. From the outset, the platform's intuitive interface made setting up and managing our volunteer reward feature a breeze. The user experience was seamless, allowing our team to focus on our mission without being bogged down by administrative complexities. The platform's well-designed layout and easy navigation ensured that every member of our team could effortlessly engage with the system, regardless of their level of technical expertise.

"What truly sets the ZS Donation Match Program apart is its commitment to facilitating meaningful connections and driving impactful change. The platform enabled us to amplify our efforts in supporting the LGBTQIA+ community by seamlessly matching donations and empowering our volunteers to make a difference. The ability to track donations in real time provided us with invaluable insights into the impact of our collective contributions, inspiring us to strive for greater levels of advocacy and support."

- Ali Khan, manager of IT governance, risk and compliance



REPORT REPORT

About this report

The 2023 ZS India CSR Report details progress, commitments and performance across ZS's ESG goals and priorities. Information in this report reflects ZS India's operations during the financial year from April 2023 to March 2024.

Forward-looking statements

The information and opinions contained in this report focus on events from FY 2023-2024 and are subject to change without notice. This report includes forwardlooking statements. All statements, other than statements of historical or current facts and including statements regarding ZS's plans, initiatives, expectations, forecasts, projections, goals, commitments or prospects, are forward-looking. Future and actual results could be materially different due to a variety of factors. The forward-looking statements in this report are based on certain assumptions ZS makes in light of its experience and perception of historical trends, current conditions, expected future developments and other factors. Forward-looking statements in this report are not guarantees or promises that goals or targets will be met. ZS undertakes no obligation to revise or update any forward-looking statements in this report. This report should not be considered a statutory report.



India ZS Cares team

Leadership team



India regional managing principal



Rohit Bhagwat Pune office managing principal (OMP)



2021-2024 New Delhi OMP



Manu Tvagi

New Delhi OMP



Noida OMP



Bangalore OMP

Core team



ZS Cares principal sponsor



Neha Arur Senior director regional human



India lead



Suparna Pachpore CSR coordinator



Narayan Saralaya Office manager



HR manager



Sheela Shinde coordinator



Nishant Hawa Finance



Rajesh Mendiratta Office manager



Eashita Jaggi Administrative coordinator



Aamir Kittur Senior finance associate



Amit Yawalkar Managing counsel



Pushkar Pimparkhede Legal counsel

Global advisors





principal sponsor



About ZS

ZS is a management consulting and technology firm focused on transforming global healthcare and beyond. We leverage our leading-edge analytics, plus the power of data, science and tech products, to help our clients make more intelligent decisions, deliver innovative solutions and improve outcomes for all. Founded in 1983, ZS has more than 13,000 employees in 35 offices worldwide.

Learn more: zs.com/about/environmental-social-and-governance

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