



2024

# India Social Responsibility Report

Impact where it matters.®





# Contents

**1**

A letter to our stakeholders

**2**

ZS in India-  
Impact by the numbers

**3**

Our focus areas

**4**

Healthcare

**5**

Education

**6**

Economic  
Empowerment

**7**

Environment &  
Sustainability

**8**

The power of  
volunteering

**9**

CSR Team

**10**

About  
this report

# A letter to our stakeholders

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At ZS, our vision is 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. This belief extends to our commitment to corporate social responsibility, where we use our expertise, resources, and partnerships to build more equitable and sustainable outcomes for communities. Through ZS Cares, our social impact program, we continue to invest in local communities and drive meaningful change.

The heart of ZS Cares is our people—passionate, driven ZSers who step up to make a difference. Whether it's mentoring young minds, bringing healthcare to those without access, or restoring green spaces, their dedication fuels every initiative.

Across our offices in Gurugram, Noida, Bengaluru, and Pune, ZSers have been actively engaging with local communities to create tangible change:

- In fiscal year 2024-2025, ZS donated ₹9.3 crores in CSR initiatives in India. Our efforts were driven by 2,246 ZS volunteers, who collectively contributed 7,663 hours

of service and impacted 85,655 lives with the help of our NGO partners.

- To advance equitable healthcare access, we continue to support underserved communities through initiatives that provide essential medical services and education. By partnering with organizations like Shrimad Rajchandra Love and Care, Jeevan Stambh Foundation and Seva Arogya Foundation, we have provided health checkups and medical support to over 65,920 individuals, ensuring quality healthcare reaches those who need it most. Additionally, through our cervical cancer vaccination drive with Jivika Healthcare, we helped over 2,175 adolescent girls across India receive life-saving HPV vaccines, taking a crucial step toward cancer prevention.
- In the pursuit of education for all, our partnership with Robotex India has equipped 1,200 students from low-resourced schools with hands-on experience in STEM (Science, Technology, Engineering, and Mathematics), Robotics, Artificial Intelligence, Machine Learning, and IoT. This program, along with active mentorship from ZSers, enabled six students to compete at the

Robotex International championship in Talinn, Estonia, securing a 4th place finish among participants from 25 countries. The ZScholar program continues to support 292 students from low-income families, helping them pursue higher education through merit-based financial assistance.

- To foster economic empowerment, we partnered with Seva Sahyog Foundation in Pune, Clothes Box Foundation in New Delhi and Chilume Social Service Organisation in Bengaluru to train 590 women in essential sewing skills, opening doors to employment and financial independence.
- To drive sustainability, we conducted tree plantation drives across Pune, New Delhi, and Bengaluru, planting 16,600 saplings with Green Yatra Trust, Jeevan Stambh Foundation, and Samarthanam, restoring urban green spaces and enhancing biodiversity.



This impact would not be possible without the dedication of ZSers and the support of our NGO partners. Your time, passion, and commitment have transformed lives and created opportunities for communities across India. To every volunteer who stepped forward, to every partner who worked alongside us—thank you for making a difference.

As we move forward, our commitment remains strong. We will continue investing in sustainable initiatives that empower people and uplift communities. Together, we are not just supporting change—we are leading it. Let's keep pushing boundaries, amplifying our impact, and shaping a future where everyone has the opportunity to thrive.

**Rohit Bhagwat**

Principal and Global ESG  
Working Group Member





## ZS India-Impact by the numbers

**₹9.3 cr**

were donated  
furthering social  
initiatives

**2,246**

Zsers volunteered  
in CSR initiatives

**7,663**

hours of volunteer  
hours were spent

**20**

Non-profit  
partners

**85,655**

lives were touched  
by our non-profit  
partnerships







# Our focus areas

2024 India Social Responsibility Report





# Our focus areas

At ZS, social responsibility is more than a commitment, it's a driving force behind everything we do. We focus on four key areas that shape our efforts to create meaningful and lasting impact: Healthcare, Education, Economic Empowerment, and Environment & Sustainability. By addressing critical societal challenges, we aim to foster equitable opportunities and build stronger, more resilient communities



## Healthcare:

Access to healthcare is a fundamental right and we remain committed to delivering equitable and sustainable healthcare for all. Our healthcare initiatives focus on preventive care, medical outreach, and infrastructure development to ensure better health outcomes for marginalized communities.

- Number of initiatives: **12**
- Beneficiaries: **72,133**
- Non-profit partnerships: **08**

## Education:

We believe in empowering the next generation through access to quality learning opportunities. From STEM education to scholarships and mentorship, our programs help students from underserved backgrounds build a brighter future.

- Number of initiatives: **28**
- Beneficiaries: **7,707**
- Non-profit partnerships: **10**



## Economic Empowerment:

Sustainable livelihoods pave the way for financial independence. Through skill development, entrepreneurship support, and digital literacy, we equip individuals, particularly women, with the tools to thrive.

- Number of initiatives: **07**
- Beneficiaries: **713**
- Non-profit partnerships: **04**

## Environment & Sustainability:

A sustainable future requires responsible action. Our green initiatives, including afforestation, water conservation, and circular economy projects, contribute to restoring and protecting natural ecosystems.

- Number of initiatives: **06**
- Beneficiaries: **4,000**
- Saplings Planted: **16,600**
- Non-profit partnerships: **04**







# Healthcare

2024 India Social Responsibility Report





## Accessible and quality healthcare for all

Our commitment to delivering equitable and sustainable healthcare for all is at the heart of everything we do. As part of this mission, we leverage our long-standing partnerships to support marginalized communities across India, delivering access to holistic healthcare solutions. With an integrated approach, our initiatives span direct medical services, infrastructure enhancement, and inclusive care delivery.

### Combating Anemia: Reaching more, treating better



**NGO:** Shrimad Rajchandra Sarvamangal Trust

**Location:** Valsad, Gujarat

**Website:** [loveandcare.srmd.org](http://loveandcare.srmd.org)

Anemia remains one of the most overlooked yet deeply impactful health challenges today, affecting one in four people globally. In India alone, more than 600 million

people live with nutritional-deficiency anemia, of which 57% are women.

To address this, ZS has partnered with Shrimad Rajchandra Love and Care (SRLC) to support their flagship program focused on reducing anemia in Valsad, Gujarat, where the condition is prevalent. The initiative reaches those most at risk, including pregnant women, children, and daily wage workers, through community-based screenings, treatment, and awareness-building.

Our commitment to this mission goes beyond financial contributions, it's about creating lasting impact. While our funding plays a crucial role in enabling on-ground efforts, what truly sets this initiative apart is the active involvement of ZSers. By applying ZS's strengths in data analytics, healthcare strategy, and process optimization, we have helped elevate the program's effectiveness, ensuring measurable improvements in health outcomes and driving long-term change.

Together with SRLC, we remain committed to creating meaningful change and working toward a future free from anemia.





# Tackling Anemia with SRLC

FY 2024–25

**65,394**  
total screenings conducted

**48%**  
anemia prevalence in first-round screening

**15,967**  
individuals screened twice to measure progress

**68%**  
of re-screened individuals showed improved hemoglobin levels

**20%**  
moved out of the anemic category



A Grade 8 student at a school in Malanpada was diagnosed with mild anemia, with a hemoglobin level of 9.7 gm/dl. He frequently experienced loss of appetite, low weight, and fatigue, which affected his daily activities and academic performance. During an anemia screening at the school, he attended health awareness sessions where he learned about the importance of iron and folic acid supplements, as well as maintaining a nutritious diet

for long-term health. After following the prescribed treatment for three months, his hemoglobin level increased to 11.2 gm/dl, marking a significant improvement. This resulted in an increase in weight, better focus on his studies, and a renewed interest in food, all contributing to his overall well-being.



# Cervical cancer vaccination drive

**NGO:** Jivika Healthcare  
**Location:** Pune, New Delhi, Bengaluru  
**Website:** <https://jivikahealthcare.com/>



Cervical cancer is one of the leading causes of cancer-related deaths among women in India, despite being largely preventable through early vaccination and screening. Lack of awareness, accessibility, and affordability continue to be major barriers to prevention, putting countless women at risk.

As part of our commitment to improving community health, ZS partnered with Jivika Healthcare to provide cervical cancer vaccinations to women across India. Through this initiative, 2,175 adolescent girls received the HPV vaccine, a critical step in reducing the risk of cervical cancer. By making this life-saving intervention accessible, we are contributing to long-term disease prevention and reinforcing the importance of proactive healthcare in underserved communities.

## Location wise bifurcation of beneficiaries:

Location	No.of Schools	No. of Vaccination
Pune	6	1,200
Delhi	7	500
Bengaluru	4	475
Total	17	2,175



My daughter’s teachers at school explained how important this vaccine is, especially with the rise in cancers and diseases today. I’m so relieved and grateful that she received it. It’s a great initiative, and I truly appreciate that this was brought to her school. Knowing that she is protected from cervical cancer in the future brings me immense comfort. This is a resource that was not accessible when I was younger, and I am thankful that she is covered now.”

Mother of a vaccinated girl





## Bridging healthcare gaps in urban slums

**NGO:** Jeevan Stambh Foundation, New Delhi | Seva Arogya Foundation, Pune

**Location:** New Delhi and Pune

**Website:** <https://jeevanstambh.in/> | <https://www.sevaarogya.org/>



We continued our partnership with Jeevan Stambh Foundation and Seva Arogya Foundations in 2024 to organize a series of health checkup camps and outpatient departments in urban slums of New Delhi and Pune, focusing on:

- **Women's Health:** Through routine checkups, focusing on anemia, gynecological care, screenings, tests, bone density and necessary medications to support overall well-being of women. Beyond free consultations, these initiatives aim to educate women on anemia, general health, menstrual hygiene, and breast cancer awareness.
- **Children's Health:** Targeting nutritional health, immunizations, and deficiency detection, these camps offered long-term solutions to improve health outcomes for 250 children.

We also launched a 90-day crisis support initiative, providing milk, eggs, and bananas to aid their recovery and growth.

- **Senior Citizen Health:** These camps focused on cataract screenings, comprehensive eye checkups, and general health assessments. Free spectacles were distributed, and necessary medical care was provided to address critical healthcare needs.
- **General hygiene:** To improve hygiene practices at the household level, 700 general hygiene kits were distributed, each designed for an entire family ensuring access to basic hygiene necessities and fostering long-term health benefits.

Together, these initiatives enhanced access to quality healthcare for over 12,500 underserved individuals, helping bridge healthcare disparities and improve the well-being of vulnerable communities.





A 13-year-old girl's daily life was disrupted when she developed a fungal infection on her face. The constant itching made it difficult for her to focus on her studies, and she avoided going outside. Her parents initially sought treatment from a private doctor, but the high costs made it hard to continue, leaving her condition untreated.

When she visited a ZS-supported clinic with her grandmother, her infection had worsened — her skin was inflamed, oozing, and causing severe discomfort. The doctor assured her that with proper treatment, she would recover soon. She was prescribed medication and given hygiene tips to help manage the infection. Within two days, her wound had started to dry, and her discomfort eased. With continued care, her face healed completely in just over a week. Feeling much better, she returned to the clinic to personally thank the doctor and staff for their support.





### Health on Wheels:

To help make healthcare more accessible and sustainable, we donated a Mobile Medical Unit (MMU) to the Jeevan Stambh Foundation. Fully equipped with essential medical tools, a consultation space, internet access, and GPS, this mobile unit brings care directly to communities that need it most.

With an expected reach of 5,000 people, this initiative aims to reduce healthcare gaps in underserved areas and ensure timely, reliable care is within reach for everyone.







## Strengthening maternal care for a healthier future



**NGO:** Rotary Club Sinhagad Road  
Charitable Trust  
**Location:** Pune

Continuing our partnership with the Rotary Club of Sinhagad Road, ZS played a pivotal role in upgrading the Maternity and Neonatal Ward at Sardar Vallabhbhai Patel Cantonment General Hospital (SVPCGH) in Pune. This initiative strengthened the hospital's medical infrastructure, ensuring that patients from economically disadvantaged backgrounds receive essential healthcare at no cost.

The improved facility is now equipped with cutting-edge medical equipment and state-of-the-art surgical operation theaters. This has enabled healthcare providers to deliver high-quality care to approximately 2,000 women and the newborns.



**“The dedication of the Rotary Club and ZS Associates to improving healthcare access for the lower socio-economic sections of society is truly commendable. Their efforts have ensured that our patients receive the best possible treatment, and their commitment to community welfare is inspiring. We are fortunate to have such compassionate partners in our mission to deliver quality healthcare to those in need.”**

**Dr. Usha Tapase,**  
Resident Medical Officer, Sardar Vallabhbhai Patel  
Cantonment General Hospital  
(SVPCGH), Pune



## Ensuring dignity and care for abandoned elderly

**NGO:** Saint Hardy Educational and Orphans Welfare Society (SHEOWS)

**Location:** New Delhi

**Website:** <https://www.sheows.org/>



SHEOWS is a nonprofit organization dedicated to saving the lives of older adults who have been abandoned, are destitute or are experiencing homelessness across the Delhi National Capital Region and Uttar Pradesh through their 3 ashrams.

ZS partnered with SHEOWS to deliver essential support to 550 older adults, including medical care,

food and caregiving services. Beyond the financial support, ZS volunteers helped in creating a sense of home for the elderly through simple yet meaningful gestures. From celebrating festivals to sharing music and dance, they brought joy, laughter and companionship into the lives of senior citizens.



In June 2024, 60-year-old man arrived at the elderly care center after being abandoned due to a debilitating electrical burn injury that left him unable to walk. He became fully dependent on others after surgery caused major swelling and joint damage.

With access to medical care, physiotherapy, and emotional support, he gradually regained strength. Today, he walks freely without assistance. His story is a testament to resilience, hope, and the power of timely intervention in restoring dignity and independence.



## Providing critical support for cancer patients

**NGO:** Cancer Patients Aid Association (CPAA)

**Location:** Pune

**Website:** <https://cancer.org.in/>



Cancer treatment is often financially and emotionally overwhelming, especially for underserved communities with limited access to quality care. To support patients in their fight against the disease, ZS partnered with the Cancer Patients Aid Association (CPAA) to provide essential medical assistance.

Through this initiative, 48 cancer patients in Pune received critical support, including access to medicines, radiation therapy, and necessary treatments. By alleviating financial burdens and ensuring continued care, we are helping patients navigate their treatment journey with dignity and hope.



## Enabling access through assistive devices

**NGO:** Samarthanam Trust for the Disabled

**Location:** Bengaluru

**Website:** [samarthanam.org](http://samarthanam.org)



ZS, in partnership with Samarthanam Trust for the Disabled, donated customized assistive devices to 30 differently abled individuals in Bengaluru. This initiative provided a range of devices, including automated wheelchairs, hearing aids, and various mobility aids, all tailored to enhance the independence and quality of life for each beneficiary. By addressing specific mobility and sensory needs, these devices empower recipients to navigate their daily lives with greater ease and confidence, reinforcing our commitment to fostering an inclusive society.





# Education

2024 India Social Responsibility Report





# Empowering Learners Across Every Stage

Education is a powerful tool for transformation, breaking the cycle of poverty and opening doors to better opportunities. At ZS, we believe that every child deserves access to quality learning, regardless of their socioeconomic background. Through our strategic partnerships and dedicated volunteers, we are working to bridge educational gaps, provide essential resources, and create an environment where children can thrive.

Our education initiatives focus on two stages of the learning journey:



Foundational Learning for School Children



Access to and Success in Higher Education

## 1. Foundational Learning for School Children



We partner with organizations that support school-age children by creating safe, nurturing spaces where they can learn and grow. From academic support to life skills and mentorship, these programs help children build confidence, explore new ideas, and shape a brighter future for themselves — one filled with opportunity, curiosity, and hope.

NGOs	06
Students reached	2,500
Locations	03

## Shaping young minds, strengthening the future



**NGO:** Teach For India  
**Location:** Pune, New Delhi, Bengaluru  
**Website:** <https://www.teachforindia.org/>

In FY 2024-25, we continued our partnership with Teach For India to support its mission of bridging educational gaps by empowering young professionals to become full-time teachers in under-resourced schools.

Through this initiative, 13 dedicated fellows stepped into classrooms, not just as educators but as mentors and changemakers. Over the course of the year, the fellows focus on three main subjects- English (Reading, Writing and Speaking), Mathematics and Social Science, through innovative ideas they nurtured, inspired, and equipped children from low-income communities with the skills and confidence to build brighter futures. In turn, these fellows gained invaluable insights into India’s education system, preparing them to drive meaningful change in the sector.



**In my classroom, students respect and listen to one another. Our classroom culture fosters holistic development and a positive learning environment. Students' curiosity and enthusiasm for learning continues to grow, and they eagerly tackle new challenges. Seeing their excitement for school fills me with pride. At the start of my journey, I wasn't sure what growth would look like. But now, I can see both academic and behavioral progress taking shape.**

**Ayush Pandit**

2024 Fellow from Pune

### **Student Vision Scale (SVS):**

The SVS serves as a comprehensive framework for assessing the Students' holistic development across three key domains: Leading Self, Leading Others, and Leading India. Our Fellows play a critical role in guiding Students to acquire the knowledge and skills (Leading Self) that empower them to reach their aspirations. They nurture the values & mindsets that shape how the children choose to operate in the world (Leading Others) and contribute positively to society (Leading India). 62% of ZS supported classes are meeting the required SVS goal set to be achieved by the end of the academic year.





## Nurturing future innovators with STEM education

**NGO:** Educate to Elevate (Robotex India)

**Location:** Pune, New Delhi, and Bengaluru

**Website:** <https://www.robotex-india.in/>



We continued our partnership with ROBOTEX India in 2024, furthering our mission to bridge the digital divide and empower 1200 students from 03 schools in urban, rural, and tribal regions with STEM education.

Beyond technical training in artificial intelligence and machine learning, this year we also focused on

the development of critical soft skills, particularly in presentation and communication. The impact of this mentorship was evident at the International Robotex Championship 2024 in Estonia, where six of our students secured fourth place in the Girls FireFight Challenge. Additionally, two teams placed fourth and ninth in the Line Follower category, completing the track in just 20 and 26 seconds respectively, while another team achieved seventh place in the Entrepreneurship Challenge.

### Experiential lab for the future of STEM with NCERT:

ZS and Robotex India have recently launched an experiential learning lab at the National Council of Educational Research and Training (NCERT) in New Delhi to strengthen STEM and AI education. The lab will train educators from NCERT-affiliated and ZS-supported schools in robotics and modern STEM practices, with full-time trainers and monthly expert-led workshops. It is expected to benefit 8,000 to 10,000 teachers annually.

### Some early outcomes of the STEM project include:

- Average attendance of **87.49%** across three schools, with participation from **602 girls** and **598 boys**.
- **85%** of students enrolled in Robotex India's Robotex for Rural program passed with distinction, while the rest achieved first-class results.

## Forging an equitable society

**NGO:** Bharat Memorial Charitable Trust

**Location:** New Delhi

**Website:** [bmct-neeV.org](http://bmct-neeV.org)



Continuing our partnership with NeeV, a learning center operated by the Bharat Memorial Charitable Trust, we are helping children from economically disadvantaged backgrounds in Gurgaon gain the skills they need to thrive. NeeV provides academic, vocational and soft skills training, equipping students with the confidence to navigate life's challenges.

Our support helped sustain the school's operations, including staff salaries, ensuring a stable and nurturing learning environment.



Through our support in funding and volunteering this initiative has impacted over 527 students, from nursery to Class XII, giving them the opportunity to learn grow.



**“One of the most unforgettable experiences was our visit to the Nehru Planetarium with ZS volunteers on ZS Cares Day. They gave us the opportunity to see space more clearly, learn about stars, satellites, the sun, planets, and much more. It was a great day!”**

9th grader from NeeV

## School kits to inspire learning

**NGO:** Seva Sahyog Foundation

**Location:** Pune and New Delhi

**Website:** <https://sevasahayog.org/>



ZS's school kit donation program, a flagship initiative, provides educational support to children from marginalized communities. In partnership with the Seva Sahyog Foundation, ZSers volunteered their time to assemble school kits containing essential learning materials, including school bags, notebooks, pencil pouches, drawing books, crayons, geometry boxes, and other necessary supplies. Across ZS offices in India, 347 volunteers, successfully packed and donated 2,350 school kits, contributing a total of 650 volunteer hours collectively.





## Imparting holistic knowledge in rural communities

**NGO:** Lokaseva Pratishthan

**Location:** Bengaluru



Building on our partnership with Lokaseva Pratishthan, we expanded our efforts in 2024 to support 'Kalika Kendra' initiative in two clusters of sixteen villages in rural Bengaluru, an after school initiative for 250 children to inculcate civic sense, values, health and hygiene.



**“This after-school program has transformed the lives of children from 16 villages by reducing their screen time and encouraging them to focus on homework and time management. Kalika Kendra has instilled discipline and respect, fostering a culture of helping others. The children have improved their general knowledge and are motivated to serve their communities. They embrace equality and are eager to engage in social causes.”**

Team Grama Vikas

## Building hope, one child at a time

**NGO:** Saraswati Anath Ashram

**Location:** Pune

**Website:** <https://saraswatanathashram.org/>



Saraswati Anath Shikshan Ashram in Pune serves as a nurturing home for 35 boys, providing them with shelter and a foundation for a brighter future. The Ashram prioritizes the well-being of these children through comprehensive education, healthcare, and holistic development, preparing them to become independent individuals.

ZS continues to support this journey by covering the Ashram's annual operations, educational fees, and essential resources for the boys' growth.

Additionally, our volunteers actively engage with the children, fostering friendships and providing enriching experiences. They organize outings, participate in home renovations, and contribute to creating a supportive environment for the boys. Through these efforts, we aim to enhance the quality of life at the Ashram and empower the children on their journey to independence.

## 2. Access to and Success in Higher Education

We support promising youth, especially first-generation college-goers and young women, as they navigate the transition to higher education. Through financial aid, mentorship, and leadership development, we help them grow into confident, self-reliant individuals ready to shape their future and give back to their communities.

NGOs	02
Students reached	317
Locations	03



### ZScholarship: Celebrating bright minds

**NGO:** Buddy4Study Scholarship  
**Location:** Pune, New Delhi, Bengaluru  
**Website:** <https://www.buddy4study.com/page/zscholars-program>



ZS launched ZScholarship in Pune in 2020 with Seva Sahayog and scaled it to Bengaluru and New Delhi in 2022 in partnership with Buddy4Study, offering merit-based financial assistance to students from low-income families. Open to students pursuing undergraduate degrees in Delhi, Pune, Bengaluru, the scholarship

provides up to INR 50,000 annually for specialized programs and INR 20,000 for general graduation.

With 85 new scholars joining in 2024, 292 scholars are on their journey to a brighter future, empowered with the education they deserve and the support they need to thrive.



The inaugural batch of the ZScholars program for the academic year 2020-21 completed their graduation in 2024. We are proud to share the progress made by them

Details	Batch 2020-21
Total Scholars	58
Employed	17
Completed Graduation and Enrolling for Higher Education	11
Dropouts	1
Highest Salary Package (LPA)	INR 21.64 LPA
Average Salary Package (LPA)	INR 7.19 LPA

**ZScholars Mentorship Program:**

Launched in 2023, the ZScholars Mentorship Program is an extension of ZS’s commitment to nurturing talent beyond financial support. Through this initiative, ZSers volunteer as mentors to guide ZScholars—students from under-resourced backgrounds—on their academic and professional journeys. The program focuses on

building soft skills, confidence, and career readiness, while offering real-world exposure through structured mentoring sessions. This year, 52 ZS mentors supported 54 scholars, contributing over 309 hours of volunteering and fostering meaningful connections with lasting impact.



Being part of ZS for nearly 12 years has given me incredible opportunities, including my involvement with Buddy4Study Mentorship program. Session by session, witnessing the students’ progress and growing confidence was deeply rewarding. One of the most fulfilling moments was when my mentee, informed me about his job placement. Knowing that he was able to apply the learnings from our sessions during his interview was truly elating. It reaffirmed my belief in the transformative power of mentorship and the lasting impact of knowledge-sharing. I am grateful for these experiences and look forward to continuing to support and guide more students in their career journeys.

Vishal Agrawal,  
Manager, ZS Pune

## Empowering young women through education and mentorship



**NGO:** Udayan Care

**Location:** Bengaluru

**Website:** [Udayan Care](#)

Udayan Shalini Fellowship program (USF) of Udayan Care is a unique academic excellence and personality development program for deserving and talented girls from weak socio-economic backgrounds to turn them into empowered and dignified women or Shalinis. It goes beyond being a usual scholarship program by not only supporting higher education but also providing regular mentoring and leadership development and inculcating a sense of social responsibility in them. 25 Shalinis are currently supported through ZS.



“I first learned about USF through ZSCares Bangalore and decided to become a mentor after attending workshops. My husband and I currently mentor five Shalinis at various stages of college, some since their 11th standard. Witnessing their struggles during Covid, especially with online education, has been eye-opening. While one mentee from the Covid batch dropped out, the others persevered and are now in their third year, filling us with immense pride.

My most humbling experience was interviewing candidates for the fellowship and meeting their parents, which highlighted both our privilege and their determination. Over the years, I’ve seen these girls transform from shy individuals into confident young women. USF focuses not only on financial aid but also on holistic personality development through workshops, where fellows receive guidance and learn the importance of giving back. As mentors, we support all participants during workshops, providing a space for questions and sharing achievements. Volunteering with USF has humbled me through exposure to individuals with true grit, resilience, and positivity”

**Sowmya Saraff,**

Human Resource Manager, ZS Bengaluru





# Economic Empowerment

2024 India Social Responsibility Report



# Creating pathways to economic independence

We believe that economic empowerment is a powerful catalyst for social change. By equipping individuals—especially women—with the skills, knowledge, and opportunities needed to build sustainable livelihoods, we foster long-term growth and self-reliance. We partner with nonprofit organizations to deliver skill-building programs that drive financial independence, create employment opportunities, and promote dignified work for all.



## Stitching a path to self-reliance for women

**NGO | Location:** Clothes Box Foundation , New Delhi | Seva Sahayog, Pune | Chilume Social Service Society, Bengaluru

**Website:** <https://clothesboxfoundation.org/> | <https://sevasahayog.org/> | <https://chilume.1ngo.in/>



In partnership with our NGOs, we train 590 women annually in stitching and tailoring, equipping them with the skills needed for sustainable livelihoods. Through a year-long certified program, participants gain hands-on experience and go on to work in manufacturing units, start their own businesses, or earn through handcrafted products.

Beyond financial support, ZSers play a crucial role in this initiative by leading mentorship sessions, training workshops, and engagement activities that boost confidence and entrepreneurial skills. Their efforts have also enabled product showcases and sales, directly supporting participants' financial independence. In 2024, 435 ZS volunteers in India dedicated 911 hours to women empowerment initiatives.

### Bringing sustainability at the core:

The "Refresh" skill development program with Clothes Box Foundation trains women in industrial stitching using recycled and discarded clothing. Through this

initiative, they create blankets that are donated to help protect homeless individuals from harsh winter conditions. This enables these women to potentially increase their annual family income fivefold.

## Overarching impact:

# 3,440

beneficiaries received bags and blankets made from discarded clothing

# 50,000 kgs

of garment upcycled

# 50 tons

of carbon footprint saved



## Empowering women through digital literacy



**NGO:** Jeevanstambh Foundation  
and Lending Hands Foundation

**Location:** Rohtas, Bihar

**Website:** <https://jeevanstambh.in/>

Continuing our commitment to skill development and livelihood generation, we partnered with the Lending Hands Foundation to bring digital literacy education to 123 women in Bihar.

Over the course of a year, these women not only learned essential computer skills but also developed professional etiquette and communication skills, equipping them with the confidence to step into the workforce. With a diploma in hand this program became a steppingstone to financial independence for these women, with 23% securing employment and over 50% pursuing higher education.







# Environment and Sustainability

2024 India Social Responsibility Report





# Protecting our planet for a sustainable future

At ZS, we are committed to being responsible stewards of the environment. Through meaningful collaborations with our partners, colleagues, and communities, we actively address the challenges of climate change and work toward sustainable solutions. Our initiatives focus on restoring ecosystems, conserving biodiversity, and promoting responsible land and water management.

## Rooting for a greener tomorrow

**NGO:** Organisations: Green Yatra Trust, Jeevan Stambh Foundation, and Samarthanam Trust

**Location:** Pune, New Delhi and Bengaluru



This year, our tree plantation drives brought together volunteers, students, and community members to make a tangible impact on the environment.

In Pune, alongside Green Yatra Trust, we planted 500 saplings at Gawali Udyan using the Miyawaki method. In New Delhi, in partnership with Jeevan Stambh Foundation, we contributed to the beautification of

land by planting 12,000 saplings, transforming a barren space into a thriving green zone - Alankrit Upvan, which stands as a strong step toward building a greener, cooler, and more sustainable future. Meanwhile, in Bengaluru, our collaboration with Samarthanam resulted in the plantation of 4100 saplings, reinforcing our commitment to restoring urban greenery.

## Reviving water, restoring hope

**NGO:** Say Earth

**Location:** New Delhi

**Website:** <https://sayearth.org/>



In partnership with Say Earth, we undertook a pond restoration project spanning 4.5 acres in Jurola village. Jurola, a village in Gurugram district, faces severe water scarcity, with its groundwater being limited and saline in some areas. With no major rivers nearby, the community heavily relies on village ponds, which have deteriorated over the years due to neglect and misuse. To address this critical issue, Say Earth, in collaboration with ZS and the Jurola Gram Panchayat (local government at village level), initiated a comprehensive pond restoration project.

The restoration efforts aim to revive this vital resource, improve groundwater recharge, support local biodiversity, and provide sustainable water access for nearly 4,000 villagers. A dedicated pond committee has been established to oversee its long-term maintenance. Annually, approximately 3,21,200 KL amount of water will come into the three-pond system.



## Advancing sustainability with solar energy solutions:

**NGO:** Saint Hardy Educational and Orphans Welfare Society (SHEOWS)

**Location:** New Delhi

**Website:** [sheows.org](https://sheows.org)



As part of our commitment to environmental sustainability, we provided solar batteries to the SHEOWS elderly care center. This initiative not only reduces the facility's carbon footprint but also ensures a stable and eco-friendly energy supply.

In addition to lessening environmental impact, this initiative has helped the center reduce energy costs, enabling resources to be redirected toward improving healthcare services and overall resident care. Through efforts like these, we continue to drive sustainable solutions that create lasting impact for both communities and the environment.



## Digitalizing schools through laptop donations

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 contributed 284 laptops to various non-profit organizations to support the creation of digital labs in schools throughout the country.







# The power of giving back through Volunteering

2024 India Social Responsibility Report



Total Volunteers:	2,194
Total Volunteering Hours	7,354
Pro-Bono Consulting Projects Done	02
Pro-Bono Hours Contributed	1,539

Giving back isn't just something we do—it's who we are. Whether through individual initiatives, team efforts, or pro bono consulting, ZSers actively volunteer their time and expertise to drive positive change. Together, we're committed to building healthier, more resilient, and sustainable communities.

## Making a positive difference in our communities with ZS Cares Day

Each year on ZS Cares Day ZSers around the world join hands with NGOs to make a meaningful difference in their communities. This year in India 1,138 ZSers contributed 4554 volunteer hours across Pune, New

Delhi, Gurgaon, Bengaluru, and Chennai. Their collective efforts touched the lives of 5,204 people, a powerful reminder that when we act together, we can build a more equitable world.





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“Being actively involved in CSR initiatives has been an incredibly fulfilling experience, allowing me to create a meaningful impact in the community. I am deeply grateful to my team and leaders for entrusting me with this opportunity and supporting every initiative we undertake. I truly believe that consistent efforts in this space are essential to driving positive change, and I look forward to continuing this journey of making a difference.”

**Utkarsh Garg**

Consultant and Project Lead for Jeevan Stambh Foundation, New Delhi

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“Starting as a volunteer to now a Project lead, the journey at ZS-Cares had been an amazing experience. Collaborating with NGOs like Green Yatra who are committed to sustainability and seeing our volunteers actively engage in these initiatives, is what makes me feel happy. Organizing events at the ground level requires effort, but seeing a positive impact on the environment makes it all worthwhile. Balancing my professional responsibilities and doing what I love for ZS Cares Green Team has not only made an impact for the environment but has also helped me in keeping my passion alive.”

**Srishty Sharma**

Decision Analytics Associate and Project Lead for Green Initiatives, Pune

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## Space level volunteering: How the IT Team came together to build 'Digital Gurukul'

Digital Gurukul, an initiative led by our IT team in India, is helping students from underserved communities build essential digital skills. From teaching the basics of technology to mentoring young minds, ZSers are opening new doors for students to learn, grow, and dream bigger.

The idea was born during a Teach for India session, when volunteers realized many students had little or no access to digital tools. Determined to bridge this divide, the IT team stepped in. They conducted 8 classes for 65 students, equipping them with the skills and confidence to navigate the digital world



**“When we noticed students facing challenges with computers and tools, we discussed the issue with our leaders at ZS. With the support of leadership, we worked together to create Digital Gurukul and started monthly sessions with the kids to bridge these gaps.”**

**Shraddha Surkar,**  
Project Lead, Digital Gurukul, Pune

**“Volunteering through ZS Cares has been a deeply fulfilling journey, allowing me to give back while connecting with diverse communities. My work with Digital Gurukul has been especially rewarding, helping students bridge the digital divide by teaching essential tech and communication skills. A proud moment was mentoring students in the Robotex program, where our training in communication and confidence-building helped them win an international competition in Estonia. These experiences have reinforced how small efforts can create lasting change, and I’m grateful to be part of ZS, where we not only innovate but also empower young minds and foster inclusion.”**

**Masoud Rezaee**  
Project Lead, Digital Gurukul, Pune

## Sequential Volunteering: Creating a green oasis

What was once a neglected patch of land is now a thriving green space, thanks to 100 ZSers who came together to make it happen. The journey began with clearing over 400 kilograms of waste. Volunteers then took time to learn how to restore the soil and care for what they would plant next. With a shared sense of purpose, they planted hundreds of trees and turned the space into something meaningful and lasting. This was more than a clean-up. It was a step toward a greener future. Together, ZSers turned intent into action and created a space that now stands as a symbol of care, community, and positive change.

## Pro-bono consulting: Advancing legal equality for LGBTQIA+ in India

ZS partnered with the Mist LGBTQ Foundation as a knowledge partner for the UNDP-funded SCALE initiative to support the ongoing pursuit of legal and social equality for LGBTQIA+ communities in India. By combining deep community engagement, rigorous

survey analysis, and the use of advanced GenAI tools, ZS helped develop a comprehensive policy brief that identified key challenges. These included the need for inclusive workplace policies, improved mental health support, and stronger legal protections

Endorsed by institutions such as UNDP, USAID, and the Ministry of Social Justice and Empowerment, the policy brief now serves as a trusted resource for policymakers and advocates working toward a more inclusive and equitable future.



## Highlight of the year



Recognition for Highest Volunteer Participation at CanSupport Walk for Life - Stride Against Cancer. Over **400 volunteering hours** were contributed by ZSers.



## The power of ZS Donation Match platform

The ZS Donation Match platform empowers ZSers to double their impact and contribute to causes they care about through direct donations and matching volunteering hours of INR 1200/hour. This year ZSers in India volunteered 6864 hours through donation match platform raising significant funds for the charities.

### The platform empowers ZSers in following ways:

- **Donate and match:** By contributing directly through the ZS Donation Match Platform using a credit card. ZS matches the donations up to INR 150,000 per calendar year
- **External match request:** By submitting proof for donations made outside the platform, ZSers can request a match.
- **Double the impact:** Individual donation + ZS match = amplified support for the chosen cause.



**“ZS’s Donation Match Program is a great way to double the impact as it helped me match the donation for a cause I deeply care about. There are very few organizations that support donation match, and I am proud that ZS supports donation match. The platform is also very easy to use and makes the whole process smooth – it literally takes a minute or two to request a donation match”**

**Deva Agarwal**

Decision Analytics Manager, ZS Pune

# India CSR Team

## Leadership:



**Mohit Sood**  
India RMP



**Rohit Bhagwat**  
Pune OMP



**Manu Tyagi**  
New Delhi OMP



**Praseon Kumar**  
Noida OMP



**Manish Menon**  
Bangalore OMP



**Neha Arur**  
Sr Director, HR



**Ameya Dharap**  
Sr Director,  
Finance



**Debshikha Dutta**  
Sr Director, Legal



**Ali Khan**  
Director, IT  
Governance & Risk

## Global Advisors:



**Judith Kulich**  
ESG Chair



**Jennifer Gold**  
ESG Lead



**Tony Yeung**  
ZS Cares Principal  
Sponsor

## India Core Team:

- Akshita Vyas, India CSR Lead
- Eashita Jaggi, India Volunteering & New Delhi Lead
- Sheela Shinde, Bengaluru Lead
- Suparna Pachpore, Admin & Operations, Pune
- Rajesh Mendiratta, Office Manager-New Delhi
- Narayan Saralaya, Office Manager- Bengaluru
- Sourabh Joshi, Associate Principal, Pune
- Aamir Kittur, Finance
- Nishant Hawa, Finance
- Pushkar Pimparkhede, Legal
- Aashal Jhanwar, Legal



# About this report

The 2024 India Social Responsibility Report details progress, commitments and performance across ZS's ESG goals and priorities. Information in this report reflects ZS's operations during the financial year April 2024–March 2025

## Forward-looking statement

The information and opinions contained in this report focus on events from FY24-25 and are subject to change without notice. This report includes forward-looking 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 as statutory report.



# 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 13,000 employees in over 35 offices worldwide.

**Learn more:** [www.zs.com](http://www.zs.com) or follow us on [LinkedIn](#).

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