

# Business Responsibility Report FY19

TAKE Solutions is firm in its commitment to be a responsible corporate, creating superior value for all its stakeholders through its offerings, operations and CSR efforts. TAKE is governed by a diverse and experienced Board and Leadership, who bring rich expertise from various avenues of business, domain and academia to ensure a sustainable and value generating business and growth model.

We take pride in our policies, practices and philosophies that drive our outputs and regular operations. We are mindful of our impact on our social and natural environment and actively formulate and implement policies that reflect this intention.

## SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

1. **Corporate Identity Number (CIN) of the Company:** L63090TN2000PLC046338
2. **Name of the Company:** TAKE Solutions Limited.
3. **Registered address:** No. 27, Tank Bund Road, Nungambakkam, Chennai - 600034, Tamil Nadu, India.
4. **Website:** [www.takesolutions.com](http://www.takesolutions.com)
5. **E-mail id:** [investorrelations@takesolutions.com](mailto:investorrelations@takesolutions.com)
6. **Financial Year reported:** 2018 - 2019
7. **Sector(s) that the Company is engaged in (industrial activity code-wise):** The Company provides end-to-end services and solutions in the dynamic domain of Life Sciences. The NIC Code is 72.
8. **List three key products/services that the Company manufactures/provides:** The Company is a domain intensive, knowledge centric provider of IP-driven and technology backed solutions, consulting and functional services across Clinical, Regulatory and Safety in the Life Sciences industry.
9. **Total number of locations where business activity is undertaken by the Company**
  - (a) **Number of International Locations** – The Company's global footprint encompasses 20 offices across 12 countries including North America, UK, Germany, Colombia, India, Singapore, Thailand and the APAC region.
  - (b) **Number of National Locations** – The Company is headquartered in Chennai, with a presence across Bangalore, Mangalore, Manipal and Mumbai.
10. **Markets served by the Company** – The Company serves global Life Sciences clients across America, Europe and the Asia Pacific region.

## SECTION B: FINANCIAL DETAILS OF THE COMPANY

1. **Paid up Capital (INR)** – ₹147.93 Mn (Standalone) and ₹146.14 Mn (Consolidated)
2. **Total Turnover (INR)** - ₹219.59 Mn (Standalone) and ₹20,389.99 Mn (Consolidated)
3. **Total profit after taxes (INR)** – ₹173.95 Mn (Standalone) and ₹1,783.92 Mn (consolidated)
4. **Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)** 4.69%

5. **List of activities in which expenditure in 4 above has been incurred:** A detailed description is available in the Corporate Social Responsibility report annexed as part of the Annual Report, FY 2018-19.

## SECTION C: OTHER DETAILS

6. **Does the Company have any Subsidiary Company/ Companies?**

Yes, a detailed list of Subsidiaries is available on Directors Report part of the Annual Report, FY 2018-19.

7. **Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company?**

The Subsidiary Companies are guided by the working philosophies of the parent company and imbibe similar values in its functioning and operations.

8. **Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company?** While vendor and supplier companies that TAKE is involved with do not directly participate in the Company's BR initiatives, TAKE ensures involvement only with socially and ethically conscious organizations.

## SECTION D: BR INFORMATION

1. **Details of Director/Directors responsible for BR** – The Company does not have a specific committee responsible for BRR. However, the Board is actively involved in the form of multiple functional committees to oversee specific segment of business operations. These include Corporate Social Responsibility Committee, Stakeholders' Relationship Committee and Risk Management Committee amongst others. Further details on committees can be found in the Corporate Governance Report of the Annual Report, FY 2018-19. Below is an overview of our Committees –

**Audit Committee:** Audit committee reviews all High exposure and risk areas. The Committee oversees the Company's financial reporting process and the disclosure of its financial information to ensure that the financial statement is correct, sufficient and credible. The Committee reviews with the management, the financial statements and auditor's report thereon before submission to the Board for approval amongst other key matters referred in the Companies Act, 2013 and Rules made thereunder. They interact closely with both statutory and internal auditors. Additional meetings are held for specific purposes (such as changes in law, new acquisitions, and business circumstances – any major change management triggers).

**Stakeholders' Relationship Committee:** The Committee reviews all stakeholder engagement for TAKE and provides inputs on better engagement with key stakeholders. Currently, the Committee is overseeing a multi-year stakeholder engagement exercise to evaluate and improve stakeholder engagement.

**Nomination and Remuneration Committee:**

The Nomination and Remuneration Committee identifies persons who are qualified to become Directors and who may be appointed in senior management position in accordance with the criteria laid down, recommend to the Board their appointment and removal and shall carry out evaluation of every Director's performance.

The Nomination and Remuneration Committee formulate the criteria for determining qualifications, positive attributes and independence of a Director and recommend to the Board a policy, relating to the remuneration for the Directors, key managerial personnel and other employees. The Nomination and Remuneration Committee shall, while formulating the policy under Section 178(3) of Companies Act, 2013 ensure that:

**Internal Complaints Committee:** A Presiding officer, social activist and nominated employees form this committee to provide a work place free from sexual harassments and to implement and effectively comply with the provisions of “The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013”. An established process enables the committee to hold inquiry proceedings and take necessary actions to deal with the issue in a confidential approach.

**CSR Committee:** The CSR Committee of the Board of Directors consists of 3 directors, and is chaired by an Independent Director. The Vice Chairman and Managing Director of TAKE himself is personally involved in this committee due to his personal interest in Social Responsibility. The committee meets every quarter to review and guide all CSR activities as reported by the management. The Committee is primarily responsible for formulating and recommending to the Board of Directors a Corporate Social Responsibility (CSR) Policy and monitoring the same from time to time, amount of expenditure to be incurred on the activities pertaining to CSR and monitoring CSR Projects. The Committee takes a strategic view to CSR. This impels the management to identify implementation partners who align to our core values and define projects in line with our vision and mission.

**Risk Management Committee:** TAKE has Risk Management System which assists in risk-sensitive decision making. Our Risk Management Process clearly defines roles and responsibilities. It is integrated with planning and operational processes of the organization. It is supervised by the Risk Management Committee of the Board.

Stakeholder grievances are obtained and addressed through appropriate e-mail and direct mail present across the Company website and other published communication. The Company also engages in regular stakeholder surveys to ensure policy adherence.

In appreciation to our best practices in corporate governance we were recognized as **Winner of the Golden Peacock Awards for Excellence in Corporate Governance for the 2nd consecutive year in 2018**

## 2. Principle-wise (as per NVGs) BR Policy/policies

### (a) Details of compliance (Reply in Y/N)

No.	Questions	P	P	P	P	P	P	P	P	P
		1	2	3	4	5	6	7	8	9
1	Do you have a policy/ policies for....*	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national / international standards? If yes, specify? (50 words)	The policy conforms to the requirements of the Companies Act 2013, and SEBI (LODR) Regulations 2015. Further, the Company, ensures to incorporate the principles as required under the national/international standards in due course of time								
4	The policy being approved by the Board? Is yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	The policies have been approved by the appropriate committee with the final approval being provided by the Board of Directors								
5	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?*	Y	Y	Y	Y	Y	Y	Y	Y	Y
6	Indicate the link for the policy to be viewed online?	<a href="https://www.ta-kesoluti-ns.com/index.php/investor-relation/#corporate">https://www.ta-kesoluti-ns.com/index.php/investor-relation/#corporate</a>	<a href="https://www.ta-kesoluti-ns.com/images/about-take/Sustainability-Policy.pdf">https://www.ta-kesoluti-ns.com/images/about-take/Sustainability-Policy.pdf</a>	<a href="https://www.ta-kesoluti-ns.com/index.php/investor-relation/#corporate">https://www.ta-kesoluti-ns.com/index.php/investor-relation/#corporate</a>	<a href="https://www.ta-kesoluti-ns.com/images/corporate%20governance/Investors%20Rights%20handbook.pdf">https://www.ta-kesoluti-ns.com/images/corporate%20governance/Investors%20Rights%20handbook.pdf</a>	<a href="https://www.ta-kesoluti-ns.com/index.php/investor-relation/#corporate">https://www.ta-kesoluti-ns.com/index.php/investor-relation/#corporate</a>	<a href="https://www.ta-kesoluti-ns.com/images/about-take/Corporate-Social-Responsibility.pdf">https://www.ta-kesoluti-ns.com/images/about-take/Corporate-Social-Responsibility.pdf</a>	<a href="https://www.ta-kesoluti-ns.com/index.php/investor-relation/#corporate">https://www.ta-kesoluti-ns.com/index.php/investor-relation/#corporate</a>	<a href="https://www.ta-kesoluti-ns.com/index.php/investor-relation/#corporate">https://www.ta-kesoluti-ns.com/index.php/investor-relation/#corporate</a>	<a href="https://www.ta-kesoluti-ns.com/index.php/investor-relation/#corporate">https://www.ta-kesoluti-ns.com/index.php/investor-relation/#corporate</a>
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y

8	Does the company have in-house structure to implement the policy/ policies.	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?	Stakeholder grievances are obtained and addressed through appropriate e-mail and direct mail present across the Company website and other published communication. The Company also engages in regular stakeholder engagement to ensure policy adherence.								
10	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Our Management Audit Committee independently reviews and evaluates adherence and efficacy of our policies.								
*Some of the principles might not have been fully covered under specific policies however these principles are generally covered under different policies viz., Code of Conduct policy, Sustainability Policy, Corporate Social Responsibility policy and Remuneration policy formulated by the company. The Company will formulate specific policies covering the aforementioned principles, in due course.										
** The Company might not have specific committees to oversee some of these principles, however the Board is actively involved through the various committees of the Board to oversee these principles under various segments of business operations.										

**(b)** If answer to the question at serial number 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1	The company has not understood the Principles									
2	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3	The company does not have financial or manpower resources available for the task									
4	It is planned to be done within next 6 months									
5	It is planned to be done within the next 1 year									
6	Any other reason (please specify)									

### 3. Governance related to BR

**(a) Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company.**

The Company tracks and reviews policy adherence and efficacy every quarter during the meeting of its Board. The meetings comprise of an overview presentation of updates and other noteworthy points related to the specific quarter.

**(b) Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?**

TAKE's sustainability initiative is called TAKE Infinity. The Infinity team is a cross-functional team with representation from every practice and function within our organization. The Infinity team conducts activities throughout the year that contribute towards the triple bottom line and these are reported in this Business Responsibility Report.

## SECTION E: PRINCIPLE-WISE PERFORMANCE

### Principle 1

**1. Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs /Others?**

The Company has an exhaustive Code of Conduct policy which covers all aspects of ethical practices and what constitutes unethical practices. There are separate provisions in place for the different levels of Management as well as for the organization, under specific heads. Tenets of this policy extends to all the Company's subsidiaries and joint ventures.

**Code of Conduct for Prohibition of Insider Trading**

TAKE has a strict code of conduct to prevent insider trading and ensure integrity. There are standard communications before board meeting that communicates the time when they should not trade, and clear instructions about what to do when they do trade.

The Company has a comprehensive Insider Trading Policy which acts as a guidance document for preventing Insider Trading based on any unpublished price sensitive information. Appropriate disclosures are made by the stakeholders covered under the policy and the Company, in turn, also makes appropriate disclosures to the Stock Exchanges as and when required. The change in shareholding is also monitored by closely analyzing weekly shareholders data received from NSDL and CDSL. The Company seeks clarification /further information in case of any possible suspect of Insider Trading instance.

**Whistle Blower Policy**

TAKE has a whistle blower policy which is applicable to the Company and its Subsidiaries and is fundamental to the Company's professional integrity. In addition, it reinforces the value the company places on staff to be honest and respected members of their individual professions. It provides a method of properly

addressing bona fide concerns that individuals within the organization might have, while also offering whistleblowers protection from victimization, harassment or disciplinary proceedings.

TAKE is committed to satisfy the company's Code of Conduct and Ethics, particularly in assuring that business is conducted with integrity and that the company's financial information is accurate. To promote the highest ethical standards, the Company maintains a workplace that facilitates the reporting of potential violations of Company policies or applicable regulatory compliances, fraud, malpractices, criminal activity, bribery, improper behavior or any wrongdoing which may affect the reputation of the Company.

***Policy on Related Party Transactions***

The company has framed a policy on related party transactions to ensure the governance and reporting of transactions between the Company and its Related Parties. Such transactions are appropriate only if they are in the best interest of the Company and its shareholders. The Company discloses each year in the Financial Statements certain transactions between the Company and Related Parties as well as policies concerning transactions with Related Parties.

***Policy on Disclosure of Material Events / Information***

TAKE Solution's policy on disclosure of material events / information is framed for the purpose of systematic identification, categorization, review, disclosure and updating the website the details of information / events which are considered material or not but which may have a bearing on the performance of the Company and which may materially affect the share prices of the company.

TAKE conducts statutory audits through third-party auditors. This ensures that information provided to stakeholders is accurate. The scope of these audits is dictated by the Audit Committee. The Auditors interact directly with the Audit Committee to present the results and their recommendations. The company also conducts internal audits at frequent intervals conducted under the supervision of the Audit Committee. Internal Audits provide inputs for risk management and are under the remit of the Chief Risk Officer. Along with this Annual General meeting, Quarterly board meeting, special board meetings are in place and running to ensure accountability.

The company also has defined Code of Conduct for Director & Senior Management Personnel and Code of Conduct for Independent Directors

These policies are available at <https://www.takesolutions.com/index.php/investor-relation#corporate>

2. ***How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.***

**Details of investor complaints received and redressed during the Financial Year 2018-19 are as follows:**

Nature of Complaints	Opening Balance	Received	Responded	Pending
Non Receipt of Exchange - Share Certificates	-	-	-	-



Non Receipt of Share Certificates	-	-	-	-
Non-receipt of Dividend/Interest/ Redemption Warrant	-	-	-	-
Non receipt of Rejected DRF	-	1	1	-
Non-receipt of Annual Report	-	-	-	-
SEBI SCORES / Stock Exchanges	-	1	1	-
<b>Total complaints</b>	<b>NIL</b>	<b>2</b>	<b>2</b>	<b>NIL</b>

It is of utmost importance to TAKE to ensure that our stakeholders' concerns are resolved expeditiously. To this end, we are happy to report that 100% of the stakeholder grievances reported to us were resolved.

## Principle 2

### **1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.**

As a Life Sciences services and solutions provider, we deliver truly transformative and end to end solutions and outcomes across process, technology and analytics to our clients in the Life Sciences sector with the end goal of improving patient health and drug safety. Our products and services suite offer distinct technology, consulting and functional services. Our current portfolio of offerings includes strategic consulting, end-to-end services, technology implementation and industry networks across Clinical, Regulatory and Safety in the Life Sciences industry.

### **2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional) –**

As our products are all services or software, we are unable to measure the resources used per unit of product.

### **3. Does the company have procedures in place for sustainable sourcing (including transportation)?**

The purchase approval process has been defined as a matrix and is strictly followed for all purchases. Purchases are reviewed by Business Financial Managers, who evaluate the purchase across multiple parameters, and get final approval from the Chief Financial Officer and approve the expense.

### **4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?**

We encourage our team to engage local suppliers for the most part and vendors wherever applicable based on the requirements of the Company. We believe in benefitting the regional economy we are situated in, and our offices across the globe take pride in providing opportunities to local talent.

In the last year, 100% of suppliers at our largest facility are local vendors.

5. **Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.**

Through our sustainability initiative, we recycled 327 kg of paper, saving the equivalent of 8 trees. We also are in the practice of evaluating our food waste, taking measures to ensure we generate almost zero food waste in our canteen. We practice composting our food waste at our corporate office as well as at our Global Delivery Center in Chennai.

### Principle 3

1. **Please indicate the Total number of employees.**

We have approximately 1500 employees across our various offices and geographies.

2. **Please indicate the Total number of employees hired on temporary/contractual/casual basis.**

We have approximately 115 contractual employees.

3. **Please indicate the Number of permanent women employees.**

Approximately 24% of our employees at our largest facility are women.

4. **Please indicate the Number of permanent employees with disabilities.**

Approximately 1 employee at our largest facility is differently abled.

5. **Do you have an employee association that is recognized by management?**

There is no management-recognized association formed by employees. All employee engagement activities are run centrally with a view to creating a positive and vibrant work environment.

6. **What percentage of your permanent employees is members of this recognized employee association?**

Not applicable.

7. **Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.**

We are pleased to report no incidences pertaining to the above in the last financial year.

No.	Category	No. of complaints filed during the financial year	No. of complaints pending as on end of the financial year
1	Child labour/ forced labour/involuntary labour	0	0
2	Sexual harassment	0	0
3	Discriminatory employment	0	0

8. **What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?**

Around 98% of our employees at our global delivery center have benefitted from upskilling and safety training programmes held by various functional areas and the Human Resources department. Below are further percentages on the beneficiaries of our skill training programs -

- (a) Permanent Employees - 98%
- (b) Permanent Women Employees - 96.87%

- (c) Casual/Temporary/Contractual Employees - 100%
- (d) Employees with Disabilities - 100%

### ***Training & Education***

We believe in continuous improvement – both of our team and our deliverables. With this in mind, we have setup systems and processes to ensure that our team members receive adequate training to meet the requirements of their jobs. Further, we offer training in soft skills, leadership, innovation and communication to offer our team the opportunity for overall growth. Employees are also encouraged to attend industry conferences and workshops to improve their knowledge base and identify future trends. This is further augmented by our bi-annual performance reviews that allow our employees to evaluate their performance and plan their future growth.

### ***Average Hours of Training***

We offer up to 40 hours of training per employee per year for all employees across all grades, and actively encourage all employees to meet this quota. In FY19, we have trained employees for an average of 23 hours per employee.

### ***Health Watch***

In FY19 we have conducted a cancer awareness program with the Cancer Institute (WIA), Chennai. This program provided the employees with the symptoms, signs to lookout for and guidelines about how to detect cancer early and how to get tested on a regular basis. Further, the employees had a chance to get their questions answered from a recognized expert in the field.

### ***Performance Reviews***

All our full-time employees (regardless of gender and level) receive regular performance reviews. Reviews are carried out every October and April based on the strategic balanced score-card principle. Employees do a self-evaluation, followed by evaluation from their direct managers and functional managers. This system spurs on employees to plan their activities for the year, set goals and encourages them to perform to the best of their abilities and progress in their careers.

## **Principle 4**

### ***1. Has the company mapped its internal and external stakeholders?***

Yes, the Company had undertaken a stakeholder mapping activity to understand various stakeholder requirements and build a stronger long-term association. This is a multi-functionary multi-level activity that takes place across the organization.

### ***2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders.***

Through its stakeholder engagement initiatives, the Company regularly touches base with its various stakeholders to ensure their requirements are being met.

### ***3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.***

We ensure that we uplift our social and natural environment through our CSR and sustainability initiatives across the spectrum of environmental stewardship and preventive healthcare which are detailed in the CSR overview which is provided in the Annual Report, FY 2018-19. Our Sustainability Policy can be found at <https://www.takesolutions.com/images/about-take/Sustainability-Policy.pdf> and our CSR Policy can be found at <https://www.takesolutions.com/images/about-take/Corporate-Social-Responsibility.pdf>

## Principle 5

### **1. Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?**

Our policies as detailed previously extend across our subsidiaries and entities. We take pride in being an equal opportunities employer, with fair and just employment practices based on the requisite industry qualifications and experiences. We also have a series of initiatives to promote and provide a platform for our talent pool to develop their skills, personalities and careers. A highlight of our people and practices are available as part of the Annual Report FY 2018-19.

#### **Equal Opportunity**

*In line with our core value Equity with fairness* we are an Equal Opportunity Employer. Our Equal Employment Opportunity Policy gives our views on this topic. We do not discriminate on the basis of race, creed, colour, national origin, nationality, ancestry, age, religion, gender, gender identity, sexual orientation, disability, mental status, veteran status, family status, or any other discriminatory factor recognized by law.

#### **Non-Discrimination**

*In line with our core value Equity with fairness* we follow a policy of non-discrimination. We do not discriminate on any basis other than merit. Every team member is treated equally and given every opportunity to thrive and grow in our organization. We pay our employees fairly, as per the market and there is no difference in remuneration between our male and female employees for similar positions. We have a Prevention of Sexual Harassment Policy in place, and have conducted trainings to create awareness amongst our employees. Team members are encouraged to talk freely to their managers and escalate any issues through our open-door policy.

### **2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?**

**Details of investor complaints received and redressed during the Financial Year 2018-19 are as follows:**

<b>Nature of Complaints</b>	<b>Opening Balance</b>	<b>Received</b>	<b>Responded</b>	<b>Pending</b>
Non Receipt of Exchange - Share Certificates	-	-	-	-
Non Receipt of Share Certificates	-	-	-	-
Non-receipt of Dividend/Interest/ Redemption Warrant	-	-	-	-

Non receipt of Rejected DRF	-	1	1	-
Non-receipt of Annual Report	-	-	-	-
SEBI SCORES / Stock Exchanges	-	1	1	-
<b>Total complaints</b>	<b>NIL</b>	<b>2</b>	<b>2</b>	<b>NIL</b>

It is of utmost importance to TAKE to ensure that our stakeholders' concerns are resolved expeditiously. To this end, we are happy to report that 100% of the stakeholder grievances reported to us were resolved.

## Principle 6

### **1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.**

The Policy related to Principle 6 covers the company and extends to the Group and Joint Ventures.

### **2. Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.**

Through our sustainability initiative – TAKE Infinity – we stay mindful of our environment. We have ongoing initiatives for environment stewardship to bring about tangible change as well as spread awareness. We especially tailor our activities in light of natural calamities to help mitigate its effects on the natural environment to the greatest extent possible. Our employees volunteer their time and efforts to our various activities such as awareness wall painting, tree and sapling plantation drives, pond restorations and clean-ups. We have also adopted 4 water bodies near our global delivery center, to restore and maintain their health. Further details can be found in our CSR overview which is provided in the Annual Report, FY 2018-19. Our Sustainability Policy can be found at <https://www.takesolutions.com/images/about-take/Sustainability-Policy.pdf> and our CSR Policy can be found at <https://www.takesolutions.com/images/about-take/Corporate-Social-Responsibility.pdf>

### **3. Does the company identify and assess potential environmental risks?**

Yes, the Company assess the impact of potential environmental risks and has an active Business Continuity Plan (BCP) in case of exigencies.

#### **TAKE's Datacenter**

Our ISO27000 certified, 1700-sq-ft Tier III datacenter is equipped with all mission-critical systems sourced from best-of-breed platforms and vendors. Designed to meet the broadest range of Life Sciences business application needs, from secure and critical production & validation environments, to adherence to regulatory processes in infrastructure compliance and controls.

TAKE helps our clients use the cloud to support their application and infrastructure needs with flexibility and choice. By providing high-quality technology, a solid cloud infrastructure, that is built from the ground to exceed regulatory requirements, and providing 24/7 support for the same, TAKE enables our clients to eliminate capital expenses and save on operating costs so customer can focus on core business initiatives.

Recently, we have brought in the following changes to our datacenter, to improve the efficiency:

- Virtualized and consolidated server racks and storage to decrease the total number of servers, enabling us to execute more work in less space, and saving about 12 kWh of energy per day
- Rearranged the racks, network and power cables, to minimize air gaps, nullify obstruction of airflow, and enhance cooling to reduce overheating and power consumption
- Consolidated the UPS system to one common synchronized UPS to increase power efficiency and avoid excess redundancy losses, enabling us to save about 170kWh of energy per day

Feature	Advantage
<b>Tier III datacentre with N+N Redundancy</b>	99.98% availability
<b>Uninterrupted power supply (UPS)</b>	Reduced downtime
<b>Precision Air Conditioning Systems</b>	Maintains temperature and humidity
<b>Available in India &amp; USA</b>	Choice of location
<b>Disaster Recovery Plans for both sites</b>	Minimize data loss
<b>Log collection, change management, integrity monitoring</b>	Minimize issues
<b>Vulnerability scanning, intrusion detection, and cloud-optimized web-application firewall services</b>	Ensures data security
<b>24/7 Network Operating Centre</b>	Monitors traffic and performance

TAKE is committed to complying with all statutory and regulatory requirements pertaining to the environment. Our facilities are regularly monitored as per the requirements of the Pollution Control Board. E-waste management at TAKE is taken care of by a government recognized vendor to ensure minimal impact on the environment. To reduce the environmental burden paper waste from our facility is being recycled every year and have recycled 327 kg of paper, saving the equivalent of 8 trees for FY19.

**4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?**

The Company uses the Environmental Management Principles of Energy Conservation and ISO4001 as guidelines.

**Other Measures Adopted for Energy Efficiency**

- Optimal cooling of work areas and data centers.
- Utilization of lights and stand- alone air conditioners only when required.
- Replacements of CFL to LED
- Saving paper through secured PIN based printers, to reduce the number of printouts
- Virtualization and consolidation of Servers and Storage resulting in reduced server footprints, greater use of the IT equipment capabilities and executing more workloads in less space and less energy
- Preventive maintenance in the UPS and AC plant to ensure efficient working of the equipment
- Disposal of HW obsolesces.
- New TAKE corporate office is outfitted with LED lighting with controls programmed for usage and shut-off with manual override by using motion sensor in the cabins and meeting rooms. Cassette AC round flow of 360° air discharge for optimum energy efficiency and comfort.
- Motion Sensors have been placed in meeting rooms & Cabin areas to control the lighting usage

effectively, by turn off the lights when no one is using the room helps to not waste excess energy and improve the environment.

- 5. *Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.***

Yes, there are such initiatives in place. Measures have been put in place to ensure that we limit our energy consumption – these include using fans instead of air-conditioning when only few employees are present in bays; using motion sensors to ensure lights (excepting emergency lights) are turned off when nobody is present; and, running the air conditioning unit in the cafeteria only during breakfast, lunch and tea times. Our cloud services are enabled by our data center, which is managed to ensure the optimal energy consumption.

Our corporate office facility is outfitted with LED lighting with controls programmed for usage and shut-off with manual override by using motion sensor in the cabins and meeting rooms.

- 6. *Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?***

This is not applicable to our operations

- 7. *Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.***

This is not applicable to our operations

## Principle 7

- 1. *Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:***

The company is a member of Indo German Chamber of Commerce.

- 2. *Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)***

No, the Company does not lobby through associations.

## Principle 8

- 1. *Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.***

The Company has undertaken several long-term CSR initiatives in the areas of environmental stewardship and preventive healthcare with active involvement from its employees. Greater details and the financial outlay of this is available in the CSR overview as part of the Annual Report, FY 2018-19. Our CSR Policy can be found at <https://www.takesolutions.com/images/about-take/Corporate-Social-Responsibility.pdf>.

2. **Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?**

All projects are conducted through external NGOs and partners with regular oversight from the company representatives

3. **Have you done any impact assessment of your initiative?**

Yes. Local engagement is done to understand the impact of the initiatives.

4. **What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?**

<b>Implementation Partner</b>	<b>Description</b>	<b>Amount (INR)</b>
<b>Cancer Institute, Adyar</b>	Supporting Preventive Oncology Initiative in Tamil Nadu	7,000,000
<b>Ambattur Rotary Charitable Trust</b>	Supporting the Rehabilitation of children Affected by Cerebral Palsy	100,000
<b>Public Health Foundation of India (PHFI)</b>	Support for creation of curriculum on health literacy to prevent diabetes – pilot project in Delhi	1,000,000
<b>TOTAL</b>		<b>8,100,000</b>

5. **Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.**

We work with established partners who have a good relationship with the local community. This ensures that our programs are well adopted and accepted. Some of our initiatives have sustained for over 6 years, lending credibility to our approach.

## Principle 9

6. **What percentage of customer complaints/consumer cases are pending as on the end of financial year.**

There are no incidents of customer complaints reported during the reporting period.

1. **Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks(additional information)**

This is not applicable to the nature of the services and offerings of our organization.

2. **Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so. (check and update)**

There are no such cases recorded against the organization



**3. *Did your company carry out any consumer survey/ consumer satisfaction trends?***

Yes, there is an annual customer satisfaction survey carried out by the Quality function of our enterprise. The survey is an elaborate one with assessments on various parameters of delivery and quality, arriving at a customer satisfaction score on a weighted average basis. The survey indicates areas of specific strengths and workable avenues to ensure constant evaluation and reinvention to best satisfy our customer.