CtrlS™
Asia's Largest
Rated 4 Datacenter

SUSTAINABILITY REPORT
FY 22-23

Contents

About CtrlS

Leading since 2007, CtrlS Datacenters operates 12 sustainable, AI-ready hyperscale and edge datacenters (DC) across key markets, with a commitment to scaling up its capacity from the existing 250 MW to over 1,000 MW across India and key international markets. With its end-to-end expertise, world-class infrastructure, and sustainable practices, CtrlS is trusted by five of the top seven hyperscalers and hundreds of leading enterprises.

- 12 state-of-the-art Tier-4 data centers across major Indian cities
- More than one million square feet of space
- Operational data center capacity of 140+ MW
- Trusted by Fortune 500 companies and ET 500 companies
- Customer satisfaction score of 4.5/5 with repeat business rate of 99.95%
- Expansion into international markets, starting with Thailand

The company's strengths lie in its unparalleled service delivery, exceptional project management capabilities, and customer-centric teams, which have collectively enabled CtrlS to maintain a reputation for excellence in the industry.

Highlights

Innovations in Energy Efficiency
Winners for past 10 Years

Energy Efficiency
80 Innovations in the Energy sector

Golden Peacock Award
World's 1st Datacenter to Win

USGBC LEED Platinum Certification
4 Datacenters Certified

CtrlS Datacenters Services

Colocation
Provides shared space for multiple client's servers and equipments.

Hosting
Offers server space & management for websites & applications.

Internet Bandwidth
Supplies high-speed internet connectivity for data transfer.
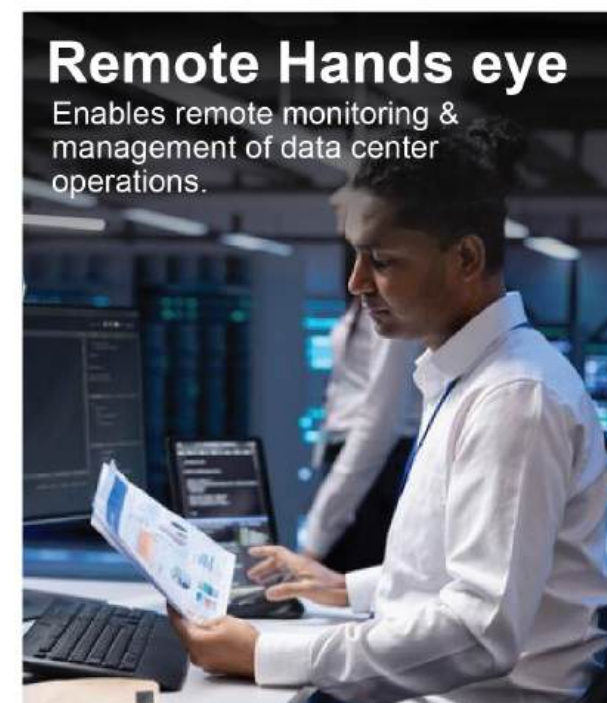
Remote Hands eye
Enables remote monitoring & management of data center operations.

BCP Seating Space
Provides secure & equipped space for business continuity planning.

Data Center Locations

NOIDA

Noida DC
(Plot No 13, Sector 127, Noida, Uttar Pradesh, Pin-201304)

LUCKNOW

Lucknow Edge DC
(5th floor, 508-509, Urbanac Business Park, A-1, Vibhuti Khand, Gomti Nagar, Lucknow, Pin-226010)

MUMBAI

MUMBAI DC 1, DC 2, DC 3, DC 4
(Plot Gen / 72/1/A, MIDC TTC Industrial area, Mahape, Navi Mumbai, Pin-400701)

PATNA

Patna Edge DC
(CtrlS Edge data center-Plot No :18, Industrial Area Patliputra, Patna, Bihar Pin-800013)

BANGALORE

Bangalore DC
(15/A, 2nd Main Road, Electronic City, ISBR Law College Lane, Veerasandra Road, Bangalore, Karnataka, Pin-560100)

HYDERABAD

PTDC
(No #16, software units lay out, Pioneer Towers, Hitech City, Hyderabad Pin-500081)

GBDC
(Survey No: 115/1, Nanakaramguda, Financial District, Gachibowli, Hyderabad Pin-500032)

Awards and Recognition

Golden Peacock Occupational Health and Safety Award.

Telangana State Industrial Award for Best Sustainability Practices.

Gold Award by Royal Society for the Prevention of Accidents.

Certifications

About the Report

Our Sustainability Report outlines the performance of CtrlS Datacenters Limited for the financial year 2022-23, detailing our sustainability strategy across our value chain and business activities. Giving stakeholders a thorough understanding of our commitment to and accomplishments in important areas of sustainability and ethical business practices is the goal of this report. For long-term value generation and beneficial effects, CtrlS has always understood how critical it is to incorporate environmental, social, and governance factors into its business plan. This sustainability report seeks to give a clear and insightful overview of CtrlS' progress toward corporate responsibility and sustainability. By looking closely at the company's operations, stakeholders can learn a great deal about CtrlS' dedication to striking a balance between profit and social and environmental responsibility. This report demonstrates our dedication to lowering our carbon footprint and boosting our value chain's social and environmental aspects.

Reporting Boundary

The report showcases our sustainability performance and impacts in key operational areas. It evaluates the ESG performance of our plants, including Mumbai DC 1,2,3 & 4, Hyderabad PTDC & GBDC, Bangalore, Noida, Lucknow Edge and Patna Edge DC.

Reporting Period

The report includes data for the operational activities from April 1, 2022 to March 31, 2023. In order to generate this report, we have consistently acquired pertinent information and data from the respective departments at each of our datacenter locations in India. Regular internal audits are implemented to corroborate the data that has been submitted.

Reporting Principle

The third sustainability report, has been prepared in conformance to the Global Reporting Initiative (GRI) Standards – 'In Reference'. These standards offer a more centralised methodology to sustainability related disclosures. We have also mapped our initiatives with the UN Sustainable Development Goals (SDGs). Please refer to the GRI Index at the end of this report for more information.

Data Sources

The information contained in this report comes from our statistical reports and relevant documents. In this report, unless otherwise specified, financial data is presented in INR.

Contact

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Chairman's Message

Sridhar Pinnapureddy
Founder and CEO

As we all know, technology is continuously evolving, giving new development opportunities, helping organisations innovate and reinvent themselves, and offering new ways to improve well-being. Despite global concerns, India's progress is encouraging. Our excellent workers help us overcome problems. We are amidst one of India's most exciting expansion phases. Due to its mature, steady reputation, availability of critical resources and technologies, and tremendous unmet demand from Indian firms. A digital economy. Digitisation will increase economic efficiency, competitiveness, new enterprises and products, and governance.

CtrlS datacenters have been at the vanguard of the datacenter revolution in India since our inception in 2007. In the past one and a half decades, we have maintained, expanded, and remained pertinent to our clients despite numerous disruptive shifts in the technology industry. This demonstrates our company's resilience and capacity to adapt to change.

The global demand for datacenter capacity is expected to exceed threefold by 2030. Our DNA encompasses sustainability and responsible growth. Our datacenters are engineered to mitigate environmental consequences. CtrlS is making substantial progress towards environmental sustainability by investing in renewable energy sources, particularly solar power. CtrlS is decreasing its dependence on conventional energy infrastructure by adopting renewable energy sources such as solar. Our recycling and upcycling initiatives have enabled us to preserve resources and conserve energy. We are resolute and dedicated to the reduction of our direct and indirect operational emissions.

Overview of ESG at CtrlS

Data centers, fundamental to the digital economy, support the enormous infrastructure needed for data storage, management, and processing. Datacenters have always used lots of electricity. Global data generation is expected to exceed 175 zettabytes by 2025, making datacenters a major electricity consumer by 2030. Climate change has forced companies to rethink their strategies and prioritise sustainability. Local communities are increasingly important in renewable energy projects.

Transitioning to renewable energy is crucial. Datacenters can reduce fossil fuel use by using solar, wind, and hydroelectric energy. This reduces their carbon footprint and sets a standard for other firms. CtrlS aims to achieve net zero carbon emissions by 2040 by using 100% renewable energy. Datacenters will become increasingly important in promoting sustainability and local renewable energy markets as data demand rises. They lead environmental stewardship and societal transformation towards sustainable development by promoting local green initiatives. On-site renewable energy generation and large-scale solar projects ensure a consistent supply of clean energy and reduce fossil fuel use. By adopting renewable energy sources such as solar, CtrlS is decreasing its reliance on conventional energy grids. Our commitment to renewable energy is paramount; however, we remain acutely aware of other critical aspects essential for holistic sustainability.

We promote water positivity through recycling, innovation, and sustainable policies. Our datacenter operations are growing, so we must innovate to reduce water usage. Electronic waste management and other sustainability standards are also being rigorously set. Our carbon negativity strategy relies on reducing our operations' carbon intensity. We start our sustainability efforts by understanding and managing our operational impact across datacenter campuses, devices, and the value chain. We will evaluate our operations from asset design and construction to use and disposal.

Dillip Kumar Guru
SVP - Solar & Edge

- Net Zero Carbon by 2040
- 100% Renewable Energy by 2030
- Water Positive by 2030

Contribution to Sustainable Development Goals

AFFORDABLE AND CLEAN ENERGY

- Setting up 50 MWp Captive solar power plant
- 100 MW Solar Power Plant in progress
- 1.8 MW solar plant in the building façade in Chennai

CLEAN WATER AND SANITATION

Adoption of water consumption reduction technologies by using low flow plumbing fixtures, and waterless urinals

INDUSTRY, INNOVATION AND INFRASTRUCTURE

First 1 MW Solar Powered Rated-4 Datacenter Building with Integrated Vertical Solar System at Mumbai DC

CLIMATE ACTION

Reduced CO_2 emissions by around 311 metric tons annually through use of Solar PV

RESPONSIBLE CONSUMPTION AND PRODUCTION

Responsible Disposal of 65 tonnes of waste through authorized recycling agencies ensuring the safe disposal and reuse of hazardous materials

SUSTAINABLE DEVELOPMENT GOALS

Sustainability Snapshot

Financial Performance

Revenue
11,332 INR million

Operational Performance

Power Usage Effectiveness
1.49

Cooling Power Intensity
0.25 GJ/Total GJ of
Power Consumed

Uptime
100%

ESG Performance [Environment]

Scope 1 and 2 Emission
234,454 tCO_2

Total Energy Consumption
10,95,035 GJ

Emission Intensity
20.69 tCO_2/Rs. in million

ESG Performance [Social]

Safe Man-Hours
Worked -Operations
8.974 Million Hours

LTIFR
0.33

Employee Training Hours
10,310 Hours

ESG Performance [Governance]

Board Gender Diversity
25 %

Economic Value Distributed
3,860 INR million

Economic Value Retained
2,898 INR million

Journey So Far

2008-09

HYDERABAD

1st & only Rated-4 Datacenter launch in Hyderabad (PTDC)

2011-12

MUMBAI

Asia's largest Datacenter launched in Mumbai DC 1

2016-17

NOIDA

Noida Datacenter launch and LEED Platinum Certification

2018-19

BANGALORE

Bangalore Datacenter Launch

2019-20

MUMBAI

Mumbai DC-2 & 3 Launch

2022-23

MUMBAI,LUCKNOW AND PATNA

Mumbai DC 4, Lucknow and Patna DC Launch
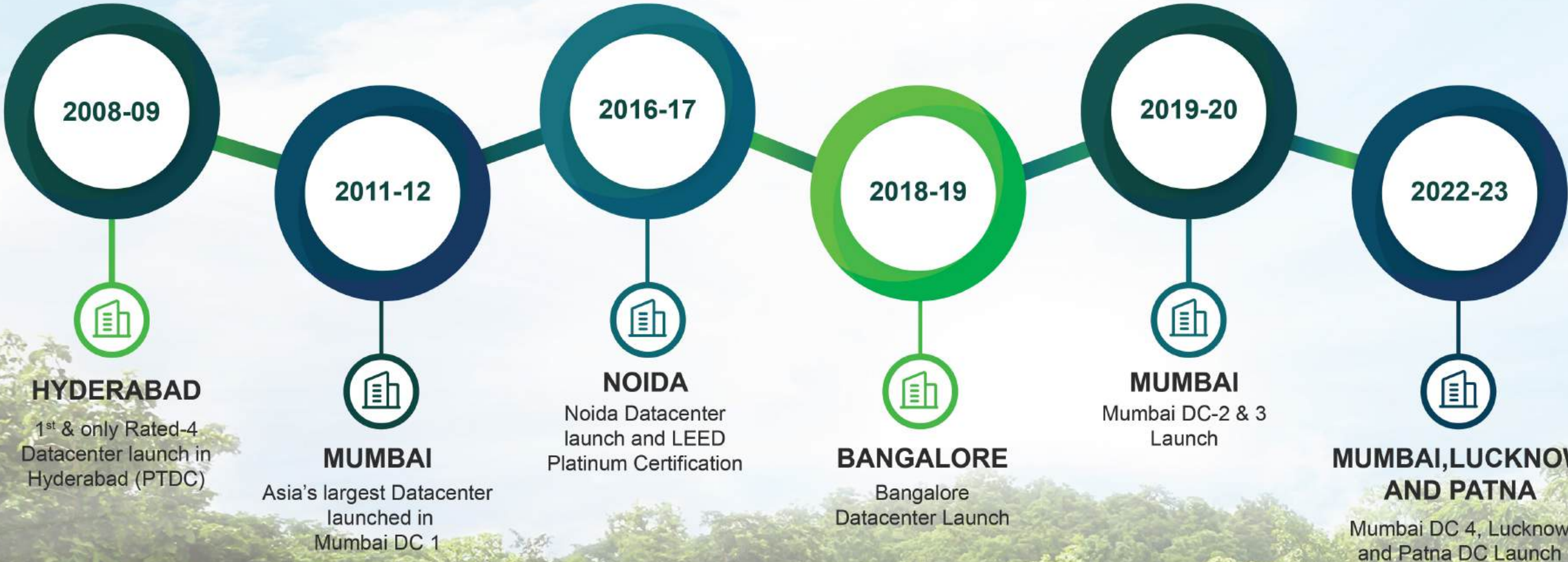
Stakeholder Engagement

Our organisational protocols encourage open and meaningful stakeholder dialogues. In order to understand the perspectives of those most important to our business, understanding relevant issues and identifying stakeholder qualities that are important to our company can enhance meaningful engagement. Feedback from stakeholders helps us prioritise challenges and align our strategy with their expectations. We examined ESG concerns crucial to value creation in the changing global sustainability landscape through stakeholder engagement. The table below is showing participating stakeholder groups:

Approach to Stakeholder Engagement

Stakeholder Group	Topics Discussed	Mode of Engagement
Shareholders/Investors	• Financial Performance • Business Performance And Outlook • Growth Strategy • ESG Strategy	• Annual General Meetings • Site Visits • Regular Management Meetings • Strategy Meetings
Employees	• Learning And Development • Health And Wellness • Employee • Engagement Diversity And Inclusion	• Performance And Career Development Reviews • Internal Communications • Wellness And Recreational Activities • Team-building Activities • Regular Town Hall Meetings
Customers	• Health And Safety • Sustainability • Expansion Plans • Construction And Operational Best Practices	• Regular Customer Meetings • Customer Satisfaction Surveys • Website • Social Media • Industry Events Marketplaces (Online Platforms For Data Centers)
Suppliers/Vendors	• Expansion Plans • Health And Safety Guidelines • Innovation In The Supply Chain	• Supplier/Vendor Screening Process • Site Visits • Regular Meetings
Industry Bodies	• Market Overview And Trends • Sustainability • Operational Efficiency	• Market Overview And Trends • Sustainability • Operational Efficiency
Community	• Health & Safety • Skill Development	• CSR Team Site Visits

Approach to Materiality Assessment

Materiality assessment is key to identifying the issues that could impact our value creation abilities over the long term. In the year 2022-23, we carried out a comprehensive materiality assessment exercise involving both internal & external stakeholders (employees, customers, suppliers, investors), aligned with GRI 2021 Standards.

The objective was to determine which ESG issues were most important to our stakeholders. This exercise ensured that our ESG focus was in line with stakeholder expectations by providing a comprehensive understanding of how our sustainability impacts our stakeholders and our business. Through the exercise, we identified twenty-two (22) material topics, which were then ranked based on business priorities and stakeholder expectations, and were also mapped with the relevant United Nations Sustainable Development Goals (UNSDGs). These stakeholder discussions helped create a material issues matrix for the company's business and growth. This matrix helps us create a resilient and proactive strategy to address these issues quickly and report the Company's progress consistently and transparently.

We continue to focus on the key materiality issues identified this year to prioritize the ESG issues that hold utmost significance for both the company and its stakeholders in the short, medium, and long term.

Materiality Assessment Process

1 Identification & Selection of Material Issues

2 Engagement with Key Stakeholders

3 Analysis of Responses

4 Preparation Materiality Matrix
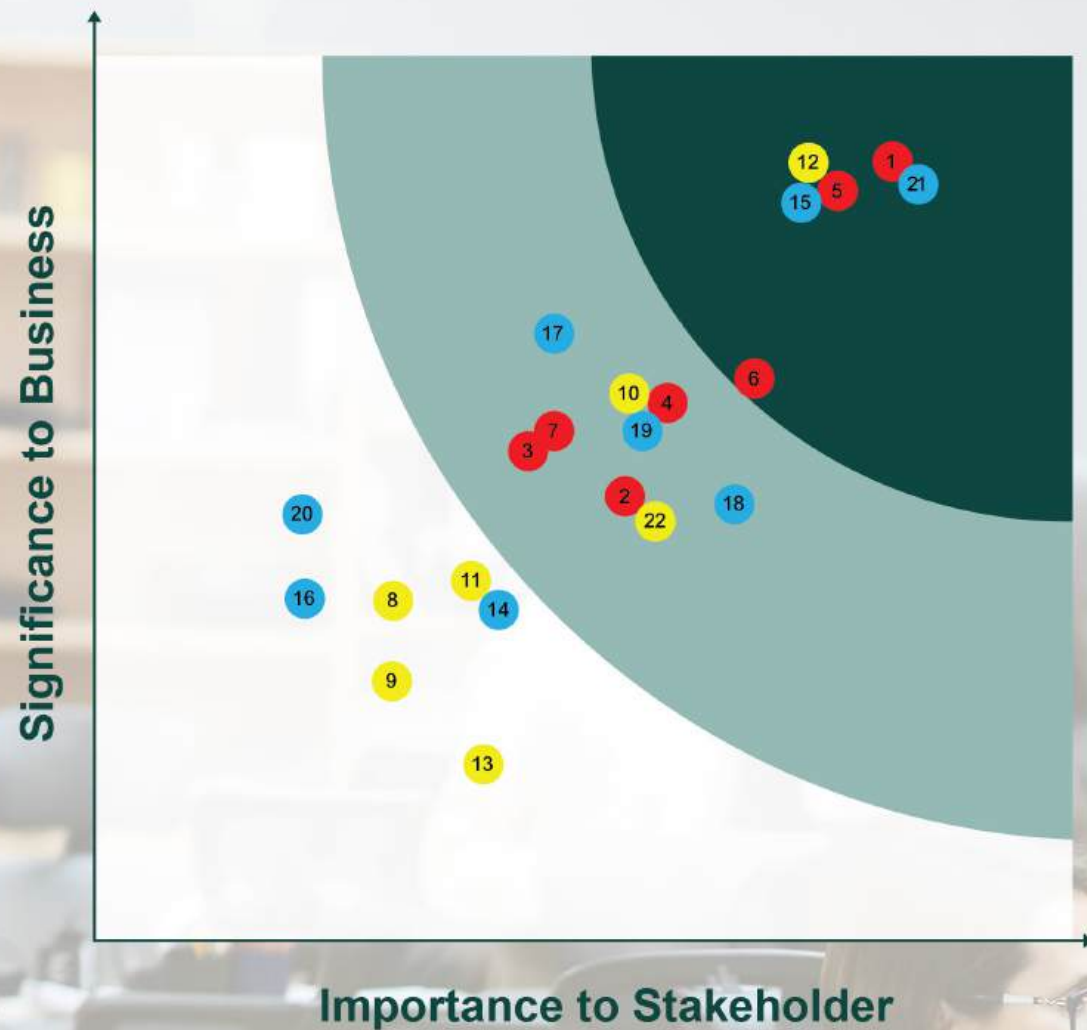
Energy Efficiency	1
Waste Management	2
Green Buildings & Materials	3
Greenhouse Gas Emissions	4
Renewable Energy	5
Water And Effluents	6
Talent Attraction & Retention	7
Training And Development	8
Community Engagement	9
Human Capital And Wellbeing	10
Human Rights	11
Occupational Health & Safety	12
Diversity & Equal Opportunity	13
Governance Risk Management	14
Governance & Compliance	15
Anti-corruption	16
Economic Performance	17
Procurement Practices / Sustainable Supply Chain	18
Corporate Governance & Business Ethics	19
Anti-competitive Behaviour	20
Data Privacy And Security	21
Grievance Redressal Mechanism	22

Materiality Assessment: Environment

Using energy efficiency, renewable energy, and innovative technology to decarbonize our operations while making sure that our waste and water are managed carefully.

Material Topics	Stakeholders Impacted	SDGs
Energy Efficiency (1) Green Buildings & Materials (3) Greenhouse Gas Emissions (4) Renewable Energy (5)	• Customers • Investor • Suppliers • Government And Regulators • Industry Associations	7 AFFORDABLE AND CLEAN ENERGY 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 11 SUSTAINABLE CITIES AND COMMUNITIES 13 CLIMATE ACTION
Waste Management (2)	• Customers • Investors • Government And Regulators	12 RESPONSIBLE CONSUMPTION AND PRODUCTION
Water And Effluents (6)	• Customers • Investors • Government And Regulators	6 CLEAN WATER AND SANITATION 14 LIFE BELOW WATER

Materiality Assessment: Social

Creating a safe, secure, diverse, and inclusive workplace while enhancing beneficial community impact.

Material Topics	Stakeholders Impacted	SDGs
Talent Attraction & Retention (7) Training And Development (8)	• Employees	8 DECENT WORK AND ECONOMIC GROWTH
Community Engagement (9) Grievance Redressal Mechanism (22)	• Employees • Customers • Investors • Suppliers • Local Community	11 SUSTAINABLE CITIES AND COMMUNITIES
Human Capital And Wellbeing (10) Human Rights (11)	• Employees • Customers • Investors	3 GOOD HEALTH AND WELL-BEING 8 DECENT WORK AND ECONOMIC GROWTH
Occupational Health & Safety (12)	• Employees • Customers • Investors • Suppliers	3 GOOD HEALTH AND WELL-BEING
Diversity & Equal Opportunity (DEI) (13)	• Employees	5 GENDER EQUALITY 10 REDUCED INEQUALITIES

Materiality Assessment: Governance

Empowering a resilient and sustainable digital future through an uncompromising commitment to governance and integrity, stronger cybersecurity, responsible procurement practices, and boosting the economic vibrancy of the areas where we operate.

Material Topics	Stakeholders Impacted	SDGs
Governance Risk Management (14) Governance & Compliance (15) Anti-corruption (16) Corporate Governance & Business Ethics (19) Anti-competitive Behaviour (20)	• Customers • Investor • Suppliers • Government & Regulators	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Economic Performance (17)	• Customers • Investor • Government & Regulators	8 DECENT WORK AND ECONOMIC GROWTH
Procurement Practices/ Sustainable Supply Chain (18)	• Customers • Suppliers	8 DECENT WORK AND ECONOMIC GROWTH 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 17 PARTNERSHIPS FOR THE GOALS
Data Privacy And Security (21)	• Customers	5 GENDER EQUALITY 10 REDUCED INEQUALITIES

Environment Stewardship

The company has established a defined environmental management system that seeks to maximize the use of natural resources, balance its operations in all areas, and adhere to legal and regulatory requirements. All actions are evaluated using an aspect-impact analysis matrix to reduce the environmental impact within and surrounding the plant premises. Adopting cutting-edge, environmentally friendly technology lowers pollution levels and uses fewer natural resources. It continually assesses and monitors important environmental data to improve its environmental performance and adhere to performance indicators.

Energy Management

With the goal of encouraging energy saving through effective operating procedures at all levels, CtrlS has put in place an energy management strategy. The strategy aims to constantly enhance energy performance while ensuring adherence to relevant regulatory requirements for energy usage, consumption, and efficiency. To cut down on energy usage throughout its activities, the organization implements energy-efficient solutions.

CtrlS supports its energy goals by establishing specific goals and targets and by deploying the knowledge and resources needed to meet them. This entails encouraging an energy-conscious culture and involving staff members in energy management programs. Through efficient resource allocation and ongoing enhancements, CtrlS is dedicated to improving its energy efficiency and setting an example for sustainability.

Energy Consumption

The major energy sources consumed by the Ctrls Datacenters are electricity purchased from the national grid, renewable energy through solar PVs and Diesel in Diesel Generator Sets. Over the years, CtrlS has taken several initiatives to reduce their dependencies on fossil fuel based energy consumption.

Source of Energy Consumption for FY 2022-23

Diesel consumption
0.16%

Electricity
99.84%
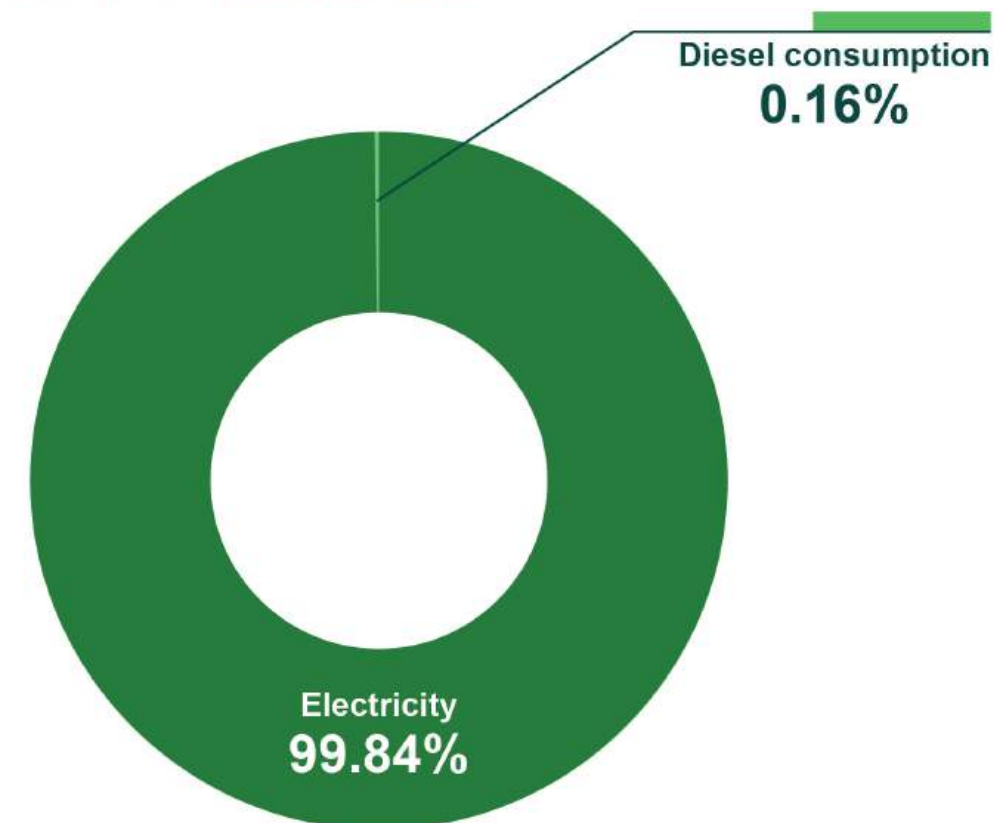
Energy Intensity

The IT infrastructure, which includes servers, cooling systems, and lighting, accounts for the majority of energy consumption in data center activities, which are extremely energy-intensive. By increasing operating efficiency, decreasing energy losses, installing heat recovery systems, and utilizing cutting-edge technology, the company is working to reduce its energy consumption.

Year	Energy Consumption (GJ)	Energy Intensity(GJ Revenue In Rs. million)
FY 2022-23	10,95,035	97.63

Power Usage Effectiveness

Power Usage Effectiveness (PUE) is an essential metric that highlights our dedication to energy efficiency and sustainable practices in our data centers. As a company committed to environmental, social, and governance (ESG) excellence, we acknowledge the substantial impact of our energy consumption on operational expenses and our total carbon footprint.

Our energy team is continuously exploring latest technologies such as Direct Liquid Cooled (DLC), Liquid Cooled Servers, Hydro-MX (Liquid to be used instead of evaporator water in HVAC system), Battery refurbishment before battery EOL replacement, to reduce our Power Usage Effectiveness.

Our goal is to consistently improve PUE metrics year over year by:

- Investing in emerging energy-efficient technologies.
- Expanding our use of renewable energy sources.

PUE
1.490

GHG Emission

One of the most significant challenges that humanity is currently facing is climate change. The global economy is experiencing chaos as extreme climatic events become more frequent as climate change intensifies. Organisations face numerous hazards because of the warming of the planet, including labour issues, increased insurance costs, and disrupted supply chains. Our objective is to increase the productivity of our resources and, as a result, decrease our expenditures to convert this risk into business opportunities. We are deeply committed to fostering innovation and promoting the development of new products and services that are less carbon intensive. We are confident that collaborating to achieve this objective will foster environmentally conscious competition and create new business opportunities.

The primary source of direct emissions (Scope-1) at CtrlS is the stationary combustion of High Speed Diesel in DG sets and vehicles, fire suppression equipment, and leakages of refrigerant within the company's boundaries. The indirect emissions (Scope-2) encompass emissions from grid electricity that has been purchased.

Direct (Scope 1) and Indirect (Scope 2) GHG Emission For FY 2022-23

Scope 1 & 2 Emissions

Direct Emissions, Scope 1

0.22%

Indirect Emissions (Electricity), Scope 2

99.78%
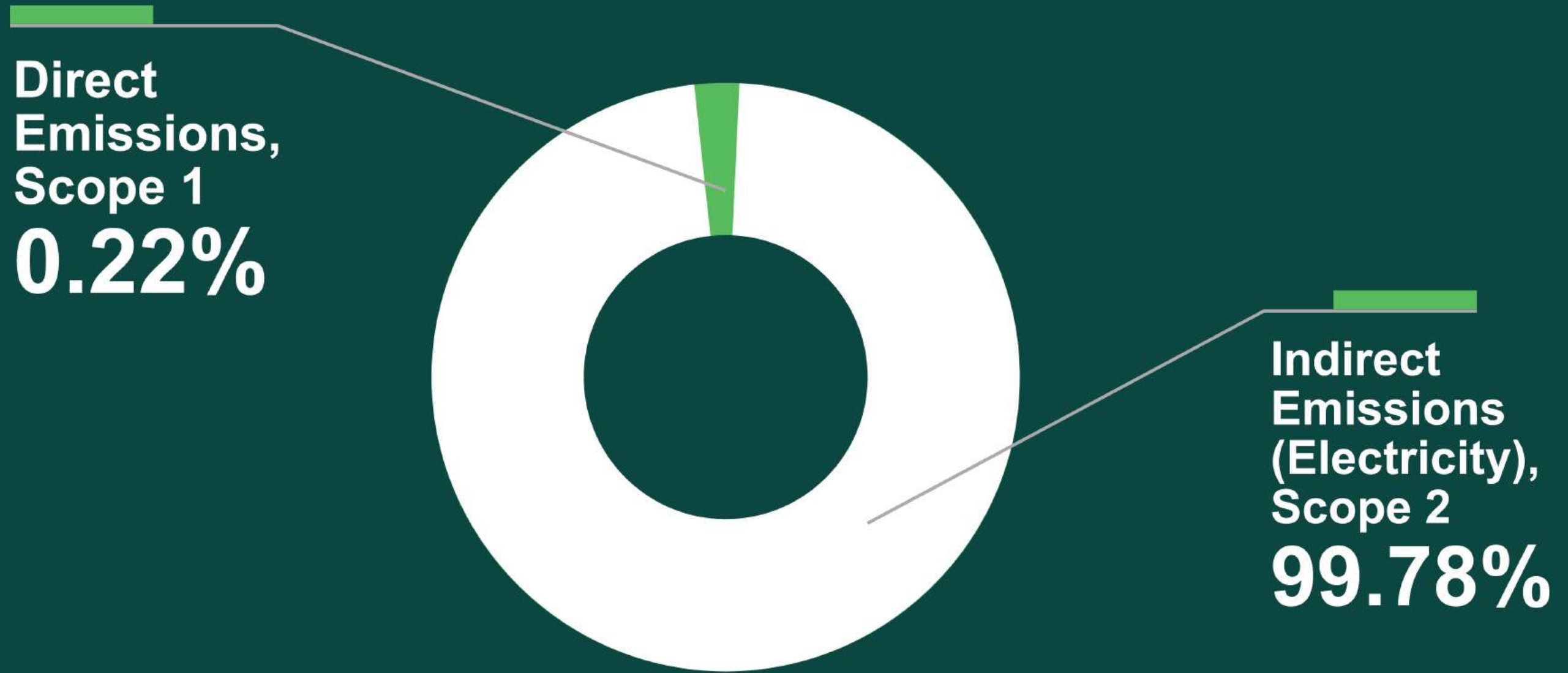
Water Management

For the sustainability of the environment and the resilience of businesses, water management is crucial. Water conservation is essential to minimizing environmental effects like pollution and water scarcity as well as operational risks like supply chain interruptions and regulatory constraints. The organization assesses its water usage and implements action to reduce consumption and also to recycle the wastewater.

Particulars	FY 2022-23
Water Consumption (m3)	4,68,330
Water Intensity (m3/INR Mn.)	41

Steps Taken Towards Achieving Water Neutrality

4 STEPS

01 Low flow plumbing Fixtures, Dual Flush WC, Waterless Urinals

02 High Efficient UPS, Chiller, Cooling Towers reducing water consumption

03 Storm Water Harvesting

04 Recycled treated wastewater for the sanitation and gardening use
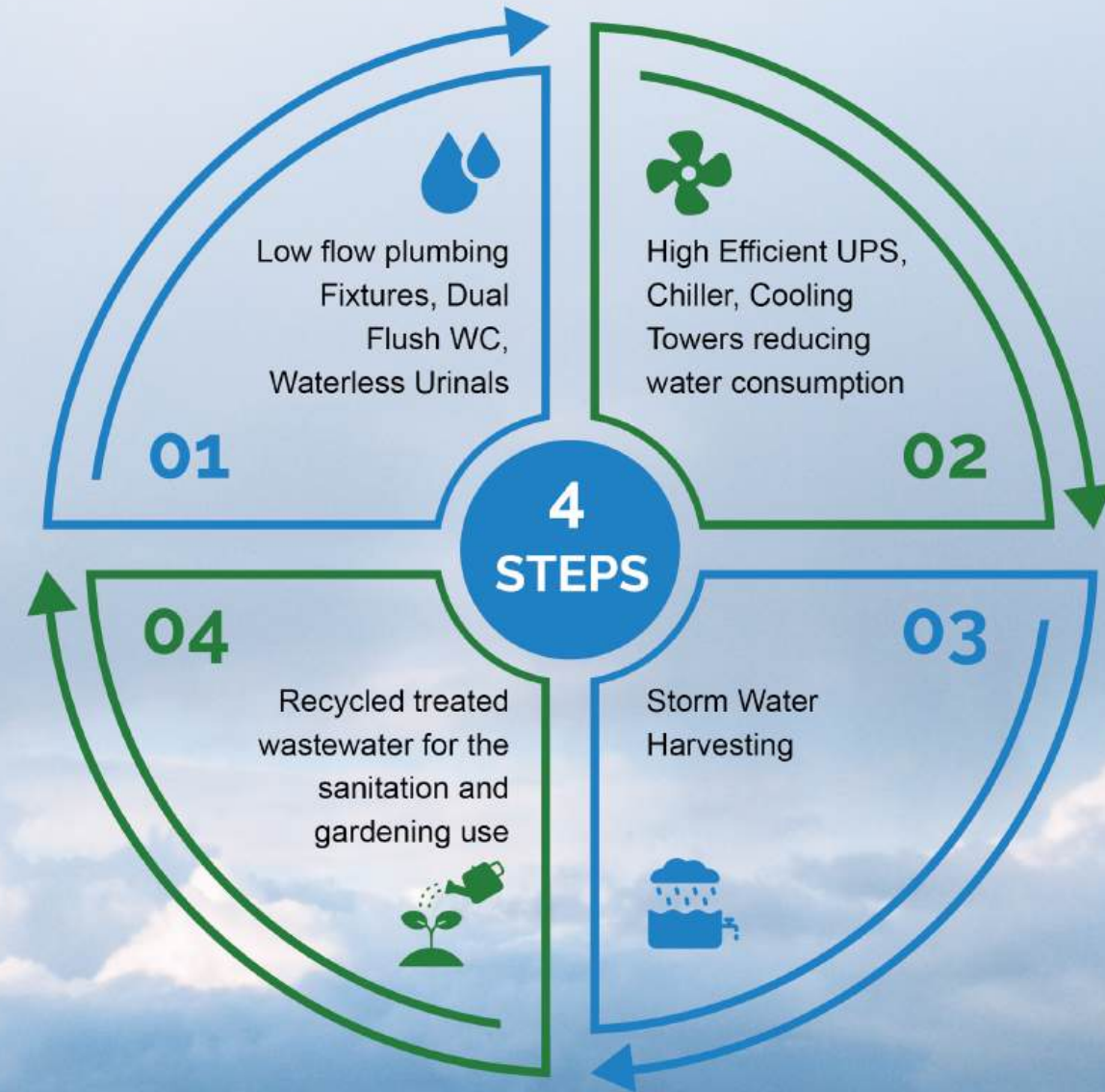
Waste Management

As an ISO 14001-certified organisation, we prioritise environmental preservation and adapt to changing environmental conditions while managing socio-economic obligations. We recognise that the reduction of pollution is beneficial for both the environment and our economic growth. Our operational control methods are designed to minimise waste and adhere to ISO 9001 standards. As our activities do not involve the consumption of materials, these methods effectively reduce the formation of unnecessary refuse, particularly from non-production sources and packaging.

Waste Composition (%) FY 2022-23

- 1% Used Oil
- 7% E Waste
- 23% Wood Waste
- 28% Battery Waste
- 39% Paper Waste
- 2% Plastic Waste
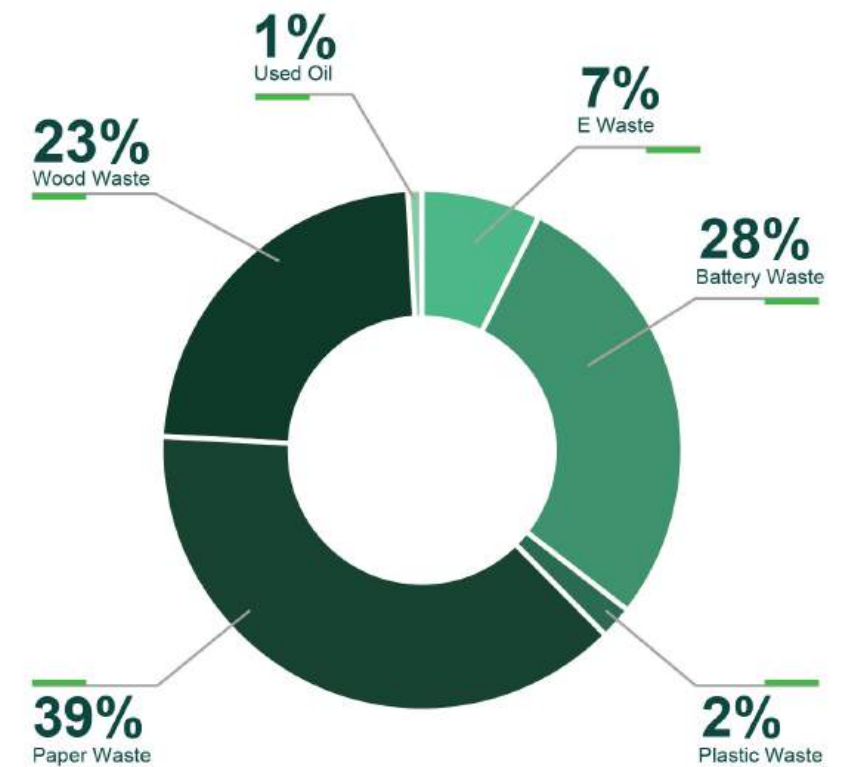
The company has a specialized waste management staff in place to supervise all waste management-related tasks, including managing, disposing of, and storing garbage in accordance with regulations. To guarantee that all trash is managed in compliance with contractual and legal requirements, CtrlS employs a strong, methodical approach for waste collection, treatment, and disposal. It does this by collaborating with approved third-party waste handlers.

100%
Safe Disposal

Fostering Social Value

Employee and Employment

Our people and the communities we serve are the foundation of our worldwide presence and success at CtrlS. Our commitment to fostering an environment that is both inspiring and stimulating is evidenced by our strategic emphasis on employee engagement. In a similar vein, CtrlS continues to provide funding for programs that enhance employee well-being, advance skill development, and cultivate a strong sense of community. Our comprehensive approach to employee engagement is indicative of our conviction that a staff that is cohesive, diverse, and motivated is essential for long-term success.

Our primary objective is to ensure the welfare of our employees. The purpose of our employee-centric policies is to cultivate a work environment that is both motivating and encouraging at all of our locations. Our objective is to provide agile, responsive services and collaborate directly with business stakeholders in order to create value and satisfaction for our employees. This guarantees that our employees are motivated and adequately equipped to contribute to our collective success.

We are committed to the establishment of a workplace that is inclusive and diverse, and that value a wide range of perspectives, experiences, and expertise. We aspire to cultivate creativity and collaboration by promoting diversity, as these are essential for the success of our organisation. Our talent procurement approach is essential for enhancing workplace diversity, which provides us with a competitive advantage. This method emphasises the inclusion of a diverse array of viewpoints, ideas, age groups, genders, and ethnicities in order to promote creativity and productivity. Our recruiting strategy is specifically designed to enhance gender and age diversity, with specific objectives for annual advancement.

Workforce Details (Gender Wise)

Employee Level	Female	Male	Total
Senior Management	1	28	29
Middle Management	21	191	212
Junior Management	92	400	492

Senior Management

4%

Middle Management

29%

Junior Management

67%

Senior Management

96.6%

3.4%

Middle Management

90.09%

9.91%

Junior Management

81.30%

18.7%

Employee Appreciation

The people at CtrlS are an integral part of our journey and the milestones we achieve, and our gratitude to them knows no bounds. Through our Milestone Achiever's Awards, we honoured their unwavering commitment and celebrated their long-standing journey with us.

Employee Benefits

At CtrlS, we understand the importance of employee perks in attracting, retaining, and inspiring a skilled staff. We hope to increase job happiness, encourage loyalty, and advance our employees' well-being by providing a competitive benefits package. A healthy and inclusive corporate culture is facilitated by benefits including retirement plans, work-life balance programs, professional development opportunities, and full health insurance. This investment in our staff members fosters their professional and personal development while also increasing engagement and productivity, all of which eventually contribute to the company's long-term viability and success.

Some benefits provided to full-time employees are not provided to temporary or part-time employees. Full-time employees are entitles to the benefits such as:

Term Insurance

Loan

Mediclaim Policy

Accident Policy

CtrlS is committed to an environment that is both inclusive and supportive that values the well-being of our employees and their families. As part of our dedication to work-life balance and gender equality, we offer comprehensive paternal and maternal leave benefits to all eligible employee.

Employees that availed maternity leave and returned to work afterwards

6

Employees that availed paternity leave and returned to work afterwards

31
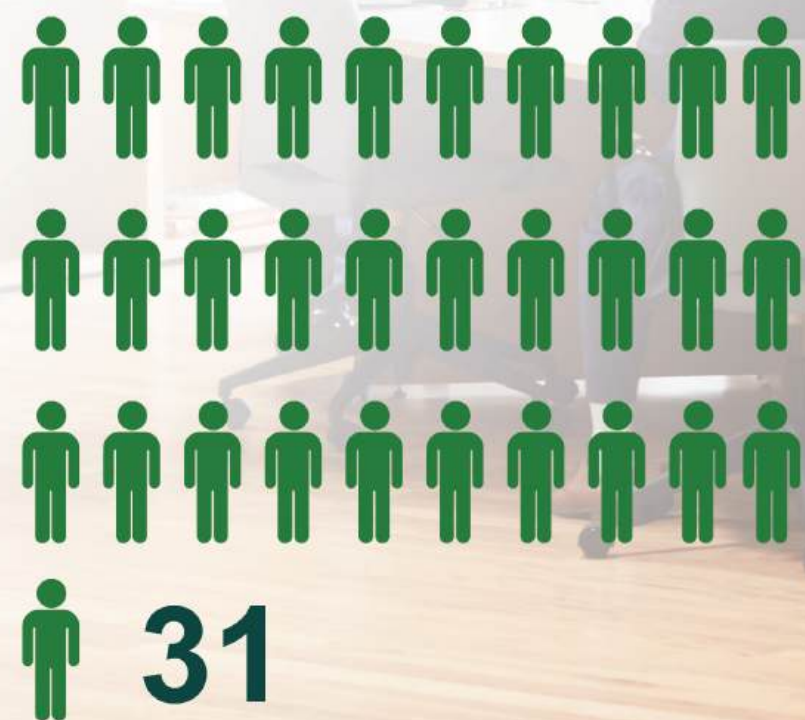
Learning and Development

Our goal at CtrlS is to empower our staff and promote organizational growth by promoting ongoing learning and development. Our learning and development initiatives aim to improve leadership and technical skills, in line with our strategic objectives and the changing demands of the company. We provide a variety of training options, individualized learning pathways, and mentorship programs to encourage professional development and flexibility. By investing in our staff's professional growth, we foster a knowledgeable, motivated workforce that enhances our competitive advantage and long-term success.

Leadership Development

The emphasis is on training leaders and improving their professional skills in order to take on crucial duties and operate efficiently in diverse leadership roles.

Personality Development

The emphasis is on soft as well as hard skills to acquire technical and behavioral competencies of a person that would enable them to carry out their job effectively and efficiently.

Certifications

Certifications allow learners to train and develop a specialized skill based on a business necessity. It helps organizations achieve professional goals and also helps associates enhance their professional careers.

In the reporting year, the organization conducted trainings which covered all topics related to Execution Leadership Program, ISO 27001/27017 and similar related to business, health and safety, environment, etc. New employees are given induction training on quality, environment, occupational health and safety etc.

Training

- Information Security and Cyber Security Awareness
- Execution Leadership Program
- GxP Training
- ISO 9001
  ISO 27001
  ISO 27701
  ISO 20000-1
- CompTIa+ Security

| Category	FY 2022-23
Total Hours of Employee Training (Hours)	10,310

Programs For Upgrading Employee Skills and Transition Assistance Programs

CtrlS provides employees throughout the organisation with the requisite competencies by means of upskilling, role clarification, and ample resources to motivate and facilitate their maximum potential. Training is provided by organization's internal or external academic members. The employee may also capitalise on external training when a requirement is identified.

Category	FY 2022-23	
	Male	Female
Number of employees who received career development grants	86	29

FY 2022-23

14%

25%
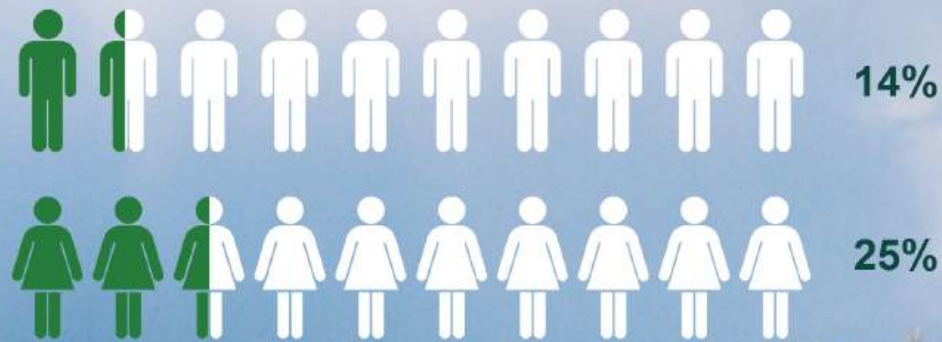
Occupational Health and Safety

At CtrlS, we prioritise the health, safety, and well-being of our employees, as we recognise the critical role that a safe and healthy work environment plays in the success of both the company and its employees. We are committed to constantly improving our safety techniques and adhering to stringent Occupational Health and Safety regulations to ensure that all employees can work in a safe and supportive environment.

Risk assessments, safety training, and emergency readiness exercises are frequently implemented to mitigate potential hazards. Our Occupational Health & Safety management system adheres to national safety standards. Furthermore, we foster an awareness-based culture and proactive risk management by promoting employee engagement in safety programs.

We also monitor and report on critical safety indicators, including workplace incidents, accidents, and near-misses, to identify patterns and implement corrective actions. Our goal is to foster an environment in which health and safety procedures are consistently enhanced, while simultaneously reducing the incidence of occupational diseases and injuries.

We aspire to protect our employees, reduce operational disruptions, and maintain a motivated and productive workforce by prioritising occupational health and safety. These objectives ultimately contribute to the organization's long-term success.

Safety Performance

Bar chart with y-axis ranging from 0.0 to 1.2:

- **0.33** — Total Lost Time Incident Frequency Rate (LTIFR)
- **1.07** — Total Reportable Lost-Time Injury Incident Rate
- **0.07** — Total Recordable Incident Rate (TRIR)
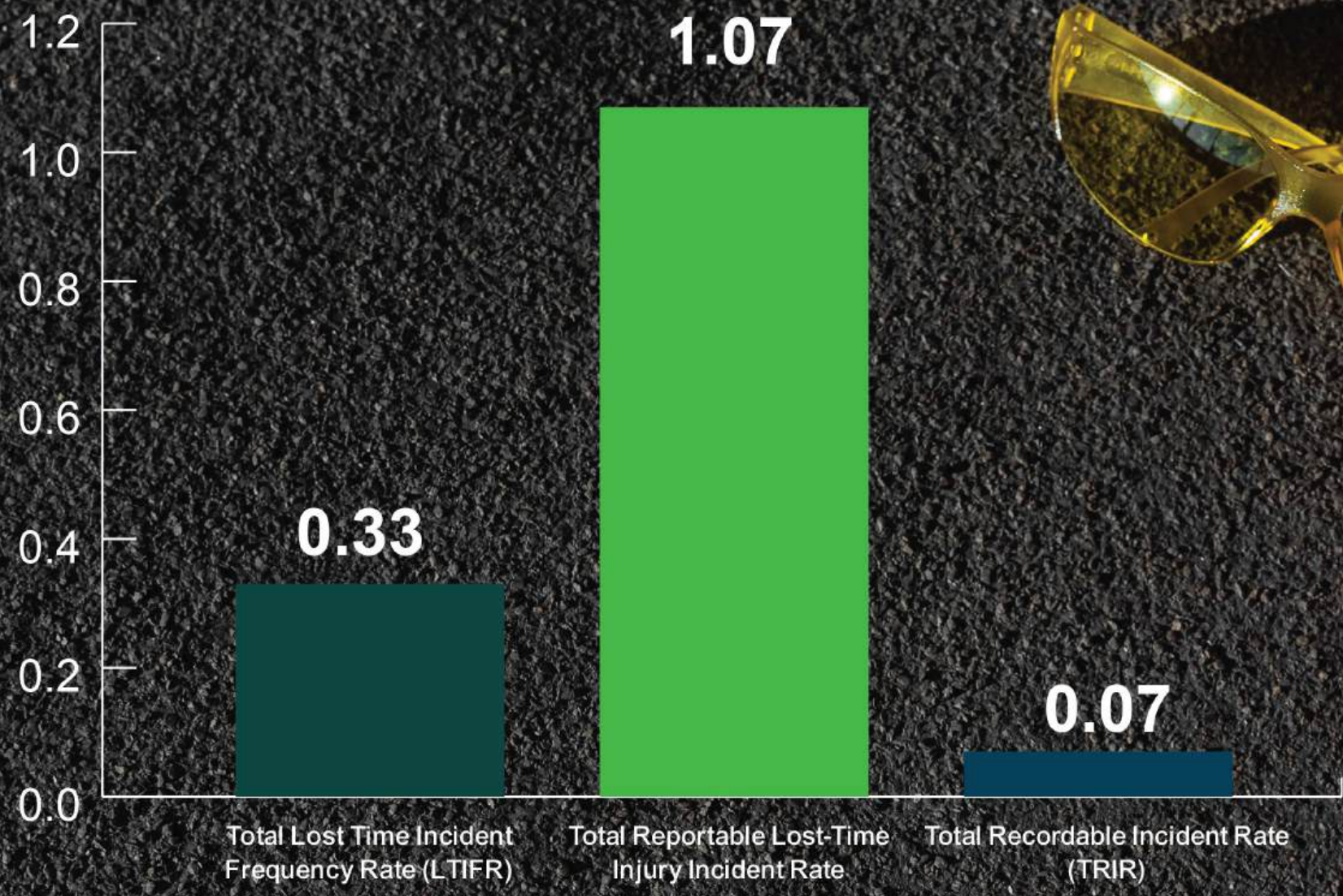
Community Engagement

Corporate Social Responsibility (CSR) is a fundamental component of CtrlS's sustainability approach. By encouraging empowerment and aiding in social development, we are committed to making a positive difference in our local communities.

Health and Sanitation

Environment Sustainability

Skills and Community Development

Quality Education

Sectors Served

Education and Empowerment

We aim to improve lives by supporting elementary and secondary education, granting post-secondary scholarships (particularly for disabled students), and using athletics to develop students. We support college and university founding and skill enhancement and vocational training to increase career opportunities.

Health and Relief

We raise awareness and encourage improved health-seeking to make healthcare more affordable and accessible in India. We provide basic, secondary, and tertiary care, run health camps with medicines and consultations, and focus on mother and child health through behavioural modification. We also help the visually handicapped, fight communicable and non-communicable diseases, and improve healthcare through creative outreach. We use technology for clinical decision help, competence evaluations, and training to improve healthcare.

Conservation

Through various projects, we improve livelihoods and quality of life by promoting environmental sustainability. These projects prioritise natural resource protection, biodiversity enhancement, ecological sustainability, and soil, air, and water quality. We also recommend switching to renewable energy to protect the environment for future generations.

CSR Project List

Name of the Project	Items from the list of activities in Schedule VII to the Act	SDGs
Sports Promotion	Promoting Nationally Recognised Sports	3 GOOD HEALTH AND WELL-BEING 4 QUALITY EDUCATION
Saving Sick Children	Promoting Health Care	3 GOOD HEALTH AND WELL-BEING
Sports Sponsorship	Promoting Nationally Recognised Sports	3 GOOD HEALTH AND WELL-BEING 4 QUALITY EDUCATION

CSR Expenditure

Promoting Health Care
27%

Promoting Sports
73%
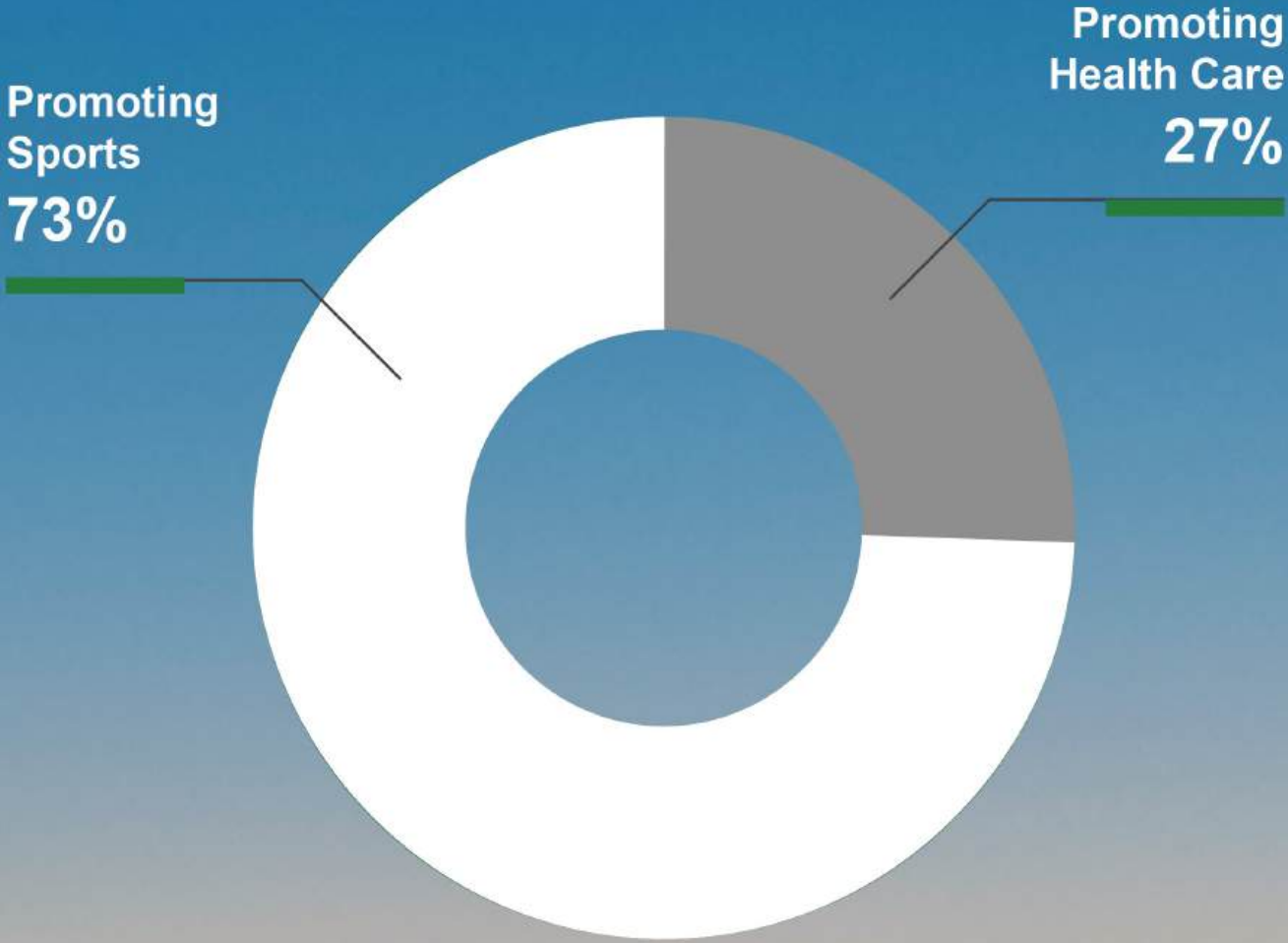
Responsible Governance

Governance Structure and Composition

The Board of Directors consist of nine directors. The company is in compliance with the provision of section 149 of the Companies Act, 2013 with regard to the Board Composition. The Company has two Independent Directors and women directors and half of the Board comprises of Non-Executive Directors. Transparency, effective leadership, and ethical business practices are the cornerstones of CtrlS's endeavours.

Sr No.	Name of the Key Managerial Personnel	Designation
1	Mr. Jugalkishore Gopal Agarwal	Company Secretary
2	Mr. Ramanababu Peyyalametta	Chief Financial Officer

Mr. Pinnapureddy Sridhar Reddy
Chairman & Non-Executive Director

Mrs. Rajani Reddy Pinnapureddy
Whole Time Director

Mr. Pinnapureddy Mohan Reddy
Director

Mr. Munjuluri Nagabhushana Rao
Independent Director

Mrs. Usha Bala Kesam
Independent Director

Dr. Nori Senani Siva
Director

Mr. William Lamont Barney
Director

Mr. Anil Jaggia
Director
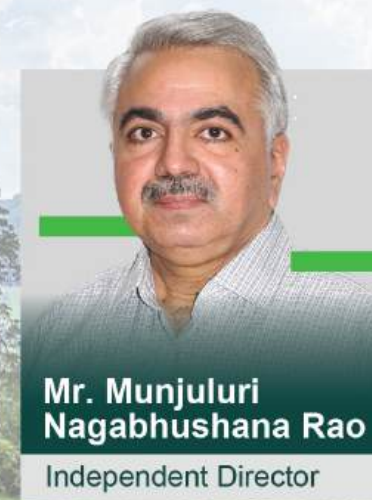
Nomination and Selection of the Highest Governance Body

To ensure a culture of performance, it is made certain that the selection of the Board of Directors is carried out in compliance to the Nomination and Remuneration Policy.

The Remuneration Policy, recommended by the Remuneration Committee, governs the criteria for determining qualifications, positive attributes, and independence of a Director. It also lays down the fair remuneration principles for Directors, Key Managerial Personnel, and other employees.

The policy lays down the procedure for the selection and appointment of Board Members and KMP and the appointment of executives other than Board Members, compensation structure for Executive Directors, Non-Executive Directors, KMP, and other employees.

The policy includes provisions for identifying and selecting suitable candidates for appointment to senior management positions, considering factors such as professional qualifications, experience, and personal qualities. It also outlines the criteria for evaluating the performance of senior management personnel and the Board of Directors.

Competency of the Highest Governance Body

The knowledge, expertise, and education of the Board of Directors enable them to possess the necessary competencies.

Name of the Director	Core Skills/Expertise/Competencies
Pinnapureddy Sridhar Reddy	Mr. Sridhar is the Founder and CEO of CtrlS, the world's leading Cloud Managed Services Provider serving Fortune 500 clients, and CtrlS, the Asia's largest Rated 4 DCs. Mr. Sridhar is a pioneer in the information and communications industry and has spent the last two decades building innovative technology solutions in cloud computing and infrastructure, energy management, and software development. Mr. Sridhar has been credited with launching several industry firsts, including DR as a Service (DRaaS) and the world's 1st Community Cloud for Banks.
Rajani Reddy Pinnapureddy	She is a successful entrepreneur and advisor for multiple next-generation business projects ranging from complete pipe solutions, surveillance, dark fiber & last mile connectivity to large Telcos, apart from enterprise, SME, franchise, and retail segment ISP services.
Pinnapureddy Mohan Reddy	Mr. Mohan Reddy has more than 4 decades of experience in the Agriculture and Real Estate sectors and has been associated with the Company since its inception. He has been responsible for Company strategy and risk assessments while also overlooking the Company's overall functioning.
Pinnapureddy Mohan Reddy	Mr. Rao has significant success in managing turnarounds and scale-ups in different contexts. He has a deep appreciation of good governance and management assurance, and a genuine ease of working globally in diverse sectors and contexts. He also has an abiding interest in sustainability and in design issues: in what it takes to craft new operating models and build enterprises that accomplish apparent odds.
Usha Bala Kesam	Ms. Usha Bala Kesam has rich experience of more than 3 decades in the Real Estate sector, Business Management, Finance and Accounts, etc.
Nori Senani Siva	Mr. Senani has helped develop and implement IT solutions covering various technologies, which solve business problems and add value. He is engaged in developing AI & ML (Artificial Intelligence and Machine Learning) solutions using Big Data technologies for global customers.
William Lamont Barney	Across the telecom and technology sectors, Mr. William is recognized as an advocate for regulatory and industry change and a major proponent of Cloud Computing and Open networks.
Anil Jaggia	Mr. Jaggia brings in considerable expertise in Information Technology along with other areas such as Customer Service, Operations, Financial inclusion, Enterprise Transformation, Quality Improvement, and Administration. He is presently an Advisor and Consultant in the Financial Services sector.

Role of the Highest Governance Body in Sustainability Reporting

The Board of Directors reviews the material issues and gives its approval. ESG Committee reports are regularly and periodically reviewed during the board meetings. Decisions are taken to ensure that the team is adequately supported in achieving its ESG goals. The organization conducts regular and periodic meetings with stakeholders. The organization does not delegate the responsibility to carry out consultation with the stakeholders.

Category	No. of Meetings	Attendance
Board Meeting	7	57%
Audit Committee (AC)	2	100%
Nomination and Remuneration Committee (NRC)	1	75%
Corporate Social Responsibility (CSR) Committee	2	75%
ESOP Committee (ESOPC)	2	100%

Board Committees

Audit Committee (AC)	Nomination and Remuneration Committee (NRC)	Corporate Social Responsibility Committee (CSRC)	ESOP Committee (ESOPC)	Internal Complaints Committee (ICC/POSHC)
• Mr. Munjuluri Nagabhushana Rao • Mrs. Usha Bala • Dr. N Siva Senani	• Mr. Munjuluri Nagabhushana Rao • Mrs. Usha Bala • Dr. N Siva Senani	• Mr. Munjuluri Nagabhushana Rao • Mrs. Pinnapureddy Rajani Reddy • Dr. N Siva Senani	• Mrs. P Rajani Reddy • Mr. Munjuluri Nagabhushana Rao • Mrs. Prachita Reddy	• Mrs. Kavita Siva • Mrs. Prachitha Kuchkulla • Ms. Sreedevi Devireddy • Mr. V Surender Reddy

Non-Statutory Committees

People Management Committee (PMC)	Disciplinary Proceedings Committee (DPC)	High Level Committee (HLC)	Grievance Redressal Committee (GRC)
• Mr. R S Prasad Rao- • Mrs. P Rajani Reddy • Mr. V Surender Reddy • Mr. V Shiv Kumar • Mr. C Pushpa Raju • Mr. Chandra Sekhar Sarma G • Mr. Lekha Sishta	• Mr. R S Prasad Rao • Mr. Chanakya • Mr. Anil Nama • Mr. Chandra Sekhar Sarma G	• Mr. R S Prasad Rao • Mrs. P Rajani Reddy • Mr. P Sridhar Reddy • Mr. Chanakya • Mr. Anil Nama • Mr. Chandra Sekhar Sarma G	• Mr. R S Prasad Rao- • Mrs. P Rajani Reddy • Mr. V Surender Reddy

Remuneration Policies

The Remuneration Committee's (NRC) roles, powers, and duties are determined by the Board from time to time. Its terms of reference are under the provisions of Section 178 of the Act and Regulation 19(4) read with Schedule II (Part D) of the Listing Regulations. The Committee is comprised of the following Directors as its members as on March 31, 2022: All members of the NRC are Non-Executive Directors. An Independent Director acts as the Chairperson of the Committee and is present at all meetings of the NRC.

Remuneration Committee

The Remuneration Committee's (NRC) roles, powers, and duties are determined by the Board from time to time. Its terms of reference are under the provisions of Section 178 of the Act and Regulation 19(4) read with Schedule II (Part D) of the Listing Regulations. The Committee is comprised of the following Directors as its members as on March 31, 2022: All members of the NRC are Non-Executive Directors. An Independent Director acts as the Chairperson of the Committee and is present at all meetings of the NRC.

Remuneration Process

The organization's policy underlines the belief that the total fixed salary should be fair and reasonable after taking into account the following factors:

• The scope of duties, the role, and nature of responsibilities;
• The level of skill, knowledge, and experience of the individual;
• Core performance requirements and expectations of individuals;
• The Company's performance and strategy;
• Legal and industrial obligations.

The Board of Directors has authorized the compensation in accordance with the Remuneration Policy, which was suggested by the Remuneration Committee. Key managerial personnel, non-executive directors, executive directors, managing directors, and other staff members may be eligible for basic salary and other benefits. Other allowances are part of the Perquisites. Both fixed and variable components may be included in the total remuneration.

Business Ethics

Policy Commitments

In all aspects of its activities, CtrlS is totally dedicated to respecting the highest standards of human rights and responsible business conduct, abiding by globally accepted frameworks and norms to guarantee moral business practices. Internal policies that regulate corporate governance, social responsibility, and commercial behaviour are developed and implemented with this commitment in mind. Corporate governance, according to the corporation, is about cultivating a culture of honesty, openness, and responsibility rather than just following the law. By incorporating these principles into its daily activities, CtrlS guarantees that its regulations comply with national and international norms.

Some of the important codes, policies, and programs adopted in this regard are –

Major Policy	Description
Code of Ethics and Business Policy	Designed to set certain standards of conduct for all Stakeholders (as defined below) of CtrlS Datacenters Ltd., and its subsidiaries and affiliates and all the Stakeholders of the Company.
Anti–bribery Anti-corruption Policy	The Company has "zero-tolerance approach" to fraud, bribery, and corrupt business practices. The Policy is reflected in and consistent with the Business Ethics and Compliance Policy which sets out the rules and guidelines by which all Company employees must abide to ensure that business is conducted according to the highest ethical standards.
Whistle Blower Policy	Enables Stakeholders associated with the Company to voice their genuine concerns in a responsible and effective manner. It is a fundamental aspect that an Employee shall faithfully serve the employer, shall not misuse his/her position in the Company and shall not disclose confidential information about the employer's affairs for personal gain.
Finance and Accounts Governance Policy	Standardizes the way finance and accounting activities are carried in the Company in order to i) ensure consistency ii) providing guidance to all staff of Accounts and Finance for smooth execution of their duties iii) aiming to maintain accurate financial and other data to enable the decision makers to have timely access to the financial and other information to make informed decisions.
Conflict of Interest	This policy sets out the standards to identify and deal with the potential conflict of interests which occurs when an individual's personal interests could compromise his or her judgment, decisions, or actions at the workplace. In order to ensure the highest degree of ethical conduct, we, at all times, endeavour to avoid the existence of actual and/or potential against conflicts of interest and have accordingly established this policy which outlines how CtrlS approaches any such situations.
Vendor Code of Conduct	This Policy delineates the set of standards that CtrlS and its suppliers agree to ensure that a set level of legal, ethical, environmental and social practices are met. CtrlS expects its suppliers engage in legal, ethical social and environmental practices that are aligned with its brand values. In selecting suppliers, CtrlS seeks to do business with reputable business partners who are committed to ethical standards and business practices compatible with those of CtrlS. This Code applies to all suppliers of CtrlS including all of the CtrlS Suppliers' facilities. CtrlS strongly encourages suppliers to exceed the requirements of this Code and promote best practices and continuous improvement throughout their operations.
Gifts, Hospitality and Entertainment	This policy aims to establish principles for regulating the practice of offering and/or receiving gifts, entertainment, hospitality and/or other business courtesies. It sets out the minimum guidelines on the conduct expected from CtrlS employees, stakeholders and third parties acting on its behalf. It also aims to present internal control mechanisms for preventing and detecting any situations that could be interpreted as noncompliance.

Few other important policies mentioned herein below ensuring CtrlS datacenters' commitment towards responsible governance:

Code of Conduct for the Board of Directors and Senior Management Executives	Corporate Social Responsibility Policy
Code of Conduct for regulating, monitoring, and reporting trading by Designated Persons	Policy & Manual/Procedure of Sexual Harassment at Workplace
Risk Management Policy	

Embedding Policy Commitments

CtrlS is committed to integrating its policy principles throughout all business operations, ensuring that every decision reflects its core values of accountability, integrity, and respect for stakeholders. The code of conduct serves as a vital framework for directors and senior management, outlining expectations regarding honesty, integrity, conflict of interest, regulatory compliance, fair dealing, confidentiality, and asset protection. It emphasizes human rights, environmental stewardship, and ethical decision-making, ensuring leadership complies with national and international laws while fostering sustainability and social responsibility.

The organization has implemented various management systems, including ISO 14001 for environmental management, ISO 50001 for energy management, and ISO 45001 for occupational health and safety, demonstrating its commitment to quality, environmental responsibility, and employee well-being. These certifications highlight CtrlS's dedication to delivering exceptional services while minimizing environmental impact, enhancing energy efficiency, and ensuring a safe work environment.

Moreover, CtrlS emphasizes proactive risk management by regularly assessing potential threats to its goals. The Risk Management and Control System enables the company to identify, evaluate, and manage risks effectively, ensuring the achievement of its commitments and positive outcomes. By incorporating risk mitigation strategies into its management systems and strategic plans, CtrlS reinforces its long-term dedication to sustainability, ethical practices, and building stakeholder trust.

Process to Remediate Negative Impacts

A grievance process has been established by CtrlS to handle complaints from stakeholders, such as shareholders. A customer's complaint is addressed in accordance with the quality management system's stated process. Employees can voice their complaints in person with the HR department and the HOD. Systems for receiving and addressing complaints from other stakeholder groups are in place at the company. The website lists the different ways they can file their complaints. The business has a system in place to keep an eye on how the CSR initiatives are being carried out and the issues raised by the target audience.

Stakeholder group from whom complaint is received	Current Financial Year 2022-23	
	Number of complaints filed during the year	Number of complaints pending for resolution at close of the year
Communities	0	0
Employees and workers	0	0
Shareholders	0	0
Investors (other than shareholders)	0	0

Mechanisms for Seeking Advice and Raising Concerns

The Vigil Mechanism/Whistle Blower Policy was established in accordance with Section 177(9) of the Companies Act, 2013 to give stakeholders or employees a secure and private setting in which to report any unethical or unlawful activity they may observe or know occurring within the company. The policy guarantees the protection of the whistle-blower from victimization or reprisal, as well as the organization's investigation and proper action against misconduct.

The policy describes how reports are to be made, who can receive them, the protections for whistle-blowers, the investigative process, and the repercussions for anyone who doesn't follow the rules. The policy further highlights how important secrecy is and that the whistle-blowers identity would only be revealed if it is required for the investigation and necessary action.

The Company upholds the greatest standards of professionalism, honesty, integrity, and ethical behaviour because it believes that the affairs of its constituents should be conducted fairly and transparently. There have been no reported cases of whistle-blowers.

Risk Management

For corporate operations to be resilient, a strong risk management system is necessary. Our risk management procedures help us identify and evaluate operational risks, make well-informed decisions, and put the right policies in place to reduce those risks and take advantage of opportunities. The corporate risk management methodology developed by CtrlS allows us to efficiently identify, rank, and reduce risks. It involves using internal control systems, identifying, evaluating, monitoring, and mitigating risks, as well as creating response plans to guarantee the accomplishment of corporate goals. CtrlS follows step by step process to identify the risk, evaluate, control, monitor and implement a thorough risk management plan.

1 Identify Risks
Recognizing potential risks through inquiries, observations, and analysis

2 Evaluate & Assess Risks
Analyzing risks based on significance and likelihood

3 Handle or Control Risks
Implementing strategies like prevention, avoidance, transfer, retention, and control

4 Monitor/ Report
Continuously tracking and reporting on risk status

5 Implement Risk Management Policy
Establishing and applying risk management policies

Identified Risks

Strategic Risk

It includes the range of external events and trends (like Government policy, Competition, Political and Economic Instability, Market Dynamism, International Economy, Foreign Currency Risk) that can adversely impact the Company's strategic growth trajectory and destroy shareholder value.

Business Risk

It includes risk associated specifically to the Company and having an adverse impact on the company's capability to execute activities critical for business growth, thereby affecting its near-term performance.

Operational Risk

Operating Risks are those risks which are associated with operational uncertainties, like:
a. Risks arising for failures to comply with operational policies and procedures on a daily basis, e.g. maintenance, supplier selection, quality, etc.
b. Risks arising from variations in the quality and availability of the Company's personnel, e.g. recruitment, training, remuneration, development, etc.
c. Risks associated with computer and communications hardware, software and data, e.g. obsolescence, security, availability, access, back-up, etc.

Compliance Risk

Compliance risks are those associated with the need to comply with laws and regulations. They also apply to the need to act in a manner which stakeholders expect, for example, by ensuring proper corporate governance. Risks arising from non-compliance with existing laws and regulations or the potential adverse impact of a change in rules and regulations, e.g. Health & Safety, Environmental, Labour Laws, Food & Safety Laws, Foreign Exchange laws, Electricity Laws etc.

Financial Risk

Risks arising from failure to manage financial aspects, e.g. credit (customers), liquidity (availability of cash) and market risk exposures (foreign and commodity price fluctuations) and to provide complete, accurate and meaningful financial reports for internal and external users.

Environmental Risk

Environment Risk including pollution control measures of the Government. The potential for adverse effects and damage on living organism's/human life associated with pollution of the environment by effluents, emissions, wastes, or accidental chemical releases; energy use; or the depletion of natural resources.

Health and Safety Risk

It includes risk of food adulteration, accident/incident that results in injury, illness, disease, damage or loss at workplace.

Category	Risk	Measures
Environment	Weather, Natural Disasters and Accidents	Optimum protective measures undertaken & insurance of all datacenters' hardwares, machines and equipments.
	Greenhouse Gas Emissions	As part of our sustainability program CtrlS is taking measures to combat climate change. Installation of Solar PV, Building Integrated PVs, Energy Efficiency measures are taken regularly to avoid the GHG emissions.
Social	Workforce Attrition	Quality staffs are retained by motivating them through monetary and non-monetary benefits (job rotation, higher responsibilities, etc.) and training staffs on multiple skills.
	Losing Key Staff To Competitors	Non-compete letter signed as part of nondisclosure agreement at the time of joining and at the time of exit by the employee.
Governance	Contractual Liability	Vetting of contracts with focus on contractual liabilities, deductions, penalties and interest conditions is undertaken on a regular basis.
	Country Risk	Risks associated with the countries (with which we are doing business) will be examined before getting into any contract.

Security Framework

We have established a comprehensive set of policies, protocols, and procedures that are designed to prevent the unauthorised access and manipulation of resources. Our physical security framework is meticulously designed in accordance with CISF guidelines and is based on military-grade measures. The deployment of customised security plans at each data center guarantees that physical security is consistent and robust at all locations.

Nine Layers of Physical Security

| Layer 1	Layer 2	Layer 3	Layer 4	Layer 5,6	Layer 7,8,9
STANDARD PERIMETER WALL AND MAIN GATE		**SECURITY GATE HOUSE**		**DATA CENTER FLOOR ENTRANCE**	**DATA CENTER POD/HALL**
· Fortified Wall · 2 Laver, RCC Pillar Structure	· Remote Controlled Gate · 24 Hours Security	· Individual Metal Detector Hand Scan	· Baggage Scanner · Tumstile for Individual Entry	· Entry after Re-Verification & Re-Frisking · Bullet Proof Door	· Metal Detection Gate · Biometric based Access

Economic Performance

Ctrl'S is dedicated to upholding a robust balance sheet and an ideal capital structure as fundamental components of our approach to increasing stakeholder value. This emphasis is essential to our financial planning because it guarantees that we have the resources needed to achieve our two goals of long-term liquidity and cost effectiveness. Our finance strategy closely reflects our long-term strategic objectives as well as our operational requirements. We place a high priority on prudent capital allocation in order to spur growth, seeking a harmonious blend of expansion, operational effectiveness, and stability. By following these guidelines, we hope to safeguard both our long-term stability and financial performance.

Economic Value Generated, Distributed, and Retained:

Particulars	2022-23 (INR million)
Net Revenue From Operations	11,213
Total Cost of Input	7,472
Value Added	3,741
Add: Income From Any Other Sources	119
Earnings Available For Distribution	3,860
Distribution of Earnings to:	
Employees as Salaries & Wages, Retirement Benefits, etc.	962
Company as Retained Funds	2,898
Total Distribution of Earnings	3,860

Financial Performance (INR Mn.)

Revenue (Rs in Mn)	PBT (Rs in Mn)	PAT (Rs in Mn)
11,332	3,881	2,898
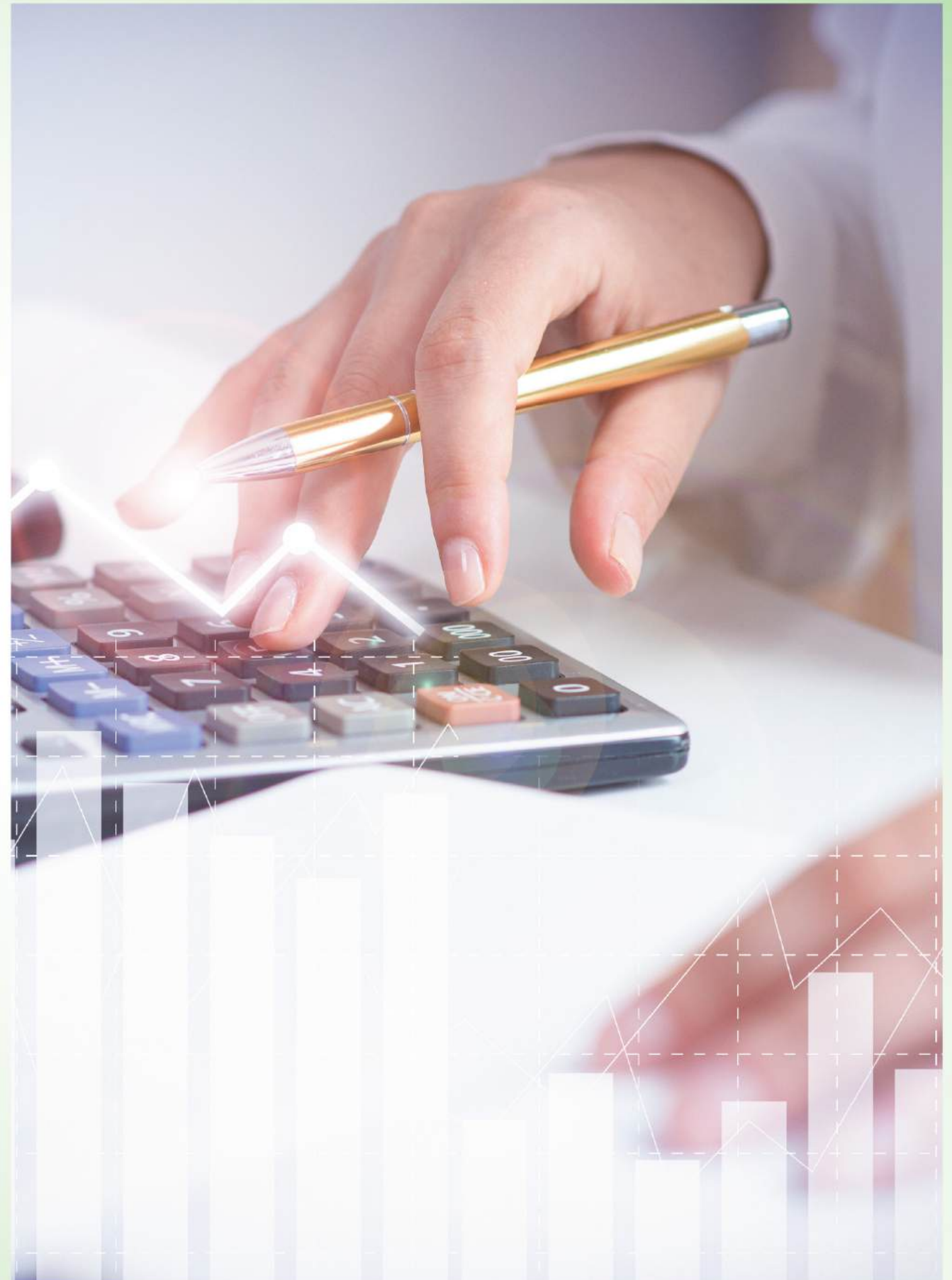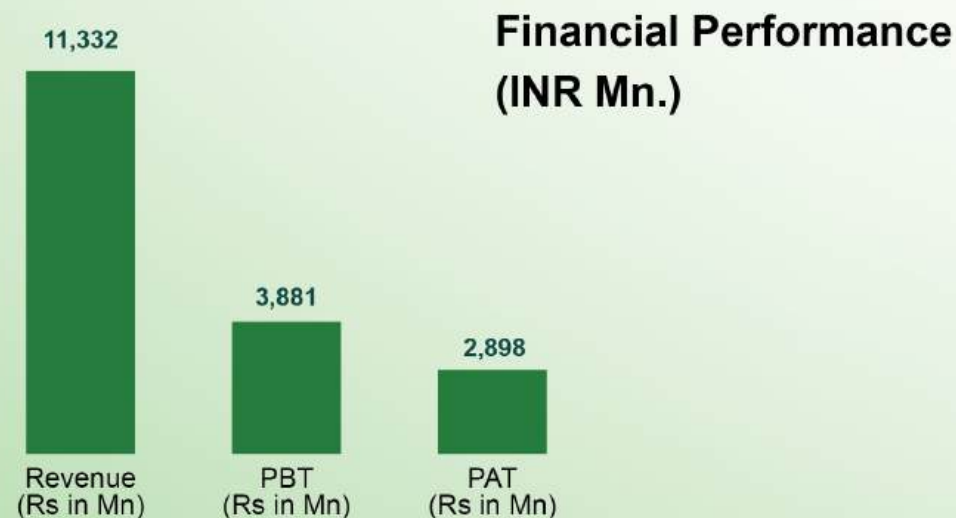
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