

HEXAWARE

SUSTAINABILITY DATABOOK

2024



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About the Report

Reporting Principle

The 2024 Sustainability Report adheres to the Global Reporting Initiative (GRI) Standards 2021. As a proud signatory to the United Nations Global Compact (UNGC), we are committed to upholding its 10 principles, which guide our ethical and sustainable business practices. Furthermore, our report reflects our dedication to the United Nations' Agenda 2030 by actively contributing to the 17 Sustainable Development Goals (UN SDGs).

Reporting Period

The reporting period for this sustainability report is from 1st January 2024 to 31st December 2024. Through this report, we disclose our non-financial performance that covers our ethical, environmental, and social responsibility.

Scope and Boundary

Our operations span the Americas, Europe, and Asia-Pacific (APAC) regions, with our corporate headquarters in Navi Mumbai, India.

Financial, social, and other qualitative data - The scope includes all our global offices, aligning with the parameters of our financial reporting





Environmental disclosures and community engagement - The scope is limited to our operations in India, specifically in Ahmedabad, Bangalore, Bhopal, Coimbatore, Chennai, Dehradun, Nagpur, Pune, Mumbai, and Noida. Any exclusions are specified in the relevant sections.




Highlights of the Year

Environment	CY 2024 Figures	YoY Change		Governance	
Renewable Energy Consumption (%) (owned operations)	71%	12%	▲	Incidents of Non-compliance UNGC	Zero Committed to UNGC since 2010
Energy Intensity (GJ/employee)	3.91	0.5 %	▼	ISO 9001:2015	Certified for quality management systems
Scope 1 and 2 Emissions (MTCO ₂ e)	10,052.18	17.4%	▼	ISO 27001:2022	Certified for information security management
Water Recycled (KL)	40,920	10.3%	▲	ISO 20000:2018	Certified for IT service management
Waste Diverted to Disposal (MT)	20.09	24%		ISO 22301:2019	Certified for business continuity management
				ISO 45001:2018	Certified for occupational health and safety management
				ISO 50001:2018	Certified for Energy management
				SOC 2 Type II	Assessed for SOC 2 Type II
Social					
Average Training Hours Per Employee	132	206.2%	▲		
Women Workforce (%)	33.9	0.4%			
Employees Trained in Digital and New Technologies (%)	88	7.6 %	▲		
Amount Spent on CSR Activities	USD 1.98 Mn	16.4%	▲		
CSR Beneficiaries	93,746	50%			
Rural Development from CSR Projects	700 individuals across 122 rural households benefitted				
Operations and Suppliers Assessed for Human Rights Issues	100%				
Security Personnel Trained in Human Rights Policies and Security Procedures	100%				

▲ Yoy increase ▼ Yoy decrease

Targets and Progress

Material Topic	Goal	Progress in CY 2024	Status
 Carbon Emissions	<ul style="list-style-type: none"> Achieve net-zero GHG emissions (Scope 1 and 2) by 2040 (baseline: 2023) Reduce absolute Scope 1 and 2 GHG emissions of 42% by 2030 (baseline: 2023) 	17% reduction in Scope 1 and 2 emissions compared to the baseline against a target of 6% reduction	Ahead of schedule
	Reduce Scope 3 GHG emissions by 51.6% per employee by 2030 (baseline: 2023)	22 % reduction in Scope 3 emissions per employee from the base year	On track
	Transition to 70% electricity usage from renewable sources on our campuses by 2030	71% of electricity usage from renewable sources	Achieved
 Recruiting and Managing a Skilled, Diverse Global Workforce	80% of employees to undergo upskilling in digital and new technologies globally by 2025	88%, exceeding the target significantly	Achieved
	Increase the share of women employees to 40% globally by 2030	33.9% of women employees	On track
 Local Communities	Make a positive impact on the lives of 100,000 beneficiaries by 2025	Benefitted 93,746 people under community development projects	On track
 Effluents and Waste	Ensure zero waste to landfill at owned facilities by 2025	94.8% of waste generated diverted from disposal	On track
	Ensure all our campuses remain free of single-use plastic	All our campuses continue to be free of single-use plastic	On track

Material Topic	Goal	Progress in CY 2024	Status
 Water	Achieve water neutrality for owned operations by 2030	4,530 kL of water replenished	On track
 ESG Governance	100% of critical suppliers to be screened on ESG criteria by 2025 globally	92% of suppliers screened	On track
	Achieve 100% employee coverage globally for awareness/training on the code of conduct annually	100% of employees covered	Achieved
 Cybersecurity and Data Privacy	Strive to ensure zero cases of data breaches every year globally	No data breach incident was reported	On track
	Ensure 100% employee coverage globally for awareness/training on information security annually	98.7% of employees covered	On track

Note: Except for Scope 3 emissions, environmental parameter targets are explicitly set for India operations, whereas targets for other areas apply to all global operations.

For Scope 3 emissions, the total global employee count has been considered

Environmental

Energy Consumption (GJ)

	CY 2024	CY 2023	CY 2022
Renewable Energy			
Solar energy	8068.41	8,477.99	7,962.77
Wind energy	23,224.09	17,119.38	15,946.94
Electricity purchased from utility companies	18,014.36	7,497.10	-
Total Renewable Energy	49,306.85	34,094.47	23,909.71
Non-renewable Energy			
Electricity	46552	47,639	41,601.79
Diesel consumption	3487.31	4035.55	3,284.32
Total non-renewable energy	50,039.31	51,674.55	44,886.11
Total energy consumption (within the organization)	99346.16	85,769.02	68,795.82

Energy Intensity

	CY 2024	CY 2023	CY 2022
Total energy consumption (GJ)	99346.16	85,769.02	68,795.82
Total number of employees	25,423	21,828	20,094
Energy intensity (GJ/employee)	3.91	3.93	3.42

Note: Total employees represent the data collected from our offices in India.

Ratings and Performance



GHG Emissions Data CY 2024

Scope	Category	Emissions (tCO2e)	% of Total
Scope 1	Stationary Combustion	289.56	0.73%
	Mobile Fuel Combustion	61.95	0.16%
	Fugitive Emissions	769.38	1.93%
Total Scope 1		1,120.88	2.82%
Scope 2	Purchased Electricity	8,931.29	22.44%
Total Scope 2		8,931.29	22.44%
Total Emissions (Scope 1+2)		10,052.18	25.25%
Scope 3	Purchased Goods and Services	5,653.16	14.20%
	Capital Goods	1,139.84	2.86%
	Fuel & Energy	2,766.16	6.95%
	Waste	4.75	0.01%
	Business Travel	9,760.47	24.52%
	Employee Commute	9,080.70	22.81%
	Upstream Leased Assets	1,348.79	3.39%
Total Scope 3		29,753.87	74.75%
Total Emissions		39,806.05	

Note: The Scope 3 categories above, except Fuel, Energy, and Waste, represent the data collected from all offices worldwide. The Fuel and Energy and Waste categories represent data collected from Indian offices

Key Milestone

Net Zero by 2040

Our SBTi targets were approved in 2024 and align with the **1.5°C** trajectory.

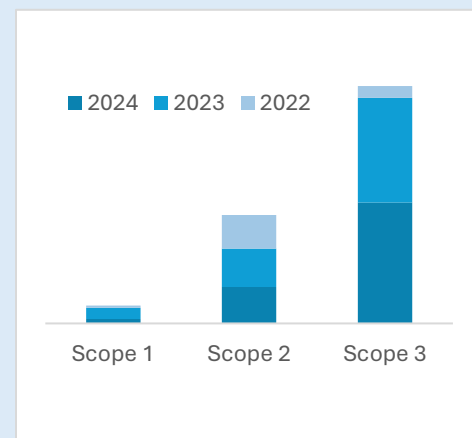
For more details refer to Page 53

Surpassed our target of 70% electricity usage from renewable sources by 2030

We achieved **71%** electricity usage from renewable sources in CY 2024.

GHG Emissions (MTCO₂e)

Scope 1	1,120.88	2,701.46	549.76
Scope 2	8,931.29	9,474.79	8,262.58
Scope 3	29,753.87	25,790.45	2,909.23



Note: Scope 1, 2, and 3 emissions are reported from 72 facilities (owned and leased). Our Scope 1 and 2 emissions for owned facilities include diesel, fugitive emissions, and purchased electricity, respectively.

The source of emission factors is referred to from the IPCC stationary combustion chapter and the GHG Protocol for Scope 1 calculations, and for Scope 2, the emission factor for grid electricity is referred to from the Central Electricity Authority (CO₂ baseline database for Indian power sector—Version 18).

CO₂, CO₂ equivalent of CH₄, N₂O, HFCs, PFCs, SF₆, NF₃ wherever available

GHG Emissions Intensity

	CY 2024	CY 2023	CY 2022
Total Scope 1 and 2 (MTCO ₂ e)	10,052.18	12,176.25	8,812.34
Total Number of Employees	25,423	21,828	20,094
GHG Intensity - Scope 1 and 2 (MTCO₂e/Per Employee)	0.40	0.55	0.43
Total Scope 3 (MTCO ₂ e)	29,754	25,790.45	2,909.23
Total Number of Employees	32,309	28,292	28,608
GHG Intensity - Scope 3 (MTCO₂e/Per Employee)	0.92	0.91	0.101

Note: For the emission intensity (Scope 1 + Scope 2) calculation, we have considered employees reporting at the India offices. For the emission intensity (Scope 3) calculation, we have considered employees reporting globally.

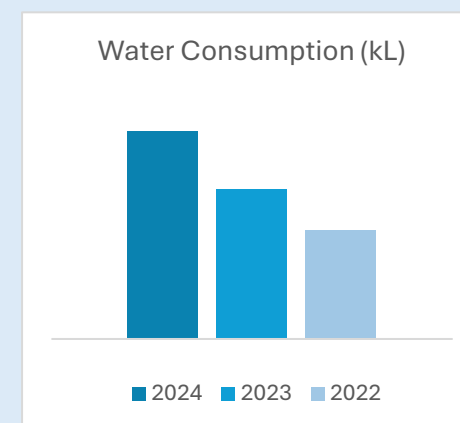
Water and Effluents

Water Withdrawal from Source (kL)

	CY 2024	CY 2023	CY 2022
Third-party Water	2,18,238	1,57,187	1,10,453
Groundwater	0	0	0
Produced Water	0	0	0
Seawater	0	0	0
Water from Rainwater Harvesting	4,530	3,866	3,518
Total Water Withdrawal	2,22,768	1,61,053	1,13,971

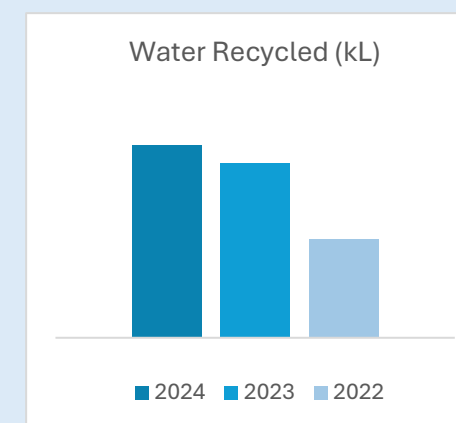
Water Consumption (kL)

CY 2024	CY 2023	CY 2022
2,18,238	1,57,187	1,13,971



Water Recycled (kL)

CY 2024	CY 2023	CY 2022
40,920	37,084	20,952



Water Intensity

	CY 2024	CY 2023	CY 2022
Total Water Consumption (kL)	2,18,238	1,57,187	1,13,971
Total Number of Employees	25,423	21,828	20,094
Water Intensity (Per Employee Per Day)	0.067	0.085	0.074

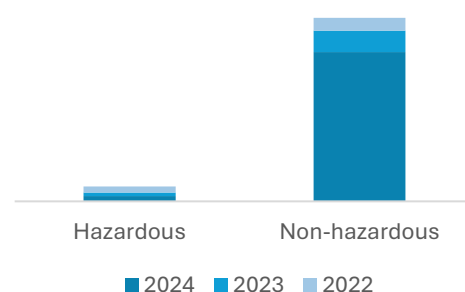
Note: Total employees represent the data collected from our offices in India.

Waste Management

Waste Generated

	CY 2024	CY 2023	CY 2022
Hazardous Waste	13.31	8.67	15.66
Non-hazardous Waste	379.6	54.73	32.75
Total Waste Generated	392.91	63.40	48.41

Total Waste Generated
(MT)



Waste Disposal (MT)

	CY 2024	CY 2023
Directed to disposal	0	0.86
Waste incinerated	0	0
Diverted from disposal	71.44	6.80
Directed to disposal	0	25.48
Waste incinerated	0	0
Diverted from disposal	296.36	22.10
Waste with an unknown disposal method	20.090	0.00

Waste Segregation at Source

All waste is segregated into wet (food, pantry & garden waste) and dry (paper and plastic) categories at the point of origin across all India locations.



291.8 MT

Wet waste generated



96.3 MT

Dry waste generated



4.84 MT

E-waste segregated

Recycling and Composting Programs

Adopting a circular economy approach, we have partnered with Earth Recyclers to upcycle wet waste into manure. Dry waste, including paper and food wrappers, is collected and segregated for recycling through approved recyclers.



291.8 MT

Waste (garden and food waste) composted

Social

Our Employee Statistics

By Gender

	CY 2024		CY 2023		CY 2022	
	No. of employees	%	No. of employees	%	No. of employees	%
Male	21,372	66%	18,822	67%	19,234	67%
Female	10,937	34%	9,470	33%	9,374	33%
Total	32,309		28,292		28,608	

By Age Group

	CY 2024		CY 2023		CY 2022	
	No. of employees	%	No. of employees	%	No. of employees	%
<30 years	14,312	4%	11,886	42%	13,428	47%
30-50 years	17,051	3%	15,303	54%	14,230	50%
>50 years	946	3%	1,103	4%	950	3%
Total	32,309		28,292		28,608	

By Region

	CY 2024		CY 2023		CY 2022	
	No. of employees	%	No. of employees	%	No. of employees	%
India	25,423	78%	21,828	77%	21,919	77%
America	4,567	14%	4,172	15%	4,489	15%
Europe	1,042	4%	1,093	4%	1,144	4%
Rest of APAC	1,277	4%	1,199	4%	1,056	4%
Total	32,309		28,292		28,608	

By Management Category

	CY 2024		CY 2023		CY 2022	
	No. of employees	%	No. of employees	%	No. of employees	%
Senior management	2,344	7%	1,989	7%	1,803	6%
Middle management	8,992	28%	7,862	28%	7,533	26%
Junior management	18,650	58%	16,576	58%	17,565	62%
Contract employees	2,323	7%	1,865	7%	1,707	6%
Total	32,309		28,292		28,608	

Human Capital Investments

	CY 2024	CY 2023	CY 2022
Total Revenue (INR Mn)	119,744	103,891	91,996
Total Operating Expenses (excl. employee expenses) (INR Mn)	2,788	2,836	2,444
Total Employee-related Expenses (salaries + benefits) (INR Mn)	69,649	61,142	55,444
Human Capital Return on Investment	1.68	1.65	1.62

Open Positions Filled by Internal Candidates (%)

CY 2024	CY 2023	CY 2022
72.7	70.4	56.8

New Hires

By Gender

	CY 2024		CY 2023		CY 2022	
	No. of employees	%	No. of employees	%	No. of employees	%
Male	11,562	64%	8,049	62%	12,706	64%
Female	6,453	36%	4,867	38%	7,052	36%
Total	18,015		12,916		19,758	

By Age Group

	CY 2024		CY 2023		CY 2022	
	No. of employees	%	No. of employees	%	No. of employees	%
<30 years	11,492	64%	7,591	59%	12,448	63%
30-50 years	304	2%	5,067	39%	6,867	35%
>50 years	6,219	35%	258	2%	443	2%
Total	18,015		12,916		19,758	

By Region

	CY 2024		CY 2023		CY 2022	
	No. of employees	%	No. of employees	%	No. of employees	%
India	14,842	82%	9,668	75%	15,210	77%
America	2,100	12%	1,980	15%	3,232	16%
Europe	312	2%	353	3%	426	2%
Rest of APAC	761	4%	915	7%	890	5%
Total	18,015		12,916		19,758	

By Management Category

	CY 2024		CY 2023		CY 2022	
	No. of employees	%	No. of employees	%	No. of employees	%
Senior Management	413	2%	240	2%	372	2%
Middle Management	2,567	14%	1,932	15%	2,838	14%
Junior Management	12,971	72%	9,255	71%	14,992	76%
Contract Management	2,064	11%	1,489	12%	1,556	8%
Total	18,015		12,916		19,758	

Employee Turnover
By Gender

	CY 2024		CY 2023		CY 2022	
	No. of employees	%	No. of employees	%	No. of employees	%
Male	9,118	65%	8,460	64%	10,207	67%
Female	5,000	35%	4,773	36%	5,109	33%
Total	14,118	10.8%	13,233	15.1%	15,316	21.9%

By Management Category

	CY 2024		CY 2023		CY 2022	
	No. of employees	%	No. of employees	%	No. of employees	%
Senior management	346	2%	318	2%	347	2%
Middle management	1,689	12%	1,794	14%	2,933	19%
Junior management	10,466	74%	9,611	73%	10,575	69%
Contract employees	1,617	11%	1,510	11%	1,461	10%
Total	14,118	10.8%	13,233	15.1%	15,316	21.9%

By Age Group

	CY 2024		CY 2023		CY 2022	
	No. of employees	%	No. of employees	%	No. of employees	%
<30 years	8,456	60%	7,010	53%	8,094	53%
30-50 years	362	3%	5,845	44%	6,844	44%
>50 years	5,300	38%	378	3%	378	3%
Total	14,118	10.8%	13,233	15.1%	15,316	21.9%

By Region

	CY 2024		CY 2023		CY 2022	
	No. of employees	%	No. of employees	%	No. of employees	%
India	11,185	79%	9,660	73%	11,475	75%
America	1,871	13%	2432	10%	2,656	17%
Europe	362	3%	363	3%	543	4%
Rest of APAC	700	5%	778	6%	642	4%
Total	14,118	10.8%	13,233	15.1%	15,316	21.9%

Performance Appraisal Data

	CY 2024			CY 2023			CY 2022		
	Total number of employees	Eligible employees	%	Total number of employees	Eligible employees	%	Total number of employees	Eligible employees	%
By Gender									
Male	21,372	15,274	71 %	17,395	15,209	87%	17,985	16,711	93%
Female	10,937	7,482	68%	8,892	7,617	86%	8,916	8,140	91%
Not disclosed	0	0	0%	27	0	0%	0	0	0%
Total	32,309	22,756	70 %	26,314	22,826	87%	26,901	24,851	92%
By Management Category									
Senior management	2,244	2,131	95%	1,885	1,806	96%	1,803	1,760	98%
Middle management	8,992	7,934	88	7,868	7,265	92%	7,533	7,225	96%
Junior management	18,650	12,691	68%	16,561	13,755	83%	17,565	15,866	90%
Contract	2323	0	0%						
Total	32,309	22,756	70%	26,314	22,826	87%	26,901	24,851	92%

Note: The percentage represents only those eligible employees who joined before September 30 out of all permanent employees of the respective year under consideration.

Parental Leave

	CY 2024			CY 2023			CY 2022		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Total Employees Entitled to Parental Leave	21,372	10,937	32,309	17,483	8,944	26,427	17,975	8,926	26,901
Total Employees That Took Parental Leave	469	354	823	536	390	926	229	278	507
Total Employees Due to Return to Work After Taking Parental Leave	465	190	655	534	209	743	228	175	403
Total Employees That Returned to Work After Parental leave ended	461	187	648	533	206	739	228	170	398
Total Employees Who Had Taken Parental Leave in the Prior Period and Were Due to Return to Work in the Prior Reporting Period	401	132	533	228	170	398	433	168	601
Total Employees Who Returned to Work After Parental Leave Ended and Are Still Employed 12 Months After Their Return to Work	322	94	416	157	86	243	285	85	370
Return to Work Rate (%)	99%	98%	99%	100%	99%	99%	100%	97%	99%
Retention Rate (%)	80%	71%	78%	69%	51%	61%	66%	51%	62%

Percentage of Women Employees (%)

	CY 2024	CY 2023	CY 2022
Women in the workforce	34	33	33
Women in management positions (including middle, and top management)	9	9	9
Women in junior management positions	23	24	24
Women in top management positions	1	1	1

Employee Diversity (%)

By Gender	CY 2024			CY 2023			CY 2022		
	Male	Female	%	Male	Female	%	Male	Female	%
Senior management	10	3	7	9	3	7	8	2	6
Middle management	30	23	28	31	21	28	30	19	26
Junior management	52	68	58	53	70	59	55	74	62
Contract employees	8	6	7	7	6	7	7	5	6

By Age	CY 2024				CY 2023				CY 2022			
	<30	30-50	>50	%	<30	30-50	>50	%	<30	30-50	>50	%
Senior management	0	47	11	7%	1	10	46	7	1	10	43	6
Middle management	6	24	47	28%	4	46	24	28	5	46	23	26
Junior management	90	13	33	58%	91	36	16	59	91	36	19	62
Contract employees	4	16	9	7%	4	8	14	6	3	8	15	6

Average remuneration of female and male employees by employee category across locations in CY 2024 (USD)

	Female			Male		
	No. of employees	Average remuneration	Median remuneration	No. of employees	Average remuneration	Median remuneration
North America						
Junior management	273	40,079	23,016	634	41,816	32,028
Middle management	383	92,019	96,220	1,011	97,054	99,550
Senior management	76	1,55,477	1,41,000	614	1,85,168	1,47,950
Europe						
Junior management	32	52,066	50,685	101	48,109	46,156
Middle management	84	77,316	76,185	242	81,719	81,001
Senior management	34	1,31,884	1,17,000	261	1,48,650	1,21,589
India						
Junior management	2,651	7,275	6,234	89	7,848	6,698
Middle management	1,906	18,808	18,205	61	21,735	20,410
Senior management	183	32,777	30,500	42	37,759	33,000
APAC						
Junior management	36	19,162	15,700	89	24,596	15,967
Middle management	20	43,302	35,363	61	55,525	43,684

Note: Contractors are excluded

CEO to Employee Pay Ratio CY 2024 (India)

The ratio of the remuneration of CEO to the median remuneration of the employees of the company for the financial year – 13.11

Average unadjusted gender pay gap

2024	35.89
2023	35.16
2022	35.22

Average unadjusted gender pay gap = [average pay of men - average pay of women] ÷ average pay of men x 100

Average Training Hours in CY 2024

By Gender

	Total no. of Employees	Total training hours	Average training hours
Male	21,372	2,737,651	128
Female	10,937	1,529,203	139
Total	32,309	4,266,854	132

By Employee Category

	Total no. of employees	Total training hours	Average training hours
Senior management	2,344	232,543	99
Middle management	8,992	1,004,058	111
Junior management	18,650	2,979,245	159
Contract employees	2,323	51,008	21
Total	32,309	4,266,854	132

Occupational Health and Safety

100% of our operational sites have undergone Employee Health and Safety risk assessment

Human Rights

Zero Incidents of child labor, forced labor, and human trafficking in our operations in CY 2024

20,715 Hours Human rights training imparted to employees in CY 2024

Corporate Governance

Zero Incidents of non-compliance reported in CY 2024

Adherence to standards ensuring operational excellence

ISO 9001 Quality Management	ISO 27001 Information Security	ISO 22301 Business Continuity	ISO 45001 Occupational Health and Safety	ISO 14001 Environmental Management	ISO 50001 Energy
89% coverage 22605 / 25422 employees	90% coverage 22985 / 25422 employees	89% coverage 22605 / 25422 employees	87% coverage 22092/ 25422 employees	87% coverage 22092/ 25422 employees	87% coverage 22092/ 25422 employees

Note: Coverage is based on the number of locations and employees in scope

Compliance Report CY 2024

Number of spills	0
Non-compliance with environmental laws in social and economic areas	0
Percentage of operational sites which completed environmental risk assessments	100
Percentage of operational sites which completed employee health and safety risk assessments	100
Percentage of the workforce represented in formal joint health and safety committees	100
Percentage of the workforce trained on environmental issues	100

Ethics and Compliance

100% Operations assessed for business ethics risk in CY 2024

100% Operations assessed for corruption risks in CY 2024

Zero Reported cases of corruption

Zero Contributions to political campaigns or organizations or lobbying organizations, trade associations, or tax-exempt groups

Zeros Reported cases of anti-competitive behavior, anti-trust, and monopoly practices

100% Whistleblower complaints resolved

Complaints Received in CY 2024

	Filed During the Year	Pending Resolution at the End of the Year	Remarks
Sexual Harassment	9	3	6 cases are resolved, and the investigation is ongoing for the remaining cases
Discrimination in the Workplace	0	0	
Child Labor	0	0	
Forced Labor/Involuntary Labor	0	0	
Wages	1	1	Conciliation is in progress
Whistleblower Complaints	15	0	
Corruption or Bribery	0	0	
Customer Privacy Data	0	0	
Conflicts of Interest	2	0	
Money Laundering or Insider Trading	0	0	
Other human rights-related issues	0	0	
Information security incidents	10	0	
Business Ethics	0	0	

Supply Chain Management

Our Supplier Demographics Across the Globe

Total number of Suppliers	2,181
Purchase goods/Capital goods suppliers	1,251
Global vendor Management (people)suppliers	930

100% Of purchase orders have a clause on ESG

Total critical Suppliers	125	
Critical Suppliers who signed our SCoC	88	70%

20% Of suppliers represent minority groups (431 suppliers)

255 Minority purchase goods / capital goods suppliers

176 Minority global vendor management (people) suppliers

92% Of critical suppliers underwent ESG assessments

Zero

Supplier contracts terminated

Zero

Complaints received from suppliers

Emission Calculation methodology

➤ Energy Intensity ratio

Numerator is Scope 1 + Scope 2 MTCO2 & Denominator is Employee count.

Employee count for 2024 = 32309, 2023 = 28292, 2022 = 20094

Energy Intensity ratio uses energy consumption within the organization.

Types of energy included in the intensity ratio- Electricity, Diesel, Refrigerants Consumed

➤ Standards, methodologies, assumptions, and/or calculation tools used, if any

We have SOP for “Energy and Emissions Management” which provides details about standards, methodologies & calculations related to Scope1, Scope 2, Scope 3 calculations. We have prepared master excel templates where data of all locations gets collated.

➤ Consolidation approach for emissions; whether equity share, financial control, or operational control – Operational Control

➤ Gases included in the calculation of Scope 1, Scope 2 & Scope 3 - CO2, CO2 equivalent of CH4, N2O, HFCs, PFCs, SF6, NF3 wherever available