



Sustainability Report 2023/24

For accounting year April 1, 2023 - March 23, 2024.





About us

At Gislen Software, we harness the power of IT to forge transformative solutions across society using our competence in software development, systems integrations, e-commerce, data analytics, Artificial Intelligence, security and integrations.

Based in Chennai, South India, with group companies and partners in Sweden and the UK, we offer premium quality IT services to clients across Sweden, the UK, and the US. We are driven by a belief in the transformative impact of responsible IT usage to address critical challenges facing our customers and society.



Our Mission

At Gislen Software, we are committed to redefining the IT consultancy and IT outsourcing landscape. Central to our ethos is ethical business management, underscoring the indispensable values of honesty and trust. As IT consultants, our role transcends mere advice; we leverage our deep technology expertise as a cornerstone for societal improvement. We aim to deliver sustainable value through our projects, benefiting our clients and contributing to a broader societal impact.



ALIGNING WITH THE GLOBAL GOALS

We are focusing on the following UN
Global Goals 2030



Sustainability and Corporate Responsibility at Gislen Software



Our vision is a sustainable future, achieved through responsible IT practices. We stand for equity, striving for a bright future for us all. At Gislen Software, sustainability is not peripheral but a core aspect of our business strategy, empowering our team and fostering responsible digital solutions that resonate with our commitment to the United Nations Sustainable Development Goals 2030 (SDGs). We focus our efforts on:

- Good health and well-being
- Quality Education
- Gender Equality
- Decent Work and Economic Growth
- Industry, Innovation, and Infrastructure
- Reduced Inequalities
- Sustainable cities and community
- Responsible Consumption and Production
- Climate Action

During 2023/24, our corporate responsibility team, laid a robust framework for sustainability rooted in our Code of Conduct, Anti-Corruption Policy, and Environmental Policy.



*A company's true value
lies not just in its profits,
but in the positive impact
it has on society*



ISO 14001:2015 Certification



Environmental responsibility has always been close to our heart. However, we are now on the path to achieve ISO 14001:2015 certification, having completed a preliminary audit, and anticipating certification by year-end, further solidifying our commitment to environmental stewardship.

Zero Tolerance for Corruption and Bribery

Our stance against corruption and bribery is unwavering, embodying our principles in every aspect of our operations. This commitment extends to all Gislen Software partners and suppliers, underscored by stringent policies promoting integrity and transparency. In maintaining these standards, we protect our reputation and competitive edge, ensuring that we operate in compliance with the laws and in alignment with international human rights standards.

Through these practices, Gislen Software remains dedicated to leading by example in the IT sector, demonstrating that business success and social responsibility can go hand in hand.

Social Responsibility



Diversity and Inclusion Initiatives



At Gislen Software, we are proud to have a balanced workforce, with around 30% of our employees being women. Women hold approximately 50% of management and leadership roles, well above the industry average.

We are deeply committed to promoting a diverse workforce and gender equality, ensuring no gender bias in our operations.

Our recruitment processes are designed to be fair and merit-based, and we provide support and mentorship to all staff, regardless of gender, to help them succeed.

Additionally, we offer flexible work arrangements, such as the option to work from home when needed and support for employees bringing their children to the office. We are dedicated to ensuring that every employee has equal opportunity and the support they need to reach their full potential.

Looking ahead to 2024/25, we will continue to ensure that our recruitment processes are merit-based and free from any barriers, providing fair opportunities for all candidates. We remain committed to offering mentoring and growth opportunities to all employees, fostering an inclusive environment where everyone can reach their full potential.



Employee Well-being



Our commitment to employee well-being is reflected in our flexible work policies, comprehensive health benefits, and active engagement in community welfare activities.

- **Flexible Work Options:** We support work-life balance through flexible working hours and remote work options.
- **Health and Insurance Benefits:** Employees and their families benefit from company-funded medical and accident insurance.
- **Employee Engagement:** This year, we enhanced our engagement through office outings and various competitions, and as in earlier years, we sponsored and participated in the MEPZ RUN, fostering community and employee wellness.

Objectives for 2024/25 include:

- Organising health screening check-ups.
- Conducting mental health awareness campaigns and providing access to counselling services.

3 GOOD HEALTH AND WELL-BEING



Community Engagement

Since its very early days, Gislén Software has been actively involved in community development through education and philanthropy.

- **Education and Training:** Through our partnership with Little Lambs Educational Trust, we have provided ongoing administrative support, helping the affiliated school gain recognition from the education department.
- **Philanthropy:** This year, we contributed 1.1 million INR to community projects, focusing on educational development.

For the next year, we aim to:

- Mentor and train the next generation in employment-oriented skills.
- Continue our financial and active support for the education and welfare of the Little Lambs Matriculation School.



Ethical Labour Practices



We maintain high standards for labour practices across all operations and with all our regular subcontractors and subcontractors, ensuring fair wages, safe working conditions, and respect for labour rights.

- **Fair Labour Policies:** Our commitment extends to our supply chain, ensuring all partners adhere to our ethical standards.
- **Supplier Policies:** This year, we updated our code of conduct for suppliers to reflect evolving regulatory requirements and our sustainability commitments.

Objectives for 2024/25 include:

- We will enhance our code of conduct to align with our ISO 14000 certification goals related to sustainability and environmental management.
- We will focus on the welfare of contract staff, ensuring fair treatment and safe working conditions for all individuals involved in our operations.

Through these initiatives, Gislen Software continues to demonstrate its commitment to social responsibility, fostering a supportive, diverse, and ethical workplace and community.



Ethical conduct, built upon a foundation of honesty and integrity, is the cornerstone of a successful and sustainable business

Environmental Sustainability



Advancing Our Energy Sustainability



At the onset of the present reporting period, we have built upon our commitment to energy efficiency that began with installing solar panels in 2013/14. This has significantly reduced our reliance on electricity from the grid.



During the present period, we have integrated environmental considerations into our asset procurement processes, ensuring that every purchase aligns with our sustainability goals.

For 2024/25, we aim to automate sections of our office using sensor-based technology to further enhance energy efficiency and also expand our solar plant production capacity.



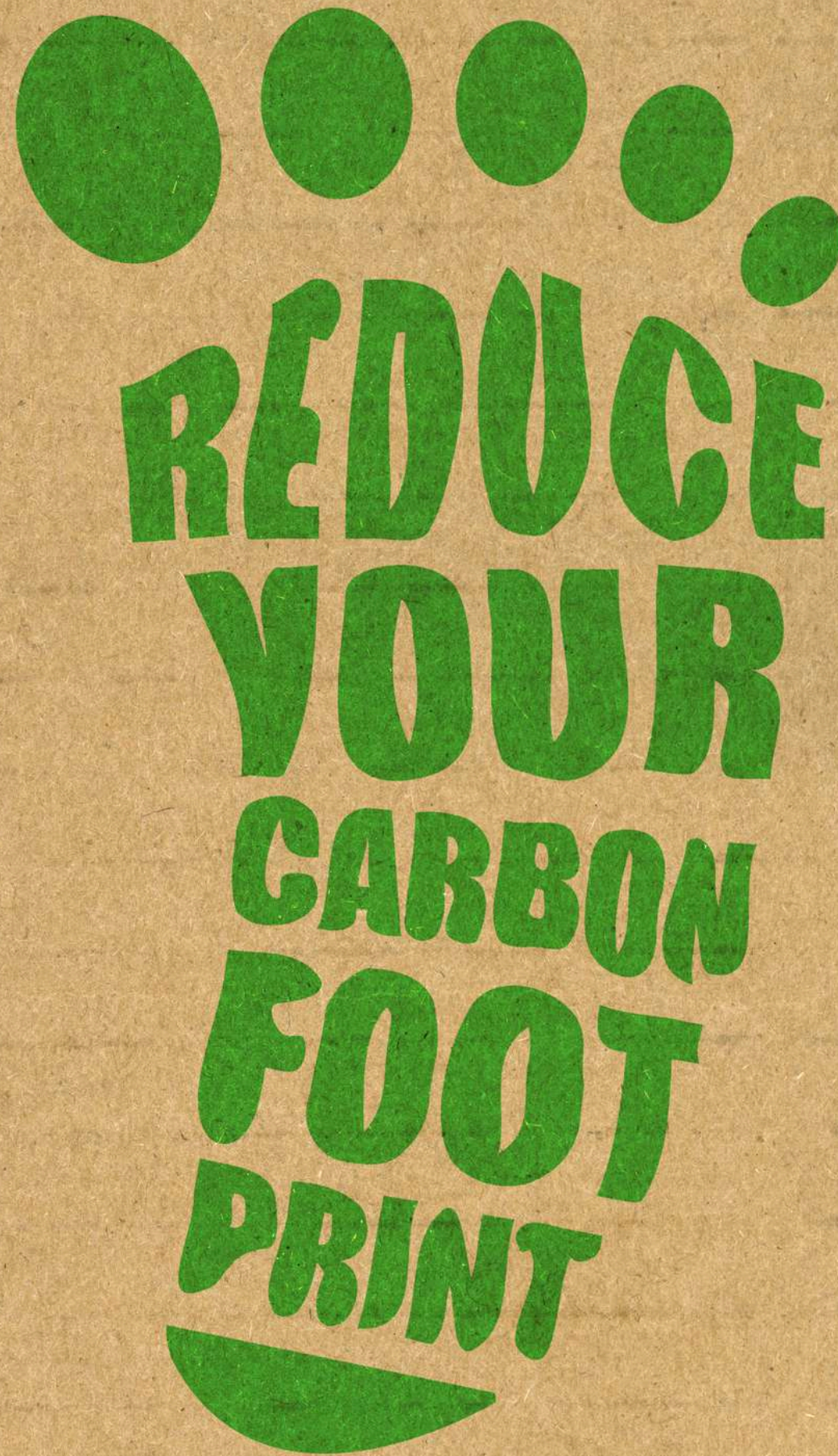
Waste Reduction Efforts

We have started our journey in waste management started and we continue to make significant strides:

- **E-Waste Management:** We have maintained our partnership with certified recyclers, successfully recycling 95% of our electronic waste. Our efforts include secure data destruction and effective material recovery.
- **Paper Reduction:** Our transition to digital workflows has cut our paper usage. Digital signatures, contracts, and IT based systems are now standard practice at Gislen Software.
- **Composting Initiatives:** We compost food and wet waste, using it as manure in the gardens we maintain in MEPZ, which doubles as a green initiative and a method of waste reduction.

In the coming year, we plan to measure our consumption meticulously and set Specific, Measurable, Achievable, Relevant, and Time-bound (SMART) goals to further reduce our waste.





Carbon Footprint Management



Since the beginning of the last reporting period, our commitment to reduce our carbon footprint has been evident through various initiatives. Through our offset program, we have supported reforestation projects and renewable energy efforts, and has since the start totally offset 1,939 tons of CO₂ by 2022/23. Since we have offset our actual CO₂ footprint three times every year since 2019, we are on a clear path to becoming net carbon neutral in a few years.

Our use of solar energy has also been an effective way of reducing our footprint, meeting 30% of our electricity needs over the last decade and saving 176 tons of CO₂. In addition, the solar energy and battery system means that we need not use any diesel generator as a backup power system.

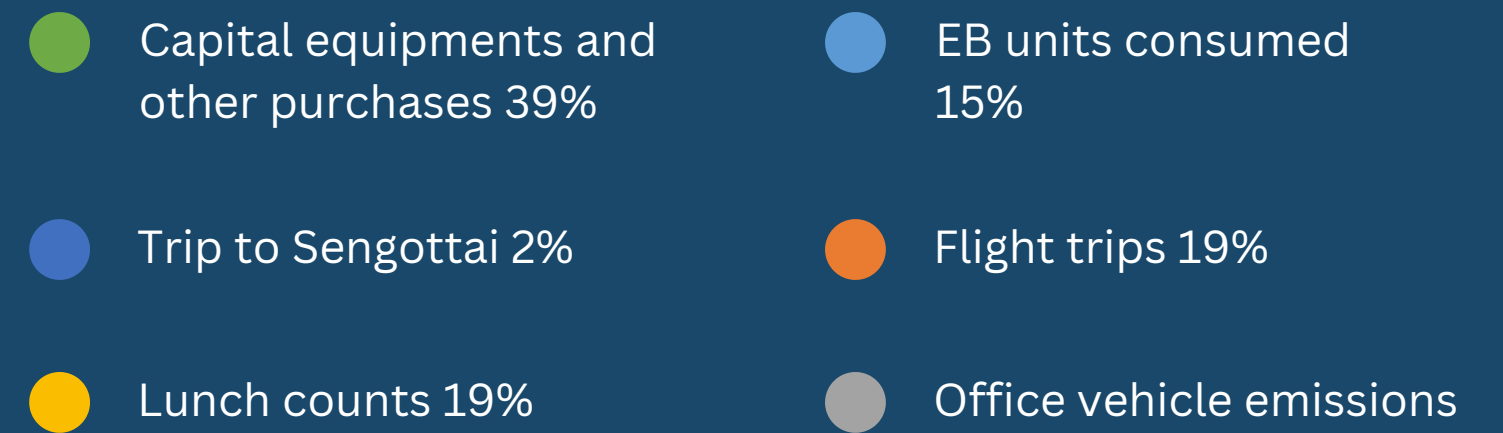
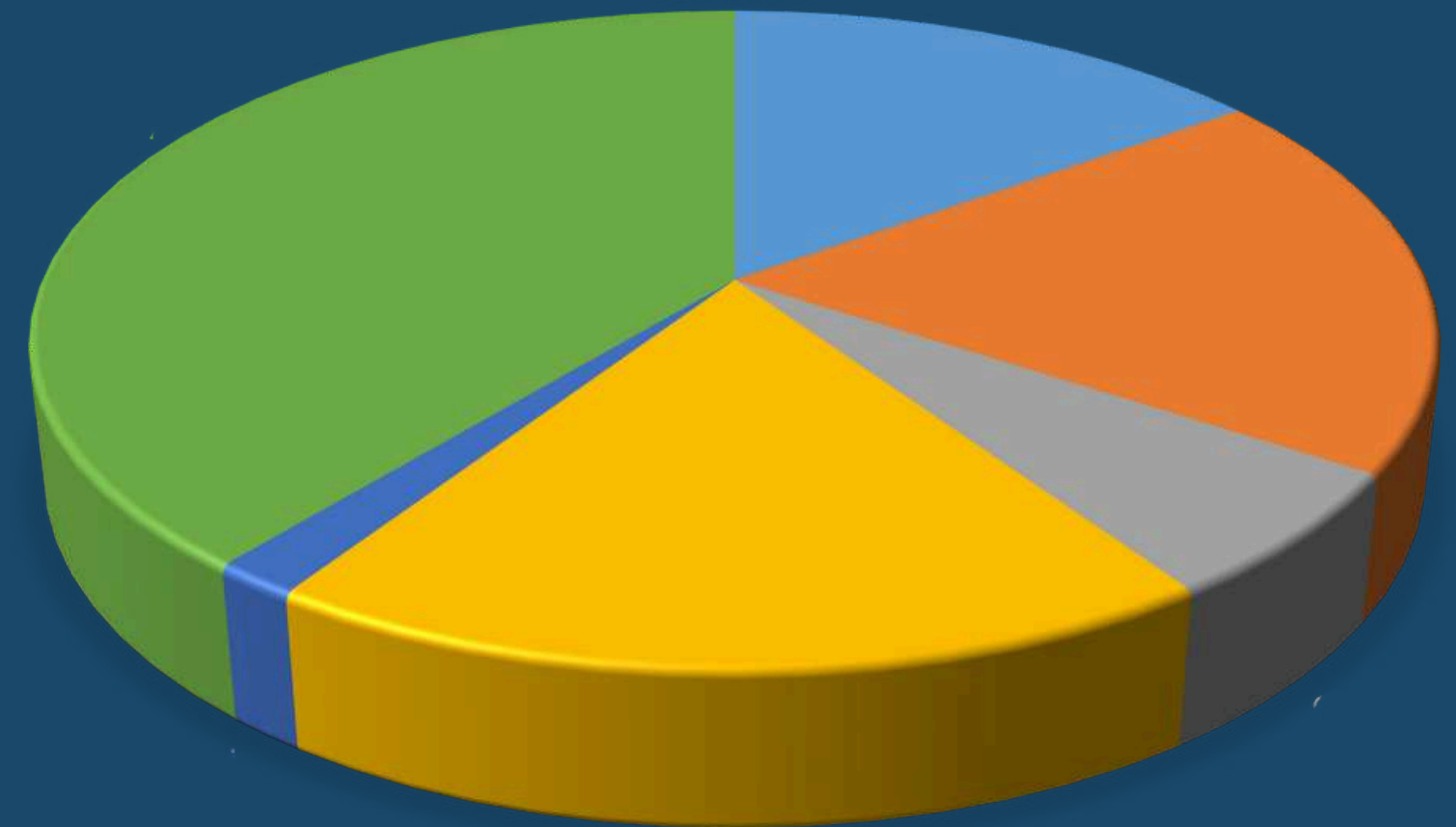
This year, we offset 783 tons of CO₂, three times our net emissions of 261 tons. We have also begun calculating the carbon footprint on our capital expenditures, enhancing our overall strategy for carbon management.

Carbon Footprint Management

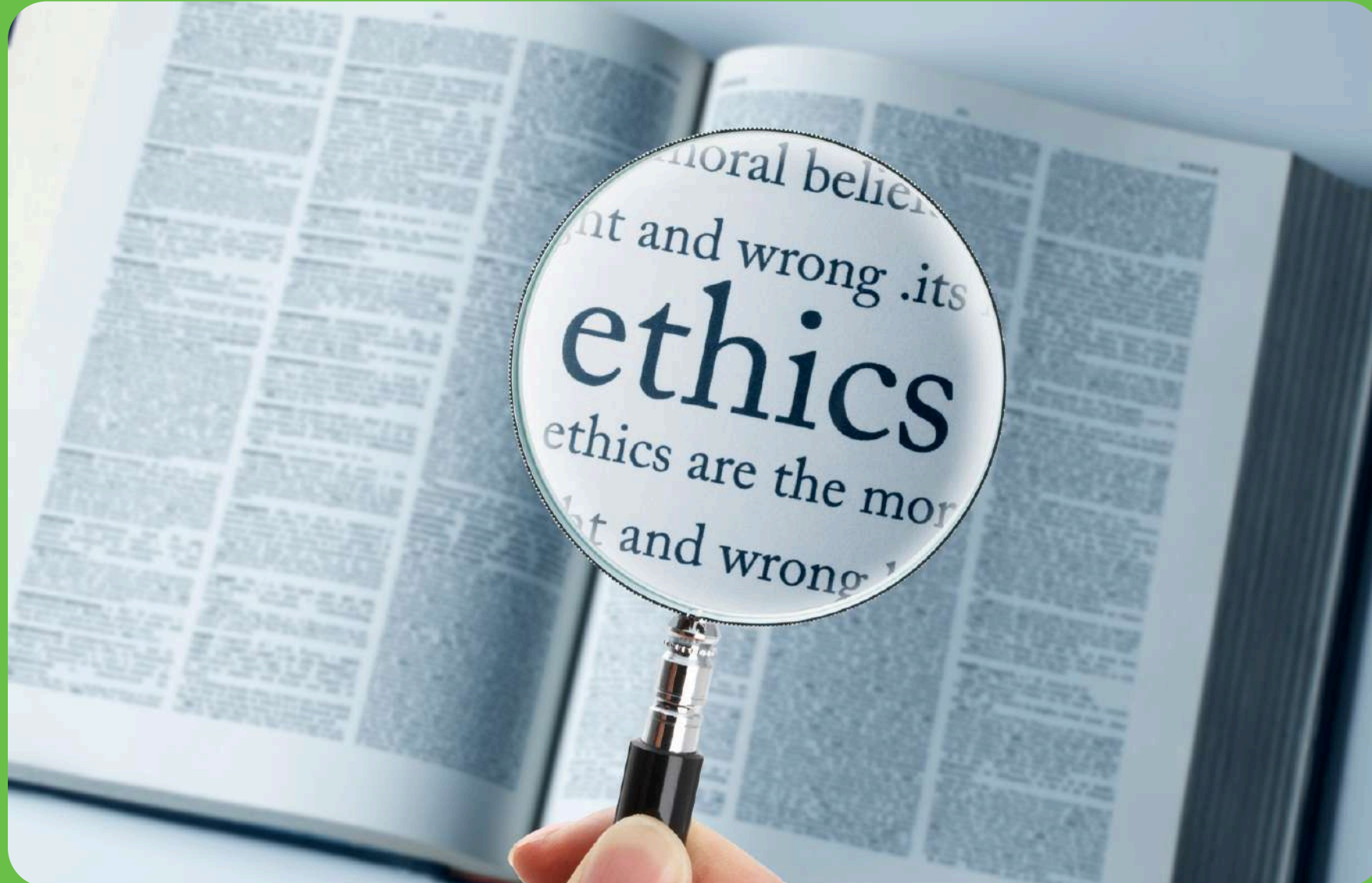
Looking ahead to 2024/25, we aim to encompass all emissions scopes in our carbon footprint calculations, ensuring a comprehensive approach to offsetting efforts.

Through these initiatives, Gislen Software is not just contributing to a sustainable future but is actively shaping it, aligning our operations with our core values and the broader global sustainability goals.

In the coming year, we plan to invest in additional inverters and expand our battery capacity, which will further increase the percentage of electricity generated by our solar plant and reduce our dependency on the grid.



Governance: Ethical Business Practices



Status at the beginning of the Reporting Period:

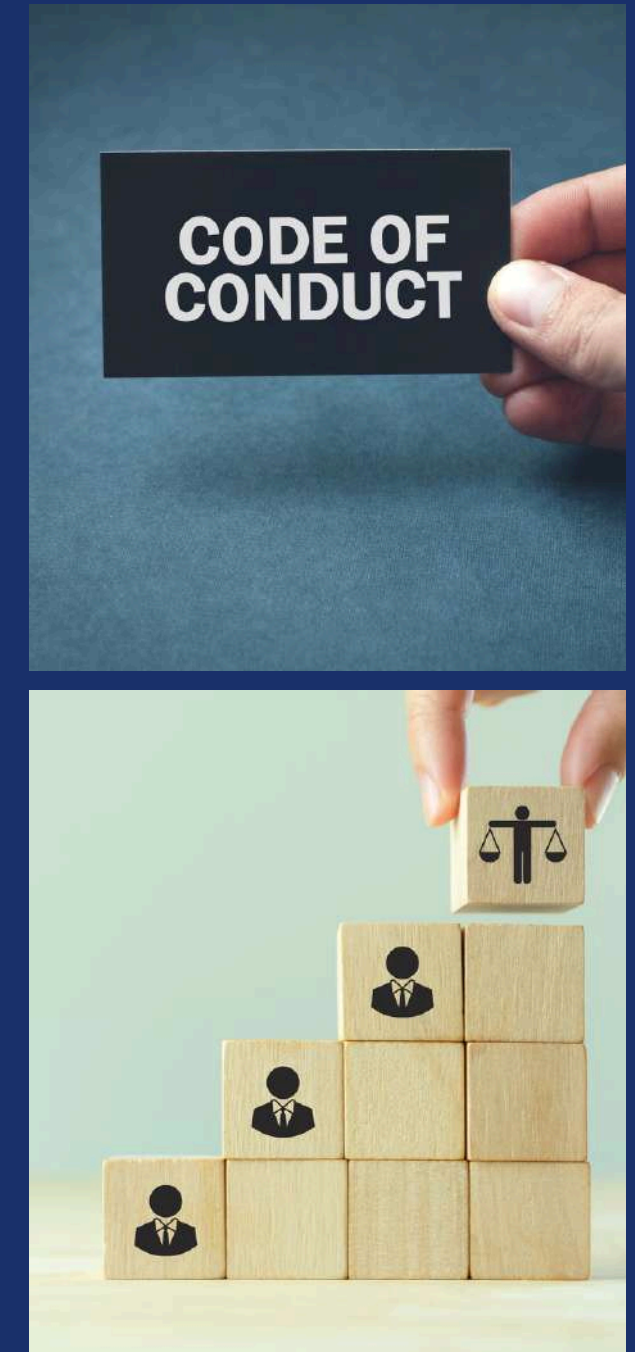
Code of Conduct: We maintained a comprehensive Code of Conduct that integrates stringent anti-corruption and anti-bribery policies. This code is rigorously applied to all third parties involved with our company, ensuring a consistent ethical standard across our business engagements.

Progress and Actions Taken During the Reporting Period:

Throughout the year, we have improved our policies & procedures to stay current with regulatory changes. This ongoing process ensures that our governance structures robustly support ethical business conduct and compliance across all areas of operation.

Goals for 2024/25:

Enhancing the Code of Conduct: We plan to refine our code of conduct further in the upcoming year. This will align our ethical guidelines more closely with ISO14001:2015 to support sustainability and environmental management. By doing so, we aim to integrate our ethical practices with our broader sustainability initiatives, reinforcing our commitment to responsible business practices at every level.



Future Goals



Measuring Progress



Initiative	Current Status	Goal	Target year
Solar Energy Contribution	30% of our total electricity consumption *	Increase to 50%	2025/26
Composting Initiatives		Compost 100% of food and wet waste	2024/25
Zero Landfill		Achieve zero waste to landfill	2027/28
Carbon Offset	783 ton (1,939 tons since start)	Net carbon neutrality	2029/30
Code of Conduct Updates		Align with ISO 14001:2015	2024/25



* Our solar plant contributed 22,544 kWh to our electricity consumption last year, representing 30% of our total usage. During 2025/26 we are increasing our capacity with a target of reaching 50% of our total electricity consumption



Key Achievements



ENERGY EFFICIENCY

We have significantly reduced our energy consumption by adopting solar panels and Lithium batteries, with plans to further enhance efficiency through smart technologies.

CARBON MANAGEMENT

Our ongoing investment in renewable energy and offset projects is a testament to our commitment to becoming net carbon-neutral by 2030, aligning our operations with global sustainability targets.

SOCIAL RESPONSIBILITY

We are continuously ensuring equality and fairness in our company. Our employee well-being programs have fostered a supportive workplace environment, enhancing productivity and satisfaction.

COMMUNITY ENGAGEMENT

We are significantly contributing to community development through partnerships with educational institutions like Little Lambs Educational Trust.

GOVERNANCE

Our governance initiatives have been strengthened by continuously updating our codes of conduct and enhancing data security measures, ensuring compliance with the latest global regulations and standards.



Looking forward

For 2024/25, Gislen Software is poised to further these initiatives with targeted objectives that align with our core values and operational strategies. These include increasing renewable energy usage, achieving zero waste to landfill, ensuring gender equality in recruitment, compensation and promotion, our global community outreach, and integrating sustainability into all business operations.

Our journey towards sustainability and corporate responsibility is ongoing and dynamic. With each step, we contribute to a better future for all our stakeholders and set a benchmark in the IT industry for ethical and sustainable business practices. As we continue to navigate the challenges and opportunities, Gislen Software remains dedicated to delivering superior IT solutions while fostering an environment of integrity, inclusion, and innovation.

Conclusion



As we reflect on the progress made during this reporting period and look ahead to the future, Gislen Software remains steadfast in its commitment to sustainable growth, ethical business practices, and social responsibility. We have diligently advanced our initiatives across several key areas, including energy efficiency, waste reduction, carbon footprint management, diversity and inclusion, employee well-being, community engagement, and ethical labour practices.

[Website](#)

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Bridging cultures – Building quality