WIPRO'S SUSTAINABILITY REPORT 2009-10 Executive Summary

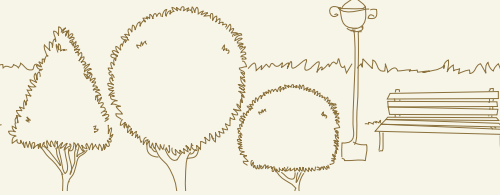## Living the future

WIPRO
Applying Thought

LIVING THE FUTURE

The theme of this year's report is inspired by the vision of a sustainable future as much as it is by the urgency of the need to act now.

A key aspect of Wipro's strategy is the recognition thatwe can't do it on our own.We nedd to build an eco-system with multiple stakeholders to meet our objectives
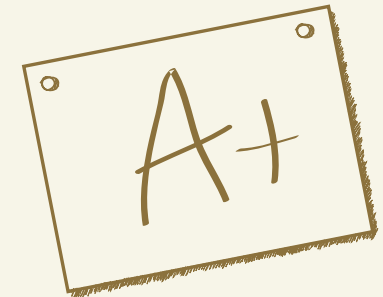
One of the central aspects of Wipro's Sustainability Strategy is the respect for human rights - expressed in the divesrity and inclusivity of its workforce

*A central part of the sustainability process is goal setting.*

Sustainability governance occurs at multiple levels across the organisation: board, senior leaders, employees, eco-eye,eco-chapters...

The Mobius strip is a metaphor for the multi-dimesional challenges of sustainability. Like the mobius strip, sustainability challenges do not have defined start and end points and there are no clearly defined boundaries between the dimensions of any problem
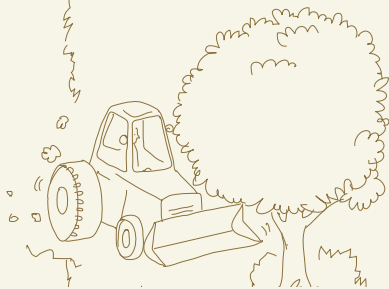
Eight megaforces are going to impact the world in the coming decades: climate change, the looming water disaster, sustainable cities, universal education, diversity, inclusivity and human rights, transparency, sustainable food security, eliminating poverty. How we handle all these will determine the future
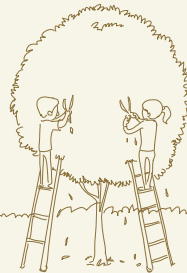
Without monitoring and metrics, there can be no progress in the journey.

A+

LETTER FROM THE CHAIRMAN

Dear fellow stakeholders

Welcome to our third sustainability report. In the three years since we started sustainability reporting, we have crossed several milestones. More importantly, we have identified many more milestones for the future. These milestones form part of our vision of the role that Wipro should play in shaping a sustainable and inclusive world. The theme of this report 'Living the Future' reflects the urgency of advancing this vision –for the challenges that humanity faces today are in the nature of tectonic forces and we cannot afford to wait for the future to unfold. We must act now and start living the future.

Making sustainability integral to what we do

The energy efficiency of our operations has shown a cumulated improvement of about 20 % over a six year period from 2004 to 2010. This has been the result of our early investments in green building design (LEED), continued improvements in cooling infrastructure and the adoption of best practices in our internal IT infrastructure like virtualization and Energy Star computers. In the year 2009-10 alone, our energy efficiency initiatives helped us save 15 million units of electricity with a corresponding reduction of 12000 metric tons of GHG. At Wipro, we recycle 32 % of our current water consumption and reuse it for landscape and sanitation. In addition, we have invested in extensive rain water harvesting in our campuses, aggregating to nearly 2 % of the total water requirement. We have set a goal of improving our water efficiency per employee by 5% year on year which we plan to achieve this through better conservation practices and further investments in recycling. Our goal on waste management is that by 2013, not more than 5% of the total generated waste from our operations should end up in landfills. We have made visible progress on this goal and with 76% of our waste getting recycled, either internally or through external partners.

For our customers, we offer an integrated portfolio of solutions that aids their environmental goals in different ways. The portfolio covers Green Computing, IT for Green and Clean Energy solutions.. While all our computers are 100% RoHS compliant, we went a step ahead when in early 2010 we launched the first PVC and BFR free model of desktops. 100% of our laptop models and 60% of our desktop models are Energy Star 5 certified translating into energy savings of 10-12% for our customers. The Greenpeace 'green electronics' rating of companies ranks us as No: 1 in India and the joint No: 1 at the global level.

We have always been proud of the diversity in our company; over the past couple of years, we have progressed significantly through formal initiatives to increase the diversity of women and people with disabilities. Women comprise 29% of our workforce, a metric that has been continuously rising for the last few years. We consciously started recruiting candidates with disabilities during 2009 and more than 55 such people joined our ranks till March 2010– a figure that is set to increase rapidly in the near future. As a global organization, it is appropriate that more than 70 nationalities are represented in our workforce.

Wipro and Education

Now a decade old, the 'Wipro Applying Thought in Schools' initiative works on systemic reform in education, through experiment-led improvements, has reached out to 2000 schools through our network of more than 25 partners, Mission10X, started in 2007, which addresses the issue of quality of education in engineering colleges has till date empowered more than 10000 faculty in 300 colleges across 17 states in the country.

Disclosures and transparency

A central driver of our sustainability journey has been our passionate commitment to transparency in disclosures. Our inclusion in the Dow Jones Sustainability Index (DJSI) 2010 is testimony to this commitment – the fact that we are one of just three Indian companies to be part of the DJSI makes us that much more conscious of our responsibilities as a sustainability leader.

On the topic of transparency, I must say that I am disappointed at the visible erosion of public trust in both, government and business over the past couple of years. This has been as much due to the global economic crisis of 2008 as it has been due to other governance failures everywhere, including in India. As in the case of education, the fight against corruption must start from every doorstep. Business, civil society and government individually and collectively must be part of the effort to restore public trust in institutions.

Let me reiterate that business must lead the charge in bringing about the change that we want to see. In response to the question that people may ask 'Why should business engage with difficult social issues when it not its job to do so ? ', I will state three reasons - first, because it is the right thing to do; second, because the issues are too complex for any one agency to handle; and third, because eventually these issues will directly affect business.

Let me end with Mallory's famous words, when asked why he wanted to climb Mount Everest, he replied "because it's there". I feel the same way….we must work on social issues "because they are there".

With Best Wishes
Azim H Premji

GLOBAL FOOTPRINT

Wipro Limited, the legal entity is a company registered under the Indian Companies Act, 1956, with its shares listed in National Stock Exchange and Bombay Stock Exchange in India and in the NYSE, USA. Wipro has 76 subsidiaries of which 6 are Indian companies and the remaining 70 companies are registered outside India.
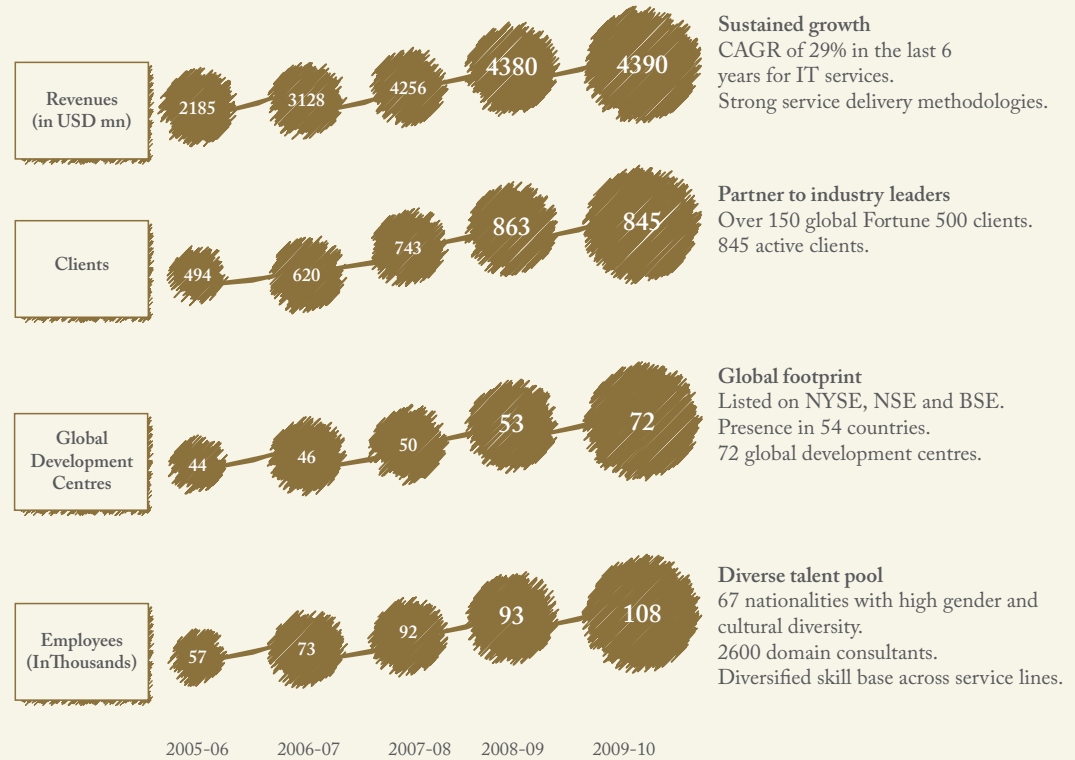
Headquartered in Bangalore, India, Wipro has operations in over 50 countries with a predominant presence in the Americas, Europe and India

Global Footprints

- Presence in 54 countries
- Global workforce of 70 +nationalities
- Investors from 24+ countries

Europe
- *Revenue share 26%*
- *No of employees 5 %*

Rest of World
- *Revenue share 9%*
- *No of employees 6 %*

• *Asia Pacific*
India
Japan
China
Australia
Singapore
Malaysia
Taiwan
Hong Kong
New Zealand

• *Europe*
UK
Germany
France
Sweden
Netherlands
Finland
Switzerland
Romania
Portugal
Austria

India
- *Revenue share 9%*
- *No of employees 81%*

Americas
- *Revenue share (USA) 57%*
- *No of employees 8 %*

• *Americas*
United States of America
Canada
Brazil

• *Middle East*
United Arab Emirates
Saudi Arabia
Qatar
Bahrain
Oman
Kuwait
Egypt

OUR GROWTH STORY

| Revenues (in USD mn) | 2185 | 3128 | 4256 | 4380 | 4390 |

Sustained growth
CAGR of 29% in the last 6 years for IT services.
Strong service delivery methodologies.

| Clients | 494 | 620 | 743 | 863 | 845 |

Partner to industry leaders
Over 150 global Fortune 500 clients.
845 active clients.

| Global Development Centres | 44 | 46 | 50 | 53 | 72 |

Global footprint
Listed on NYSE, NSE and BSE.
Presence in 54 countries.
72 global development centres.

| Employees (In Thousands) | 57 | 73 | 92 | 93 | 108 |

Diverse talent pool
67 nationalities with high gender and cultural diversity.
2600 domain consultants.
Diversified skill base across service lines.

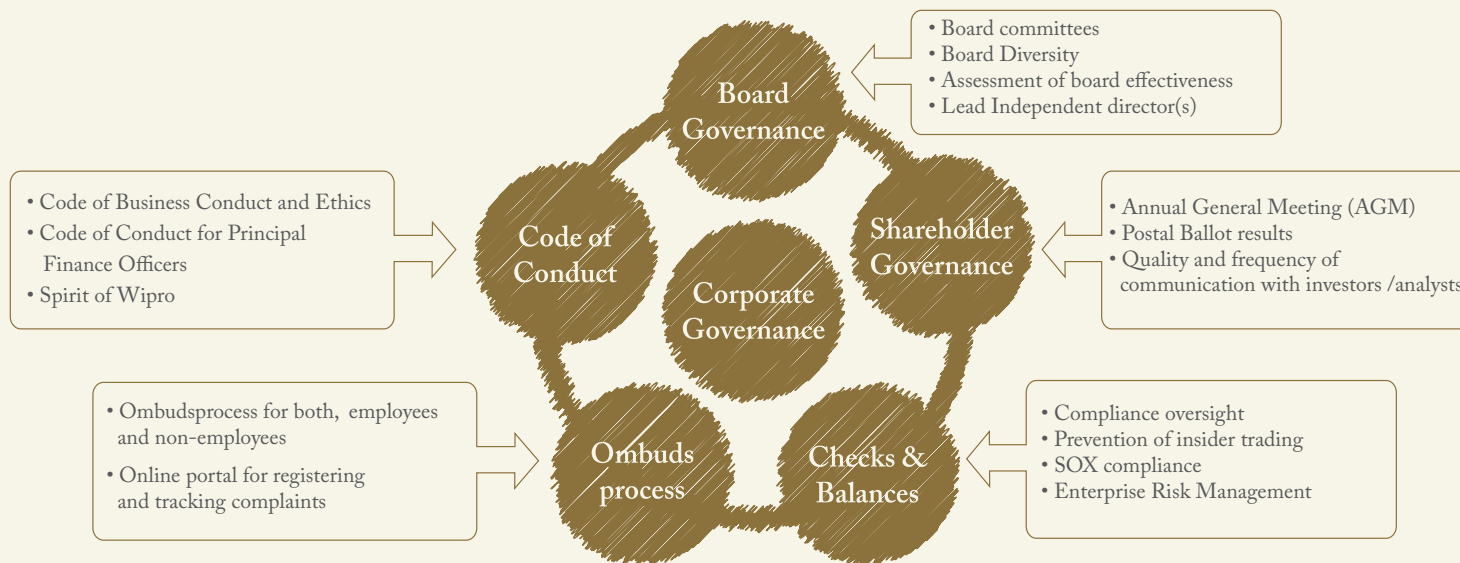| 2005-06 | 2006-07 | 2007-08 | 2008-09 | 2009-10 |

* Please note that these metrics alone are at Wipro Limited leve

GOOD GOVERNANCE AND MANAGEMENT PRACTICES

While good management creates value for the business, good governance preserves this value. The primary purpose of good corporate governance is to protect the interests of all the stakeholders of the company – by institutionalizing a strong system of checks and balances and by promoting transparency in the company's disclosures.

Key elements of good corporate governance

- Board committees
- Board Diversity
- Assessment of board effectiveness
- Lead Independent director(s)

Board Governance

- Code of Business Conduct and Ethics
- Code of Conduct for Principal Finance Officers
- Spirit of Wipro

Code of Conduct

Corporate Governance

Shareholder Governance

- Annual General Meeting (AGM)
- Postal Ballot results
- Quality and frequency of communication with investors /analysts

- Ombudsprocess for both, employees and non-employees
- Online portal for registering and tracking complaints

Ombuds process

Checks & Balances

- Compliance oversight
- Prevention of insider trading
- SOX compliance
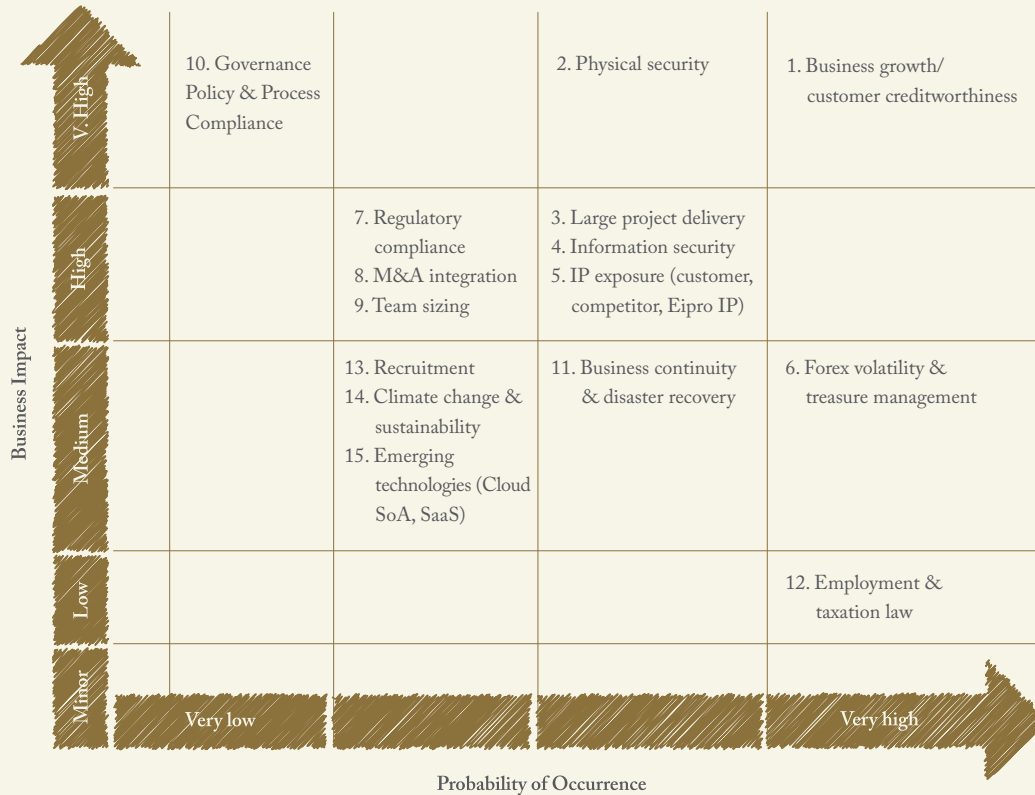- Enterprise Risk Management

SPOTLIGHT: ENTERPRISE RISK MANAGEMENT (ERM):

Wipro's ERM journey started more than five years back in 2005 and has evolved rapidly in maturity and scope.

Wipro's Enterprise Risk Management office is at the center of our ERM program which it drives in an integrated manner with all key business stakeholders. This along with our structured ERM process and the focus on 'awareness' and 'advocacy' are the key building blocks of our integrated risk management approach.

For an updated overview of our ERM initiatives, please refer page 39 of Wipro's Annual Financial Report 2009-10. The top 15 identified risks are shown below. Reflecting the global scenario of a slow recovery from the economic crisis, the # 1 risk that we see is that of consistent business growth and customer creditworthiness. Physical Security, which was the # 1 risk of the previous year continues to be a significant risk at # 2. We started including climate change risk from 2008-09 onwards – for the reporting year, climate change and related sustainability risks continue to be part of the Top 15 risks at # 14.

Wipro's Top 15 risks (2009-10)

Business Impact	Very low			Very high
V. High	10. Governance Policy & Process Compliance		2. Physical security	1. Business growth/ customer creditworthiness
High		7. Regulatory compliance 8. M&A integration 9. Team sizing	3. Large project delivery 4. Information security 5. IP exposure (customer, competitor, Eipro IP)	
Medium		13. Recruitment 14. Climate change & sustainability 15. Emerging technologies (Cloud SoA, SaaS)	11. Business continuity & disaster recovery	6. Forex volatility & treasure management
Low				12. Employment & taxation law
Minor				

Probability of Occurrence →

Spotlight: Code of Business Conduct and Ethics : Wipro 's Code of Business Conduct & Ethics (COBCE) is a formal articulation of our approach and position on multiple dimensions of business ethics and integrity. The COBCE along with our Environment and Health & Safety policies provide policy shelter on a wide range of issues of ethics, labor and human rights. The COBCE covers human rights, prevention of fraudulent and corrupt practices, freedom of association, elimination of child and forced labor, advertisement and media policy, avoidance of conflict of interest, prevention of sexual harassment and unyielding integrity at all times. The COBCE is socialized at multiple points of an employee's lifecycle – it is first covered as part of the induction program of new hires and subsequently, every employee has to take an online test annually to assert his familiarity with the tenets of the COBCE. We have a zero tolerance policy for non compliance with the COBCE, especially on non-negotiable factors – e.g. child labor, anti-corruption etc. The COBCE is applicable for all our employees across all business units and operations, and suppliers are mandatorily required to comply with the COBCE as a requirement for empanelment
More details of the COBCE are available at www.wipro.com/orporate/investors/corporate-governance.htm

Spotlight: The Ombudsprocess : Having a robust whistleblower policy that employees and other stakeholders can use without fear or apprehension is a sine non qua for a transparent and ethical company. Wipro's ombudsprocess is designed to be this and more. It allows and encourages any affected stakeholder to report breaches of the COBCE and any other matter of integrity to the concerned Ombudsperson.

In Wipro, our Chief Risk Officer is also the Chief Ombudsperson who works with designated ombudsperson in each BU. The process ensure confidential and anonymous submissions regarding (i) questionable accounting or auditing matters, the conduct of which results in a violation of law by Wipro or (ii) substantial mismanagement of company resources (iii) Any instance of sexual harassment or any other form of discrimination (iv) Any violation of human rights as articulated in the COBCE and as per the principles of the U.N. Global Compact. During 2009-10, the entire ombudsprocess was automated as part of the intranet portal.

SUSTAINABILITY MEGATRENDS AND THE ROLE FOR BUSINESS

Sustainability megatrend	What the business sector could do
The Climate Change crisis	Business must set ambitious goals for itself on GHG reduction and energy efficiency and back it up with the necessary investments. Green buildings and IT infrastructure, more efficient factories, smart grids are some of the multiple levers for reducing a business's GHG footprint. Business must proactively engage with government and policy influencers in shaping the right policies that will accelerate adoption of clean technologies.
The looming water disaster	Agribusinesses and biotech companies must step up research on water efficient seeds and crops. This will have a cascading impact on water availability as agriculture accounts for more than 80% globally. The business sector must further the agenda with policy makers on restoration and preservation of public water sources in cities and on an equitable pricing framework for water
Sustainable cities	The business sector is one of the prime drivers of increased urbanization and therefore has a major stake in accelerating sustainable urbanization. Business must partner with city governments in public-private partnerships on green infrastructure. It must also continuously shape policy in this direction.
Universal education	As the biggest customer for the education system's output, business must partner with government in addressing the different challenges of education. This will call for both, investments and a willingness to get involved in a sector where the processes of change can be gradual and fuzzy and where outcomes will become visible only over decades
Diversity, Inclusivity and Human Rights	The business sector must engage in strong affirmative action to promote diversity and inclusivity at the workplace. The dimensions must include gender, nationality, physical disability and economic status at the minimum. Further, business must exercise oversight on its supply chain to ensure that basic human rights are protected without exception – in particular, child and forced labor must be avoided without exception.
Transparency	One of the business sector's primary tasks is to restore trust in itself. This, it must do through transparent disclosures about its products, what it is doing to protect human rights within and outside the company and about its zero tolerance for bribery and corruption
Sustainable food security	Biotech companies must engage and listen to the concerns of environmentalists, nutritional scientists and citizen groups as they try to develop solutions for crop productivity. Food logistics companies must continuously reduce wastage in the supply chain. Business must collaborate with academia and research institutes for ways of preserving and enhancing soil fertility for that holds the key to sustainable food security
Eliminating poverty	Business – in consonance with government - must address poverty elimination in two ways – first, it must place job creation as one of its central responsibilities and second it must address underserved and unserved markets with appropriate products and services e.g. microfinance, products made of local, low-cost technology, affordable healthcare etc The fact that addressing these markets has a strong business case should be further reason for the business sector to embrace the poverty challenge whole-heartedly

Wipro is deeply aware of these sustainability forces and the complex inter-relation between them. We are engaged in some degree of intensity with most of these forces, especially on the issues of climate change, water stress, education, diversity and inclusivity and transparency.

SUSTAINABILITY STRATEGY AND GOVERNANCE AT WIPRO

The unique characteristic of corporate sustainability in that it straddles both worlds of mainstream business and the social arena outside can result in its confused positioning within the organization ; thus, it is so critical to get both strategy and execution right - for which setting up effective governance structures is an often overlooked but crucial element of any good sustainability program. The cornerstones of good sustainability governance are shown in the below visual along with how we have operationalized these at Wipro

A compelling vision that has leadership backing

- Wipro's conviction that the next few decades will comprise the ecological era
- Our belief that business must get involved in social issues because it is the right thing to do, and not because of compliance pressures

Create a robust investment decision framework

- ecoeye and Wipro's Finance group have created a policy and decision framework that provides guidelines for evaluating internal investment proposals on sustainability ; the framework balances the need for accelerated implementation of sustainability programs with the need to stay focused on financial prudence

Prime accountability with a distinct group

ecoeye carries primary responsibility for Wipro's sustainability program at the corporation level ; It plays the combined role of an orchestrator and internal think-tank with direct execution responsibility for some of the programs ; WATIS and Wipro Cares carry distinct responsibilities for education and community care programs

Integrate into mainstream planning, budgeting and review processes

- All sustainability programs of Wipro follow the regular planning and budgeting cycles of the corporation
- The sustainability program is reviewed quarterly at multiple levels – by the board, by the corporate executive council and by the chairman

Committed involvement of key internal functions

- For ecological programs, Wipro's Facilities,EHS and Civil Infrastructure groups are key custodians and hold execution responsibility, while for social programs, Human Resources plays a central role
- Finance and Corporate Communication are also deeply involved

Create capacity and involvement at all levels

- Formal training programs are conducted for EHS, HR and Finance managers at regular intervals
- A strong employee chapter program that is based on voluntary but committed participation

A compelling vision that has leadership backing

- We have clearly defined five year goals for Energy, GHG reduction, Water, Waste and Biodiversity ;these goals have year-wise milestones and are part of all our public disclosures
- Similar goals have been articulated for Health & Safety and Diversity

Learn and continuously improve by partnering with multiple external stakeholders

- Our stakeholder ecosystem includes customers,suppliers,government, academia and industry networks
- We participate in multiple disclosure frameworks at the global and national levels ; these act as catalysts for continuous improvement

THE WIPRO SUSTAINABILITY DASHBOARD FOR 2009-10

For sustainability to be institutionalized within an organization, the same rigor of goal-setting, measurement and review is necessary as is common in business operations. Over the last two years, we have been improving and refining the process of goal-setting and measurement on our principal sustainability dimensions, e.g. our goals this year on Wipro's GHG reduction reflect a vastly more mature understanding of this space. At the same time, we think that we are some distance from an enterprise sustainability model that can stand the scrutiny of more mature business frameworks and we will continue to work on this aspect with intense focus.

The dashboard below provides a summary of Wipro's sustainability goals and performance in 2008-09:

Sustainability dimension	Key performance highlights (2009-10)	Vision and goals for the future
Energy and GHG intensity	Both Energy efficiency and GHG emissions showed an improvement compared to the previous year – energy efficiency stood at 269 units per employee per month (pepm) vs 274 units pepm for 2008-09 GHG emissions for the IT business reduced from 397,000 metric tons in 2008-09 to 363,000 mt in 2009-10. Corresponding GHG intensity per employee reduced from 4.33 to 3.72	To reduce Wipro's GHG intensity to 2.5 tons per employee by 2015 (All emissions) To achieve a total reduction of 55000 tons from the base figure of 455000 tons (2008-09) by 2015. This figure is for all Wipro businesses (IT, WIN, Wipro Consumer Care and Lighting - WCCLG) The projected Energy Efficiency:Renewable Energy mix for reaching the above goal is 40:60
Water efficiency	The consumption intensity of water per employee reduced from 19.2 KL in 08-09 to 14.7 KL in 09-10. This was possible through continuous improvements in the efficiency of common water usage, e.g. landscape, sanitation 32% of the total water requirement was met through recycling of waste water	To improve our water efficiency by 5% year-on-year as measured on an per employee basis (Base year: 2008-09) To ensure we consume only responsible water, i.e. that all our water is procured from responsible sources To ensure zero impact on ground water levels in the areas where we operate in by recharging an equivalent (or more) amount of water that is drawn from the ground
Waste recycling and pollution mitigation	76% of the total generated waste is recycled – either within our premises or externally through vendors ; our conservative position on the balance 24% waste is that it reaches landfills (though the actual figure is likely to be lower) There are two biogas plants that are operational. By converting food waste to a source of cooking fuel, a total of 100 metric tons of GHG emissions was avoided The paper recycling plant in Bangalore recycled 20 metric tons of waste paper into notepads, effectively saving 50 metric tons of dry timber and 0.5 million gallons of water	To ensure by 2013 that not more than 5% of the total waste reaches landfills, 95% of the waste to be processed within Wipro itself or through partners – and either recycled for further use or safely disposed of.

Sustainability dimension	Key performance highlights (2009-10)	Vision and goals for the future
Employee health and safety	Launch of EHS Portal in India with focus on the policies, procedures, regulatory requirements, and guidelines as per the ISO 14001 and the Occupational Health and Safety Advisory Services (OHSAS) 18001 management systems. This portal acts as a central repository for all management system requirements and, in addition, hosts an Audit Tracking System Launch of the People With Disability initiative, for making the workplace accessible. 11 of our campuses were modified on the principles of a barrier-free environment and audited policies based on the UN Convention on the Rights of Persons with Disabilities (UNCRPD) Prevention of Work Place Harassment training was provided to all managers We scaled up our Mitr conseling initiative by tying up with an external agency to reach out to a wider audience. Mitr Plus, as we now call it, is available 24X7 in-person and on phone and includes counseling for legal and financial issues, apart from emotional support	Demonstrate well-being as a value proposition to employees and to our clients and their business Implement innovative wellness programs to inculcate a healthy lifestyle and improve productivity Provide a safe and healthy workplace to instill and enhance employee confidence Supplement Health and Safety Programs with ongoing Risk Assessments
Diversity and inclusivity	Significant progress was made on different facets of diversity: Women constitute 29% of the workforce – an increase from 27% in 08-09. 10% of the workforce comprises non-Indian nationalities representing 70 countries. 98% of the workforce of our overseas BPO centers comprise local talent We ramped up the program on 'people with disabilities' on multiple fronts. Most buildings were made accessible for the physically challenged. Our building guidelines now include standards for people with disabilities. More than 55 physically challenged people were recruited into mainstream roles	To continue to strengthen and accelerate our diversity program on gender, nationality and physical disability as part of our overarching vision of being an equal opportunity employer with a workplace that is diverse and inclusive
People development	Wipro Leaders' Qualities re-articulated to incorporate Spirit of Wipro as well as Sustainability under Unyielding Integrity Mentoring for top talent women launched An Accelerated Leadership Development Program (ALDP) was launched for high potential leaders. A significant dimension of the program was a separate track on 'Sustainability'	To provide for continuous learning and growth opportunities to every employee To build a deep pipeline of leadership talent across all levels

| Sustainability dimension	Key performance highlights (2009-10)	Vision and goals for the future
Customer stewardship	All models of Wipro laptops and desktops achieved 100% Restriction of Hazardous Substances (RoHS) compliance during 2009-10 – an additional 21 toxic chemicals were phased out from these products We launched our first PVC- and BFR-free desktop in early 2010 – one of the first models in the world Significant progress was made on the Energy Star journey with 100% of laptop models (16) and 60% of desktop models (19) achieving the highest level of Energy Star 5 ratings Our e-waste program nearly doubled the collection of e-waste from 4000 kg per month to 7700 kg per month during 2009-10	While continuing to consolidate the three pillars of our Green PC program – Chemicals Management, Energy Efficiency and e-Waste management – in our next phase, we will extend our program to include supply chain responsibility. The scope of this will include the reduction of suppliers' ecological footprint and the protection of human and labor rights
Education and community initiatives	Wipro Applying Thought in Schools (WATIS) expanded the program on holistic school education – 10 of the 22 long-term projects were initiated around this central theme WATIS supported a two-year project for writing a well-researched book by Kamala Mukunda 'What Did You Ask at School Today'. The book, published by Harper Collins, was released in 2009 Aided by new affiliations with reputed universities, Mission10X reached a cumulated total of 7777 engineering faculty from across 19 states who have been empowered by our learning workshops A total of 3370 learning assets in 18 engineering disciplines have been created till now by the institutions we engage with Wipro Cares, our decade-old community care program, launched Project Sanjeevani, its first healthcare project at Waluj, Aurangabad In line with our approach of supporting long-term rehabilitation – rather than short-term relief – for disaster-hit areas, we ran a pilot project on ecological infrastructure in the areas affected by the Kosi river floods in Bihar. The infrastructure included eco-sanitation, solar lights, rain-water harvesting, cobbled streets, and cleaned open wells. The objective was to make this idea a part of the government's reconstruction polic	Wipro Applying Thought in Schools: The plan for the next two years is to consolidate the projects started in 09-10 and to initiate new projects around understanding and creating good educational literature and methods To initiate programs that blend sustainability in education, e.g. citizen science programs in nature conservation Mission10X: The primary goals of Phase 2 of Mission10X are to Create 250 more academic leaders Facilitate deployment of 2500 Unified Learning Kits Empower 25000 more engineering faculty

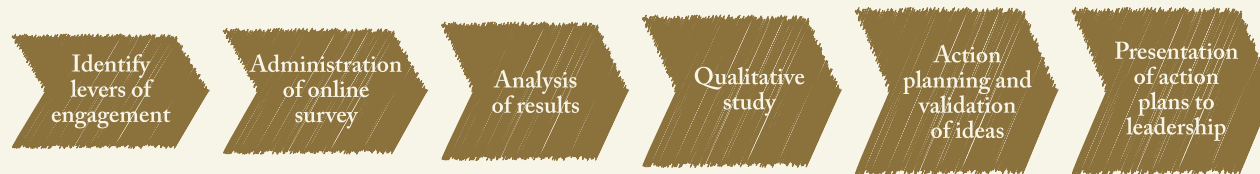| Sustainability dimension	Key performance highlights (2009-10)	Vision and goals for the future
Advocacy and public policy	We continued to closely engage with government and policy influencers on energy and climate change policy Provided detailed inputs to the finance ministry for the Union Budget on clean energy fiscal policy Authored a position paper on 'Clean Energy as an Enabler of Inclusive Growth' for the climate change secretariat Authored paper on 'Green IT Policy' for the Ministry of Environment and Forests (MoEF) Hosted public seminar on 'Clean Energy' that was attended by senior leaders from the Karnataka government, academia and research NGOs Co-hosted a public seminar on climate change at the Indian Institute of Science Wipro was part of the core working group of 'Digital Energy Solutions Consortium (DESC)' that researched ICT solutions for sustainability. The report was released in mid-2010 Strengthened collaboration with the Center for Science and Technology Policy (CSTEP) during the year. Supported CSTEP's international conference on 'Climate and Energy Futures' in October 2009 Wipro's senior leadership participated actively in sustainability advocacy at the World Economic Forum (WEF) summit in Delhi and at Davos. At Davos, our Chairman was the co-chair of the 'Sustainability' stream	To further India's agenda for inclusive growth by actively participating in and contributing to forums that influence policies in this direction To initiate new advocacy platforms on identified issues of sustainability To consolidate partnerships that further research on select areas of clean energy, conservation and biodiversity

WORKPLACE SUSTAINABILITY

52% of the global Wipro IT business workforce participated in the employee perception survey conducted in 2009. The survey, named as VOW – Voice of Wipro has seen the overall engagement scores in Wipro improve by 11 percentage points over the earlier survey completed in 2007. Social responsibility was identified as one of our key areas of strength with 63.3% employees at Wipro level agreeing or strongly agreeing with our approach on social responsibility.

Voice of Wipro 2009
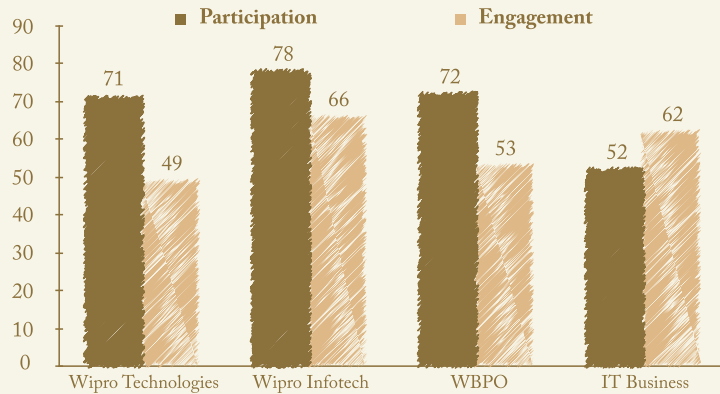
After the survey, we conducted a qualitative study in collaboration with an external agency. Through this study we reached out to employees to validate some of the findings of the survey and to explore some areas in greater depth.

Identify levers of engagement → Administration of online survey → Analysis of results → Qualitative study → Action planning and validation of ideas → Presentation of action plans to leadership

Overall, Social Responsibility, Team Spirit, Diversity and Empowerment emerged as Areas of Strength while Rewards and Recognition, Strengthening Middle Management, Communication, Career Opportunities and Employment Value Proposition, Trust, Work Environment, and Work Life Balance were identified as Areas of Improvement.

We went a step further in involving employees in the change process by inviting them to design the change they wanted. Each improvement area identified from the survey and the qualitative study was adopted by one Business Unit Head. These business heads invited employees across the company to volunteer for action teams to design and implement improvement actions. From the 2000 applications, action team members were shortlisted, based on their responses. Many of these action team members reached out to more employees for further discussions on specific action areas and to get their views suggestions on possible actions. At present, the teams are developing action plans and reviewing them with business leaders.

DIVERSITY:

We made progress on all four pillars of the Wipro Diversity charter: gender, nationalities, people with disabilities, and underprivileged sections. Some of the initiatives are described in subsequent paragraphs.

Hiring a global workforce

In line with our recruitment philosophy, we brought a diverse talent pool into Wipro through last year. In 2009-10, 28% of the workforce in the IT business consists of women, up from 26.8% in 2008-09. 7% of the workforce of the IT business is non-Indian as against 5% in 2008-09. Of the total IT business workforce outside India, 39% are local nationals.

Spotlight: Creating an inclusive workplace for People with disabilities

In the year 2009-10, we improved the accessibility within 11, large, Wipro owned facilities in India. This change was done with a view to make the workplace more inclusive for people with disabilities. We modified our campuses as per the Accessibility Guidelines based on 'United Nations Economic and Social Commission for Western Asia (ESCWA) Accessibility for the Disabled - A Design Manual for a Barrier Free Environment' (http://www.un.org/esa/socdev/enable/designm/index.html).

Access guidelines have been made an integral part of our building guidelines so every new building comes up designed for such accessibility. The Wipro Building standards were revised based on the latest 'Draft of Indian Accessibility Standard: Recommendations for Buildings and Facilities for Inclusion of Persons with Disabilities', National Centre for Promotion of Employment for Disabled People (NCPEDP) and AccessAbility (2009).

The year 2009-10 saw us recruiting from management and technical campuses and through consultants to welcome persons with disabilities into different roles across the organization. Exclusive walk- in interviews, employee referrals as well as participation in Disability job fairs were also undertaken in India. In our Mysore facility, 10 employees with disabilities were hired in 2009-10. As of 31st March 2010, we had 55 persons with disabilities in the IT business. These numbers are recorded through the Self Identification Form which was introduced in the year 2009-10. The Self Identification Form encourages employees to voluntarily disclose their disability so that the organization can provide them necessary support to make the work environment comfortable for them.

We audited 56 of our policies in accordance with the UN guidelines UN Convention on the Rights of Persons with Disabilities (UNCRPD), ratified by India on 1st October 2007.

We are currently adapting our IS applications to connect with typical software such as JAWS that are used by persons with disability so that web portals and information are accessible to all.

Employee Health and Safety

Ensuring a safe and healthy work environment is of paramount importance to Wipro. We continued to improve our health and safety systems in the last year. The physical environment is designed to be aesthetically pleasing and convenient while the spacious, open campuses and buildings are equipped with ergonomically designed workstations, convenient access to refreshments and nutritious food. We also have a Health & Safety portal where employees can log in incidents occurring within the workplace. It is also the avenue to capture any concerns / suggestions for improving the health and safety of employees.

21 of our owned facilities are ISO 140001 (EMS) certified and 15 are OHSAS 18001 certified. There were no work-related fatal accidents on any Wipro campus in FY '09-10.

Various employee policies help Wiproites stay safe and manage health issues. Our medical benefits program is one of the most comprehensive in the industry. Outside India, we have a competitive healthcare program that provides medical, dental, vision, and health insurance plans to employees in all geographies through reputed insurance companies. The Fit for Life program (covered in 2008-09 report) runs communication campaigns, webchats, and specific events to create awareness about the benefits of healthy food, exercise, and medical check-ups. In response to the A(H1N1) flu, Wipro set up a multi-function representative Pandemic response programme.

ECOLOGICAL SUSTAINABILITY

Performance Dashboard for GHG Reductions in 2009-10

GHG Emissions in '000' Tons

GHG Intensity in Tons/Employee
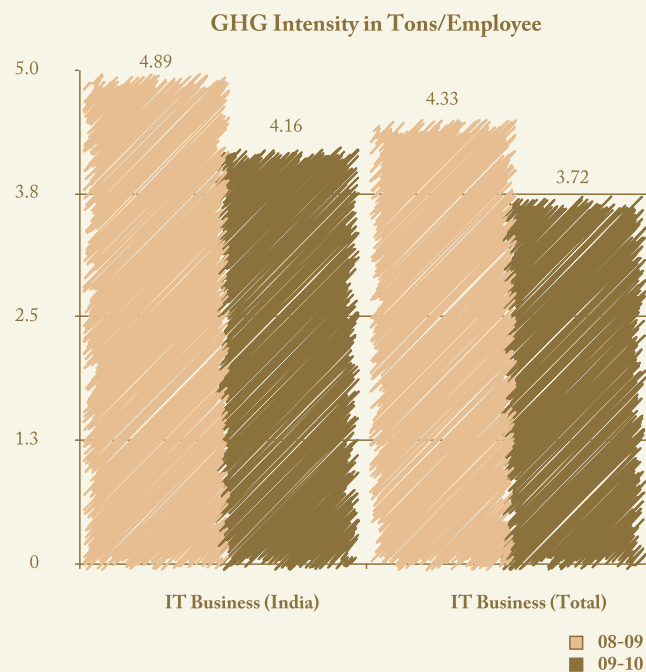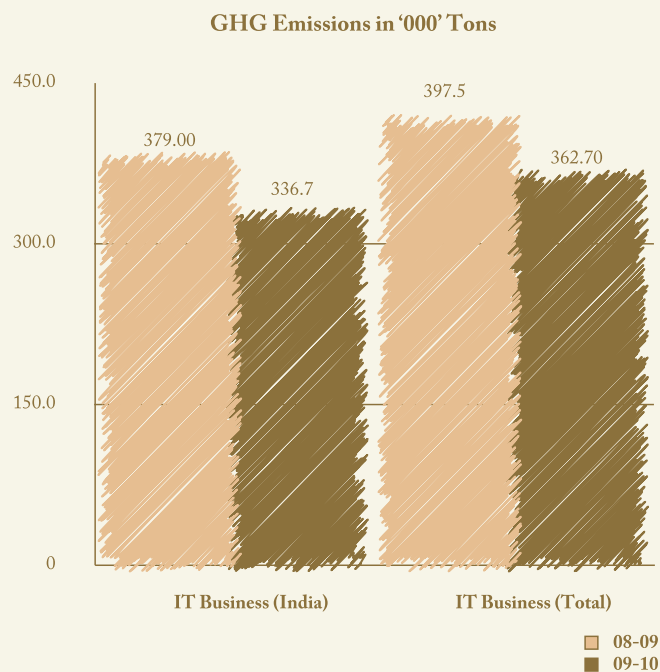
Goal:

Wipro has set for itself an ambitious goal of halving its GHG intensity per employee by 2015. Meeting these goals will require much more than a business-as-usual approach – the rate of our energy efficiency gains will need to be at double the historical CAGR till now. In addition, it will require a significant ramp-up in the adoption of renewable energy in our electricity consumption profile.

Highlights:

We exceeded the GHG reduction targets for 2009-10 in both absolute numbers and per employee intensity. The strongest reductions came from business travel (23%), followed by employee commuting (7%) and electricity (6%). Across the past three years, the contribution of electricity-related emissions has remained consistent at around 60 to 62% of our total GHG emissions, with the balance coming mainly from business travel and employee commuting.

Where did the reductions come from?

Wipro has focused on minimizing the carbon footprint by encouraging public transport systems and car pooling, optimizing public bus routes and by providing end-to-end transport services. 48 % of our India employees use the company operated transport services, 14 % use their personal vehicles while the remaining 38% use public transport. The GHG footprint on account of employee commute, amounting to 42745 tons is a significant reduction from 51210 tons in 2008-09

A 21% reduction of nearly 20,000 metric tons of GHG emissions from business travel, with respect to the previous year, was largely on account of process based targets that sought to reduce the quantum of travel combined with the use of smart ICT technologies e.g. Virtual Meetings and Video Conferencing.

WATER EFFICIENCY

Goal:

To improve water efficiency (Freshwater use per employee) by 5 % year on year

We recycle 647111 m3 of water in 21 of our major locations, using Sewage Treatment Plants (STPs), which represents 32% of the total water consumed.

We do not generate any process effluents that would have needed specialized treatment plants.

93.76 Tones of solid waste that is generated from treatment process in our campus STPs is converted into bio-fertilizer which is used in our campuses for gardening.
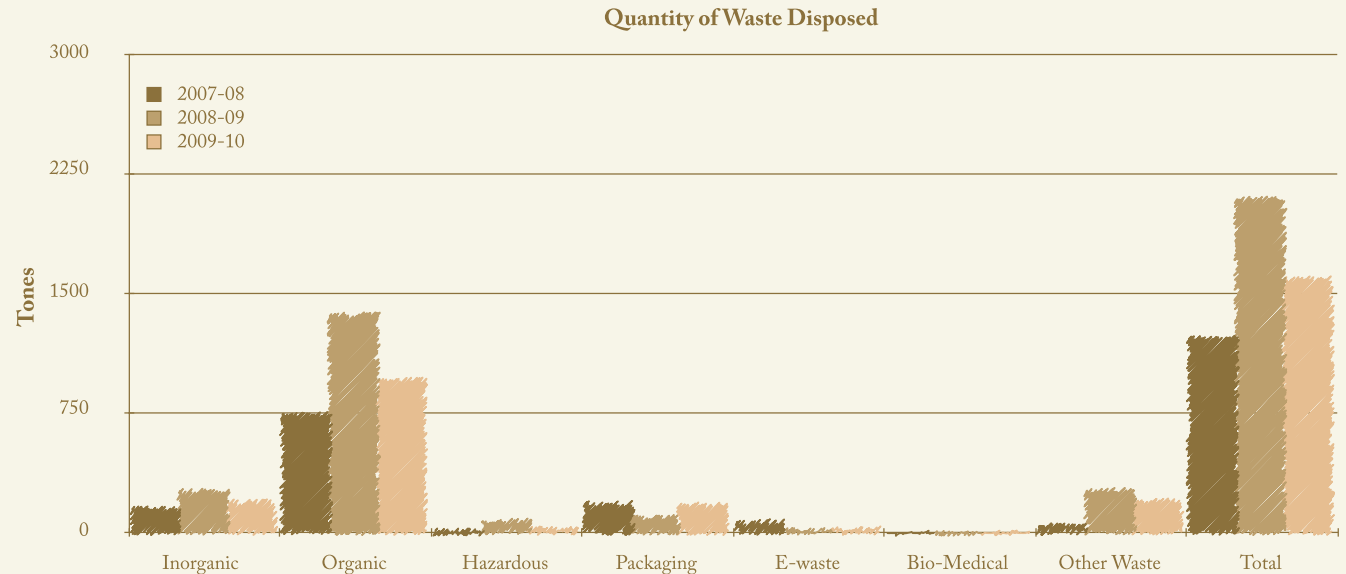
Water Consumption vs. Water Recycled
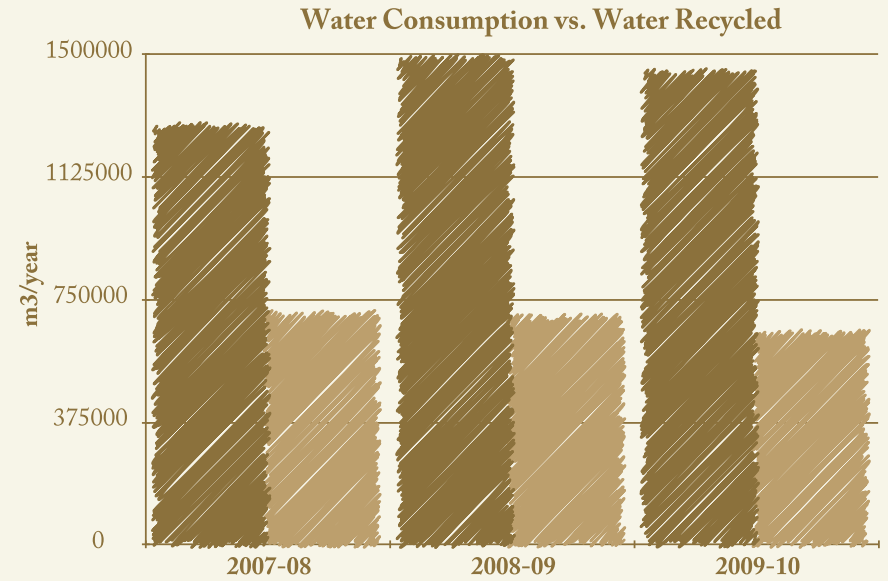
WASTE

Goal:

No more than 5% of total waste generated reaches landfills

Currently, 76% of waste generated is either recycled or composted and on a conservative estimate, we consider the balance 24% as getting into landfills, although the actual figure would be lesser.

Quantity of Waste Disposed

- 2007-08
- 2008-09
- 2009-10

CUSTOMER STEWARDSHIP

The Wipro IT Climate solution portfolio

Over the last two years, Wipro has built an integrated portfolio of green solutions that span Clean Energy, Green IT infrastructure and IT for Green solutions and services. Wipro's investment strategy for engaging with customers on climate change solutions is built on our assessment of what we think will be the high impact domains in the long term that can help customers reduce their GHG emissions significantly. In our assessment, we have been aided by research studies and expert analysis that are available in the public domain.

Clean Energy:
Products & Services in Energy Efficiency & Renewable Energy

Green IT Infrastructure:
Products and Services that target IT's own footprint

IT for Green:
Products and Services that enable GHG reductions for the balance 98%

Managed Energy Services:
IT platform-based remote energy management services

Green Computing:
Energy Star 5 desktops and laptops

Process Optimisation: Includes supply chain, dematerialisation and inventory efficiency

Products:
Solar PV, biogas and solar thermal

Green Data Centres:
Deliver 10-15% more energy efficiency

Smart Grids:
IT solutions for enabling smart grid infrastructure

Projects: Green buildings, utility scale solar, cooling and lighting efficiency

Reporting and Analytics:
Carbon management and reporting

Elimination of toxic chemicals

Starting with the first RoHS (Restriction on Hazardous Substances) compliant desktop and laptop models in mid-2007, we have consistently reached new milestones in this space. With 21 hazardous chemicals eliminated, all our desktop and laptop models are 100% RoHS compliant. In early 2009, we took the decision to go beyond RoHS compliance and develop models that were free of PVC and BFR (PolyVinyl Chloride and Brominated Flame Retardants), substances with known toxic properties if left in landfills. For this, we adopted the standards of 'International Electronics Manufacturing Initiative'. More than thirty of our suppliers collaborated on this goal, enabling us to launch our first PVC and BFR free model in early 2010. We will continue to build on this early foundation and expand our portfolio of PVC/BFR free models

Energy Efficient Computing

In 2008, we adopted the Energy Star rating framework of EPA (Environmental Protection Agency, the nodal U.S. regulatory body on environment). The Energy Star standard combines power supply efficiency, operational optimization during non-active modes and a top layer of power management. By March 2010, all 16 laptop models and 19 desktop models (60% of the total) were certified for Energy Star 5 rating.
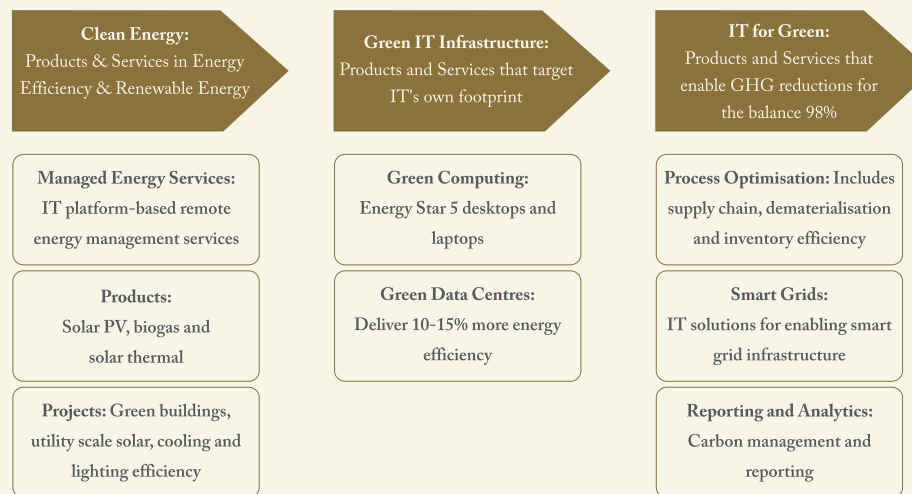
Responsible e-waste management

Wipro was one of the few companies to start an e-waste take-back program as early as in 2006 – since then, the program has grown in scale and scope over the years. We have adopted the WEEE – Waste Electrical and Electronic Equipment – guidelines on communication, which emphasized that e-waste cannot be sent to landfills. Today, we have seventeen collection centers across the countries that help optimize the logistics of collection and transportation. Aided by concerted socializing of the concept among our customers, the total quantum of e-waste recycled in 2009-10 increased by nearly 90% over the previous year (see below)

	2008-09	2009-10
Total e-waste recycled in Kgs	49,047	91,938
Average e-waste recycled per month in Kgs	4,087	7,662

For more details www.wiprogreentech.com/ewaste_management.html
For more details www.wiprogreentech.com

SUSTAINABILITY AND THE RESPONSIBLE INVESTOR

The Principles of Responsible Investment (PRI)

A distinct emerging trend is that of 'Responsible Investing' which incorporates environmental, social and governance (ESG) factors in addition to economic factors into its evaluation and decision processes. According to PRI (Principles for Responsible Investing) - an investor initiative in partnership with UNEP Finance and the UN Global compact - investors should act like "universal owners" and can exercise ownership rights to encourage protection of natural capital needed to maintain the economy and investment returns over the long term.

Wipro and the responsible investor

One of the barometers of Wipro's commitment to sustainability is the number of 'responsible investment' (RI) disclosure frameworks that we participate in. We do this because we believe that subjecting ourselves to the continuous scrutiny of responsible investors will help raise the bar for us in our sustainability journey.

During 2010, we chose to participate in three RI assessment frameworks – the Dow Jones Sustainability Index, the Oekom rating and the Carbon Disclosure Project (CDP).

Oekom: Wipro's assessment score of 'B' and an overall rank of No: 2 in the IT Services sector places it in the top league of sustainability leaders.

Dow Jones Sustainability Index (DJSI): Wipro is a member of the global DJSI 2010), widely accepted as the leading standard for assessing the sustainability performance of companies. The global DJSI comprises 318 companies, 3 of which are based out of India. DJSI licenses are used by over 70 investment managers based in 19 countries, managing assets totaling 8 billion USD.

Carbon Disclosure Project (CDP):

Wipro topped the Carbon Disclosure Leadership Index, India edition with a score of 87 on 100 for the year 2010. Wipro's CDP responses over the years have been lauded for their transparency and comprehensive approach to climate change strategy. Our CDP response for 2009-10 can be viewed at

As the visual below depicts, our engagement with our investors and analysts spans a wide range of channels , which we think, is crucial for maintaining transparency. These different modes of communication help build trust and a sense of ownership.

Breadth of Engagement

· Website	·Annual General meeting	·Investor Road Show
· Press Release	· EGM	· Meeting with Individual Investors/ Analysts
·Quarterly Earnings Release	·Board Independent Directors	· Investor Conference
· Investor Presentation	· Press Report	· Analyst Meet - India and US
· Annual Reports	· Feedback on Annual Report	
·Financial Information		

| Inform | Listen | Dialog |

Financial assistance from the government

Considering the value created by the IT sector through thegeneration of direct and indirect employment and the earning of foreign exchange, the Government of India has been providing fiscal incentives to IT companies. Our IT business contributes significantly to both these goals, thereby qualifying a significant part of the profits from our global IT services for exemption of Income tax in India. The tax benefit in 2010 was 22% on our Profit before Tax figures

ETHICAL SUPPLY CHAIN

Ethical

Wipro expects its suppliers to adhere to similar standards of ethics and integrity as itself. Specific clauses in the COBCE require our suppliers to adhere to ethical behaviour in every respect with zero tolerance for any breaches. By the same token, our Ombud-sprocess is available for suppliers and contractors to report any breach of code of conduct by Wipro employees. During 2009-10, there were eight instances of suppliers who were found in breach of the COBCE, subsequent to which we terminated all contracts with them.

Ecological

On ecological sustainability, our expectations from suppliers are two fold:
First, we expect suppliers to supply products and services that exceed environmental standards. In particular, for our LEED buildings and for our Energy Star green computers, our suppler selection criteria is entirely based on this set of capabilities.
Second, we expect our suppliers to establish a program of ecological sustainability in their own operations.

Responsible

We recognize that it is our extended responsibility to maintain oversight for the fact that our suppliers and contractors adhere to the minimum principles of human rights and employee welfare

• Adhere to all regulations on minimum wages, maximum working hours etc
• Protect health and safety of employees
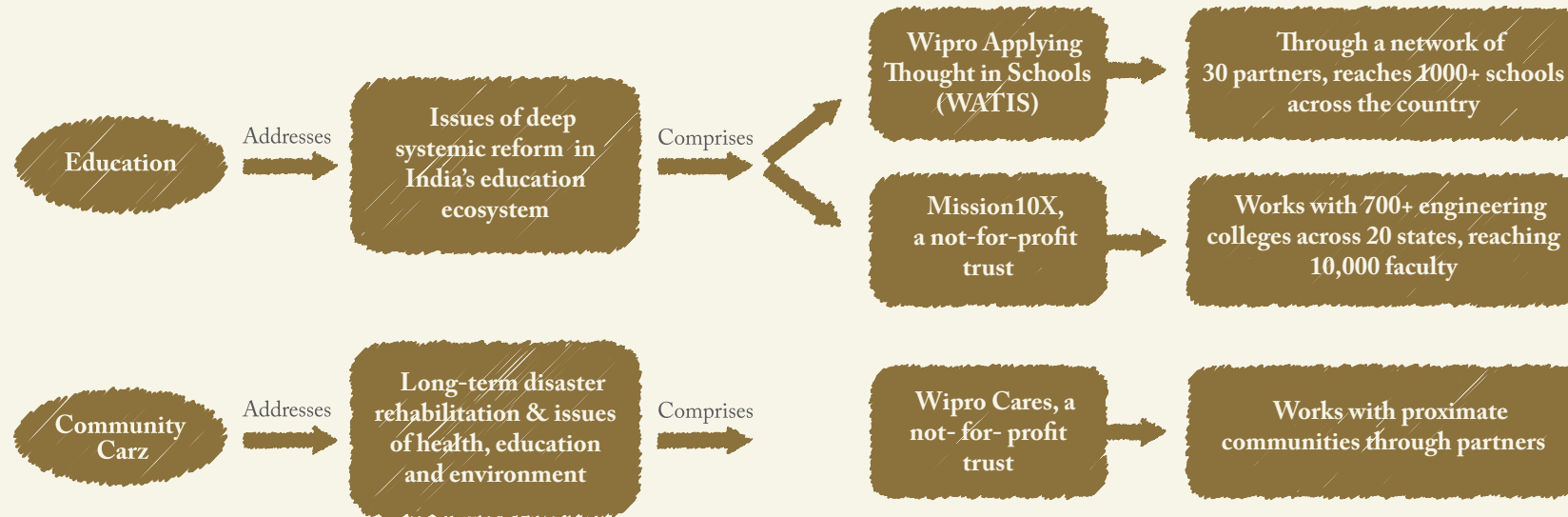• Demonstrate – in policy and action – zero tolerance for child and forced labor

We influence suppliers who are in breach of these to take corrective action.

Local

Recognising the socio-economic benefits of local procurement, we encourage sourcing from the local economy.
Aligned to LEED standards, nearly 50% of construction materials are sourced locally. At an aggregate level, nearly 80% of our supplier base is based in India ; By value, 44%+ of the procurement for the year was from these India-based suppliers.
We have partnered closely with a local public transport authority to provide flexible, economical and sustainable public transport-based commute options to employees and the neighboring community.

EDUCATION AND COMMUNITY: THE FORCE MULTIPLIERS FOR CHANGE

Education	—Addresses→	**Issues of deep systemic reform in India's education ecosystem**	—Comprises→	**Wipro Applying Thought in Schools (WATIS)** → **Through a network of 30 partners, reaches 1000+ schools across the country**
				Mission10X, a not-for-profit trust → **Works with 700+ engineering colleges across 20 states, reaching 10,000 faculty**
Community Carz	—Addresses→	**Long-term disaster rehabilitation & issues of health, education and environment**	—Comprises→	**Wipro Cares, a not-for-profit trust** → **Works with proximate communities through partners**

Wipro Applying Thought in Schools (WATIS) has been working in the area of school educational reform for a decade!

Our strategic priorities for 2009-10 were

- to explore possibility of large scale intervention / advocacy with national reach
- focus on creating good educational literature and build shareable knowledge gained from our work with schools .
- continue to nurture the community of social organizations and school interventions

WATIS Highlights

- Explore possibility of large scale intervention / advocacy with national reach - Seasonwatch
- Quality Education study - Continuation of the 2006 student learning study (published in India Today), the study includes a more in depth study of 20 popular and alternative schools including organizational parameters, perspectives to good education and other important indicators.
- Focus on creating good educational literature and build shareable knowledge gained from our work with schools – 7 fellows are part of the "Wipro Education Fellowship" program who are working on studying, researching and documenting school intervention projects.
- "Out-of-school" educational interventions – teacher training, street children and curriculum and content development through our partners
- "Nurture and extend work" from interventions in schools – 5 projects which range from broad basing teacher experiences, resource networks and alternative school experiences.
- Networking activities within educational organizations -Through the annual Wipro Partners' Forum.

For the year 2009-10, the topic was 'Ecological Sustainability and Education'. Around 70 people including distinguished educationists from across the country participated in this event and the proceedings of this event are being published as a resource handbook for teachers.

Mission10X: Over the last three years, Mission10X, our nationwide program to improve quality of engineering education, has been able to reach out to over 10,000 faculty members from over 700 Engineering colleges across 20 states in India. Many Universities have concurred with this innovative methodology and are actively supporting this initiative. Based on the inspiration from Mission10X, many noteworthy innovations are now practiced by the faculty members in their classrooms. The community of Mission10Xians is also able to create a large asset base containing over 4,000 innovative assets from over 18 Engineering disciplines. These assets are already available for reference, in the community portal www.mission10x.com. The 2nd phase of this program will:

- Create 250 more Academic Leaders
- Facilitate deployment of 2500 Unified Learning Kits
- Empower 25000 more Engineering Faculty

Wipro Cares

Wipro Cares, a not for profit organization is registered as a Trust. Wipro Cares works on a funding model where voluntary contributions by Wiproites are matched by contributions from Wipro. In each location, Wipro Cares work is driven by a Location Committee comprising of volunteers from the location.

Two of our key projects in 2009-10 were:

- Our first initiative in rural health care in the vicinity (9 villages) of one of our factories.
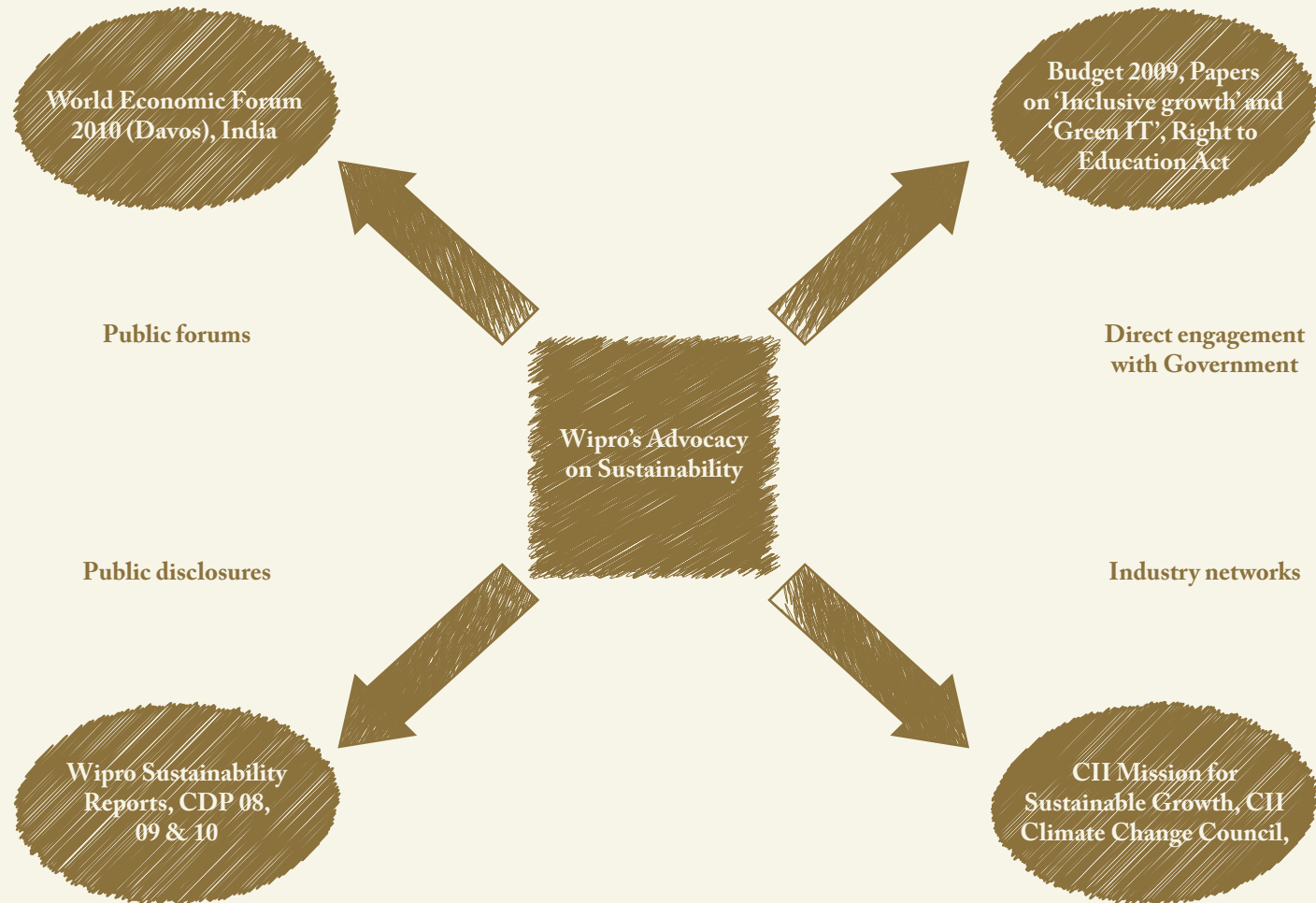- Bihar Kosi Floods Rehabilitation projects

Employee participation:

Voluntary groups of employees have formed chapters at various locations. We have 10 such chapters across the country. Most of the chapters focus on personality development and education support for children of the underprivileged. Programs are run for exposing the children to fun-filled activities with certain learning's. Sessions for Arts and Crafts like calligraphy, paintings, photography are held for awareness. Events and competitions are organized to allow the children to display their talents.

ADVOCACY AND PUBLIC POLICY

At Wipro, we strongly believe that meeting the challenges of sustainability cannot be the government's job alone and that we must collaborate with government, along with other stakeholders. The visual below summarizes the different forms of engagement that we adopt on sustainability advocacy

World Economic Forum 2010 (Davos), India

Budget 2009, Papers on 'Inclusive growth' and 'Green IT', Right to Education Act

Public forums

Direct engagement with Government

Wipro's Advocacy on Sustainability

Public disclosures

Industry networks

Wipro Sustainability Reports, CDP 08, 09 & 10

CII Mission for Sustainable Growth, CII Climate Change Council,

AWARDS AND ACCOLADES RECEIVED DURING THE YEAR 2009-10

Business Innovation and Excellence

- Equaterra's 2010 UK IT Service Provider Study Ranks Wipro #1 in Client Satisfaction, Applications Management, Infrastructure Management, Price and Governance

- Wipro rated #1 R&D services provider in the 'Global R&D Service Providers Rating' by Zinnov, a leading Management Consulting Firm, 2010

- Wipro's Cigma wins NASSCOM Award for Process Innovation, 2010

- Wipro Infotech is the Indian IT Company of the Year 2009: Springboard Research chooses Wipro for impressive revenue growth, client acquisitions & push towards Green technologies

- Wipro Technologies: Winner of the Global, Asian and Indian MAKE award for 2009 (Most Admired Knowledge Enterprise)

Environment and Ecology

- Wipro won "CII's 6th National Award for Water Management" in 2009 for its EC and Chennai units

- Wipro won the "CII EHS award" for the year 2009 for its excellent work on Environment, Health & Safety.

- Wipro won " SRISHTI G - Cube Award for Good Green Governance" for 2009

- Wipro won "UN Habitat Award Business Award" for LEED Certification for the year 2009 ; it also won the award under "Good Practices" category for its BioGas Plant

- Wipro 's Kochi Development Centre was awarded the "5(*****) BEE STAR LABEL for Office Buildings" for its excellent contribution in Energy Management

- Wipro was rated India's No: 1 Green brand and in the top 5 globally as per Greenpeace guide to greener electronics

People and Workplace

- Wipro won the American Society for Training and Development, ASTD BEST award for the sixth time in a row in 2009

- Winner of the NCPEDP Shell Helen Keller Award for 2009 for being a role model for physically challenged people

To know more about Wipro's sustainability practice, log on to
www.wipro.com/investors/sustainability-wipro.htm
www.wipro.org/sustainability/sustainability_disclosures.htm
Alternatively, you can e-mail us at sustain.report@wipro.com

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