



PLANET

PEOPLE

PRIVACY

Environmental Social Governance (ESG)

Report FY 2024-2025

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About Zoho

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In its early days as AdventNet, Zoho Corporation faced a daunting reality where nearly 90% of its customers disappeared during the dot-com bust of the early 2000s.

The company, still relatively obscure, could have retrenched or pivoted toward easier paths. Instead, it remained true to its spirit of innovation, diversified its product line through ManageEngine, and invested even more in research and engineering. Each painstaking decision, balancing discipline with bold innovation, laid the foundation for the emergence of strong brands like ManageEngine and Zoho, with product offerings spanning over 100 applications across both brands. These acts built resilience, that started defining a company that measured success through technological innovation and providing customer value rather than external validation.

Around 2005–2006, the company began launching web-based business applications under the brand name Zoho, starting with Zoho Writer. The same engineers who had built AdventNet’s network management tools extended their expertise into a new domain. There was no outside funding, or safety net, only trust in the team’s capabilities and a commitment to create tools that mattered. Each incremental success reinforced the company’s philosophy that sustainable growth is an outcome of patience, focus, and continuous, unwavering focus on client needs.

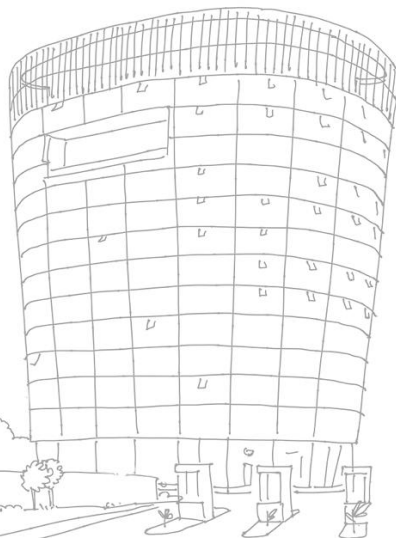
Talent development has been equally deliberate. Faced with a shortage of engineers who could build world-class software, Zoho launched Zoho Schools of Learning (formerly Zoho University) in 2004–2005, offering intensive training to students in India who had completed Class 12, becoming an alternative to college. Many students who entered this programme in the early years came from economically challenged backgrounds. Today, nearly 15% of Zoho’s workforce comes from this program. By opening branches in smaller towns and rural areas in India, like Tenkasi, Zoho is proving that talent is available everywhere, and that nurturing people is inseparable from nurturing the company itself.

Zoho’s offices in smaller towns and villages extend this principle of empowerment. High-quality tech jobs are created for locals, strengthening the economy, and enabling talent to flourish without migrating to urban centres. This model has inspired similar initiatives globally, reflecting a belief that opportunity and innovation must be brought to where potential exists, not the other way around.

Culture is treated with equal care. Engineers immerse themselves in long-term, meticulous development, cultivating pride in craftsmanship. Hackathons, internal showcases, and cross-team collaborations foster creativity, while flat hierarchies and open communication ensure ideas flow freely. Locating operations outside crowded tech hubs allows focus and deep work to flourish, a reminder that environment shapes both the mind and the product.



Story of Zoho

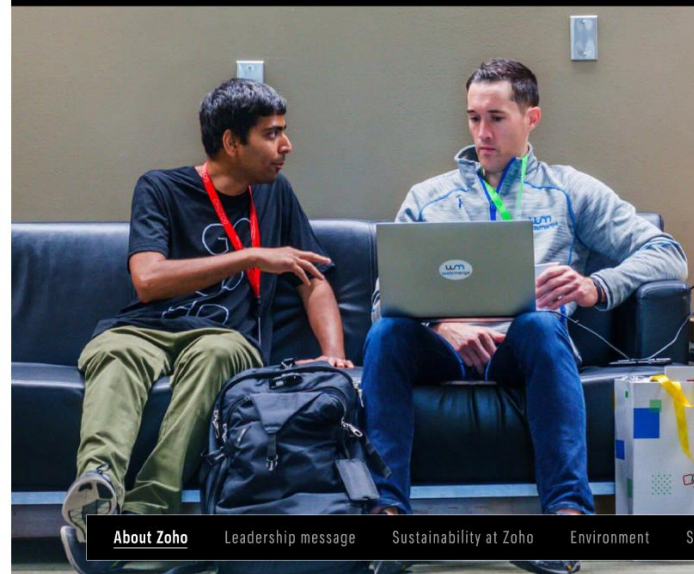


Innovation at Zoho reflects the same combination of patience and principle.

Projects like Ulaa, the privacy-first browser, and Zoho Workplace, the unified communications platform have been painstakingly developed over many years.

The company’s private, debt-free status allows for a long-term perspective, enabling investment in work that serves users rather than having to focus purely on investor returns.

Adaptability emerges again in product pivots. When physical events paused during the pandemic, Zoho Backstage rapidly developed virtual capabilities for conferences and webinars. Each iteration, from virtual networking to Q&A and analytics, was guided by listening closely to customers, showcasing a culture that learns fast, adapts responsibly, and refuses to stagnate.



Looking ahead, Zoho envisions hundreds of micro-offices forming globally distributed, self-sustaining technology ecosystems. Investments in developing our own enterprise-grade AI models and platforms across industry verticals reflect the same careful balancing of vision, patience, and principled decision-making. Zoho’s actions, from nurturing rural talent to innovating responsibly, aims to create ripple effects that can strengthen economies, inspire future generations, and show that human-centred progress and technology can advance hand in hand.

Our Milestones



29

Years in Business

130

Million Users

20 years of Endpoint Central

In 20 years, Endpoint Central has evolved from a basic desktop management solution into a comprehensive Unified Endpoint Management (UEM) and security platform.

Today, it enables IT teams to manage and secure a diverse range of devices—desktops, laptops, mobile phones, tablets, and servers—through one intuitive console.

What began as a simple utility has grown into an intelligent, automation-powered system that streamlines patching, enforces application controls, tracks assets, and strengthens endpoint defences.

Recognised by independent research organisations for its performance and impact, Endpoint Central has consistently delivered measurable value, saving time, reducing operational costs, and enhancing the overall security posture of businesses worldwide.



130 million users of Zoho applications globally

Zoho celebrated a significant milestone, reaching 130 million users worldwide across its suite of applications, underscoring the company's global impact in transforming how businesses and individuals manage operations, collaborate, and leverage technology to drive growth.

Product Launches

Global / Multi-Region Launches

New product launches



Zoho CRM for Everyone – Democratizes CRM access, enabling cross-functional collaboration and transparency across sales, marketing, onboarding, and customer success teams.



Zia Agents & Agent Studio – AI-powered autonomous agents automate cross-functional enterprise tasks with no/low-code customisation and unified data platform integration.



Projects Plus – AI-driven project management consolidating Projects, WorkDrive, Analytics, and Sprints for predictive insights, hybrid workflows, and operational transparency.



Zoho IoT – Low-code platform offering prebuilt verticals for industrial IoT, smart buildings, energy, and connected OEMs with AI-driven operational optimisation.

Enhancements

Zoho Collaboration Suite

AI and workflow updates to Projects, Notebook, WorkDrive, and Sign improve productivity and sector-specific compliance.

Zoho Integrated Security Stack

Ulaa, Directory, OneAuth, and Vault enhancements deliver AI-powered phishing detection, passwordless authentication, and layered identity management.

Zoho Analytics

Generative AI, predictive analytics, AutoML, and enhanced connectivity democratise BI and enable advanced analytical workflows.

Qntrl BPM Updates

Bridge, Circuit, sandbox environments, and workflow marketplaces enhance hybrid process automation and enterprise operational efficiency.

Zoho Developer Platform Expansion (Catalyst & Apptics)

Advanced pro-code tools and privacy-first analytics accelerate app development and unify insights across usage, performance, and engagement.

India

New product launches



A payment gateway to help businesses accept money online from their customers, with B2B payments capabilities, powered by Bharat Bill Payment System (BBPS), that streamlines invoice presentation and payments.



An Open Network for Digital Commerce (ONDC) seller app for frictionless commerce.

United States

New product launches



A unified payment platform that supports cards and Automated Clearing House (ACH) in over 135 currencies, automating reconciliation and enhancing transaction visibility.



An integrated US payroll solution that automates compliance, tax filing, benefits management, and mobile self-service for employees.

Mexico

New product launches

Zoho One Essentials

Affordable, full-featured cloud platform for micro and small businesses with apps covering sales, marketing, finance, HR, and collaboration.

Zoho Sign Mexico

Legally compliant e-signature solution adhering to Norma Oficial Mexicana (NOM-151[1]), providing cloud storage, audit trails, and secure digital workflows.

Enhancements

Zoho Finance & Operations Suite

Updates to Zoho Books, Inventory, and Practice improve invoicing, warehouse management, auditing, workflow automation, and accounting efficiency.

Africa	
Enhancements/Localisation	ManageEngine Launches
<p>Zoho Finance & Operations Applications</p> <p>Localised VAT compliance for Zoho Books, Invoice, Billing, Expense, Inventory, and Commerce, simplifying regulatory adherence and operational efficiency in Kenya.</p>	<p>DEX Manager Plus</p> <p>Cloud-first platform delivering real-time endpoint insights, automated resolutions, and proactive IT monitoring to boost productivity and ensure a seamless employee experience.</p>
<p>Zoho Books & Invoice Applications</p> <p>Added support for M-PESA payments in Zoho Books and enabled M-PESA online payment acceptance in Zoho Invoice (Kenya Edition).</p>	<p>MSP Central</p> <p>Comprehensive ecosystem for MSPs offering identity, endpoint, PSA, and security management tools to efficiently manage complex client environments.</p>
	<p>Malware Protection Plus</p> <p>AI-powered antivirus platform detecting ransomware, fileless attacks, and memory exploits with automated recovery, root cause analysis, and minimal device impact.</p>
UK & Europe	
Enhancements / Localization	<p>Ransomware Protection Plus</p> <p>Patented AI solution preventing, containing, and neutralising ransomware while integrating with EDR platforms and enabling rapid system restoration.</p>
<p>Germany</p> <p>Launched new e-invoicing capabilities in Zoho Books, its VAT and GoBD-compliant, double-entry accounting software.</p>	
<p>UK: Zoho Finance & Operations Applications</p> <p>Added key capabilities in Zoho Books, Zoho Inventory, and Zoho Practice to help businesses and accountants enhance operational efficiency, simplify routine tasks, and ensure regulatory compliance. Added support for core accounting capabilities including fixed asset management, and the construction industry scheme (CIS) in the UK.</p>	

Awards and Recognitions

Across global markets, Zoho and ManageEngine continued to earn recognition for innovation, customer value, and product excellence. The following awards and analyst mentions highlight the strength of our technology and the trust we continue to build worldwide.

Global

LEADER
IDC MarketScape

"Why Service Providers Choose Zoho"

LEADER
IDC MarketScape

"ZohoDay 2025: AI Driving Upmarket Growth for 2025"

MAJOR PLAYER
IDC MarketScape

"Why Service Providers Choose Zoho"

MAJOR PLAYER
IDC MarketScape

"ZohoDay 2025: AI Driving Upmarket Growth for 2025"

FEATURED
IDC ProductScape

"Why Service Providers Choose Zoho"

MAJOR PLAYER
IDC ProductScape

"ZohoDay 2025: AI Driving Upmarket Growth for 2025"

LEADER
Nucleus Research SFA
Technology Value Matrix
2025

RECOGNISED
2025 Gartner® Magic
Quadrant™ for Artificial
Intelligence Applications in
IT Service Management

RECOGNISED
2024 Gartner® Magic
Quadrant™ for Digital
Experience Monitoring

RECOGNISED
2024 Gartner® Magic
Quadrant™ for Privileged
Access Management

LEADER
S&P Global

"Zoho emphasizes trust and privacy amid agentic AI and upmarket strategy"

LEADER
Nucleus Research

"Zoho delivers a 439% ROI and reduces TCO by 47%"

LEADER
Nucleus Research

"Why Service Providers Choose Zoho"

LEADER
IDC

"ZohoDay 2025: AI Driving Upmarket Growth for 2025"

LEADER
Case Study

Data-Driven Approach to Improved Customer Retention (Zoho)

LEADER
Omdia Top 100 Business
SaaS Ecosystems for
Partners

Cross-Functional Business Leaders category

LEADER
IDC

"ZohoDay 2025 – A Stake for the Enterprise"

LEADER
IDC

"Zoho Day 25: Key Announcements and the Ramifications for European UC&C"

RECOGNISED
2024 Gartner® Magic Quadrant™ for Security
Information and Event Management

FORRESTER TOTAL ECONOMIC IMPACT REPORT
442% ROI and USD 4.5 million in benefits through
Endpoint Central

India	United States
<p>WINNER IWBDC Award 2024 Ulaa</p> <p>LEADER ISG Provider Lens™ 2024 Next-Gen ADM Solutions (Low-Code Development Platforms)</p>	<p>LEADER Nucleus Research Customer Support Technology Value Matrix 2024</p> <p>VISIONARY Gartner Magic Quadrant for Sales Force Automation Platforms 2024</p>
<p>LEADER Major Contender and Rising Star Everest Group PEAK Matrix® 2024 – Low-Code Application Development Platforms</p> <p>MAJOR PLAYER IDC MarketScape Asia/Pacific Low-Code/No-Code Development Platforms 2024</p>	<p>LEADER Dresner Advisory Wisdom of Crowds Business Intelligence Market Study 2024</p> <p>RECIPIENT TrustRadius Tech Cares Awards 2024</p>
<p>LEADER SPARK Matrix 2024 QKS e-Signature Software</p> <p>LEADER SPARK Matrix 2024 QKS Social Media Management Platform</p>	<p>RECIPIENT TrustRadius Tech Cares Awards 2024</p> <p>HONOREE RecognizeGood – Ethics in Business Awards 2024</p> <p>WINNER Best CRM Platform CX Awards 2024 (CX Today)</p> <p>WINNER Best CRM for Small Business 2024 Technology Advice</p>
	<p>HONOREE RecognizeGood Ethics in Business Awards 2024</p> <p>LEADER Zoho Backstage Five wins at Eventex Awards 2024</p>
	<p>ZOHO ASSIST Gartner Peer Insights 2024 "Customers' Choice"</p> <p>ZOHO SIGN High Growth Performer Frost & Sullivan Frost Radar™ for Electronic Signature Software 2024</p>
Europe-wide	<p>ZOHO CRM Best Enterprise CRM Suite CRM Industry Leader Awards 2024</p> <p>ZOHO CRM Best Marketing CRM Software Forbes 2024</p> <p>ZOHO DESK Forbes Advisor Best Help Desk Software 2024 (★★★★★ rating)</p> <p>ZOHO FINANCE SUITE Capterra Shortlist for Financial CRM 2024</p>
<p>LEADER Zoho Analytics BARC BI Survey 2024 – 91% of users recommend the platform</p> <p>CHALLENGER Zoho Analytics BARC Score 2025 – Enterprise BI & Analytics Platforms</p>	

Germany	Middle East and Africa (MEA)
<p>CHAMPION techconsult PUR (Professional User Ratings) Cloud Business Solutions Cloud Document Management Solutions (DMS) Cloud Customer Relationship Management (CRM)</p>	<p>Nigeria WINNER Zoho One - Best Unified Cloud Software Product of the Year 2024 Tech Innovation Awards</p>
	<p>Kenya (9th Africa Digital Economy Awards 2024)</p> <p>LEADER CSR Initiative of the Year Zoho Hope for Literacy</p> <p>CHALLENGER Digital Signature Product of the Year Zoho Sign</p>





Partnerships and Engagements

Europe

Zoho partnered with Digital Switzerland to promote digital transformation and enable businesses of all sizes to access IT solutions across industries.

Zoho contributes to ASLAN and the Chambers of Commerce in Spain, participating in national congresses, webinars, and training programs to support SMEs in adopting AI, cloud, and digital workplace technologies.

Bludis, a leading Italian distributor, added Zoho Workplace to its ICT portfolio, expanding access to Zoho products and enabling enterprise adoption in Italy.

Zoho Workplace announced a strategic distribution agreement with Ingram Micro, a global leader in IT distribution and solutions, to strengthen its presence and reach in the United Kingdom (UK).

Asia Pacific (APAC)

Zoho collaborated with ITS Surabaya to advance digitalisation for students, lecturers, and MSMEs in Indonesia.

Zoho partnered with Cradle in Malaysia, pledging RM44 million to support local startups and accelerate AI-driven SaaS adoption.

Zoho's alliances with Grant Thornton Bharat and Deloitte India empower mid-market and enterprise firms to drive digital transformation and operational efficiency.

Zoho partnered with Union Bank of India to co-create, implement and launch CRM Edge-an advanced customer experience platform.

Middle East & Africa (MENA)

Zoho partnered with emdha in Saudi Arabia to enable paperless business operations.

Zoho invested \$35 million in collaboration with Fawry to digitally empower businesses in Egypt.

Zoho collaborated with The Collective Hub in Bahrain to support startup digitalisation and promote access to cloud and SaaS solutions.

Zoho partnered with SheCode Africa, BabesGotBytes, and CodeTelligence to advance youth upskilling and empower women in technology across the continent.

Zoho's collaboration with Loita Business supports SMEs in Zimbabwe, Zambia, and South Africa in their digital transformation journey.

Zoho partnered with KeNIC, Women in Business Community Network Kenya, and Uganda Small Scales Industries Association (USSIA) to drive cloud adoption among SMEs, and digital literacy for women entrepreneurs in Kenya and Uganda.

Zoho collaborated with Mauritius Telecom to provide digital transformation support for local enterprises.

Zoho partnered with Dubai Racing Club to enable digital operational efficiencies, real-time insights, and enhanced customer experiences.

Industry & policy engagement

Zoho participated in the House of Lords debate on AI in business, bringing together government, industry experts, and academia in the United Kingdom.

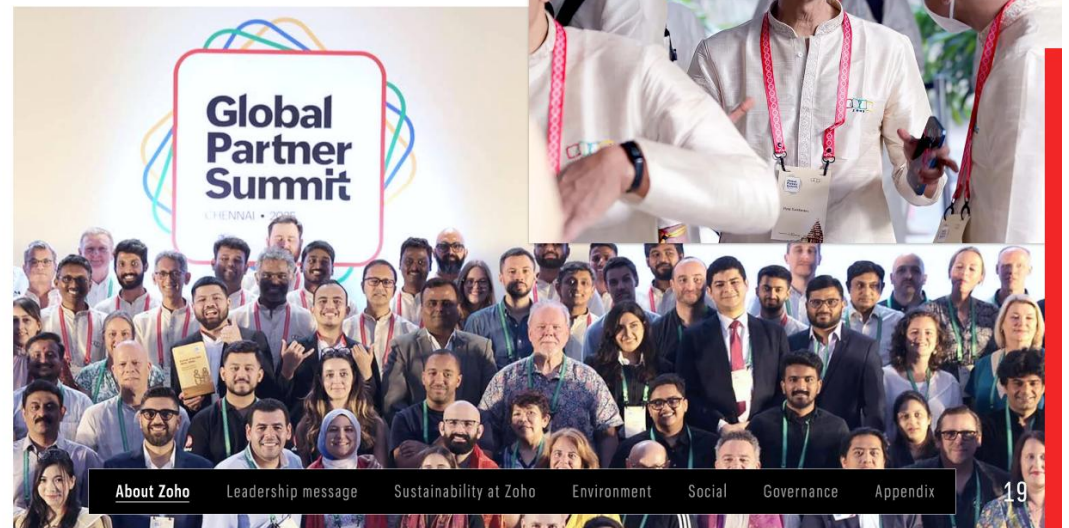
At the India Global Forum 2025, Zoho provided strategic insights on UK-India bilateral cooperation and global technology standards.

Zoho contributes actively to TechUK as a corporate member, engaging in panels, thought leadership, and bridging the gap between government and the technology sector.

Technology & innovation partnerships

Zoho expanded its AI portfolio by leveraging NVIDIA NeMo to build large language models for enterprise applications.

Zoho partnered with SeerBit to simplify payments for African businesses and enable seamless financial workflows.



Leadership Message

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Leadership Message

20-23



Leadership Message

Dear friends,

We are growing with a renewed sense of purpose. This year, we recorded incredible growth, driven largely by increasing interest from larger enterprises that are choosing Zoho for reliability, value, and the confidence that comes from working with a homegrown technology company.

As we take this momentum globally, we are conscious of the responsibility that comes with scale—and we are staying true to the principles that have guided Zoho from its inception.

One of those principles is our belief in building talent rather than competing for it. Even today, more than 90% of our workforce began their careers as freshers in India. We are creating opportunities in places where they have historically been scarce, and we are continuing to invest in rural development and deep research instead of prioritising short-term gains. In a year where the industry is debating layoffs, the scarcity of skilled labour and concerns over hiring fresh graduates, we are reaffirming our commitment to nurturing people from the ground up.

We also recognise that the world around us is changing in ways that directly influence how global businesses operate. Even with the current uncertainty around global workforce mobility policies (e.g., H1B in the US markets), our transnational localism model is enabling us to remain resilient.

We have local teams in every region we serve, which means our customer-facing operations are not dependent externally. This independence, combined with our India-first engineering strength, is helping us scale sustainably and with confidence.

As we scale globally, we are aligning our growth with a set of clear sustainability priorities that reflect Zoho's long-term thinking. We are strengthening our approach to reducing greenhouse-gas emissions across our operations, expanding our use of cleaner energy, and investing in systems that make our campuses more efficient and resilient. We are also deepening our commitment to circularity—moving steadily towards becoming a zero-waste organisation and embedding responsible consumption, smarter material use, and stronger waste management practices across every location. These priorities guide how we design our products, build our infrastructure, and support the communities around us, ensuring Zoho's expansion is always balanced with environmental and social responsibility.

Our strongest anchor continues to be the trust our customers place in us. As a cloud service provider, privacy and security are at the core of every decision we make. This is another area we remain relentlessly focused on. Our decentralised way of working brings agility. We want to preserve this cultural strength as we move upmarket, expand regionally, and evolve from a product company into a broader, more unified platform.

Our roots in India continue to shape our approach to building technology with independence, long-term thinking, and a strong commitment to user trust. From this foundation, Zoho is creating globally relevant solutions that serve businesses, governments, and communities across diverse markets.

This locally grounded, yet globally oriented, mindset defines our innovation journey. While technology trends evolve rapidly, our focus remains constant on building secure, privacy-focused, and inclusive platforms. By strengthening our privacy capabilities and investing in responsible product development, we are contributing to a more trustworthy global digital ecosystem.

We are stepping into our next phase of global growth with clarity. We are investing more deeply in research, prioritising sustainability across our operations, strengthening privacy frameworks, and expanding opportunities in rural and accessible regions. We want our growth to be responsible, our innovation to be meaningful, and our progress to be shared across communities, industries, and geographies.

We are building this future steadily, patiently, and in our own way. As we move ahead, we remain committed to ensuring our work reflects not just what technology can do, but what it should do for people, for society, and for the planet.

Towards that effort, I am excited to present some of our sustainability initiatives through our ESG Report for 2024–2025.

Shailesh Kumar Davey

CEO of Zoho Corporation

Sustainability at Zoho

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Sustainability at Zoho

Overview

Sustainability at Zoho is not an initiative grafted onto our business, it is the pulse that shapes the way we imagine work, design technology, and coexist in the world.

The company has grown on a belief that progress loses meaning when it is detached from place, people, and planet. This conviction drives a discipline of thinking beyond the quarter and building systems that honour continuity and more specifically, systems that allow us to innovate without eroding the foundations on which our future depends. At Zoho, sustainability becomes a quiet but resolute force, influencing choices large and small, reminding us that stewardship is not an obligation but an expression of who we are.



Our approach does not chase trends or mimic global narratives. Instead, it emerges from introspection, from asking what it means to operate with conscience in a rapidly shifting technological era. We recognise that every product line, every data centre, every rural office, and every talent decision creates a ripple, and we work consciously to ensure those ripples expand into positive and durable change. This awareness nurtures a practice of intentional restraint where we build only what is necessary, we scale only what is responsible, and we invest only where the long-term social and ecological dividends outweigh the short-term rush of expansion.

Zoho's sustainability philosophy is shaped by the principles it has been committed to since inception. Our rural development centres demonstrate that prosperity does not need to be anchored to megacities; our frugal engineering proves that high-quality technology can thrive without unnecessary resource intensity; and our people-first ethos reinforces that innovation gains strength when individuals grow in environments that respect their dignity and well-being. These principles represent our operating realities which continually influence how we allocate energy, time, capital, and human potential.

Our alignment with the United Nations Sustainable Development Goals is both deliberate and reflective. Rather than mapping activities to global indices for compliance, we use the SDGs as a compass that helps us locate our responsibilities within a wider planetary context. Each initiative we undertake is examined for its ability to advance meaningful global progress. This alignment deepens our conviction that sustainability is a shared human undertaking.

At Zoho, sustainability is becoming a story of patient transformation. It is a journey marked by humility, experimentation, and a steady resolve to contribute positively to the ecosystems we inhabit. As we continue evolving this philosophy, we do so with the understanding that a truly sustainable organisation is one that remains grounded in purpose while reaching confidently toward the future.



Stakeholder Engagement

Zoho's sustainability philosophy rests on openness, reliability, and a conscious recognition of the obligations we carry toward the wider world.

We place significant importance on engaging with every group that shapes or is shaped by our work, cultivating dialogues that are honest, continuous, and collaborative. By listening deeply and inviting varied viewpoints, we strengthen mutual trust and create space for initiatives that carry genuine relevance and influence. This commitment ensures our sustainability actions resonate meaningfully and remain attuned to the expectations of the communities and stakeholders we serve.



The following table presents the various channels through which we connect with stakeholders and the regularity with which these interactions occur.

Stakeholder Group	Frequency	Mode of Engagement
Employees	Continuous	<ul style="list-style-type: none"> ● Intranet ● Team meetings ● Emails ● Training sessions ● Employee portals
Customers	Continuous	<ul style="list-style-type: none"> ● Customer support calls ● Product webinars ● Feedback survey ● Social media ● Emails ● User forums
Local Communities	Monthly	<ul style="list-style-type: none"> ● Via employees

Stakeholder Group	Frequency	Mode of Engagement
Suppliers	Weekly – In person	<ul style="list-style-type: none"> Supplier newsletters Supplier meetings Emails Supplier portals Procurement conferences
Customers	Continuous	<ul style="list-style-type: none"> Via employees Emails
Customers	Continuous	<ul style="list-style-type: none"> Via employees Emails

Materiality assessment

Materiality represents the exercise of determining which environmental, social, and governance (ESG) themes carry the greatest relevance for a company and those connected to its operations.

By undertaking this assessment, an organisation can focus its sustainability agenda on issues that hold the highest importance, ensuring its actions are both intentionally directed and meaningful in their impact. A well-executed materiality assessment sharpens strategic priorities and helps channel resources toward areas where they can create the greatest value for the business and its stakeholders.



Zoho's materiality landscape has been shaped through in-depth engagement with senior leadership, conversations with diverse stakeholder groups, and a detailed review of established sectoral benchmarks and global sustainability frameworks. This combined insight has informed the development of our materiality matrix, which reflects the issues most central to Zoho's long-term resilience and stakeholder expectations.

Drawing from the outcomes of the materiality assessment, Zoho has outlined a set of critical ESG themes that form the backbone of our sustainability agenda. These priority issues guide how we design our initiatives, allocate resources, and measure long-term impact.



Governance (G)

Information security & data privacy: Protecting user and organizational data is treated as a non-negotiable responsibility. Zoho employs rigorous cybersecurity protocols and adheres to global data-protection expectations to ensure information remains secure and private.

Ethical conduct & human rights: We maintain uncompromising standards of integrity, embedding fair labour practices, strong anti-corruption safeguards, and respect for human rights across our operations and value chain.

Customer-led excellence: Customer Experience informs every product and service decision we make. By staying attuned to user needs and delivering consistent, high-quality support, Zoho cultivates lasting trust and loyalty.

By centring these priority themes within our sustainability framework, Zoho aligns purpose, performance, and stakeholder expectations, building an approach that is principled, future-ready, and deeply responsive to the world we operate in.

Environmental (E)

Climate action: Zoho is advancing efforts to meaningfully shrink its carbon footprint by embedding energy-efficient systems, adopting technologies for reduced environmental impact, and integrating sustainable operational practices that collectively help curb greenhouse gas emissions.

Waste stewardship: Responsible waste management remains a central environmental priority. Zoho focuses on reducing electronic waste, strengthening recycling channels, and ensuring safe and conscientious disposal across IT-intensive operations.

Social (S)

Employee well-being: We continue nurturing a workplace that supports holistic health, professional fulfilment, and employee engagement. Initiatives spanning work-life balance, skill development, and wellness reflect our commitment to enabling people to thrive.

Community partnership: Zoho invests in initiatives that uplift communities through technology, collaboration, and capacity-building. These efforts reinforce our belief in shared progress and long-term local development.

Sustainability Strategy

Integrating environmental sustainability

Zoho is deeply committed to integrating environmental sustainability into every facet of its operations.

Our climate action strategy is designed to significantly reduce our carbon footprint by reducing greenhouse gas emissions and adopting energy-efficient technologies. In parallel, water stewardship is also a key focus area for which measures are being implemented to minimise freshwater consumption and optimise water usage across our operations. Our waste management approach is equally rigorous, with a focus on reducing, reusing, and recycling materials to achieve zero waste to landfill. By embedding these practices into our core business processes, Zoho aims to not only meet but exceed global environmental expectations, demonstrating our dedication to fostering a more sustainable future.

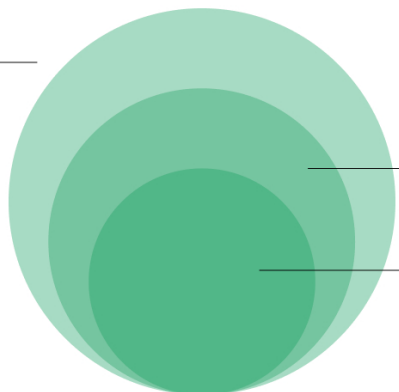
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As part of integrating environmental sustainability, Zoho is committed to the following goals and targets:

Climate action

Reduce Scope 1 & 2 emissions and achieve carbon neutrality by 2035 (versus 2023–24 baseline).

Reduce Scope 3 emissions by 25% by 2030 (versus 2025–26 baseline).



Water stewardship

Reduce freshwater consumption to 25% across significant operations by 2030 (versus 2023–24 baseline)

Circularity

Achieve zero waste to landfill across significant operations by 2030 (owned & data centres)

Details on Zoho's progress against these priority targets are provided in the appendix.

Driving inclusive growth

Zoho's vision for inclusive growth is rooted in the belief that people flourish when they are given space, trust, and meaningful opportunities.

We are intentional in shaping a workplace where individuals from varied experiences, identities, and perspectives can contribute authentically and grow confidently. Our talent practices are designed not merely to recruit skilled professionals, but to recognise potential in diverse forms and nurture it with care, mentorship, and long-term development pathways.

We advance diversity and inclusion by creating an environment that dismantles barriers and celebrates differences, ensuring every employee, irrespective of gender, cultural background, social identity, or economic history, feels respected, valued, and empowered. Beyond the organisation, our commitment extends into the communities we serve. Through targeted outreach, education programs, and collaborative initiatives, Zoho seeks to widen access to opportunities and contribute to social upliftment in measurable, meaningful ways wherever applicable.

By embedding these principles into our broader business philosophy, Zoho continues to champion a model of growth that is equitable, community-oriented, and deeply sustainable.

Our pursuit of inclusive progress is not an isolated endeavour but an ongoing effort to shape a fairer and more resilient society.

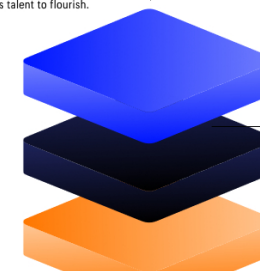
In alignment with this commitment, Zoho focuses on the following priorities:

Talent attraction & management

Foster a dynamic and nurturing environment that encourages talent to flourish.

Diversity & inclusion

Create equitable opportunities for all employees, removing barriers to inclusion and success.



Community engagement

Empower people by broadening community engagement and enhancing access to opportunities.

Responsible business practices

Zoho's commitment to responsible business conduct is reflected in the strength of its governance philosophy, a framework built on ethical clarity, steadfast accountability, and transparent decision-making. We have established oversight mechanisms that ensure our operations consistently align with the highest standards of integrity, enabling us to navigate growth conscientiously and with clarity.

A key element of this governance approach is our focus on cultivating a supply chain that respects environmental boundaries and upholds social responsibility. By embedding sustainability criteria into our procurement processes, we encourage practices that reduce environmental impact, support fair labour conditions, and reinforce ethical behaviour throughout our value network.

This careful integration not only enhances our operational resilience but also strengthens the trust we aim to build with suppliers, partners, and customers.

Through these deeply anchored governance principles, Zoho continues to advance a business model that prioritises responsibility at every level—ensuring our long-term success is rooted in fairness, transparency, and sustainable performance.

In aligning with this commitment, Zoho seeks to advance the following priority:

Sustainable supply chain: Committed to collaborating with suppliers who align with our values and demonstrate ethical practices.

Environment

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Energy & Emissions

Zoho is continuing to strengthen its commitment to responsible energy management and emissions reduction, advancing toward a low-carbon future.

Across its offices, the organisation is rethinking how energy is generated, consumed, and conserved, ensuring environmental responsibility becomes a shared responsibility throughout its ecosystem. In this line, the company has set ambitious targets: achieving carbon neutrality by 2035 through reductions in Scope 1 and 2 emissions and a reduction in Scope 3 emissions by 2030.

Efforts are centring on clean energy adoption and the renewal of infrastructure. In India, diesel generators are being replaced with more efficient gas-powered units, while solar installations continue to expand across campuses. A total of three solar projects are currently in operation, comprising two 5 MW installations near Tiruchirappalli and one 7 MW installation near Tirunelveli. An additional 4 MW solar project near Tirunelveli is expected to become operational by March 2026. With these developments, Zoho aims to increase our renewable energy share to approximately 90–100%.

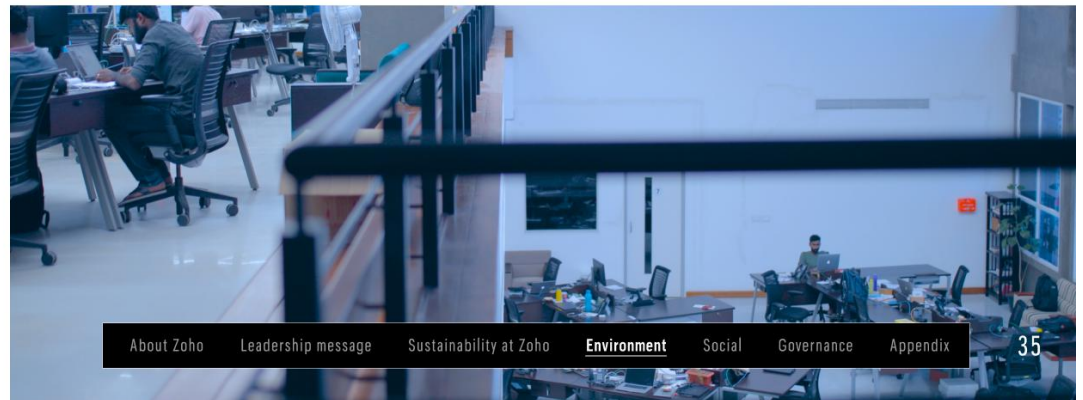
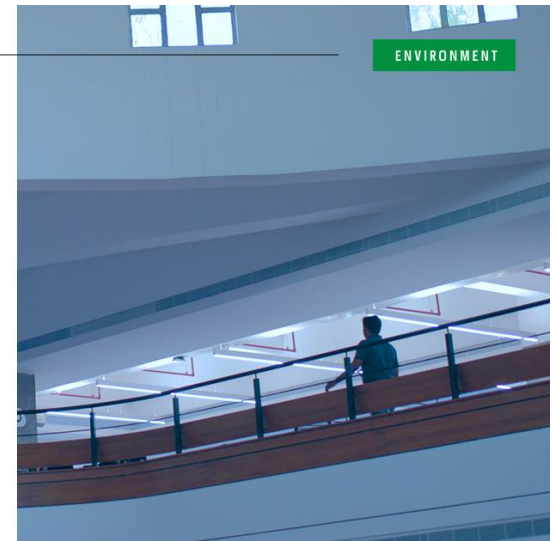
In Saudi Arabia, practical, localised measures are being prioritised—such as using energy-efficient air conditioning systems, LED lighting, and promoting energy-saving behaviour among employees.

Meanwhile, the United Kingdom office operates in a facility equipped with an energy-saving system that activates lighting only when motion is detected and switches it off automatically when the space is unoccupied, ensuring minimal energy waste. Together, these efforts signal a collective movement toward low-emission, self-sustaining operations across regions.

Technology is serving as a key enabler in this progress. In India, offices are equipped with Zoho's own IoT-based monitoring systems, which track real-time energy consumption and generate automated alerts that help teams take corrective action swiftly. These intelligent systems are deepening accountability and encouraging a culture of mindful efficiency. Elsewhere, practical measures are being adopted to achieve similar goals. Japan's workplaces, for instance, are implementing temperature control practices. Regardless of scale or form, every initiative contributes to a larger, integrated framework for energy-conscious operations.

Equally central to Zoho's approach is the role of people in driving environmental awareness. Employee-led conservation efforts are being nurtured across regions, from Japan's ongoing shift toward paperless workflows to everyday acts of resource mindfulness across teams globally. These practices reflect a growing consciousness that sustainability is not merely about technology or infrastructure, but about individual responsibility and shared purpose.

Zoho is, hence, building workplaces that are efficient, inclusive, and resilient to shape a path toward a cleaner, smarter, and more sustainable future.



Water Stewardship

Every drop of water matters in Zoho's approach to sustainable operations, in an attempt to cultivate a culture where conservation and responsible usage are integral to daily work.

Across offices water is being carefully managed, stored, and replenished through a combination of technology, infrastructure, and mindful practices. Rather than a set of isolated practices, the organisation's water stewardship aims to demonstrate a holistic strategy that balances efficiency, reuse, and awareness.

Intelligent monitoring forms the backbone of Zoho's water stewardship strategy. IoT-enabled sensors track flow rates, water quality, and tank levels, and detect leaks in real time in our India offices, providing actionable insight across pipelines and water sources. Mexico's automated drip irrigation systems leverage similar technology to ensure green areas are watered efficiently, while India's systems enable rapid detection of irregular usage and quality variations. These measures make water conservation measurable, responsive, and dynamic.

Reuse and recycling are central to reducing dependency on fresh water. With India's reverse osmosis (RO), reject water is redirected into decorative fountains, reducing demand on potable water. At its Chennai headquarters, Zoho has implemented a closed-loop water recycling system, enabling 100% reuse of on-site water. Wastewater undergoes advanced treatment using a Sequential Batch Reactor (SBR) system and is subsequently repurposed for non-potable applications such as toilet flushing, landscape irrigation, and cooling tower operations. A dual-plumbing system ensures that potable water is reserved for essential uses, while treated wastewater is optimally utilised elsewhere, significantly minimising waste and promoting resource efficiency.



Recycled water from the on-site sewage treatment plant also supports cooling tower operations, reducing reliance on freshwater sources. Meanwhile, Mexico has expanded its rainwater harvesting capacity to capture and reuse water wherever possible. In Saudi Arabia, where the arid climate and limited rainfall make rainwater harvesting and large-scale recycling challenging, alternative measures are being prioritised, such as installing water-efficient fixtures, conducting regular monitoring to prevent leaks, and running employee awareness programs to reduce consumption. These initiatives collectively aim to transform water into a resource that is continually renewed rather than consumed.

Infrastructure upgrades complement these efforts, ensuring sustainability is grounded in resilient systems. Open wells in India are periodically de-silted to maintain recharge capacity and water quality, while a new irrigation pond at Del Valle in the US enables a landscape management system with minimal reliance on municipal water. The United Kingdom office further contributes by operating dishwashers exclusively in eco-mode, optimising efficiency and reducing water use during daily operations. Frequent third-party testing across sites in India further safeguards operational standards.

Equally vital is cultivating a culture of mindful water use. Employee engagement programs in India encourage reporting of leaks, abnormal consumption, and active participation in conservation practices, turning awareness into daily action. Across all regions, human behaviour works hand-in-hand with technology and infrastructure, ensuring every initiative is amplified through collective responsibility.

By combining smart monitoring, reuse and recycling, infrastructure optimisation, and employee engagement, Zoho provides a forward-looking, practical, and genuine commitment to preserving one of the planet's most essential resources.



Waste Management

In a world increasingly conscious of the environmental cost of human activity, waste management has become one of the most tangible ways organisations can demonstrate responsibility and stewardship.

Zoho aims to make simple changes that can ripple into broader impacts. We do this by introducing small shifts in behaviour, strategic infrastructure, and improving processes to reduce waste, enhance recycling, and enable circularity. As part of this commitment, Zoho aims to achieve zero waste to landfill across its owned premises by 2030, reflecting a long-term vision of sustainable operations.

Reducing single-use plastics and minimising packaging is a primary focus. In India, disposable paper cups have been replaced with reusable alternatives, including stainless steel and durable plastic cups. Mexico achieved a notable reduction in plastic consumption by eliminating use of plastics for on-site meals, which reduced the need for trays and beverage packaging. In Saudi Arabia, employees are encouraged to actively reduce plastic use, supported by local initiatives that promote reuse wherever possible. Across Europe, including the United Kingdom, local infrastructure dictates partial segregation of materials—glass, paper, PET, plastics, and compostable items—while offices are also transitioning to the use of stationery and kitchenware made from recyclable materials.

Recycling and e-waste management are being strengthened globally.

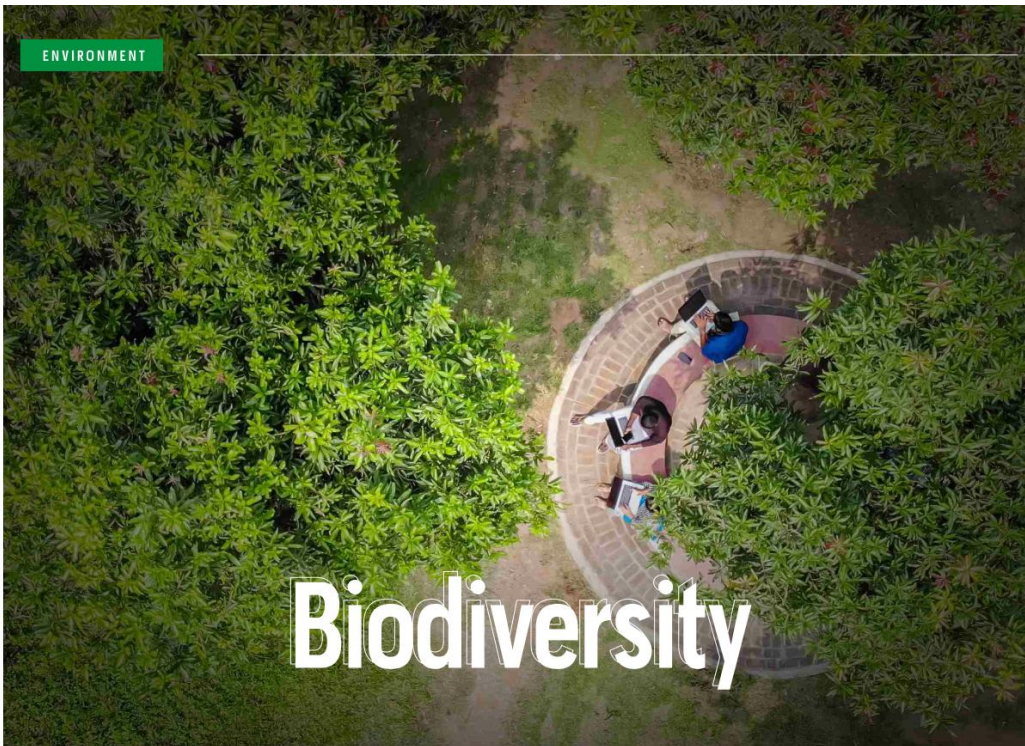
Zoho India implemented a structured three-bin segregation system across the campus, establishing a dedicated waste yard to channel materials such as paper, plastics, coconut shells, and packaging for reuse or recycling.

Electric hand dryers were installed to reduce tissue paper usage, and procurement practices shifted from retail to wholesale, significantly lowering plastic packaging waste. Regular training programs for staff reinforce awareness and ensure compliance with waste segregation practices. In Saudi Arabia, a similar focus is being placed on separating general waste streams and reusing materials wherever feasible. Offices in North America rolled out recycling and composting programs, including a dedicated initiative at the New Braunfels office, while Japan maintains e-waste collection and employee-led measures to reduce disposable plastics, supporting circularity at the individual level.

Composting and organic waste practices complement these initiatives. India has opted for a biogas plant instead of conventional composting, converting organic waste into usable energy. Mexico's waste partner manages food waste composting and recycling, ensuring organic materials are diverted from landfills and reintegrated into the resource cycle. Across all regions, infrastructure and operational improvements continue to optimise reuse and recovery while reducing reliance on landfills.

Partnerships and innovation amplify Zoho's waste management practices. In India, collaboration with Rentokil ensures sanitary waste is disposed of safely and compliantly, while ongoing discussions with sustainability startups explore novel solutions for waste minimisation and circularity.





Biodiversity

Creating thriving natural ecosystems within workplaces is becoming a defining element of sustainable corporate stewardship.

At Zoho, green infrastructure and biodiversity initiatives aim to extend beyond ornamental landscaping, through deliberate efforts to restore local ecology and enhance employee well-being.

Afforestation and native species planting is an integral part of our biodiversity initiative. India's campus undertook afforestation initiatives using native trees such as neem, peepal, and pongamia, while North America's Del Valle, Texas property restored hundreds of acres of native pasture, planted 7,500 fruit trees, and expanded a garden that provides fresh produce to employees and the local community. In Saudi Arabia, the regional campus is advancing similar intent by supporting tree planting, landscaping, and the creation of green spaces that promote biodiversity and a healthier environment.

During FY 2024–25, native trees were planted within the office premises to enhance indoor greenery and support local biodiversity. Japan combined landscaping with green infrastructure technologies. A large-scale water circulation system is implemented in the park in front of the office to create shade and a cooler microclimate during summer. Mexico is expanding green spaces along the façade of its renovated office, introducing a variety of plants and natural vegetation. In European offices, greenery is largely managed by landlords or city authorities, including bushes, trees, and street plantings that contribute to local urban ecosystems.

These projects enhance ecological and human health. Increased vegetation improves air quality, supports habitats for birds and pollinators, and enhances soil and water retention while providing employees with natural, calming spaces that encourage mental well-being and connection to the environment. Participation in planting activities, such as employees joining local residents in flower and roadside plantings in the Kawanehon-cho office in Japan, reinforces community engagement and strengthens the sense of shared environmental purpose.

Native Green Zone Initiative

Zoho India's Native Green Zone Initiative exemplifies the intersection of ecological restoration and employee well-being.

Underutilised open areas on campus were converted into thriving green pockets through the planting of native species selected for their adaptability, low water requirements, and ability to attract local birds and pollinators. Rainwater-fed irrigation and natural mulching were employed to maintain soil health with minimal maintenance, highlighting a sustainable approach to landscape care.

This initiative not only enhanced biodiversity by supporting carbon sequestration, habitat creation, and ecological resilience, but also fostered inviting spaces for employees. Walking paths and serene green pockets provide mental respite, reduce stress, and strengthen the bond between people and nature. In the current era, where corporate responsibility increasingly integrates ecosystem stewardship, this project mirrors Zoho's dedication to harmonising operational spaces with the natural environment, demonstrating that green infrastructure can simultaneously advance sustainability goals and enrich human experiences.



Data Centre Sustainability

Zoho operates a network of 16 data centres across major regions including the United States, India, Europe, Australia, Canada, China, Japan, UAE and Saudi Arabia. ManageEngine operates two more data centres in the United Kingdom.

This distribution enables us to comply with national data protection requirements, as several jurisdictions mandate that user data should be stored within their borders. Accordingly, each facility hosts only the data of users registered within its domain.

Across this footprint, Zoho upholds a wide spectrum of international certifications that reflect rigorous standards for information security, business continuity, environmental management, and service quality. These include SOC 1, SOC 2, and SOC 3 attestations, along with internationally recognised ISO certifications such as ISO 27001, ISO 22301, ISO 50001, ISO 14001, ISO 9001, and ISO 20000-1.

Zoho's data centres are protected through multiple layers of physical, digital, and procedural security. All facilities are located in secured zones and monitored continuously with CCTVs. Data security is strengthened through strong encryption protocols, with customer data encrypted both in transit using TLS 1.2 or 1.3 with Perfect Forward Secrecy, and at rest using an industry-standard encryption algorithm. Access to facilities is strictly controlled; only a limited group of authorised personnel can enter, and any additional access requires formal approval through a ticketing process.

Biometric authentication and two-factor verification serve as mandatory safeguards, while access logs, activity trails, and camera footage remain available for review in the event of an incident. These measures ensure every aspect of data centre operations maintains integrity, confidentiality, and traceability.

To preserve data availability, Zoho maintains a disciplined backup regime that includes daily incremental backups and weekly full backups, all stored on servers configured with redundant disk arrays. Every backup cycle is scheduled, monitored, and automatically validated using the ZAC tool, with re-runs initiated immediately in case of any failure. Zoho's distributed grid architecture ensures inherent resilience: in the event of server damage or malfunction, data is instantly retrievable from alternate servers with no noticeable service disruption.

Physical infrastructure across all facilities is equipped with power redundancy, temperature regulation and fire-prevention systems, and a broader business continuity plan governs critical functions such as customer support and infrastructure operations. These measures collectively strengthen operational reliability and ensure our services remain uninterrupted under a wide range of scenarios.

Zoho's data centre strategy integrates both owned facilities and carefully selected partner sites, enabling us to extend our sustainability principles across regions. Our partnered data centre in Mumbai demonstrates this approach in action. It is a LEED Platinum-certified rated-4 facility and is certified for true zero waste to landfill, in addition to maintaining ISO 50001 compliance for energy management. In the United States, Zoho works with providers that have invested in highly efficient Building Management Systems, advanced monitoring tools, and strong power utilisation effectiveness (PUE) metrics. The Quincy data centre operates with a PUE of 1.20 at QA2B, 1.44 at QA4A, and 1.38 at QE6, and is expanding its capacity from 1,755 kW to 3,385 kW, while the Dallas facility operates at a capacity of 2,402 kW with a PUE of 1.5. In Europe, the UK, and Australia, our partner's facilities achieved a global average PUE of 1.39, outperforming industry benchmarks. In Canada, our data centre partner reported an average PUE of 1.486, considerably lower than the global industry average. These partnerships reflect Zoho's focus on aligning with operators who demonstrate strong environmental stewardship.

Energy efficiency is a defining feature of Zoho's data centres. Most of our facilities in Europe run entirely on renewable energy sourced from 100% green electricity.

Operational efficiency is enhanced through modular, power-factor-corrected UPS systems that minimise power loss, along with mandatory cold aisle containment designs that direct cooling precisely where required. Airflow is actively optimised using pressure-sensor-controlled CRAC units and perforated tile regulation. Chillers equipped with free cooling circuits reduce dependence on energy-intensive cooling systems by leveraging ambient air whenever conditions permit. Additional innovations at the Amsterdam data centre include adiabatic cooling, high-efficiency UPS systems, and an Aquifer Thermal Energy Storage (ATES) system, which uses natural underground aquifers to store and utilise thermal energy sustainably. Continuous monitoring of power quality across grid connections and UPS outputs enables proactive management of energy performance and further supports operational efficiency.

Zoho continues to expand the use of renewable energy across its data centre operations. The Dallas data centre operates entirely on wind energy, eliminating emissions from electricity consumption at that facility. At the Quincy data centre, approximately 15.7% of energy needs are currently met through hydroelectric power, and Zoho has set a clear pathway to transition this facility to 100% renewable energy by 2029. These efforts reflect Zoho's strategic commitment to decarbonising digital infrastructure and reducing lifecycle emissions associated with cloud services.

Advancing sustainable digital infrastructure

Through a combination of stringent compliance, robust security practices, highly resilient architectures, and a steadily increasing share of renewable energy, Zoho is building a data centre ecosystem that balances performance with environmental responsibility.

By partnering with operators who demonstrate leadership in energy efficiency and by investing in innovations across our owned facilities, we are future-proofing our operations while contributing to a low-carbon digital future. Our approach ensures that as demand for our services grows our environmental footprint evolves in a responsible, progressive, and sustainable manner.



Social

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Building Talent

Zoho is continuing to nurture a work culture built on fairness, inclusion, and respect.

Across its global operations, the organisation is supporting a discrimination-free approach to hiring, ensuring opportunities are open to individuals from all genders, races, religions, and socio-economic backgrounds. The absence of rigid academic requirements reflects a belief that capability and curiosity outweigh credentials. This approach empowers people from diverse walks of life to find meaningful work and contribute to a shared purpose.

New employees are being guided through a thoughtful induction process that instills ethical awareness and respect for workplace diversity from the very start. The Code of Ethics remains a cornerstone of this experience, fostering a culture where integrity is non-negotiable. Mentorship initiatives are being steadily expanded to ensure every new hire feels supported, whether through formal mentor-mentee programs in North America, evolving mentorship structures in Japan, or peer-based onboarding systems practised in India and Singapore. Together, these efforts are creating environments where employees are learning continuously and finding belonging early in their journey.

As workforces evolve and technologies reshape how people learn and collaborate, Zoho is viewing talent development as a space for innovation as much as inclusion. Recruitment strategies are being reimaged to reflect this shift. In Singapore, hiring practices are being refined to meet rising demand for digital and analytical roles, while keeping a strong focus on fair, skills-based assessments. Japan is strengthening its commitment to inclusion by expanding employment for persons with disabilities in line with national legislation,



Growth within the organisation is being shaped not only by hiring but also by internal mobility. Employees are encouraged to explore new roles and responsibilities, ensuring development remains dynamic and self-directed. An annual career hearing system in Japan, internal postings in India, and structured review mechanisms in Singapore and North America are all contributing to a culture where professional growth is visible, supported, and celebrated.

In India, the company's unconventional hiring pathways, such as Zoho Schools of Learning, graduate boot camps, and the Marupadi initiative, are continuing to redefine access to employment. By focusing on skill building over formal credentials, these programs are creating meaningful opportunities for individuals who are restarting their careers or entering the workforce through non-traditional routes.

Through these collective initiatives, Zoho is continuously shaping a workforce that is diverse in origin yet unified in purpose. By blending ethical governance with innovation, and structure with empathy, the organisation is ensuring that talent, wherever it appears, is recognised, nurtured, and empowered to grow.

creating opportunities within language-based roles. Meanwhile, India is deepening its rural hiring initiatives by setting up offices beyond major cities and enabling local communities to thrive without the need for migration. In North America, recruitment continues to uphold rigorous non-discrimination standards while responding to accessible challenges, such as the responsible use of AI in candidate assessments.

Employee Benefits

At Zoho, fostering a supportive and engaging work environment is central to the organisation's ethos. Across all regions, the company invests in comprehensive employee benefits and flexible work practices, designed to promote well-being, work-life balance, and professional growth.

These initiatives reflect Zoho's commitment to creating an inclusive workplace where employees are empowered to perform at their best while enjoying meaningful personal and professional support.

Asia-Pacific

Across the Asia-Pacific region, Zoho is continuing to strengthen employee well-being through comprehensive and locally responsive benefits.

In India, Zoho offers a comprehensive benefits framework designed to promote employee well-being, flexibility, and inclusivity. Employees receive extensive healthcare coverage, life insurance, and access to disability-friendly workspaces, along with privilege leave in addition to statutory casual and sick leave, which may be used for childcare or personal needs. Parental support remains a key focus, with full adherence to the statutory six months of maternity leave. Transportation support—including shuttle services and train pass allowances—and on-campus childcare facilities in Chennai, provided in partnership with Amelio, further support work-life balance for employees and working parents.

Zoho's flexible-working model empowers employees to plan their work hours around daily responsibilities rather than fixed schedules, eliminating the need for traditional overtime. The company also maintains an inclusive approach to retirement, without enforcing a mandatory retirement age, enabling capable employees to continue contributing meaningfully. Food is provided across all offices, ensuring basic needs are met, while other benefits, such as extra paid holidays, privilege leave, and disability support, reinforce a culture of care and inclusivity that extends beyond regulatory requirements.

In Japan, Zoho offers one of its most expansive benefit frameworks. Employees receive life and disability insurance, welfare annuity coverage, statutory health insurance, medical check-ups, parental and childcare leave, nursing care leave, unemployment and accident insurance, and childcare contributions. Zoho surpasses regulatory requirements by providing between 15 days and 20 days of annual paid leave (above the statutory minimum), extending shorter working hours for childcare until a child completes primary school, and one-off relocation allowance for moving to a location near the office, transportation, free lunch, bonuses, qualification and relocation assistance for company-mandated transfers, club activities, telework options for emergency, mental wellness support, and multiple cultural and team event subsidies.

In Singapore, Zoho supplements the mandatory Central Provident Fund (CPF) scheme with additional employee benefits, including a healthcare allowance claimable against receipts and hospitalisation and surgical insurance for eligible staff. Employees are entitled to statutory leave benefits under Singapore law, including annual leave, paid sick and hospitalisation leave, public holidays, and statutory parental and childcare-related leave, such as maternity, paternity, shared parental, adoption, childcare, and infant care leave. In addition, Zoho provides enhanced benefits, including bereavement leave and a progressive annual leave policy that begins at 14 days in the first year and increases to 21 days based on tenure.

In Australia, Zoho contributes up to AUD 250 per month toward employee health insurance premiums. Parental leave is provided in line with statutory rules, including 100–130 days of paid parental leave. Employees receive paid bereavement leave, annual leave after one year of service, public holidays in accordance with state declarations, and an annual Christmas–New Year shutdown period.

Europe–Middle East–Africa

Within the EMEA region, Zoho aligns closely with national labour standards while offering additional support wherever appropriate. In Europe, employees in the UK and Spain receive private medical insurance, while those in France and Germany are covered under statutory medical systems.

Parental, marriage, and bereavement leave adhere to national frameworks. Zoho provides supplementary pension contributions in the Netherlands, despite it not being mandatory, and delivers a competitive pension plan in the UK. In France, Zoho is legally required to reimburse at least 50% of an employee's public transport subscription used for commuting between home and the workplace.

In the Netherlands, national regulations require employers to either provide a public transport subscription or reimburse employees at a rate of €0.23 per kilometre when they use their own vehicle for commuting.

In all other countries except Germany, Zoho voluntarily supports employees by providing travel-related reimbursements even when not mandated by law. Employees across European offices also receive nutrition support through office meals or a EUR 70 daily meal allowance.

In the United Arab Emirates, Zoho supports its workforce through life insurance, healthcare, disability coverage, and statutory leave requirements including parental, marriage, and bereavement leave. Employees further benefit from employer-supported lunch provisions, strengthening day-to-day workplace well-being.

In Nigeria, Zoho provides life insurance, healthcare coverage, and parental leave to both permanent and temporary employees, along with on-site food support for all staff members, enhancing everyday nutrition and well-being.



Americas

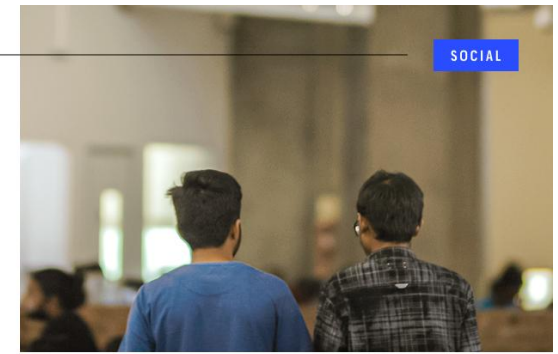
Across North and Latin America, Zoho provides robust coverage that respects statutory requirements while offering targeted enhancements. In the United States, Zoho provides life insurance, healthcare benefits, disability coverage, bereavement leave, and retirement support.

The company exceeds federal expectations by offering 12 weeks of fully paid parental leave, compared to the statutory provision under FMLA and employees have the flexibility to take additional time off through Zoho's open PTO (Paid Time Off) policy.

In Canada, employees receive life insurance, disability coverage, and bereavement leave that exceed the legal minimum. Parental leave is administered according to federal and provincial regulations. Retirement planning support is also provided for permanent staff.

In Brazil, Zoho aligns with national social security and welfare frameworks by providing life, health, and disability coverage, retirement contributions, and dental care to permanent employees. Employees receive paid maternity and paternity leave, and paid bereavement and marriage leave. Zoho also provides transportation support linked to commuting needs, a food allowance of BRL 780 (or BRL 390 for interns), and paid vacation after one year of service, consistent with statutory norms.

Zoho's global benefits approach reflects a thoughtful balance of compliance with local regulations and the company's commitment to exceeding standard practices wherever possible. By offering flexible work arrangements, health and wellness support, and tailored programs across regions, Zoho is ensuring employees worldwide are equipped, valued, and motivated to contribute meaningfully to the organisation's mission and long-term growth.



Diversity Inclusion

Zoho is cultivating a culture where diversity and inclusion are ideals shaping how people connect, collaborate, and contribute seamlessly into everyday work.

Opportunities are accessible for individuals of all genders, ages, abilities, and backgrounds, reflecting a belief that potential and skill define contribution more than credentials. Local communities are engaged in recruitment in ways that create ripple like pathways into the workforce, positions are adapted for accessibility, mentorship is embedded from the outset, and new hires are welcomed into teams that support growth and belonging. Rural hiring in India, skill-focused recruitment in Singapore, and untraditional opportunities in North America all converge to create an ecosystem that thrives on inclusivity.

Flexibility and empathy are becoming central to how work is experienced. Employees in Singapore are able to balance care-giving, health, and professional commitments through adaptable arrangements that respond to urgent needs without compromising engagement. Across North America, opportunities in historically under-represented areas are complemented by benefits and flexibility that allow employees to meet personal obligations while contributing fully. In India, support systems ranging from accessible infrastructure to inclusive campus design, ensure all employees can navigate workspaces with autonomy and confidence, while telework for emergency and barrier-free facilities in Japan in major offices are creating fair environments for all.

Inclusion is also being shaped through the communities that employees build for themselves. Cultural and interest-based groups in India are fostering shared celebration, participation, and collaboration across festivals such as Diwali, Pongal, Holi, and Christmas, creating vibrant connections that transcend formal policy. Informal affinity groups in North America and peer networks in Japan are providing support, mentoring, and forums for dialogue, proving that inclusion flourishes when employees are empowered to engage authentically. Flexible work arrangements in Singapore further extend this principle, allowing individuals to continue contributing when personal circumstances call for attention.

Zoho is committed to maintaining a safe, respectful, and equitable work environment for all employees. The company enforces a zero-tolerance policy toward discrimination and harassment, ensuring all decisions related to recruitment, promotions, contracting, and other organisational processes are made without regard to race, colour, caste, national origin, citizenship, religion, ancestry, disability, medical condition, gender identity or expression, age, marital status, sexual orientation, veteran status, or any other legally protected characteristic.

To support this commitment, Zoho actively leverages internal platforms such as Zoho Connect to raise awareness about harassment and communicate ongoing initiatives that prevent discrimination. These communications keep employees informed, empowered, and engaged in fostering an inclusive workplace.

Inclusive and bias-free practices are embedded across the employee lifecycle. Zoho's recruitment process is designed to eliminate biases related to gender, race, religion, socio-economic background, and other factors. This commitment is reinforced through the company's Code of Ethics, which all candidates acknowledge during onboarding, and reiterated during induction to embed the values of fairness and respect from day one.

Every aspect of accessibility and cultural sensitivity is being considered as a lived priority rather than a compliance requirement. Ramps, Braille signage, accessible restrooms, and dedicated parking in India, combined with telework for emergency in Japan, and regulatory compliance in North America, create environments where participation is fair and autonomous. In Singapore, employees facing urgent caregiving responsibilities or health concerns are accommodated with flexible arrangements that respect both their personal and professional contributions.

Through these holistic practices, Zoho is showing that diversity and inclusion are not formal programs, but a natural expression of how work is lived, and relationships are nurtured. By embedding empathy, respect, and adaptability into the everyday experience, Zoho is enabling employees to thrive as themselves, contribute fully, and build connections across boundaries.

Learning & Development

Zoho is cultivating a culture where learning unfolds organically, seamlessly merging with the work itself.

Across offices, employees are discovering new skills, experimenting with ideas, and deepening their expertise in ways that respond to both personal curiosity and evolving team needs. Foundational programs, such as The 7 Habits of Highly Effective People in Japan, complement the availability of online courses and external training, empowering individuals to pursue growth with guidance from supervisors. Singaporean teams are benefiting from department-specific development pathways, encouraging employees to navigate their own learning journeys while building technical mastery and aligning with long-term career aspirations.

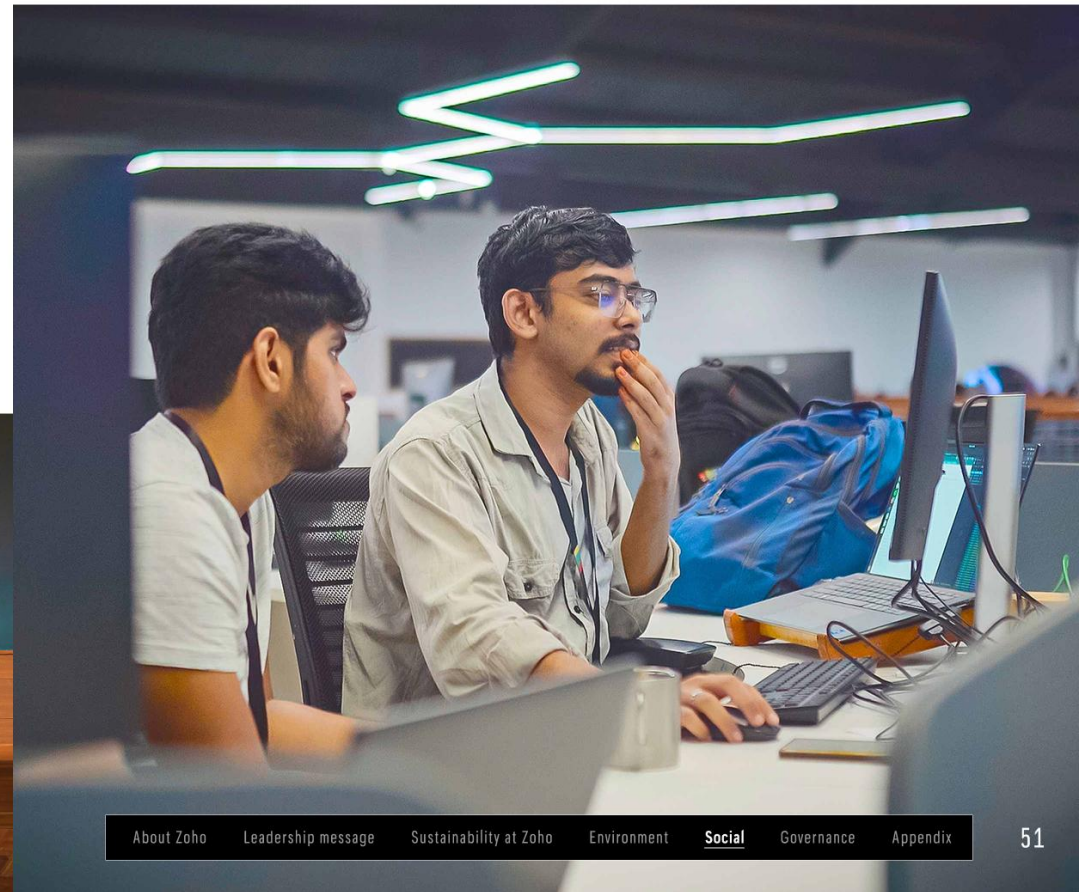


A spirit of self-directed learning thrives alongside collaborative mentorship. Product teams in India are guiding new hires through technical onboarding, while soft-skill programs for customer-facing roles strengthen communication and interpersonal effectiveness. Peer networks play a vital role in providing advice, feedback, and knowledge exchange, cultivating a culture where expertise flows naturally and innovation is shared. In North America, structured programs are being developed to complement a workplace already shaped by curiosity and peer-led knowledge transfer, creating fertile ground for continuous development.

Training is carefully tailored to the needs of teams and individuals, ensuring relevance and meaningful impact. Departments are identifying skill gaps and facilitating both internal sessions and externally sponsored courses,

supported by allocated budgets that enable targeted development. Digital platforms and e-learning tools, particularly in Japan, extend opportunities for employees to engage with content that resonates with professional goals. By combining structured instruction, independent exploration, and hands on application, employees are building versatility, confidence, and readiness to tackle new challenges.

Learning at Zoho is bolstering an energizing, participatory experience rather than a prescribed obligation. Employees are cultivating curiosity, resilience, and adaptability while contributing to collective growth. Across continents and teams, the organization is creating environments where development is personal, purposeful, and empowering a reflection of Zoho's commitment to fostering a workforce that is skilled, inspired, and ready to shape the future.





Zoho Schools of Learning (ZSL): Building talent for the future

Founded in 2005 with just six students and two teachers, ZSL offers high school graduates an alternative to conventional higher education.

The program combines one year of intensive classroom instruction with a second year of hands-on internship at Zoho. Students are not charged fees; instead, they receive a stipend, reinforcing the school's principle of accessible, inclusive learning.

Originally launched as the School of Technology to train software engineers, ZSL has expanded over the years to include the School of Design, School of Business, School of Graduate Studies, and School for Advanced Study.

The rapid pace of technological change demands innovative approaches to education that go beyond traditional pathways. Each year, ZSL receives around 20,000 applications, from which approximately 220 students are selected using a combination of entrance tests and exam-free evaluation methods.

Remembering that talent is universal, but opportunities are distributed unequally, we take exceptional efforts to recruit from where there are students with talent but not with too many options—primarily, rural Tamil Nadu that suffers from a lack of exposure.

It is indeed heartening that year after year, students from such underprivileged backgrounds, once given the right environment, assistance, and care, prove their potential and surprise us with their resilience and innovation.

Alumni of ZSL contribute across Zoho in diverse capacities—from leadership roles to deep-tech R&D projects and product development—demonstrating the long-term value and impact of this sustainable talent pipeline. Over the past 20 years, around 12% of Zoho's current workforce—approximately 2,500 employees—have embarked on their careers at Zoho directly through ZSL's two-year program, bypassing conventional college degrees.

Through these initiatives, ZSL exemplifies Zoho's broader sustainability commitment: fostering human potential, providing equitable access to opportunity, and creating pathways for meaningful careers in technology. By investing in learning and skill development, Zoho is not only building its workforce but also contributing to the wider community, empowering young professionals to thrive in a rapidly evolving digital landscape.



Marupadi

Reigniting careers for women in technology

Innovation in the technology sector thrives on diverse perspectives, yet many experienced women temporarily step away from their careers, resulting in gaps in both skills and confidence when they attempt to rejoin the workforce.

To address this, Zoho Schools of Learning introduced Marupadi in 2022, a dedicated program designed to help women with prior tech experience resume their professional journeys. Aply named "Marupadi," meaning "again" in Tamil, the initiative embodies the mission of enabling participants to reclaim their careers with renewed capability and assurance.

Marupadi distinguishes itself from conventional reskilling initiatives by building on participants' existing knowledge while addressing the skills lost during career breaks. Over a rigorous three-month curriculum, participants gain hands-on training in software development, testing, and technical writing, aligning their competencies with current industry standards.

The program emphasises more than just technical expertise. It cultivates a nurturing learning ecosystem where women can rebuild confidence, overcome re-entry challenges, and thrive. Individualised mentorship from experienced Zoho professionals supports tailored development, while project-based exercises reinforce practical application. During the follow-up internship at Zoho, participants receive structured monthly feedback, enabling them to refine their skills and showcase their capabilities. Successful graduates are subsequently given the opportunity to pursue full-time roles within the company.

In FY 24–25, Marupadi has 23 trainees & 20 placed in Zoho, exemplifying Zoho's ongoing commitment to equitable, inclusive talent pathways. Through initiatives like this, the company not only empowers women to re-enter the technology workforce but also strengthens the sector with diverse, skilled professionals prepared to contribute meaningfully to a rapidly evolving industry.

Employee Well-Being

At Zoho, employee well-being is more than a policy, it is a lived experience, woven into the rhythm of daily work and the culture across every office.

Even during challenging periods, such as recent market turbulences, the company's commitment to its people never wavered, revealing a culture where employees are genuinely seen, heard, and supported. This care distils through physical, mental, financial, and social dimensions, and it resonates in every corner of the organisation.

Trust and transparency flow naturally from a culture of open communication and approachable leadership. At Zoho, hierarchy is minimal, and dialogue is constant. Employees in every region, whether in town halls, digital platforms, or informal conversations, are empowered to raise concerns, ask questions, and share ideas. This openness is not performative; it builds trust, nurtures collaboration, and ensures every individual's voice matters, reinforcing the sense that the organisation's success is collective. Towards this effort, this year a comprehensive climate survey was launched to assess employee satisfaction at select regions, understand their experiences, and identify opportunities to further enhance engagement, well-being, and workplace culture.

The survey assessed employee satisfaction and explored key areas, including:

- Communication received from the company.
- Availability of tools and technologies needed for their roles.
- Clarity regarding roles and responsibilities.
- Relationship and rapport with managers.
- Connection and collaboration with team members.



The insights from this survey provide valuable guidance for ongoing initiatives aimed at enhancing workplace culture, engagement, and overall employee experience, reaffirming Zoho's commitment to a supportive and inclusive environment.

Health and vitality are championed with both structured programs and subtle, thoughtful touches. Employees in India energise their days with yoga, Zumba, marathons, and cyclathons, complemented by gyms and in-house clinics that make fitness and preventive care easily accessible. Japan reinforces wellness through annual medical check-ups, stress assessments, and close guidance from industrial physicians. Language exchange sessions are conducted in Japan that foster cross-cultural understanding, while Yoga classes promote physical and mental well-being for both employees and local residents. In Singapore, flexible work arrangements, healthy pantry options, and exercise facilities ensure well-being integrates seamlessly with professional life, while

North American teams benefit from comprehensive health coverage that protects both body and mind. Across these regions, the approach is neither superficial nor uniform, it is tailored.

Mental and emotional care is treated with equal seriousness. In India, the "Nalam" support group and in-house therapists provide both scheduled sessions and day-to-day guidance, enabling employees to seek help without hesitation. Japanese offices offer confidential consultations with company industrial physicians or external specialists, while Singapore encourages candid feedback through anonymous channels and open communication with leadership. In the US and Canada, employees are supported by structured health insurance provisions that include mental well-being resources. Across all locations, these mechanisms cultivate an environment where employees feel safe, valued, and understood.

The company's approach to work-life balance is holistic and deeply flexible. In India, productivity is measured by quality, not hours, and employees are supported with work from home options, extended leave for personal or familial needs, and flexible scheduling. Japan combines flexitime with telework for emergency and childcare subsidies, promoting both parental and personal responsibilities. Singapore and North American teams enjoy arrangements that accommodate caregiving, health, and other personal commitments. This flexibility is not a concession, it is an acknowledgement that employees are whole people, whose work thrives when life outside the office is respected.

Supporting working parents and families is a practical priority, not an afterthought. Lactation rooms, childcare partnerships, and flexible schedules are standard across major regions. Japan goes further with programs to encourage paternity leave and childcare subsidies based on Japanese law; India provides on-site daycare through partnerships, while North American teams benefit from financial support for childcare. These initiatives ensure family responsibilities and professional life coexist harmoniously.

Social connection is cultivated intentionally. Festivals, team lunches, annual trips, and informal gatherings in India, Japan, and Singapore provide shared experiences that strengthen relationships and collaboration. North American employees engage in picnics, sports, and creative activities, equally reinforcing bonds. ManageEngine celebrates SysAdmin Appreciation Day annually, recognising the dedication of system administrators with fun activities, team celebrations, and tokens of appreciation. This initiative cultivates pride, belonging, and connection within specialised teams.

These moments of togetherness create a workplace that is more than a series of tasks, they cultivate community, joy, and mutual support.

Financial and career well-being are seamlessly intertwined with personal growth. Prosperity sharing programs, annual bonuses, retirement support, and periodic financial literacy sessions equip employees to plan for the future. Mentoring, buddying, and climate surveys nurture growth, retention, and early resolution of concerns. These initiatives transform career progression from a transactional journey into a guided, supportive, and empowering experience.

The depth of Zoho's care is perhaps best reflected in its low attrition. Many employees have chosen to build decades-long careers here, a rare testament to an environment that fosters trust, respect, and belonging. Such enduring loyalty is not simply about compensation or benefits; it is about a workplace where people feel seen, understood, and integral to the organisation's journey. The company earns this trust every day, through consistent, thoughtful actions.

Perhaps this is because the company cultivates strong and tightly-knit teams where managers and leads maintain a clear understanding of their team members' strengths and areas for development, enabling timely resolution of issues. Feedback is provided continuously, rather than being limited to formal appraisal cycles, ensuring employees have opportunities to improve and grow in real time. Insights gathered through exit interviews are shared with relevant teams to drive ongoing improvements in processes and practices.

Every effort, from health and mental care to social connection and financial security, converges to create an environment that is both protective and inspiring. Employees experience work as a space where their contributions are valued, their needs are met, and their growth is championed. Across continents and cultures, Zoho demonstrates that well-being is not a program to check, it is the heartbeat of the organisation.



Employee Health & Safety (HSE)

Zoho is continuing to uphold the health and safety of its people as a shared responsibility rooted in care and collaboration.

Across regions, the company is maintaining regular risk assessments and proactive discussions that help identify hazards early and strengthen its collective preparedness. These efforts are ensuring safety remains a living practice that is shaped not only by policy but by participation.

Guided by HSE Policy, Zoho adheres to principles that link safety to quality, productivity, and value creation. Zoho ensures visible management commitment, engages all employees and contractors through regular training, and integrates HSE objectives into core business strategies. The company continuously improves its HSE performance by complying with statutory requirements, managing workplace risks, preventing incidents, optimising resource use, minimising pollution, and promoting recycling. The policy is regularly reviewed and updated to maintain its relevance and effectiveness.

Regular assessments and hazard identification exercises are forming the foundation of this effort. In Japan, a monthly Health and Safety Committee meeting brings together the Deputy President, Human Resources representatives such as the Health & Safety Manager, most senior managers, employee delegates, and the company doctor, to discuss matters ranging from overtime hours and holiday usage to workplace conditions and accident prevention. Across North America, periodic reviews are being conducted in line with regulatory expectations, while Singapore and India are embedding preventive checks within daily operations, using data and dialogue to identify and address accessible risks early.



In India, all employees participate in an annual mock drill, while monthly safety training sessions are provided to maintenance staff, vendors, and interested employees covering fire safety, CPR, and first aid procedures. These processes ensure awareness remains high and that safety becomes an ongoing conversation rather than a quarterly agenda.

Complementing these assessments are continuous investments in workplace ergonomics and physical comfort. Offices in Singapore are offering ergonomic chairs as standard, with employees free to request additional equipment, extra monitors or customised accessories, to shape their workstations according to individual needs.

India provides ergonomic chairs throughout the office, and employees requesting standing desks are accommodated to support healthier postures. Japan's office is introducing adjustable desks to encourage healthier movement and flexibility during long workdays. In North America, ergonomic standards are being reviewed regularly to ensure compliance and comfort go hand in hand. The intent remains to create workplaces where employees can thrive confidently, knowing that systems of care surround them.

The company's focus on preparedness and prevention extends into active learning and participation. In Japan, employees take part in evacuation drills twice a year, simulating scenarios such as earthquakes, fires, and tsunamis. Each department assumes specific roles, from evacuation guides to fire extinguisher operators, building readiness through collaboration. In North America, OSHA trainings and certifications are continuing to strengthen employees' ability to respond effectively to emergencies, while access to first aid and CPR programs remains open to all. In Singapore, workplace safety is being reinforced through controlled access protocols, including a dual door lock system that allows only authorised staff to open the office at the start of each day. In India, employees also have access to Health & Safety certifications, including CPR, first aid (adult and paediatric), and AED usage, with the Zoho Emergency Action Team (ZEAT) committee comprising all managers ensuring safety measures and best practices are effectively communicated and implemented across the workforce.

Across all regions, the culture of prevention is deepening through shared ownership. Employees are actively reporting potential hazards, contributing ideas for safer practices, and engaging in open conversations with leadership. In India, this culture is reinforced by encouraging employees to report any risks or issues they observe, with ZEAT guiding the implementation of safety protocols. These local efforts are feeding into a broader network of trust, where safety is not only managed but lived, where every employee feels responsible not just for their own well-being but for that of those around them.

Through these steady, interlinked initiatives, Zoho is continuing to create workplaces that balance ambition with care. By integrating safety into the flow of everyday work and by giving employees both voice and agency in shaping their environment, the organisation is reaffirming its belief that sustainable growth begins with a safe and healthy workforce.

Community Engagement

At Zoho, community engagement is a lived philosophy. Zoho believes that talent is everywhere, even in places often overlooked, and that meaningful work should be accessible close to home.

Across its offices, the organisation is rethinking how energy is generated, consumed, and conserved, ensuring that environmental responsibility becomes a shared responsibility throughout its ecosystem. In this line, the company has set ambitious targets: achieving carbon neutrality by 2035 through reductions in Scope 1 and 2 emissions and a reduction in Scope 3 emissions by 2030.

Education and practical skill-building are at the heart of community efforts. In the UK, students gain hands on experience with cloud-based access to accounting software to develop industry-ready skills through the Zoho Books partnership with the Open University, while guest lectures at Oxford and Exeter Universities expose learners to cutting edge real-world application examples in their AI-focused business courses. Spanish students at ESADE benefit from access to the company's cloud-based marketing software, allowing them to apply industry tools to real-world projects. These initiatives wear a belief that knowledge is most powerful when it is actionable, creating pathways for students to naturally contribute to their communities with impact and confidence.

This commitment to education extends globally. In Brazil, the Learn IT with ME program provides high school students in underserved Rio communities with foundational IT training, covering cybersecurity, analytics, and IT management while also cultivating soft skills, career planning, and goal setting. Complementing this, the More Girls in Technology initiative inspires young women to explore careers in tech through interactive AI sessions and creative workshops, fostering equity and empowerment. In Colombia, exclusive masterclasses at Universidad de La Sabana, attended by students from Peru as well, explore AI in IT and spark interest in internships and real-world applications. Meanwhile, in rural Japan, the town of Kawane planned AI workshops for students, hands-on technology training, and tulip-planting campaigns to help foster sustainability while promoting technological empowerment. Together, these initiatives illustrate Zoho's belief that nurturing talent and supporting education is a truly global mission.

Supporting entrepreneurs and startups extends this philosophy into the business world. Across Germany, Austria, and Switzerland, Zoho collaborates with organisations to help educate, support, and guide these communities in digital best practices to drive business growth. Zoho for Startups collaborates with digital HUB Aachen, giving the region's 350 startup members access to mentorship and digital skills workshops. Zoho also partners with Upscaler by EWG Essen, supporting startups from ideation to scaling, providing stipends, and expert led workshops. Hamburg's Start-Up Labs GmbH, specialising in deep tech ventures in physics and biophysics, benefit from tailored support through Zoho's programs, and in southern Germany, HNU Founders Space members are provided co-working facilities, business development consultation, and credits for Zoho for Startups. Austria's startup ecosystem also sees similar engagement through the Austrian Startups Association, where 200+ companies gain mentorship and practical guidance. In Spain, collaboration with the Lanzadera business community ensures startups receive training, consultation, and access to Zoho Wallet credits. By lowering barriers to technology and expertise, the company bolsters small businesses as engines of economic revitalisation and social value.

Zoho also invests in health, sports, and community networks to foster active and engaged citizens. In the UK, sponsorships of Teddington Hockey Club, Sale FC rugby, and MK Breakers basketball team encourage physical fitness, teamwork, and leadership among youth. Meanwhile, the Benelux region demonstrates Zoho's commitment to combining community,

networking, and social responsibility through events like Business and Bikes in Antwerp, where proceeds help Helpende Handjes, a charity supporting children in need. Across these initiatives, Zoho creates vibrant, active, and inclusive environments that strengthen local community connections.

Partnerships with nonprofits and industry associations further amplify Zoho's impact into professional ecosystems. In Germany, collaboration with AIESEC's Youth 2 Business programs provides immersive leadership experiences for youth and strengthens cross-cultural skills. Switzerland's Medtech partnership highlights a commitment to sector-wide impact, engaging with over 800 companies and 70,000 professionals to drive innovation. France benefits from Zoho's engagement with CCI Paris Île-de-France, Club Decision DSI, and Hello Lille, supporting SMEs, local tech ecosystems, and regional economic development. Each partnership reflects the company's belief in equipping communities and organisations with the tools and ability to thrive sustainably.

Zoho is strengthening digital inclusion and talent development across Africa through partnerships with She Code Africa, CodeTelligence, and BabesGotBytes, focusing on empowering women and youth in technology. Through its Young Creators Program, Zoho conducted Train-the-Trainer sessions for 30 female SCA Academy trainers at its Lagos office, equipping them with skills to build enterprise-grade applications using Zoho Creator and enabling them to further train students to solve real-world business problems using low-code technology. Trainers also received one year of free access to the platform and comprehensive learning resources. Launched globally in 2022, the Young Creators Program aims to bridge technical skill gaps, foster innovation, and build confidence among future business leaders, having already trained over 2,000 students worldwide. These collaborations reflect Zoho's commitment to supporting local communities, upskilling local talent, and promoting inclusive and sustainable technology-led growth around the world.

Ever since its inception, Zoho has believed and invested in communities, nurturing them so they can grow and thrive together. Through these efforts, it aims to revive communities, bolster local talent, and ensure that innovation, knowledge, and opportunity is available for the underserved. It aims to create ripple effects with each initiative and thereby, spark curiosity, enable growth, and inspire others to reimagine what it means to make a difference.

Governance

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Zoho's corporate governance framework operates under the oversight of a skilled and experienced leadership team. Guided by robust principles, this team is dedicated to steering the company with ethical and transparent conduct at the forefront.

Their responsibilities include overseeing Zoho's operations, formulating policies to enhance organisational performance, and managing potential conflicts of interest that may arise in business transactions. Through these efforts, the leadership team ensures stakeholder value is enhanced responsibly across all facets of the organisation.

Senior team members also participate in specialised committees designed to deliver focused and effective governance. Comprising C-suite executives with relevant expertise, each committee concentrates on a key aspect of corporate governance, thereby strengthening stakeholder trust and confidence.

The Governance Risk Committee serves as a cornerstone of responsible and sustainable growth. Its members oversee Zoho's governance frameworks, ensure compliance with internal policies, external regulations, and ethical standards, and proactively identify and mitigate enterprise-wide risks. By developing strategies to address potential threats, the committee fosters a culture of risk awareness throughout the organisation.

In today's data-driven landscape, the Compliance Incidence Security Privacy Committee acts as Zoho's safeguard for data security and privacy. Its members diligently oversee the implementation of data privacy policies, manage investigations, and resolve security incidents to minimise the impact of data breaches while ensuring regulatory compliance.

The Business Continuity Committee ensures organisational preparedness for any disruption.

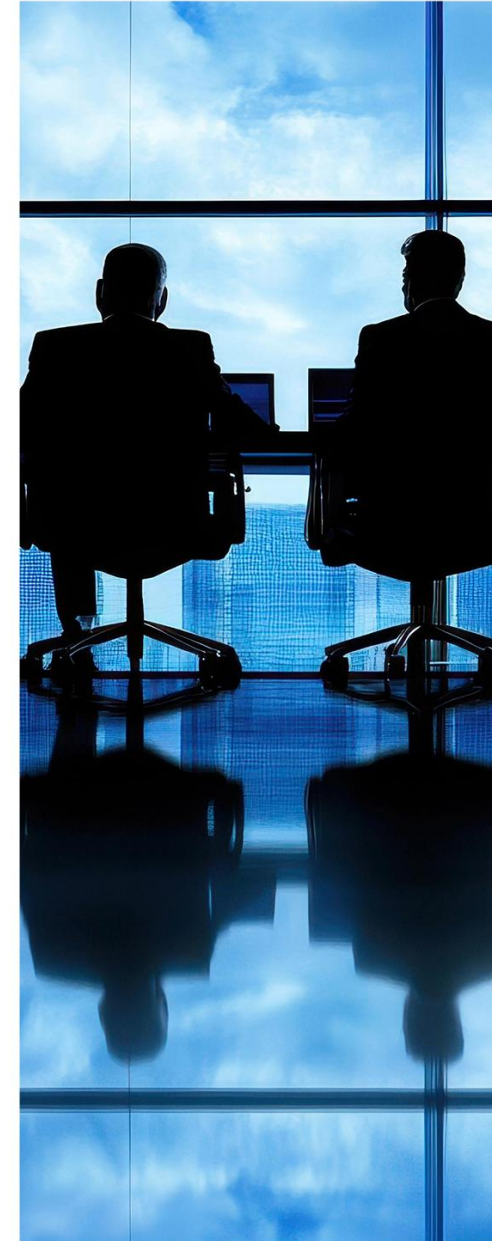
It develops and implements comprehensive business continuity plans, identifies critical business functions, assesses potential threats, and establishes recovery procedures. Regular testing and revision of these plans minimise downtime and protect vital assets, maintaining Zoho's resilience and uninterrupted service to customers.

The Anti-Sexual Harassment Committee comprises diverse members across departments and is tasked with enforcing policies and procedures designed to prevent and address workplace sexual harassment.

Zoho's Code of Ethics serves as the cornerstone of our expectations for principled behaviour and responsible decision-making across the company. Every new employee receives structured training on these standards as part of the onboarding process, ensuring ethical awareness is embedded from the outset. The Code outlines our commitment to non-discrimination and equal opportunity; reinforces our zero-tolerance stance against forced labour, human trafficking, and any form of modern slavery; and sets clear expectations for safeguarding privacy and personal data. It also defines our approach to maintaining a safe, respectful, and supportive workplace; managing conflicts of interest; and establishing appropriate boundaries around interpersonal relationships, gifts, and entertainment. In addition, it guides employees on the responsible use of company resources and strengthens trust by offering strong protections for individuals who raise concerns through whistleblowing mechanisms.

Zoho's Anti-Bribery Policy sets out the organization's commitment to ethical business conduct and compliance with applicable anti-corruption laws. It broadly outlines the standards of conduct expected from individuals associated with the organization and provides a framework for preventing, identifying, and reporting improper practices.

Corporate Governance



Information Security and Risk Management

Zoho maintains a comprehensive framework for information security and risk management, designed to protect the confidentiality, integrity, and availability of customer data.

Security governance is embedded across all levels of the organisation, with dedicated teams overseeing policies, procedures, and compliance standards. Employees undergo background verification and receive ongoing training in security, privacy, and regulatory requirements to foster a culture of vigilance and accountability throughout the company.

Security and privacy oversight

Dedicated security and privacy teams implement programs to monitor, manage, and mitigate risks across Zoho's operations. Internal audits and compliance reviews ensure processes align with international standards, and third-party assessments provide additional validation. These efforts are complemented by role-specific access controls, strong authentication protocols, and continuous monitoring of infrastructure and networks.

Data protection and privacy

Zoho follows a 'secure by design' and 'privacy by design' approach philosophy, embedding privacy and security into all products and services. Customer data is logically segregated, encrypted, and managed in accordance with globally recognised standards. Our commitment to privacy is reinforced by adherence to GDPR and other applicable data privacy regulations, compliance and internal policies that govern data retention, secure disposal, and incident response. This ensures personal and sensitive information is handled responsibly and transparently.

Operational resilience

Resilience is central to Zoho's approach to risk management. Business continuity plans, redundant infrastructure, and robust backup systems ensure operations remain uninterrupted in the face of disruptions. A structured incident management process allows for timely detection, reporting, and resolution of security events, with lessons learned informing continuous improvement.

Vendor and customer collaboration

Security extends beyond Zoho's internal operations to encompass vendors and customers. Third-party service providers are carefully evaluated and required to adhere to strict security and confidentiality standards. Customers are empowered with tools and guidance to maintain secure access and protect their data, reflecting a shared responsibility model for cloud security.

Certifications and standards

Zoho's commitment to security, privacy, and quality management is validated through globally recognised certifications, including but not limited to ISO 9001, ISO 27001, ISO 27701, ISO 27017, ISO 27018, ISO 22301, ISO 20000, SOC 1 Type II, SOC 2 Type II, SOC 1 Audit Trail, SOC 2 + HIPAA, and CSA STAR. These certifications demonstrate adherence to international best practices and reinforce trust with customers and stakeholders.

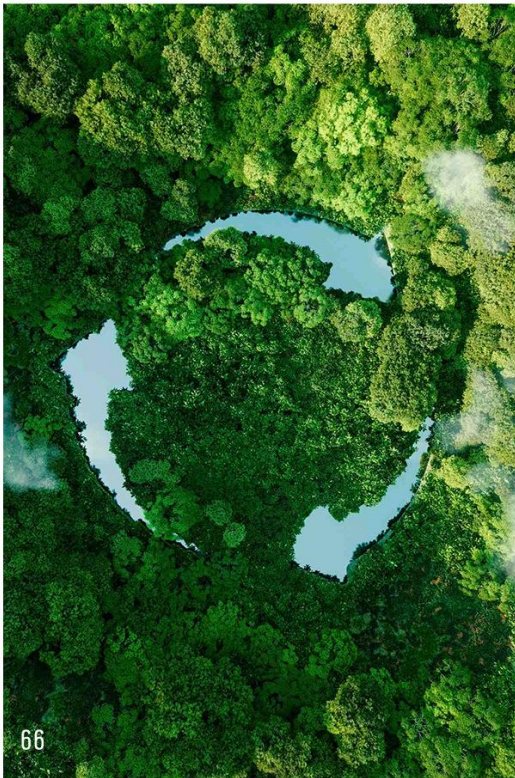
Through this multi-layered approach to information security, risk management, and privacy, Zoho ensures its operations remain secure, resilient, and aligned with global standards while fostering trust and confidence among customers and stakeholders.



Supply Chain Sustainability

Zoho is committed to fostering a sustainable and transparent supply chain, emphasising traceability, quality, and ethical practices.

The company partners with reputable suppliers and vendors who share its values, ensuring every engagement is governed by comprehensive agreements covering confidentiality, anti-bribery, and anti-slavery practices. This approach reinforces Zoho's dedication to responsible business conduct and ethical collaboration.



Sustainability is embedded across procurement practices, including sourcing 10% of spend from local vendors to support regional economies and reduce transportation-related emissions. Zoho further minimises its environmental impact by using recycled paper across global operations and incorporating recycled or upcycled materials in marketing products and packaging. These initiatives promote resource conservation, reduce waste, and advance a circular economy.

Operational resilience is also a priority within the supply chain. Critical suppliers, particularly those supporting internet connectivity between data centres and disaster recovery setups, are carefully managed to ensure continuity, with secondary connections in place to minimise downtime. Regular audits of suppliers and data centres ensure adherence to Zoho's sustainability and operational standards, reinforcing both efficiency and responsibility.

By integrating ethical and environmentally-conscious practices throughout its supply chain, Zoho strengthens operational excellence, supports communities, and contributes to a more sustainable technology ecosystem.



Way Forward

Guided by a commitment to responsible expansion, Zoho is intensifying its efforts to weave sustainability into every layer of the organisation.

Our environmental priorities are evolving with purpose, as we push toward meaningful reductions in emissions and pursue greater energy efficiency—particularly within our data centre operations. Parallel to this, we are sharpening our focus on water stewardship, strengthening circularity in our material use, and advancing more thoughtful waste practices that move us closer to a zero-waste-to-landfill future. We are also deepening our attention to biodiversity, recognising that careful resource management and mindful land use are essential to preserving the ecosystems that support our operations.

On the social front, inclusive growth remains a central pillar of our sustainability story. We are expanding our talent practices to attract diverse capabilities, nurture potential, and open equitable pathways for employees at every stage of their careers.

Protecting and enhancing the well-being of our people continues to guide our efforts—reflected in strong health and safety systems and a suite of initiatives designed to support personal and professional resilience.

As an organisation built on principled governance and ethical conduct, Zoho remains steadfast in maintaining transparency and meeting regulatory expectations across all regions in which we operate. Strengthening responsible business performance will remain a key governance priority by bolstering our long-term ambitions and reinforcing the trust placed in us.

Looking ahead, we are committed to advancing the goals we have set for ourselves, ensuring our actions create lasting value for our stakeholders while safeguarding the environmental and social systems upon which our shared future depends.

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Policies & Statements

Reporting principles and external standards

Zoho is committed to conducting business with integrity, openness, and accountability.

Each year, we release an ESG Report that outlines our strategic approach, tracks our progress toward sustainability objectives, highlights achievements, and acknowledges ongoing challenges and emerging trends. This report also includes our environmental and social performance metrics. Our greenhouse gas (GHG) emissions are calculated following the GHG Protocol, and selected environmental indicators are aligned with the Global Reporting Initiative (GRI) Standards while reflecting management's internal criteria for the fiscal year ending March 31, 2025 (i.e., 1st April, 2024 to 31st March, 2025). All environmental data are prepared in line with accepted standards for sustainability reporting; re-statements, if any, are explained appropriately as part of the report.

A comprehensive view of our sustainability performance, from carbon footprint metrics to the broader Zoho ecosystem, is available on our environmental sustainability portal at [Environmental sustainability | Zoho Sustainability](#). This annual ESG Report forms a key component of that broader suite of disclosures. Our reporting approach is guided by established global standards, and on climate-related matters, we aim to follow the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), which will be detailed in our forthcoming report.

Working together with stakeholders

Zoho recognises that its decisions have ripple effects across employees, customers, partners, suppliers, shareholders, and communities. We actively listen to these stakeholders and incorporate their perspectives into our decision-making. Each year, we receive input from a diverse range of individuals and experts, spanning from everyday customers to specialized advisors. Beyond formal mechanisms, we proactively engage with industry leaders, CSR evaluators, and key partners to gather insights. By sharing our practices and lessons learned, we contribute to industry discussions, inform public debates and policies, and promote broader sustainability progress.

ESG priority

Our reporting highlights the environmental, social, and governance topics that are most material to our stakeholders each year. A detailed listing of the key ESG issues Zoho currently prioritises is available in our prior report here: [zoho_esg_report.pdf](#).

Forward-looking statements

This report contains forward-looking statements, including projections, plans, and assumptions about future outcomes. These statements are often indicated by terms such as "expect," "aim," "intend," "target," "plan," "commit," "anticipate," or similar expressions. They are based on current assumptions and are subject to uncertainties and risks that may lead actual outcomes to differ materially. Zoho does not assume any obligation to publicly revise these statements due to new information, future events, or other factors.

Environmental Data

All figures presented in this report reflect the most reliable information available at the time of publication. Where necessary, data has been revised to account for methodological refinements, organisational changes (changes in boundary), or enhanced accuracy.

1.1 Greenhouse Gas Emissions

Overview

Zoho's greenhouse gas emissions are arising from direct operational sources (Scope 1) and purchased electricity consumption (Scope 2). During the reporting year, in-line with the scale of operation, emissions are largely concentrated in India, with Scope 1 emissions primarily driven by carbon dioxide from combustion of fuels and refrigeration-related gases, particularly hydrofluorocarbons associated with cooling and air-conditioning systems. Scope 2 emissions are also predominantly attributable to India, with comparatively smaller contributions from Singapore, Japan, United Kingdom, and Nigeria. Total Scope 1 and Scope 2 emissions for the year amount to 33,085.85 MTCO₂e.

In the previous reporting year, Scope 1 and Scope 2 emissions were calculated only for India and stood at 4,612.8 MTCO₂e and 2,936 MTCO₂e, respectively. On a like-for-like India-only basis, Scope 1 emissions primarily due to expanded emissions coverage, improved data availability, and inclusion of additional emission sources, rather than a proportional increase in operational intensity.

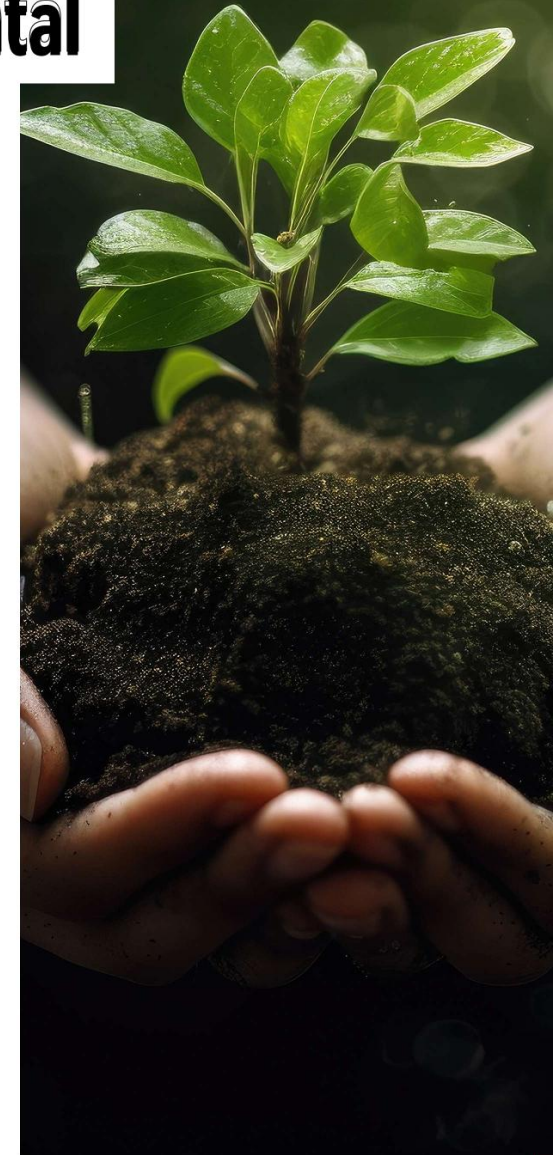


Table A GHG Emissions By Type

GHG Emission by Type		
Region	Type	Emission (MTCO ₂ e)
Scope 1		
India	CO ₂	2738.02
	CH ₄	0.31
	N ₂ O	35.50
	407C	873.71
	HFC/R-134A	10241.40
	410-A	9276.95
	R-32	135.95
	R-22	1428.24
	404-A	7.89
Nigeria	R-22	17.76
	R-22	0.002
	R-22	0.230

Table B GHG Emissions By Region

GHG Emission by Region	
Region	Emission (MTCO ₂ e)
Scope 1	
India	24,737.96
Nigeria	18.00

Table B GHG Emissions By Region

GHG Emission by Region	
Region	Emission (MTCO ₂ e)
Scope 2	
India	8,256.91
Singapore	4.66
Japan	62.85
Nigeria	4.23
United Kingdom	1.24

Table C GHG emissions category

Emission category (Total)	
Description	
Scope 1 (MTCO ₂ e)	24755.96
Scope 2 (MTCO ₂ e)	8329.89
Total Scope 1 + Scope 2 emission (MTCO ₂ e)	33085.85

1.2 Energy

Overview

Zoho's energy consumption comprises fuel usage, purchased electricity, and renewable energy sourced primarily through wind and solar installations.

During FY 2024–25, the total energy consumption across operations amounted to 54,085,887.2 kWh. Energy consumption is largely concentrated in India, reflecting the scale of operations, while Singapore, Japan, United Kingdom, and Nigeria currently rely entirely on non-renewable purchased electricity. Overall, renewable energy constitutes 58.8% of the total energy mix for the year.

In FY 2023–24, energy consumption was reported for campuses in India and totalled 37,472,442 kWh, with renewable energy accounting for approximately 80% of the energy mix. Compared to FY 2023–24, total reported energy consumption in FY 2024–25 increased by approximately 44%, primarily due to expanded geographical coverage, inclusion of additional facilities and regions, and improved completeness of energy data. The change in the renewable energy share is similarly attributable to the broader operational boundary and inclusion of regions currently dependent on grid electricity, rather than a reduction in renewable energy sourcing at existing locations. Zoho continues to strengthen its renewable energy integration as part of its long-term energy transition strategy.

Table A Energy consumption within the organization

Total Energy Consumed			
Region	Description	Consumption (KWh)	Consumption (GJ)
Non-renewable fuel consumed			
India	Diesel	10687158.2	38,473.77
Nigeria	Diesel	69335	249.61
Non-renewable fuel consumed			
India	Electricity purchased	11357505	40,887.02
Singapore	Electricity purchased	11598	41.75
Japan	Electricity purchased	121325	436.77
Nigeria	Electricity purchased	11988	43.16
United Kingdom	Electricity purchased	6988	25.16

Table A Energy consumption within the organization

Total Energy Consumed			
Region	Description	Consumption (KWh)	Consumption (GJ)
Renewable consumption			
India	Wind	15,127,110	40,887.02
	Solar	16,691,023	41.75
United Kingdom	Solar	121325	436.77
Total energy consumption		54,085,887.2	194,709.2

Table B Energy Mix

Energy Mix (%)		
Region	Renewable	Non-renewable
India	59.1%	40.9%
Singapore	0%	100%
Japan	0%	100%
Nigeria	0%	100%
United Kingdom	21%	79%
Nigeria	58.8%	41.2%

1.3 Water & Effluents

Overview

Zoho's water use is managed through a combination of responsible withdrawal, efficient treatment, and high levels of recycling and reuse across operations. During FY 2024–25, total water withdrawal amounted to 243,116 KL, sourced primarily from groundwater and supplemented by third-party municipal and industrial water supplies.

Wastewater generated during operations is treated through on-site effluent treatment facilities, with 236,697 KL of water treated during the year. Of this, 219,508 KL was recycled and reused within operations, resulting in a total water discharge of 17,189 KL. Consequently, total water consumption for the year stood at 225,927 KL, reflecting a strong emphasis on circular water management practices.

In FY 2023–24, total water consumption was 770,616.7 KL, while total water discharge amounted to 154,072 KL. Compared to the previous year, water consumption in FY 2024–25 declined by approximately 71%, and water discharge reduced by approximately 89%. These reductions are primarily attributable to strengthened water recycling and reuse practices, improved process efficiency, and enhanced data accuracy and controls, rather than a reduction in operational scale. Zoho continues to advance responsible water stewardship by prioritising efficient water use, minimising freshwater withdrawal, and reducing wastewater discharge.

Table A Water Withdrawal by Source

Water Withdrawal by Source		
Region	Source	Withdrawal
India	Groundwater (Borewells)	217,594.2
	Third-party water (Municipality, IDC Water supply)	25,522
	Total water withdrawal	243,116.2

Table B Water Waste Treatment

Waste Water Treatment		
Region	Waste-water treatment method	KL
India	Total water treated (O/P) ETP	236,697
	Total water recycled & reused	219,508
	Total discharge water	17,189

Table C Water Withdrawal, Consumption, and Discharge Detail

Water Withdrawal, Consumption, and Discharge Detail	
Total water withdrawal	243,116
Total water discharge	17,189
Total water consumption	225,927

1.4 Waste & Circularity

Overview

Zoho's waste management approach focuses on minimizing waste generation and maximising diversion through reuse, recycling, and composting across operations.

During FY 2024–25, total waste generated amounted to 4,748 MT, all of which was generated in India. Of the total waste generated, 2,829.26 MT was diverted from disposal through reuse, recycling, and composting, while 1,683.57 MT was directed to landfill. Overall, approximately 60% of total waste generated during the year was diverted from disposal, reflecting continued efforts to strengthen waste segregation and circular waste management practices.

In FY 2023–24, total waste generated was reported at 2,050.933 MT, with 694.044 MT diverted from disposal, and 1,356.889 MT directed to disposal. Compared to the previous year, the quantities reported for FY 2024–25 represent a significant change, primarily attributable to improved data capture mechanisms, better segregation and tracking at source, refinement of waste accounting methodologies, and the inclusion of recycling streams that were not previously reported. The year-on-year variation also reflects strengthened operational controls and expanded coverage of waste categories across sites. Zoho continues to enhance its waste data management systems to ensure robust, consistent, and decision-useful waste disclosures.

Table A Waste Generated by Region

Total Waste Generated by Region (MT)	
Region	Quantity
India	4,748
Region	4,748

Table B Operational waste diverted, and directed to off-site disposal

Waste by Disposal Method (MT)		
Non-hazardous waste		
Diverted from disposal	Reused	24.78
	Recycle	577.76
	Composed	2,226.72
	Diverted subtotal	2,829.26
Directed to disposal	Landfilled	1,683.57
	Disposal subtotal	1,683.57
Waste by disposal method (MT)		4,748

Table B Renewable Electricity Consumed by Region (GJ)

Renewable Electricity Consumed by Region (GJ)	
India	1,14,545.28
United Kingdom	6.69

Table C Non-Renewable Electricity Consumed by Region (GJ)

Non-Renewable Electricity Consumed by Region (GJ)	
India	40,887.02
Singapore	41.75
Japan	436.77
Nigeria	43.16
United Kingdom	25.16

1.4 Electricity Consumption

Zoho's electricity consumption is managed through a combination of renewable and non-renewable sources across its operations, with a focus on maximising renewable electricity use.

During FY 2024–25, total electricity consumption amounted to 155,954.98 GJ, with India accounting for the majority of consumption (155,432.30 GJ). In India, approximately 74% of electricity consumed was sourced from renewable energy, while 26% was non-renewable. Singapore, Japan, and Nigeria relied entirely on non-renewable electricity. Across all regions, renewable electricity consumption is concentrated in India, reflecting ongoing deployment of clean energy initiatives.

Compared to FY 2023–24, the total electricity consumption in FY 2024–25 increased due to expanded operational coverage and inclusion of additional regions. The share of renewable electricity remains high in India and demonstrates continued progress toward clean energy integration. Zoho continues to prioritise renewable electricity adoption alongside energy efficiency improvements as part of its long-term energy strategy.

Table A Electricity Consumed by region (GJ)

Electricity Consumed by Region (GJ)	
India	1,55,432.30
Singapore	41.75
Japan	436.77
Nigeria	43.16
United Kingdom	31.84

Reporting Boundary for Environmental Data

Aspect	Table	Boundary
Greenhouse Gas Emissions	A	Japan, India, Nigeria, Singapore & United Kingdom
	B	
	C	
Energy	A	Japan, India, Nigeria, Singapore & United Kingdom
	B	
Water & Effluents	A	India
	B	
	C	
Waste & Circularity	A	India
	B	
Electricity Consumption	A	Japan, India, Nigeria, Singapore & United Kingdom
	B	
	C	

Social Data

All figures presented in this report reflect the most reliable information available at the time of publication. Where necessary, data has been revised to account for methodological refinements, organisational changes, or enhanced accuracy in line with the recalculation policy outlined in this document.

1.1 New Employee Hires

Table A New Employee Hires by Age

New Employee Hires				
Sr. No.	Age Category	FY 2022-23	FY 2023-24	FY 2024-25
		Number	Number	Number
1	<30	3035	3534	2106
2	30-50	373	586	240
3	30-50	11	16	14

Table B New Employee Hires by Gender

New Employee Hires				
Sr. No.	Gender	FY 2022-23	FY 2023-24	FY 2024-25
		Number	Number	Number
1	Male	2524	2984	1685
2	Female	892	1151	678

Table C New Employee Hires by Region

New Employee Hires				
Sr. No.	Gender	FY 2022-23	FY 2023-24	FY 2024-25
		Number	Number	Number
1	Australia	2524	2984	1685
2	Brazil	892	1151	678
3	Europe	2524	2984	1685
4	Japan	2524	2984	1685
5	India	2524	2984	1685
6	Nigeria	2524	2984	1685
7	Singapore	2524	2984	1685
8	United Arab Emirates	2524	2984	1685
9	United Kingdom	2524	2984	1685

1.2 Employee Turnover

Table A Employee Turnover by Age

Employee Turnover				
Sr. No.	Age Category	FY 2022-23	FY 2023-24	FY 2024-25
		Number	Number	Number
1	<30	545	593	672
2	30-50	211	167	151
3	30-50	4	12	14

Table B Employee Turnover by Gender

Employee Turnover				
Sr. No.	Gender	FY 2022-23	FY 2023-24	FY 2024-25
		Number	Number	Number
1	Male	2496	2913	1606
2	Female	882	1092	642

Table C Employee Turnover by Region

Employee Turnover				
Sr. No.	Gender	FY 2022-23	FY 2023-24	FY 2024-25
		Number	Number	Number
1	Australia	0	6	3
2	Brazil	0	8	16
4	Japan	17	13	17
5	India	743	738	790
6	Nigeria	0	1	1
7	Singapore	0	2	5
8	United Arab Emirates	0	3	5

1.3 Parental Leave

Table A Parental Leave in Previous & Current Year

FY 2023-24										
Sr. No.	Description of parental leave	Unit	No. of employees, by gender, entitled to parental leave		No. of employees, by gender, taken parental leave		Total number of employees that returned to work in the reporting period after parental leave ended, by gender.		No. of employees returned to work after parental leave ended, who were still employed 12 months after their return to work	
			Male	Female	Male	Female	Male	Female	Male	Female
1	Parental leave	Nos.	23	9	6	212	5	207	5	196

FY 2024-25										
Sr. No.	Description of parental leave	Unit	No. of employees, by gender, entitled to parental leave		No. of employees, by gender, taken parental leave		Total number of employees that returned to work in the reporting period after parental leave ended, by gender.		No. of employees returned to work after parental leave ended, who were still employed 12 months after their return to work	
			Male	Female	Male	Female	Male	Female	Male	Female
1	Parental leave	Nos.	36	10	12	234	6	218	11	219

1.4 Training Hours by Employee Category and Gender

Table B Energy Mix

Employee Categories	Hours of Training by Employee Category		
	Description	Unit	Hours
Senior Management (General Manager & Above)	No of participants	1	1
	Hours	6	6.5
Middle Management (Senior Manager to Deputy General Manager)	No of participants	11	3
	Hours	112	15
Junior Management (Assistant Manager, Deputy Manager & Manager)	No of participants	21	3
	Hours	111	16
Staff (All Executives, Assistants & Trainees)	No of participants	38	35
	Hours	132	95
Gender	Hours of training by gender		
Male	No of participants	42	27
	Hours	213	171
Female	No of participants	29	15
	Hours	148	61.5

1.5 Regular Performance & Career Development Review

Employees who received a regular performance and career development review during the reporting period						
Sr. No.	Gender	Unit	FY 2023-24		FY 2024-25	
			Male	Female	Male	Female
1	Senior Management (General Manager & Above)	Nos	13	1	13	1
2	Middle Management (Senior Manager to Deputy General Manager)	Nos	20	8	21	11
3	Junior Management (Assistant Manager, Deputy Manager & Manager)	Nos	43	40	75	58
4	Staff (All Executives, Assistants & Trainees)	Nos	53	48	71	51

1.6 Diversity of Employees

Sr. No.	Gender	Unit	Diversity of employees			
			FY 2023-24 (Age Group)			
			<30		30-40	
			Male	Female	Male	Female
1	Senior Management (General Manager & Above)	Nos	0	0	4	0
2	Middle Management (Senior Manager to Deputy General Manager)	Nos	4	1	8	8
3	Junior Management (Assistant Manager, Deputy Manager & Manager)	Nos	12	13	30	28
4	Staff (All Executives, Assistants & Trainees)	Nos	53	48	71	51
	Total	Nos	54	37	70	52

Sr. No.	Gender	Unit	Diversity of employees			
			FY 2023-24 (Age Group)			
			40-50		>50	
			Male	Female	Male	Female
1	Senior Management (General Manager & Above)	Nos	7	1	3	0
2	Middle Management (Senior Manager to Deputy General Manager)	Nos	7	1	4	1
3	Junior Management (Assistant Manager, Deputy Manager & Manager)	Nos	12	5	4	1
4	Staff (All Executives, Assistants & Trainees)	Nos	4	12	3	5
	Total	Nos	30	19	14	7

Sr. No.	Gender	Unit	Diversity of employees			
			FY 2024-25 (Age Group)			
			<30		30-40	
			Male	Female	Male	Female
1	Senior Management (General Manager & Above)	Nos	0	0	4	0
2	Middle Management (Senior Manager to Deputy General Manager)	Nos	1	1	10	8
3	Junior Management (Assistant Manager, Deputy Manager & Manager)	Nos	17	24	40	30
4	Staff (All Executives, Assistants & Trainees)	Nos	39	18	23	19
	Total	Nos	57	43	77	57

Sr. No.	Gender	Unit	Diversity of employees			
			FY 2024-25 (Age Group)			
			40-50		>50	
			Male	Female	Male	Female
1	Senior Management (General Manager & Above)	Nos	7	1	2	0
2	Middle Management (Senior Manager to Deputy General Manager)	Nos	8	1	3	1
3	Junior Management (Assistant Manager, Deputy Manager & Manager)	Nos	17	9	5	1
4	Staff (All Executives, Assistants & Trainees)	Nos	10	11	4	6
	Total	Nos	42	22	14	8

GRI Table

Disclosure	Description	Page Number
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GRI 404: Training and Education 2016		
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GRI 406: Non-discrimination 2016		
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Disclosure	Description	Page Number
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409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour	Governance	63
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SASB Table

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