

NEWGEN SUSTAINABILITY REPORT 2025

Annual Report



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Foreword

This year marks an important milestone for Newgen as we publish our first sustainability report. Our intention is simple: to become a more transparent, responsible, and people-centred organisation. As a global business serving publishers, education providers, and professional services clients, we want our values to show through in how we work, how we lead, and how we support our communities and environment.

This report reflects the foundations we have established in our first 30 years in business, strengthening governance, investing in our people and supporting social and environmental programmes through initiatives such as the Nandavanam Charitable Trust. We also acknowledge more recent work, including our first verified greenhouse gas (GHG) inventory measurement and further investment in certification, including ISO 14064 and Ecovadis ESG scoring.

We see this as the start of the next phase in a long-term journey. Our ambition is to deepen our commitments year by year, to broaden our measurement and goal setting, and demonstrate meaningful progress across environmental stewardship, social impact, and ethical governance.



About Newgen

Newgen is a global provider of editorial, content development, digital production, workflow management, and technology-enabled services. We operate across India, the United Kingdom, the United States, and multiple client geographies, with a distributed work model and a diverse, highly skilled workforce.

Our work shapes learning, research, and communication globally. With this comes the responsibility to act ethically, protect data, respect our people, and operate sustainably.

Scope of This Report

This Sustainability Report covers Newgen globally, including leadership, people practices, governance, environmental responsibilities, and community initiatives.

Boundary clarification for environmental reporting: our first verified Green House Gas (GHG) inventory covers Newgen DigitalWorks Pvt. Ltd. (India) under an operational control approach, for the period 1 April 2024 to 31 March 2025. Future reports will expand environmental reporting boundaries to other regions.



Our Sustainability Approach

Sustainability Vision

Newgen aims to operate as a responsible, ethical, and resilient organisation that supports our people, protects client trust, and contributes positively to society and the environment.

Our sustainability and broader ESG approach focuses on:

- Upholding the highest standards of data security, confidentiality, and accuracy
- Supporting employee wellbeing, training, and fair treatment
- Investing in inclusive culture and equal opportunities
- Strengthening governance, ethics, and risk management
- Understanding and reducing our environmental footprint
- Supporting community development and ecological restoration.

Materiality Assessment

In 2024/25 we completed our first materiality assessment to identify the sustainability topics most important to our business and stakeholders. This structured assessment incorporated:

- Senior leadership input
- Employee perspectives
- A desk review of sustainability reports from key client partners.

Highly Material Topics

- Data privacy and security
- Quality and accuracy of delivery
- Energy use and emissions
- Community engagement

These priorities shape the structure of the report and guide our commitments for the years ahead.

Governance & Responsible Business

Ethical Conduct

Newgen strengthened governance foundations this year through:

- Updated ethical conduct guidance.
- Reinforced expectations on confidentiality and professionalism.
- Improved documentation of risk areas.

Data Privacy & Security

As a service provider handling sensitive and regulated content, we continued to reinforce:

- Secure data-handling practices
- Device and access controls
- Employee training
- Clear escalation processes.

Risk Management

We began documenting risks more systematically, with a particular focus on:

- Data and cyber risks
- Operational continuity
- Talent and capacity
- Supplier dependencies

A broader Enterprise Risk Framework will be introduced in 2025/26.

People & Culture

Our People Philosophy

Our people define our success. In 2024/25, we strengthened support for wellbeing, development, and fairness across the organisation.

Wellbeing

We recognise that employee wellbeing, especially in the work from home context, requires specific focus and effort. This year we have:

- Improved new joiner onboarding
- Creating opportunities for teams to gather in person
- Extended mental health support and first aider training.

Diversity, Equity & Inclusion

We strengthened our DEI foundations through:

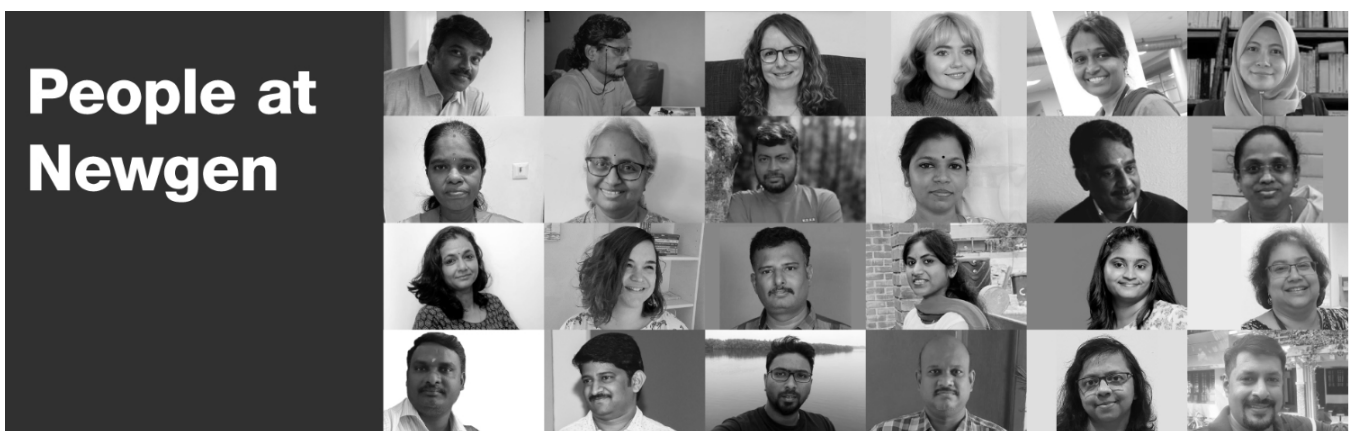
- Practicing fair and transparent recruitment
- Encouraging inclusive communication practices
- Ensuring equal access to training opportunities.

Training & Career Development

We have invested widely in training and development, including:

- Training and workshops on embedded a quality first culture
- Editorial and digital skills programmes, including Artificial Intelligence
- Improving our structured onboarding for new colleagues.

Next year we will further improve our measuring of training time and outcomes as well as introducing more formal learning plans.



Environmental Performance

Our Greenhouse Gas (GHG) Footprint

Newgen conducted its first organisational GHG inventory for the period April 2024–March 2025, verified by BSI India with a Verified as Satisfactory opinion.

Total Emissions: 646.89 tCO₂e

Breakdown:

- Scope 1: 17.69 tCO₂e
- Scope 2: 160.18 tCO₂e
- Scope 3 (Transport & WFH): 391.83 tCO₂e
- Scope 3 (Energy-related activities): 77.19 tCO₂e

Organisational Context

Newgen operates a 100% work-from-home model across 1,632 employees, with only one small facility in Chennai (1.15% operational weight). Work-from-home electricity consumption is the largest emissions source.

Key Insights

- WFH electricity dominates emissions
- Minimal Scope 1 and 2 emissions
- Business travel is moderate
- Verification confirms transparency and accuracy in measurement

Environmental Stewardship – Nandavanam Eco-Forestry

Through the Nandavanam Charitable Trust, Newgen supports:

- Native Miyawaki forest restoration in the state of Tamil Nadu, India
- Carbon sequestration via dense ecological planting
- Biodiversity improvement
- Long-term environmental regeneration

This programme supports natural climate solutions alongside our operational emissions work.

Community Impact – Nandavanam Charitable Trust

Newgen's CSR partner, the Nandavanam Trust, supports:

- Education for 45 special-needs children
- Animal welfare initiatives
- Community health and wellbeing programmes
- Ecological restoration and tree planting

These initiatives reflect our commitment to inclusive growth and community wellbeing.

We encourage our staff to take an active role in these schemes and in their wider community, including by offering volunteering days and inviting colleagues to Nandavanam events and open days.

Nandavanam's 'Box of Crayons'



Nandavanam, a centre dedicated to the healing of children with special needs, hosted their much-anticipated annual project day, 'Box of Crayons', on Apr.11, transforming their campus into a joyful haven of colours, creativity and connection.

The event featured several lively and thoughtfully curated stalls: 'Marigold Moments', 'Peppy Crafts', 'Kid's Fancy Store', 'Foam and Fun' and 'Kiddo's Café', all lovingly managed by the children themselves with support from the Nandavanam team. Each stall beautifully showcased the children's unique skills in art, craft, cooking, and social interaction, offering visitors a heartfelt glimpse into their everyday learning experiences.

The atmosphere was filled with joy and pride as parents, caregivers, and well-wishers participated enthusiastically,

coming together to witness the children's progress through creative project displays and engaging activities.

Speaking with warmth and pride about the event, Kala Raveendranath, the Principal at Nandavanam, shared, "This day is not just a culmination of their learning; it is a celebration of each child's unique journey. Their joy, effort, and enthusiasm remind us that progress looks different for everyone, and each step is worth celebrating."

The school runs a free day care facility, providing comprehensive medical, therapeutic, remedial, and special education services for children with special needs and learning disabilities. Nandavanam is located at 5/7, Raja Nagar, 1st Main Road, Neelankarai, ECR. Ph: 99406 15599; Email: contact@nandavanam.co.

Looking Ahead – 2025/26 Priorities

In 2025-26 we will continue to strengthen our Ethics, Sustainability and Governance controls, driven in large part by the findings and recommendations of this years' Ecovadis assessment (forthcoming, December 2025). We expect these to include activity in the following broad categories.

Commitment 2030

Newgen is committed to reducing its environmental footprint and has set a formal GHG emission reduction target. We aim to achieve a **20% reduction in Scope 1,2 and Scope 3 emissions by 2030 (target year)**, using **2024-25 (base year)** as the baseline. This target will be achieved through increased energy efficiency, optimized resource use, and the transition towards cleaner and renewable energy sources. Progress against this target will be monitored annually and reported transparently in our Sustainability Report.

Category/Scope	GHG Emission Sources Description	Baseline Year	Total (tCO ₂ e)	Target Year	Percentage of Emission deduction Target
Category 1 / Scope 1	Total Direct GHG Emissions.	2024-25	17.69	2030	2%
Category 2 / Scope 2	Total Indirect GHG Emissions from imported energy.	2024-25	160.18	2030	3%
Category 3 / Scope 3	Total Indirect GHG Emissions from Transportation.	2024-25	391.83	2030	10%
Category 4 / Scope 3	Total Indirect GHG emissions from products used by an organization.	2024-25	77.19	2030	5%

Environmental

- Improve quality of WFH emissions data
- Reduce business travel emissions
- Expand sustainability impact measurement boundary beyond India
- Measure GHG impact of Miyawaki forest contributions (CO₂ sequestration)
- Embed sustainability clauses into all supplier contracts

Social

- Investigate introduction of a formal wellbeing programme
- Expanded Diversity Equity and Inclusion initiatives and metrics
- Further develop annual training and leadership development plans
- Employee Satisfaction Survey.

Governance

- Refresh our Enterprise Risk Framework
- Launch an updated ethical conduct code
- Further strengthen supplier oversight, partnership and responsible procurement practices.
- Complete an annual pay equality analysis and report.



"Center Flow"

Art by A. Dhivesh (Age: 15 years)

Nandavanam Center for Learning

Closing Statement

This report reflects where Newgen is today and where we want to go. We have taken important first steps: measuring our footprint, understanding our material priorities, strengthening governance, and supporting communities and ecosystems.

We are committed to expanding, deepening, and accelerating our sustainability work in the coming year, with accountability, transparency, and continuous improvement at the centre of our approach.



Appendix: Materiality Analysis

Newgen – Global Materiality Assessment

1. Introduction

Newgen is a global provider of editorial, content development, production, technology-enabled services, and workflow automation solutions for publishers, education providers, and financial services organisations. We operate across India, the United Kingdom, the United States, and multiple client geographies. This assessment identifies the sustainability topics most relevant to Newgen's long-term success and to the expectations of its stakeholders.

2. Methodology

This assessment was conducted through a focused, facilitated session with senior leadership, supported by preparatory desk-based review. The aim was to establish a clear, practical set of sustainability priorities aligned with Newgen's operations and stakeholder expectations.

The process followed a recognised rapid-assessment approach commonly used in service organisations. Leadership insights were complemented by perspectives from employees and a review of published sustainability/ESG priorities from a representative sample of major clients.

Stakeholder Groups Considered

- Senior leadership: Strategic priorities, operational risks, and long-term business considerations.
- Employees: Perspectives on wellbeing, working practices, skills development, and organisational culture.
- Clients (via desk research): Sustainability reports from three large clients were reviewed to identify shared ESG priorities, industry expectations, and trends relevant to Newgen.

Newgen plans to broaden stakeholder engagement in future cycles to include suppliers, freelancers, shareholder representatives, and community perspectives.

Assessment Criteria

Each sustainability topic was evaluated against the following four criteria:

1. Ethical impact

2. Legality
3. Community development opportunity (internal & external)
4. Customer partnership interests.

Topics were prioritised accordingly and grouped into tiers.

3. Sustainability Topics Considered

Environmental

- Energy use and emissions
- Responsible travel
- Sustainable procurement
- Digital footprint efficiency

Social

- Employee wellbeing
- Diversity, equity, and inclusion (DEI)
- Worker rights and fair pay
- Training and career development
- Data privacy and security
- Ethical supply chain
- Community engagement

Governance

- Business ethics and anti-corruption
- Quality and accuracy of delivery
- Client confidentiality
- Risk management

4. Materiality Prioritisation

Tier 1 – Highly Material

These four topics are the most critical to Newgen's long-term success and stakeholder trust, representing the highest combined importance to the business and its stakeholders.

- Data privacy and security
- Client confidentiality
- Quality and accuracy of delivery
- Energy use and emissions
- Community engagement
- Business ethics and anti-corruption

Tier 2 – Material

Important topics that influence responsible operations and stakeholder expectations and form part of ongoing improvement initiatives (in order of priority).

- Worker rights and fair pay
- Employee wellbeing
- Diversity, equity, and inclusion (DEI)
- Training and career development
- Risk management
- Sustainable procurement
- Responsible travel

Tier 3 – Monitored

Relevant topics that will continue to be monitored, with the potential to increase in materiality over time.

- Ethical supply chain
- Digital footprint efficiency.

5. Rationale for Tier 1 Topics

Data privacy and security

Newgen handles sensitive and often regulated client content, including educational assessments content, pre-publication materials, and financial documentation. Robust data privacy and security practices are foundational to maintaining trust and meeting client and regulatory expectations.

Quality and accuracy of delivery

Newgen's reputation and client relationships depend on consistently delivering high-quality, accurate, and error-free work across all service lines. This is central to operational performance and long-term business sustainability. Good quality is an indicator of good governance and the quality of Newgen's services directly influence content integrity, regulatory compliance, and learner trust across the publishing, education and professional services sectors.

Energy use and emissions

Although Newgen's direct environmental footprint is modest, energy consumption and related emissions are increasingly important to clients, employees, and industry stakeholders. Many client organisations have public climate commitments and expect suppliers to demonstrate alignment. Prioritising energy use and emissions reflects responsible environmental stewardship and industry expectations.

Community engagement

Community engagement is a core part of Newgen's organisational identity and purpose, exemplified most clearly through the Nandavanam Foundation. Nandavanam provides long-term, meaningful support to children and young adults from challenging backgrounds, offering education, welfare, development programmes, and opportunities for personal growth. Its impact extends far beyond philanthropy: it reflects Newgen's values, strengthens our culture, and builds pride among employees. It also demonstrates a long-standing commitment to social responsibility.

Client confidentiality

Client confidentiality is highly material to Newgen because we handle sensitive, proprietary, and in some cases regulated content across publishing, education, and financial services sectors. Protecting confidential information is fundamental to client trust, contractual compliance, and long-term relationships. Robust confidentiality practices also support responsible data handling and reduce the risk of reputational and operational harm.

Business ethics and anti-corruption

Business ethics and anti-corruption are highly material to Newgen due to our role as a global professional services provider operating across multiple jurisdictions and regulated client environments. Strong ethical standards underpin trust with clients, partners, and employees, and are essential to managing legal, reputational, and operational risk. Clear expectations around ethical conduct support responsible

decision-making and reinforce Newgen's commitment to integrity in all business activities.

6. Materiality Matrix (Descriptive Summary)

- **High importance to Newgen and stakeholders:**
Data privacy & security, Quality & accuracy, Energy use & emissions;
Community engagement, Client confidentiality,
- **Moderate-high importance:**
Employee wellbeing, Training, Fair pay, DEI, Ethical supply chain, Risk management, Sustainable procurement, Responsible travel
- **Moderate importance:**
Ethical supply chain, Digital footprint efficiency.

7. Conclusion

This materiality assessment establishes a clear, balanced foundation for Newgen's sustainability priorities. The process identified the three issues of highest strategic importance, while recognising a broader set of material topics essential to responsible and resilient operations. Newgen will expand stakeholder engagement in subsequent assessments to further strengthen the process and deepen its sustainability governance.