



UN GLOBAL COMPACT

ANNUAL COMMUNICATION ON PROGRESS

2021

TRIGYN TECHNOLOGIES

January 18, 2022

To our stakeholders:

Trigyn Technologies harnesses the power of technology to help clients unlock their business intelligence to achieve increased agility, reduce costs, and compete more effectively. Trigyn embraces innovative technologies, taking a solution-oriented approach, to allow our clients to realize measurable benefits to their operations and bottom line. We help our clients define the future they would like to see bringing forward the skilled professionals and technologies needed to make that vision a reality. Our goal is to be a world-class organization admired for consistently delivering superior business value.

Trigyn has been providing IT services and solutions to clients for 35 years. Trigyn's 2,000 resources deployed today, service more than 50 active clients. Trigyn is proud of the long-standing relationships we enjoy with our clients. These relationships, many of which span more than 15 years, were built by consistently providing high quality deliverables, knowledgeable professionals, attentive service, and excellent value to our clients.

Trigyn's Core Values:

- **Exceptional client service:** We never waiver in our support and never lose sight of serving our clients. We represent our clients and goals in every decision we make.
- **Passionate about operational excellence and performance:** We take emotional ownership of every aspect of our work. The devil is in the detail. We take pride in subject matter expertise, acting quickly, driving results and learning from our expertise
- **One Trigyn:** We work well together and execute consistently by offering integrated solutions that result from constant collaboration between our diverse teams.
- **Integrity, transparency and fairness:** We maintain the highest standards of integrity in meeting our commitments to our employees, clients, shareholders and regulators.

Trigyn became a member of the United Nations Global Compact with effect from 25th of January 2021.

I am pleased to reaffirm Trigyn's support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labor, Environment and Anti-Corruption. In our first annual communication on progress, we describe our actions to continually integrate the Global Compact and its principles into our core values, business strategy, culture and daily operations.

We also commit to sharing this information with our stakeholders using our primary channels of communication and invite them to join us in our sustainability journey and thank our employees, clients and partners for participating in this effort with us.

Sincerely



Ganapathi Ramachandran
Chairman





INTRODUCTION

Founded in 1986, Trigyn Technologies, Inc. has grown to become a leader in helping organizations of all sizes build a sustainable competitive advantage using technology.

Trigyn is global with active engagements in 25 countries spanning 5 continents. With more than 2,000 experienced professionals deployed, Trigyn is the trusted partner of Fortune 500 companies, governments, international governmental bodies, public sector agencies and not-for-profit entities.

EMBRACING INNOVATION

In technology, the only constant is change. Trigyn has made adoption and application of new and innovative technologies one of its core business priorities. We don't just talk about innovation. We offer clients practical solutions, incorporating innovative technologies, that benefit them today and prepare them for tomorrow.

CUSTOMER-CENTRIC APPROACH

Trigyn prides itself on creating an excellent customer experience. As a technology company, our focus is not just high-quality deliverables. It includes the journey to arrive at the deliverable. Our engagement model goes beyond documenting technical and user requirements. It includes capturing our clients' workstyles and work preferences to provide our customers the peace of mind that comes from knowing their project is in good hands.

CONTINUOUS IMPROVEMENT

Trigyn has ingrained a culture of continuous improvement as a pathway to delivering greater value to our clients and our shareholders. We measure every aspect of our operations and regularly meet to analyze our performance to identify opportunities to enhance our services and improve our efficiency. A key part of this strategy is training.

Trigyn supports process improvement with the technical and management training needed for our staff to embrace change and grow in their roles.

INTEGRITY AND TRANSPARENCY

A pillar of Trigyn's corporate culture, we believe transparency is the best assurance of integrity and ethical conduct. We enable our clients to audit every aspect of our service delivery. With every aspect of our work open for inspection, clients can rest assured that their work is being handled competently and on schedule with no unwanted surprises.

SOCIAL RESPONSIBILITY

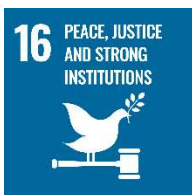
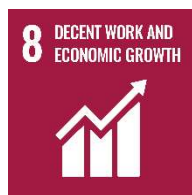
Trigyn strives to be an exemplary corporate citizen. Trigyn supports numerous social, health and economic causes for disadvantaged groups, the communities where we operate, and the families of our workers. Trigyn has also implemented a wide range of programs and policies to encourage environmentally friendly business practices. Trigyn is a signatory of the United Nations Global Compact and is ISO 14001:2015 Certified for its environmental management practices.

DIVERSITY

Trigyn supports equal employment opportunity initiatives across the countries we serve and has implemented policies and approaches throughout our organization to encourage a culture of diversity and inclusion. Trigyn believes diversity is our strength and is a key contributor to make us a more agile organization.



SUSTAINABLE DEVELOPMENT



A key challenge, when implementing or upgrading technology capabilities in developing countries, is sustainability. Without a proactive sustainability strategy, Technology investments can foster long term dependence on out-of-country suppliers or outright abandonment of key initiatives due to the lack of more affordable local support options.

The **Technology Sustainability Methodology** is a critical part of Trigyn's project implementation in developing countries.

THE GOAL

Trigyn strives to apply the United Nations principals of Sustainable Development to project implementations in developing countries.

TRIGYN'S APPROACH

Trigyn adopts the Sustainable Development methodology on many of the engagements. As part of this approach Trigyn employs project teams comprised mostly of local professionals. The project plans include a significant ongoing skills enhancement and solution training component designed to foster self-sufficiency among local professionals to operate and maintain the solution post-delivery.

To further enhance local skills development and to allow developing regions to retain greater economic benefit, Trigyn leverages the skilled labor pool it has developed on previous implementations to minimize the need for non-African consultants.

BENEFITS

- ❖ Increase employment of local professionals
- ❖ Enhance capabilities of local labor pool through up-skilling, mentoring and education
- ❖ Build competencies required to maintain and support the Technology solutions locally
- ❖ Maximize retention of project financial investment within the local economy
- ❖ Reduce overall program cost
- ❖ Increase return on funds invested
- ❖ Ensure a durable legacy for the program in recipient countries

Sustainable Development methodology designed and implemented by Trigyn Technologies has proven to be an effective model for building a lasting economic legacy from Technology investments in multiple developing countries.

RESPONSE TO COVID-19



The COVID-19 crisis rocked our world in 2020 and 2021. The economic and social disruption caused by the pandemic has been devastating with millions of people at risk of falling into extreme poverty. According to the UN, this is a “human, economic and social crisis. The coronavirus disease (COVID-19), which has been characterized as a pandemic by the World Health Organization (WHO), is attacking societies at their core”.



Trigyn responded to the pandemic with **purpose and urgency** by rapidly deploying multiple initiatives to support employees and their families by providing remote work options, medical support for COVID-19 impacted employees and their families, paid leave for COVID care or recovery, dedicated war rooms, emergency helpline, enhanced medical coverage and access to vaccinations. Trigyn transitioned seamlessly to work from home (WFH) across many of their locations with almost zero loss in productivity. This was done proactively even before government enforced lockdowns were announced.



TRIGYN CARES APP

At the onset of the deadly pandemic, Trigyn launched the Trigyn Cares application to educate, track infections and to direct employees and their families to available aid provided by Trigyn in response to the pandemic. This App was continuously updated with information from trusted sources.



TRIGYN CARES – WELLNESS PROGRAMS

Trigyn implemented wellbeing programs such as Mental Health Counselling, Physiotherapy sessions and Home Care services, to support Trigyn employees & families during the pandemic.



TRIGYN CARES – WAR ROOM

Trigyn employees volunteer to man the war rooms which were established as one-stop operations to reach out for any assistance with regards to COVID relief for Trigyn employees and their families. This team provides assistance with regards to hospitalization, sourcing hard to find oxygen, medicines, PPE, food, etc.

TRIGYN CARES – BUDDY PROGRAM

Trigyn employee volunteers work with COVID affected employees or their family members to ensure that there is a touchpoint to co-ordinate with the war room or provide emotional support.

FIGHTING HUNGER

Recognizing the fact that the pandemic's impact is particularly detrimental to members of those social groups in the most vulnerable situations such as people living below the poverty line, daily wage earners, homeless people, etc., Trigyn partnered with food banks and NGOs to channel donations from employees with matching donations from Trigyn.



DIGITAL LEARNING

The COVID-19 pandemic has disrupted education all over the world and affected billions of students. In response, many countries implemented some form of remote learning.

Trigyn launched the Virtual Live Classroom solution integrated with the Learning Platform to help teachers overcome the extraordinary disruptions and teach beyond the classroom boundaries and facilitate students across different geographies and cultures learn together. The solution can blend in-campus classroom with the virtual classroom.

Trigyn also launched a platform by the teachers for the teachers. The platform is a one stop resource to train, upgrade, and upskill teachers especially during the pandemic.



LEARNING PLATFORM

Trigyn's next generation learning solutions focus on integrating multiple functionalities into a single platform that supports every type of learning experience. Trigyn's Learning Platform is designed to deliver a highly pervasive, perceptive, and personal learning experience. This platform has been developed by educators for the educators.

SMART & VIRTUAL CLASSROOMS

Trigyn's Learning Platform is integrated with Virtual Live Classroom solution. This would help teachers to teach beyond the classroom boundary and to have students across different geographies, cultures learn together. This enriches the learning experience. The solution is capable enough in blending the in-campus classroom with the virtual classroom.

TEACHER'S PLATFORM

This is Trigyn's initiative to build a platform by the teachers for the teachers. The platform is a one stop resource to train, upgrade, upskill teacher. Teacher's Platform courses teachers are designed to teach the concepts and principles of teaching, followed by reviewing knowledge and finally connecting the dots through application of their learning (summative assessment).

VACCINE MANAGEMENT PLATFORM



In response to the unprecedented challenges due to the pandemic, vaccines were developed around the world in record time. “Shots in arms” became the goal for every government, and as the Covid infected started flooding hospitals, the demand for COVID-19 vaccines was at its peak.



Trigyn Technologies is the proud partner in one of the largest vaccination programs in human history. In partnership with the United Nations Development Program (UNDP) and the Ministry of Health of one of the World’s most populous nations, Trigyn has developed a comprehensive platform, Co-WIN to manage the COVID-19 vaccination registration, tracking and administration to the nation’s billion people.



The tech-based platform facilitating the planning, implementing, monitoring, and evaluation of Covid-19 vaccinations in a highly populated country was able to achieve the following milestones:

- ❖ More than 1.55 billion vaccinations have been administered on Co-WIN with daily additions of around 10 million doses.
- ❖ Co-WIN handles billion+ visits a day with a recorded 3.1 billion visits in one day.
- ❖ Handled 13.7 million registrations within 8 hours of opening the portal for registering eligible 18-to-44-year-olds in the country.



"The technical challenges faced in the development and deployment of Co-WIN were many. Co-WIN needed to be capable of unprecedented levels of scalability and capable of handling surges in traffic from over billion citizens who were eagerly seeking vaccination appointments and proof of vaccination”, said **Dilip Hanumara, CEO of Trigyn Technologies**. “Co-WIN needed rigorous and thoroughly validated security features to ensure the integrity of the vaccine supply chain, the efficient operation of clinics, transparent appointment booking and reliable vaccination status documentation. Also, the project needed to be delivered against an extremely aggressive project schedule. Trigyn worked closely with the United Nations Development Programme (UNDP) and the government to deliver a world class solution”.



VACCINE MANAGEMENT - GUIDING PRINCIPLES



EQUITABLE AND INCLUSIVE

Equitable vaccination across multilingual states, with multiple modes for registration to ensure accessibility for all.



SINGLE SOURCE OF TRUTH

Unbiased distribution of vaccines through a single source of data to remove information asymmetry and align stakeholders.



EVOLVABILITY AND SCALABILITY

Dynamic architecture capable of evolving and accommodating changes as per circumstances, built for a scale of a billion plus citizens.



FEEDBACK AND ANALYSIS

Data on vaccination and recording of AEFI helps form data-driven public health policy and evaluate the efficacy of different vaccines.





THE 10 PRINCIPLES

Trigyn respects the ten principles of the UNGC on human rights, labor, the environment, and anti-corruption. This includes our commitment to report transparently on the implementation of the ten principles annually

HUMAN RIGHTS

HUMAN RIGHTS

- **Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights; and
- **Principle 2:** make sure that they are not complicit in human rights abuses.

Aligning with UNGC Principles 1 and 2 Trigyn supports the human rights of workers and ethical business practices and opposes unethical practices. Trigyn strives to achieve the highest standards in all that we do, from the highest levels of compliance to transparent policies and ethical practices. The Culture of Integrity and Transparency is a pillar of Trigyn’s corporate culture. Trigyn is in compliance with all applicable national laws related to equal opportunities, minimum wages, work hour regulations, overtime pay, and employee benefits.

Trigyn is committed to meeting its responsibility to respect and promote human rights, and to avoiding any infringement of human rights or any adverse impact on, or abuses of such rights. Trigyn respects all local and international requirements as it pertains to human rights.

LABOR

- **Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- **Principle 4:** the elimination of all forms of forced and compulsory labor;
- **Principle 5:** the effective abolition of child labor; and
- **Principle 6:** the elimination of discrimination in respect of employment and occupation

Trigyn is a trusted partner of UNICEF for providing implementation support services of Primero CPIMS+ in member countries. Primero CPIMS+ is an information management tools to support Social Welfare, Child Protection and Gender Based Violence prevention efforts.

Guiding Codes and Policies: Whistle Blower Policy, and Code of Conduct.

LABOR

In support of UNGC Principles 3, 4, 5 and 6, Trigyn does not condone and will not participate in any form of human trafficking child or forced labor. As an Equal Opportunity employer, Trigyn makes employment decisions based only on qualifications and merit. We prohibit discrimination based on any unlawful consideration such as age, race, national origin, gender, or any other “protected status.” Trigyn is dedicated to creating a productive work environment that values transparency, teamwork, customer focus, integrity, and quality. We comply with all applicable employment laws and regulations of the countries we operate in. We actively foster a culture of diversity and inclusion in which people from all backgrounds can fully contribute to the growth and success of our business. Trigyn believes diversity is our strength and is a key contributor to make us a more agile organization.

Trigyn conducts annual surveys to assess employee satisfaction. This is a great tool, and the data is used to drive initiatives to improve employee satisfaction.

On an ongoing basis, Trigyn assess the training needs of the employees, and uses the result for planning trainings resulting in skill enhancements.

Recognizing the challenges faced by our employees working from home, the Trigyn Cares program was enhanced and expanded during 2021 to include training, counselling and resources focused on a variety of topics including stress management, work-life balance, social interaction (virtual games, happy hours, etc.), nutrition, and time management.

Supervisors were provided training to recognize well-being and mental health issues so they could refer employees to appropriate resources for support and help.

Guiding Codes and Policies: Equal Employment Opportunity and Affirmative Action, Sexual Harassment, Workplace Injury and Illness Prevention and Reasonable Accommodation Policy.

ENVIRONMENT

- **Principle 7:** Businesses should support a precautionary approach to environmental challenges;
- **Principle 8:** undertake initiatives to promote greater environmental responsibility; and
- **Principle 9:** encourage the development and diffusion of environmentally friendly technologies

ENVIRONMENT

In accordance with UNGC Principle 7, 8 and 9, we work to continually reduce our environmental impact wherever possible.

Our sustainability program includes tracking performance in the areas of energy efficiency, recycling and waste reduction. Trigyn offers incentive programs to employees to use public transportation.

Trigyn is ISO 14001:2015 certified. Trigyn incorporates the requirements set forth by ISO 14001:2015 into our environmental management system and the same fulfills intended outcomes of an environmental management system which include:

- ❖ enhancement of environmental performance;
- ❖ fulfilment of compliance obligations;
- ❖ achievement of environmental objectives.

Guiding Code and Policy: Corporate Social Responsibility

ANTI-CORRUPTION

- **Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery.

ANTI-CORRUPTION

In alignment with UNGC Principle 10, we work against corruption in all its forms, including extortion and bribery.

Our Anti-Corruption and Bribery Policy sets forth Trigyn's commitment to conducting all our operations ethically and we are in compliance with anti-bribery and anticorruption laws and related regulations. Our policy applies globally to all directors, officers, employees, contractors, vendors and temporary staff.

Guiding Codes and Policies: Related Party Transaction Policy, Anti-Corruption and Bribery Policy and Insider Trading Policy.



FOCUS AREAS

FOCUS AREA	INITIATIVE / HIGHLIGHTS
Operations	Stable Management & Strong Corporate governance Financial Stability Development Methodology to promote Sustainability Global operations Ethical and corruption free Respect and promote Human Rights Trusted partner to our clients Innovative approach to problem solving Certifications ISO 9001:2015 - Quality management systems ISO 27001:2013 - Information security management systems ISO 20000-1:2018 - Information technology - Service management CMMI Ver 2.0 DEV Maturity Level-5 Processes
People and Community	Employees Equal Opportunity Employer Employee Benefits Health and well-being Career growth Learning and Development Diversity and inclusion Employee engagement Local hiring for sustainability Free of Sexual Harassment Zero workplace injury 38% US & 27% India - Women representation Community 2% of Average NET Profit allocated to CSR CSR initiatives for hunger relief & provision of Oxygen Vaccine management platform Digital education platform
Environment	Reduce single use plastic in workplace Source recycled paper Incentivize use of public transportation Use of virtual meeting tools instead of in person meetings Digitization of back office to reduce paper usage Certification ISO 14001:2015 - Environmental management systems



COMMITMENTS

❖ COMPLIANCE

- Continue to comply with principles of the UN Global Compact.

❖ ACCOUNTABILITY

- Set clear targets and report achievements in our Annual Communication of Progress.

❖ SUPPLIER CODE OF CONDUCT

- Obtain commitments from vendors to comply with the UN Global Compact principles. Communicate the sustainability report to vendors.

❖ MEASURE OUTCOMES

- Measure achievements to report in our Annual Communication of Progress.

❖ STRENGTHEN CSR

- Identify needs in the communities that we operate and design CSR programs to benefit these communities.

❖ OPTIMIZE RESOURCE CONSUMPTION

- Minimize waste, increase recycling and optimize.

**THE NATURAL ENVIRONMENT SUSTAINS THE LIFE
OF ALL BEINGS UNIVERSALLY.**

- DALAI LAMA

