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ESG FACTSHEET 2022 - 23

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About Zoho Corporation

Zoho Corporation (Zoho) is a leading global provider of cloud-based software solutions that is redefining the landscape of business operations and collaboration. We offer easily accessible, cost-effective software with a user-friendly interface to businesses across the world.

Our comprehensive suite of applications covers essential functional areas such as Sales, Marketing, Customer Service, Operations, Email and Collaboration, Legal, Security and IT Management, BI and Analytics, Project Management, Developer Platforms, Human Resources Management (HRM), and Finance. Notably, the

applications are integrated seamlessly to deliver holistic solutions to our clients.

Employing an agile development approach, we consistently anticipate and respond to industry trends to craft cutting-edge solutions that help businesses to effectively navigate a dynamic digital landscape.

“
Invariably, there's a way to do it in Zoho.

- Theresa Turner
Director of Marketing & HR, ArtiCAD

About the Factsheet

This factsheet aims to provide an overview of the Environmental, Social, and Governance (ESG) progress for Zoho's UK operations, spanning the period from April 1, 2022, to March 31, 2023. This year marks the commencement of ESG disclosure for our operations in the UK. Through this factsheet, we aim to address the increasing interest and expectations of our

stakeholders, towards our sustainability efforts. We have documented parameters concerning environmental and social aspects, encompassing energy consumption, emissions, water usage, and details on employee hires and diversity. In terms of emissions, we have outlined Scope 2 emissions, as well as four categories falling under Scope 3 emissions.





Message to Stakeholders

The United Nations Sustainable Development Goals are a call to economies worldwide to proactively address the need for sustainable socio-economic development. In this context, the Environmental, Social, Governance (ESG) approach is gaining currency, as it enables organisations to delineate ESG priorities and integrate strategies for their fulfilment into operational processes. Concurrently, demands from external stakeholders are fuelling an increase in non-financial disclosures.

With a view to building environmental, social, and economic resilience, and value for the organisation and stakeholders, we have taken initial steps in adopting sustainable practices at Zoho UK. We acknowledge that much remains to be done and that this ongoing journey will continue to be charted over the coming years.

Environmental Initiatives

Our initiatives in environmental protection include opting for a workspace in Bletchley that enables

us to practice energy efficiency, use renewable energy, and participate in a waste management programme with a focus on reuse and recycling. These actions are supported by our data centres which harness advanced technologies to facilitate responsible energy consumption and savings in energy costs. We have also commenced accounting for Scope 2 and four categories of Scope 3 emissions and will account for a wider range of Scope 3 emissions in the future.



With a view to building environmental, social, and economic resilience, and value for the organisation and stakeholders, we have taken initial steps in adopting sustainable practices at Zoho UK.



Social Initiatives

On the social front, we have made good progress in creating a positive work environment for our people. Our efforts are channelled towards addressing employee attraction and retention, professional development, workplace health and safety, and diversity and inclusion. Recognising that a diverse talent pool is indispensable to innovation, we are working to build a workforce that will support the company's endeavours to address market needs with cutting edge products.

Following from this, we are expanding the ambit of our people-focused endeavours to include social development. In this context, we seek opportunities to implement initiatives that will help promote improved digital capabilities among youth in local communities.

Governance Initiatives

With regard to governance, we prioritise integrity and transparency in all aspects of the business and in the relationships we are building with our many stakeholders. While our governance efforts encompass compliance with regulatory requirements, we also believe in going beyond these demands to make sure we do what is right for our customers.

Therefore, data security and privacy, which are foundational to the work we do, receive significant attention through the best-in-class controls and solutions that we have deployed. Notably, our parent organisation, Zoho Corporation, and our operations in the UK are aligned with the General Data Protection Regulation (GDPR) and implement GDPR controls as the baseline standard for data protection.

Acknowledging that responsible business conduct encompasses an organisation's supply chain, we are working to launch a sustainable supply chain programme which will enable Zoho UK to engage with those who share our ESG priorities.

As non-financial disclosures increasingly become the norm across the world, we have chosen to share Zoho UK's ESG performance through this factsheet, our first disclosure. I thank all of our stakeholders for supporting our efforts to grow responsibly and look forward to continued collaboration with them.

Warm regards,

Sachin Agrawal
Managing Director, Zoho UK



Sustainability at Zoho UK

As a result of the rising need for sustainable development, governments, communities, and other stakeholders are increasingly demanding that corporates demonstrate greater responsibility towards pressing issues such as the climate crisis and equitable socio-economic progress. Acknowledging that we have a role to play in mitigating these challenges, Zoho UK has initiated steps to contribute to a sustainable future for the planet and all of its inhabitants.

 Scope 3 Emissions 31.7 tCO₂e	 16 New Hires	 21% Renewable Energy	 ESG Highlights FY22-23
 23% Female Employees	 Scope 2 Emissions 1.4 tCO₂e	 Water Consumption 126 KL	 Energy Consumption 8845 kWh

Aiming to grow as an inclusive and stakeholder-centric business, we have identified key internal and external stakeholders in consultation with our management. Further, we have held open discussions with our stakeholders to identify and prioritise issues that address their interests and concerns as well as significantly impact our business. Through this process of stakeholder engagements, we aim to delineate focus areas and establish corresponding goals and targets to formulate a comprehensive ESG agenda that will encapsulate environmental stewardship, social inclusivity, and ethical governance.



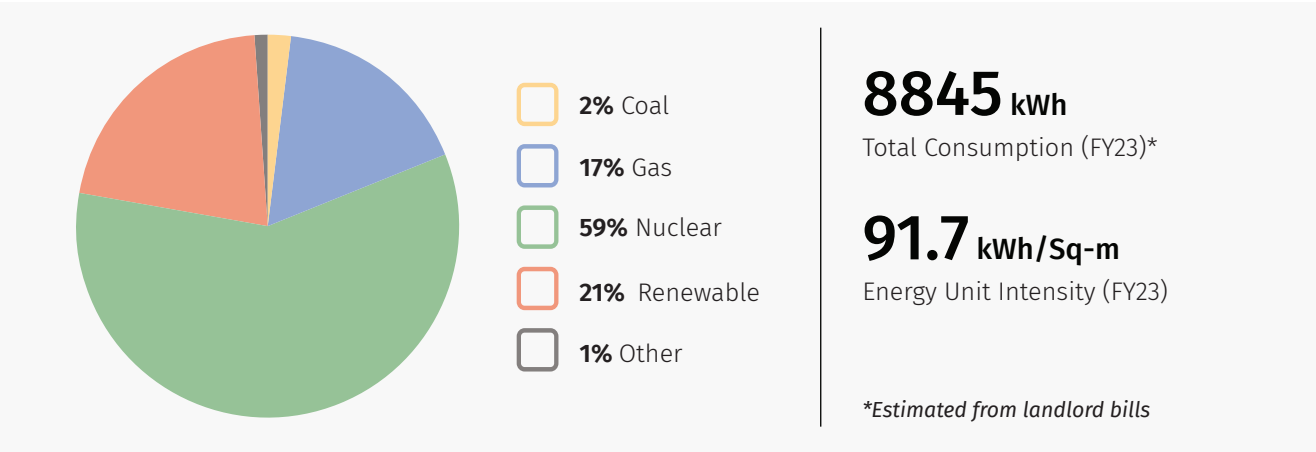
Environmental Stewardship



Operating in a context where technological progress must go hand in hand with responsible business conduct, we strive to integrate environmental considerations into the development of our products. We are working to mitigate our environmental footprint by using renewable energy, ensuring efficient water consumption, and by establishing extended responsibility over waste by participating in reuse and recycling initiatives.

Energy

The UK government has recently announced plans for homes and businesses in the country to be powered by affordable, clean, and secure electricity by 2035. Given the limited operational control over the rented spaces in which Zoho UK has offices, we support efforts to lower reliance on fossil fuel-based electricity.



Energy Initiatives at Zoho UK’s workspace at Bletchley

The energy supply for the UK office is derived from a mix of conventional, renewable, and other sources, with renewable energy accounting for 21% of our total power consumption. In addition, LED retrofits have been implemented to enhance energy efficiency throughout the building.

Energy Initiatives at Data Centres

Zoho UK and ManageEngine are supported by primary data centres in Amsterdam, and London and secondary data centres in Dublin and Manchester. These data centres leverage advanced technologies to optimise energy consumption. These include the use of measurement and verification, artificial intelligence (AI), and efficient automation in building management systems. A transition to LED lighting has also resulted in energy savings and reduced utility bills.

Renewable Energy Integration

Global Renewable Energy Usage: Designed with a focus on energy efficiency, data centres that support Zoho UK are powered by renewable energy. Further, these data centres are progressing towards integrating with a solar grid to reduce environmental impacts.

Green Energy Procurement

All purchased energy for the data centres is sourced from green energy providers. This enables us to minimise the carbon footprint associated with our operations.

Energy-Efficient Infrastructure

Modular UPS Systems: The data centres feature modular UPS systems that are power factor corrected, ensuring minimal power losses and optimal energy consumption.

Mandatory Cold Aisle Containment: The design of the data centres incorporates a mandatory cold aisle containment setup that contributes to energy efficiency by reducing cooling requirements.

Pressure Sensor-Controlled CRAC Units: Controlled by pressure sensors, the Computer Room Air Conditioning (CRAC) units optimise airflow within the data centres, and thus enhance cooling efficiency.

Technological Innovations for Energy Optimisation

Free Cooling Circuits: All chillers within the data centres include free cooling circuits, harnessing ambient environmental conditions to optimise cooling processes.

Power Quality Monitoring: Power analysers that are strategically deployed throughout the installations monitor the quality of power from the grid supply and UPS outputs. This data allows us to maintain high service levels while minimising energy waste.

Cutting-Edge Operational Standards

Adiabatic Cooling: The operations of data centres are geared towards energy efficiency and incorporate adiabatic cooling systems to further enhance energy savings.

Sustainable Aquifer Thermal Energy Storage (ATES) Cooling System: Through the ATES cooling system, aquifer thermal energy storage is used for efficient and eco-friendly cooling.

In addition to these measures, the data centres feature an automatic lighting system inside the cage, leveraging motion sensors to intelligently control lighting to contribute to additional energy savings.

Emissions

The United Kingdom has committed to achieving carbon neutrality by 2050. Supporting this pledge, we have taken steps to monitor

greenhouse gas (GHG) emissions from our operations and implement measures to mitigate them. We account for Scope 2 and Scope 3

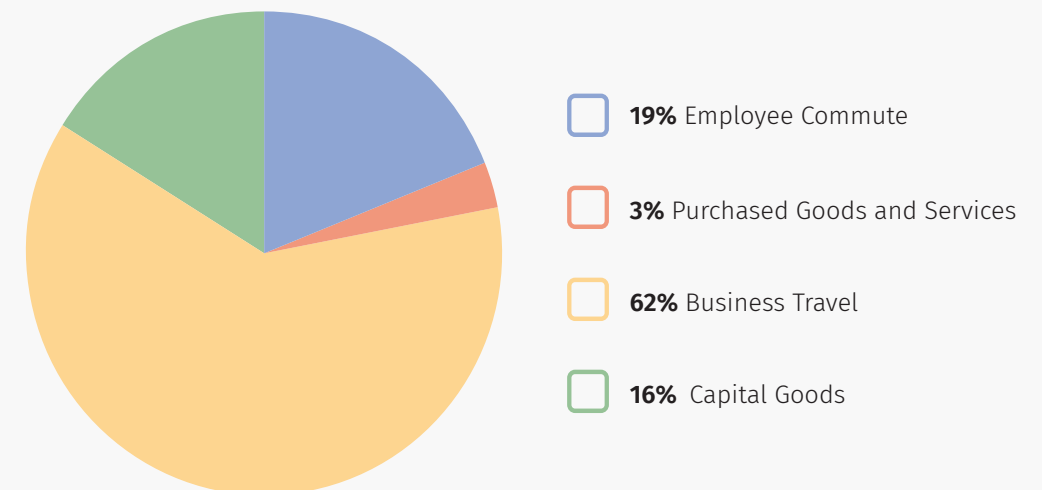
emissions and exclude Scope 1 emissions as our work does not involve fuel combustion within our operational boundaries.

1.4 tCO₂e	31.7 tCO₂e
Scope 2 Emissions	Scope 3 Emissions

While Scope 2 emissions encompass indirect emissions arising from purchased energy or electricity required to power our operations, Scope 3 emissions include indirect

emissions beyond our operational boundaries. Accounting for the latter enables us to evaluate the environmental impact of our entire value chain.

Scope 3 Emissions - FY 23



Our current capacity to monitor and analyse Scope 3 emissions is limited to specific components, namely Employee Commute, Purchased Goods and Services (for example, electronic devices such as laptops and mobile phones), Capital Goods (which broadly encompass office equipment such as coffee machines and data centre server racks), and Business Travel. As the business grows, we will be expanding our accounting efforts to encompass

additional categories of Scope 3 emissions applicable to Zoho UK. This approach aligns with our efforts to continuously enhance our sustainability practices and broaden our impact assessment across the whole value chain. Scope 1, 2 and 3 emissions have been accounted for in accordance with the GHG Protocol.

Accounting for GHG emissions enables Zoho UK to identify areas for improvement as well as devise

and implement effective strategies to reduce our carbon footprint. These efforts are supplemented by our hybrid work model which facilitates lower energy use at the workplace and reduced fuel consumption for commuting. While implementing these measures, we also continuously explore ways to mitigate our impact further.



Water

Water utilised in our operations is procured from third-party providers and is used for domestic purposes. We strive to adopt a conservative

approach that will not only optimise our water usage but also minimise our impact on this natural resource.

126.4 KL

Total Water Consumption (FY23)*

**Estimated based on occupancy rates*

Waste

At Zoho UK, our waste management strategy includes measures for appropriate waste segregation and disposal, incorporating principles of waste reuse and recycling.

Third-party waste management service providers help us segregate waste and channel it appropriately for reuse and recycling. Concurrently, our employees are sensitised to the importance of minimising waste in daily activities. In the future, we plan

to integrate more responsible waste management practices into our operations, with emphasis on e-waste management and reduced waste generation.



Nurturing People



We acknowledge that our employees are the backbone of the organisation and represent a culture of innovation

that is inherent to us. Therefore, we strive to cultivate an environment that not only empowers them to

showcase their potential but also encourages innovation.

Employee Engagement

With respect to employee engagement, we prioritise transparent communication and foster a supportive work environment. Our talent acquisition process emphasises diversity and inclusion with the aim of building a talent pool that offers a richness of diverse skills, experiences, and cultural perspectives. In FY23, we had 16 new hires join our team in the UK.

The onboarding for new employees begins with the Security and Privacy Awareness (SPA) training. This short assessment ensures that our

employees possess a basic understanding of our compliance regulations and ethical practices. Subsequently, they undergo a comprehensive departmental training spread over 3-4 weeks. This immersive programme is designed to equip new joiners with the necessary understanding and skills to excel in their role. In addition, they can access learning resources through our Zoho Learn platform. This online portal houses a range of materials, including product tutorials, system guides, and best practices, that enable them to enhance knowledge and expertise.

Employee retention is an area of focus which we address by implementing programmes tailored for professional development, mentorship, and work-life balance. In turn, these contribute to a dynamic, inclusive, and fulfilling work culture. Further, we communicate career growth opportunities, thus enabling employees to feel valued and motivated. By emphasising continuous progress and adapting to evolving employee needs, we work to build an organisation where talent flourishes over the long term.

Employee Wellbeing

Zoho UK adheres to industry standards in remuneration by ensuring that compensation is equitable across genders. Recognising the diverse needs of our people, we provide essential support such as parental leave, thereby aligning with our efforts to

build an organisation that values and cares for every individual.

Our hybrid work culture allows employees to enjoy the benefits of both in-office collaboration and remote work. This model empowers them to choose the work environment that best suits their

needs while fostering connection and teamwork through two in-office workdays per week.

We also provide a subsidised or complimentary lunch for all employees, which helps to promote both wellbeing and informal team bonding during shared meal breaks.



Employee Health and Safety

Prioritising the health, safety, and overall wellbeing of people across our operations and value chain is a strategic necessity. By seeking continuous improvement and embracing evolving best practices, we aim to create a work environment that promotes the health, safety, and overall wellbeing of our employees in Bletchley, UK. To this end, we implement the following Occupational Health & Safety (OH&S) initiatives.

Hazard Management Framework: The Hazard Identification & Risk Assessment (HIRA) Framework is followed rigorously at the premises.

Under this, regular assessments are conducted to identify workplace hazards and evaluate social risks.

Wellness Programmes: Health Promotions & Wellness Programmes include fitness initiatives and stress management sessions to promote overall health and wellbeing.

Medical Examinations: Pre-employment and periodic medical examinations are conducted for employees to assess their fitness for specific job roles.

Education & Training: Employees are provided with information and training in a variety of safety

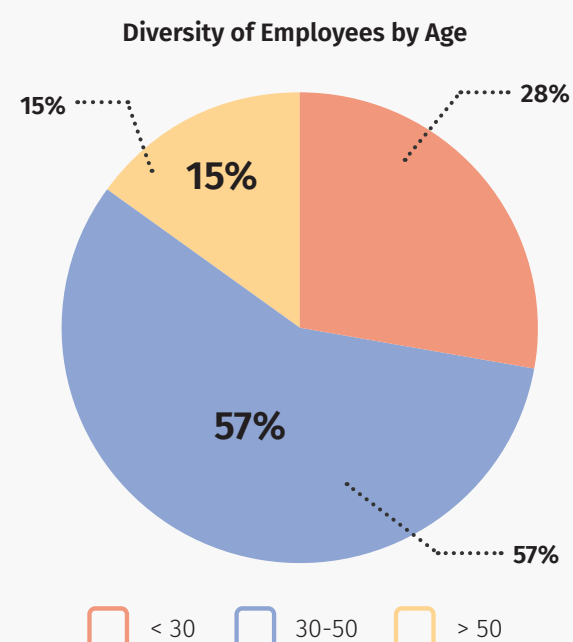
measures, proper usage of equipment, and emergency procedures.

Continuous Improvement: The compliance monitoring framework involves ongoing reviews and enhancements of occupational health programmes, guided by feedback, data analysis, and emerging best practices. We promote a culture of continuous improvement by encouraging employee engagement and incorporating insights from incidents or near misses into corrective measures.



Diversity and Inclusion

The priority we give to diversity and inclusion spans varied dimensions such as thought, experiences, backgrounds, cultures, and gender.



We eschew discrimination on any grounds, including age, colour, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, and other unique characteristics that define our employees.

Instead, we espouse fairness, striving to ensure that a merit-based approach allows wage parity among people with comparable experiences and responsibilities, irrespective of their gender.



Governance

Zoho UK's operations are underpinned by ethical governance, requiring every employee to demonstrate integrity in business conduct, while also ensuring the company's compliance with legal and regulatory requirements.

Business integrity is not only the foundation on which Zoho UK's reputation is being built, it also enhances our capacity to forge enduring stakeholder relationships that enable us to create shared value in the long term.

The following section outlines our policy framework comprising the Code of Ethics, Modern-Slavery and Anti-Bribery Policies.

Policy Framework

Code of Ethics

The Code of Ethics is a set of guidelines for ethical behaviour characterised by integrity, respect, and responsibility. It is applicable to all of Zoho UK's workforce, including employees, consultants, and interns. The Code of Ethics emphasises the following for workplace and business conduct:

Fairness: We foster a diverse and inclusive work environment, promote equal opportunities for all, and thereby embrace the values of Equality Act 2010.

Respect: We eschew harassment, and a clear reporting mechanism has been established to register concerns.

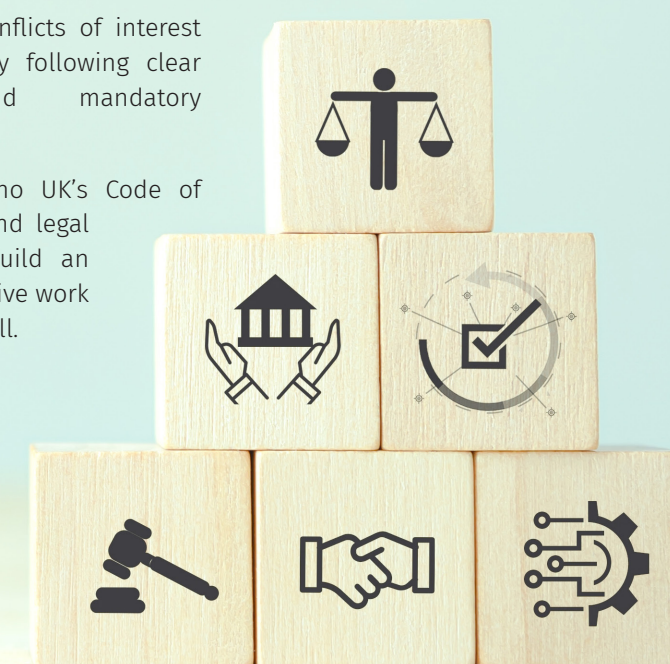
Human Rights: Zoho UK stands against forced labour, slavery, and human trafficking, and promotes ethical procurement practices.

Privacy: We emphasise responsible handling of personal information, while acknowledging resource limitations.

Safe Work Environment: In the interest of promoting a safe and positive workplace, we take a non-tolerance stance towards substance abuse or violence in any form.

Transparency: Conflicts of interest are addressed by following clear guidelines and mandatory disclosure to HR.

Commitment: Zoho UK's Code of Ethics goes beyond legal compliance to build an ethical and inclusive work environment for all.





Modern Slavery

Adhering to the requirements of the Modern Slavery Act 2018, we work to ensure that our business practices are ethical and that we follow robust due diligence processes. We recognise slavery as a crime and violation of human rights and reject

it in all its forms. This approach of non-tolerance extends throughout our operations, as we stand firm against slavery and human trafficking in all aspects of our business. In line with this, our global supply chain has embedded anti-

slavery clauses in all Purchase Orders issued to suppliers. Furthermore, we engage proactively with our suppliers and urge them to implement anti-slavery practices in their respective supply chains.

Anti-Bribery Policy

Our Anti-Bribery Policy requires all at Zoho UK to refrain from actions such as offering payments for business advantages and accepting

inappropriate offers. In order to ensure that we adhere to the policy, we document gifts, conduct regular internal audits, and address

violations with disciplinary actions including potential penalties and job termination.



Information Security and Data Privacy

At Zoho UK, we prioritise safeguarding the information and data of our organisation, clients, customers, suppliers, and employees

against internal and external threats. Our Information and Cyber Security framework is continuously reinforced with best-in-class

controls, tools, and processes.

Information Security Management System

Zoho has established an Information Security Management System (ISMS) that systematically addresses our security objectives. Stringent policies and procedures have been put in place to maintain the security, availability, processing, integrity, and confidentiality of customer data.

Our approach to network security includes advanced monitoring

techniques that are designed to provide multiple layers of protection and defence. While firewalls are deployed to thwart unauthorised access and undesirable traffic, data segmentation ensures that sensitive information is protected. A clear demarcation is maintained between systems supporting testing and development activities, and those supporting Zoho UK's production

infrastructure. Our security and privacy programmes are managed by teams that are responsible for engineering and maintaining defence systems, developing review processes, and monitoring networks continuously to identify and address suspicious activities.



ISO/IEC 27001
Information Security Management
CERTIFIED
IS 642819 ISO/IEC 27001



ISO/IEC 27701
Privacy Information Management
CERTIFIED
PM 732705 ISO/IEC 27701



ISO/IEC 27017
Cloud Security Management
CERTIFIED
CLOUD 714132 ISO/IEC 27017



ISO/IEC 27018
Personal Data in the Cloud
CERTIFIED
PII 714133 ISO/IEC 27018

Employee Awareness

Employees at Zoho UK undergo comprehensive training on information security, privacy, and compliance. We emphasise

continuous education, which is reflected in regular check-ins and efforts to foster an ongoing dialogue to keep employees updated on

evolving security practices.

GDPR Compliance

Zoho UK has consistently exceeded industry standards in safeguarding users' personal information. The organisation's priority to privacy aligns with the General Data Protection Regulation (GDPR), an EU-wide law that enables data protection for EU residents and augments their control over personal data. Recognising the

significance of this regulation, on May 25, 2018, Zoho adopted GDPR controls as the baseline standard across all global operations.

We promote data protection by creating awareness of the subject among employees, integrating GDPR-compliant features in products, and ensuring governance

of privacy. The data protection measures include Information Asset Register, Data Protection Impact Assessments, and internal audits. While encryption and regular clean-ups enhance data security, a robust Privacy Incident Response policy ensures transparent notifications of breaches.



Risk Management

Our application data is securely stored on resilient storage systems that undergo replication across multiple data centres. The primary data centre (DC) ensures near real-time replication of data to the secondary DC. This redundancy mechanism serves as a contingency plan, allowing disruption-free operations in the event of a primary DC failure. The secondary DC then takes over, ensuring minimal to no interruption in operational

efficiency. Both data centres are fortified with multiple Internet Service Providers (ISPs) to enhance reliability in connectivity.

Furthermore, our infrastructure is reinforced with essential physical measures to guarantee business continuity. These include reliable power backup systems, temperature control mechanisms, and state-of-the-art fire prevention systems. These safeguards collectively contribute to the resilience of our

operations and ensure that unforeseen disruptions are mitigated effectively.

In addition to data redundancy and physical safeguards, we have implemented a comprehensive business continuity plan. We proactively address potential disruptions and formulate strategic responses to enhance our overall resilience, thereby protecting the continuity of our essential business functions.



Responsible Sourcing

Being a technology company, our operational efficiency depends on a well-integrated network of suppliers and partners. Recognising the importance of sustainability in our supply chain, we have taken steps to minimise and mitigate the environmental and social impacts

associated with our operations. Therefore, we opt to source materials from suppliers who follow sustainable business practices.

Zoho has planned to implement a Sustainable Supply Chain programme that integrates ESG

principles and aligns suppliers with our ESG commitments. As part of the programme, Zoho will assess suppliers based on defined ESG criteria that includes governance practices along with environmental and social performance.



Customer Centricity

Our approach to customers is encapsulated in our philosophy, "When you put customers before

profits, you end up with more of both." This is supported by our values, which guide us to nurture

customer-centricity that generates trust, loyalty, and sustainable success for us and our users.



Privacy-first approach

We prioritise user privacy by refraining from displaying advertisements or selling user data, even in free plans. Additionally, we block third-party trackers, ensuring our customers' business information remains theirs.

Focus on value, not quick gains

We understand that trust and loyalty are built on ethical practices. Therefore, we offer genuine value and long-term partnerships over short-term profit maximisation.

Data ownership empowerment

We advocate for user data privacy, going beyond the requirements of regulations because it's simply the right thing to do.

Creating Value at Every Step: What Our Clients Say

Optimising Creative Workflows: Zoho Creator at the Core of ITV Studios' Efficiency



***Prior to using Zoho Creator, we had data everywhere...
The platform is now a one-stop-shop for all the
information you need."***

- James Hirst

VP of Development, ITV Studios Creative Network

ITV Studios harnessed Zoho Creator's low-code software and competitive pricing to empower itself with impressive capabilities. A dashboard platform consolidated diverse data sources across their pipeline, enhancing efficiency in managing its

creative network. Seamless integration with Zoho Analytics enabled automated reports and provided managers with comprehensive pipeline visibility. This expertise proved instrumental for ITV Studios in transitioning from

disparate spreadsheets to a unified Zoho-based system, thus streamlining its creative pipeline management, from idea creation to post-production.



Transforming Real Estate: Strike's Success with Zoho CRM

Strike, the UK's second-largest estate agency, hails Zoho CRM as its indispensable "backbone", chosen for its customisability and seamless automation capabilities. Facing

challenges in streamlining property listing processes, Strike found Zoho CRM to be a perfect fit. Zoho CRM ensures consistent customer experience, adheres to regulatory

compliance, promotes add-on services, and enhances sales performance visibility.



The CRM toolset now forms the backbone of our Financial Services and Concierge operations. It is difficult to picture our world now without this toolset.

- Hannes Buhrmann
Chief Product Officer, Strike

Zoho CRM also enables Strike to automatically generate outbound call tasks, facilitate email communication, integrate with in-house and third-party systems, and provide granular insights into lead status. The platform's customisability, especially in Deluge,

Zoho's custom scripting language, allows Strike to tailor workflows, update data, and trigger tasks efficiently.

Selected for its impressive feature-set and competitive pricing, Zoho CRM supports Strike's growth, by

delivering functionality and scalability at the right price point. The CRM toolset has become integral to Strike's Financial Services and Concierge operations, with customisations contributing to the agency's exponential expansion.

Zoho Connect: Revolutionising Operations for Fazenda Restaurants

Fazenda, a restaurant chain based in the UK's cosmopolitan city centres, assessed various software solutions

for operational support. Zoho emerged as the preferred choice, for offering low-friction operations,

thorough record-keeping, and seamless communication channels.



We found Zoho and that's the way we communicate on a daily basis. We now have something that is going to work for us for the future.

- Natalia M. Andrade
Head of Marketing, Fazenda

Zoho Connect serves as Fazenda's primary operational platform, facilitating tasks from to-do lists to long-term projects. The platform's flexibility enables the company to organise users across groups and task boards, toggle permissions, assign responsibilities, and track task stages.

Crucially, Fazenda's divisions, including senior management,

restaurant teams, accounts, deliveries, marketing, reception, and complaints, use dedicated spaces within Zoho Connect for detailed task management and departmental overviews.

Zoho Connect's task boards have become important to Fazenda's daily operations. The platform's comprehensive structure, accountability features, and

efficiency, particularly during the pandemic, have proved valuable for improved efficiency and remote work.

By leveraging various Zoho apps, Fazenda has been able to achieve greater levels of "organisation, communication and achievement" across the business, thereby enhancing operational efficiency.



ManageEngine

As the enterprise IT management division of Zoho Corp., ManageEngine delivers comprehensive IT management solutions designed to streamline business operations and drive digital transformation for our clients.



Endpoint Central now efficiently manages daily operations at Flipdish. “It has made a positive impact on our everyday work, because we can manage devices remotely without even needing to be in front of the machine—which is massive for us as we are remote first. We get automated reports sent daily of any security vulnerabilities that need addressing and can also remote-lock machines if they are lost. ManageEngine’s instant chat support is also very responsive, helping us to get technical support whenever we need it.

- Leon Weavers Head of IT
Flipdish



ManageEngine has become a great partner of The Celtic Collection. We have found them to be easy to avail from the start, from sales right through the implementation. The ongoing support is also fantastic and I couldn’t recommend them highly enough.

- Leon Weavers Head of IT
The Celtic Collection



Way Forward

Zoho’s view of sustainable growth derives from the tenet behind the triple bottom line: people, planet, and prosperity. Zoho UK’s support for sustainability manifests in the ongoing initiative to estimate indirect emissions across our value chain and in the strategies we have developed to lower emissions.

Simultaneously, we will continue to engage in social initiatives in order to create an enduring and meaningful difference, thus align the growth of our organisation with increased social wellbeing.

In the future, we plan to expand our social initiatives in the following areas:

Grassroots Sport: Our plans for a sponsorship programme focused on local youth clubs aim to not only promote physical and mental well-being, but also nurture valuable friendships, and even unearth future sporting talents.

Education: Our educational initiatives in the UK include building connections with local schools, universities, and educational bodies to create effective learning pathways. We aim to introduce the Zoho Young

Creator Programme to the UK, which seeks to equip students with essential digital skills through engaging low-code app development experiences. By introducing initiatives to bridge the digital skills gap, we hope to help to pave the way for a future generation equipped to thrive in an increasingly tech-driven world.

As Zoho continues to evolve, we will continue to collaborate with our stakeholders to influence a future where innovation and responsibility converge for the benefit of all.

