Dear reader,

The post-digital era and rapid pace of innovation are bringing economic and social uncertainties, which are changing the very definition of responsible business. In this new paradigm, organizations must take a leadership role in creating a positive impact on the society, at scale.

At Accenture, our vision is to improve the way the world works and lives. To achieve this vision, we are combining the passion and commitment of our people, our leadership in technology, and a diverse ecosystem of partners to drive innovation and programs that address issues that matter. Together, we are building skills, bridging employment gaps, advancing client sustainability and accelerating equality in the workforce.
Our Corporate Citizenship work illustrates how we are:

**Innovating for Society**

Through our Skills to Succeed initiative, we are helping drive inclusive growth. We work with underprivileged youth, women and persons with disabilities in India to prepare them for the digital economy. In FY19, Accenture volunteers spent more than 155,000 hours in community outreach through programs such as the Hour of Code and digital literacy workshops for workplace and facilities staff and spent more than 61,000 hours in providing pro bono technology support to our Skills to Succeed partners. We understand that using advanced technologies to better prepare people for the future must be an imperative because an unintended consequence of the emergence of the digital economy could be further marginalization of the underprivileged, especially in labour-dependent economies such as India.

Under our Technology for Good program, which uses intelligent technologies to solve complex social problems for citizens, we have helped in accelerating social transformation by creating accessibility solutions as well as empowering low-income communities. One of the applications we built, targeted at rural women and other low-income populations in India, helped users better understand financial products and services.

**Shaping Responsible Business**

In FY19, we grew our India workforce to approximately 40 percent women—toward our goal of having a gender-balanced workforce by 2025. A range of policies aimed at the LGBT community and persons with disabilities ensured that we push the boundaries of equality and inclusion in the workplace. As part of our commitment to preserving the environment, we have set a science-based target globally, committing that by 2025, we will reduce our absolute greenhouse gas emissions by 11 percent from our 2016 baseline, and by 2023, move to 100 percent renewable, globally.

None of this would have been possible without the resolute commitment of our people. I would like to thank all our volunteers, who worked alongside more than 50 Accenture-partnered non-governmental organizations (NGOs) across the country to change lives for the better.

I invite you to join us in this journey as stewards of an increasingly connected world. Let us commit to our collective vision of improving lives across the country now and in the future.

Rekha M. Menon  
Chairman and Senior Managing Director  
Accenture in India
INNOVATING FOR SOCIETY

Discover how we are leveraging technology to help people across India

With the passion of our people, our technology expertise and a broad ecosystem of partners, we develop and scale innovations and programs that help address society’s pressing problems. Nearly a decade ago, we took a defining step in our corporate citizenship journey. We launched our Skills to Succeed initiative to focus Accenture’s expertise in growing talent to address the global need to close skills gaps and prepare individuals to get a job or build a business. This set a meaningful precedent for our company and for our people—a commitment to taking the best of Accenture and applying it in a concentrated, strategic way to address complex social issues.

Today, our focus on innovating for society has grown well beyond what we envisioned when we launched Skills to Succeed.

We continue to explore new horizons with our clients and partners to equip more than 3 million people globally by FY20 with the skills to get a job or build a business.
SKILLS TO SUCCEED

Closing skills and employment gaps for marginalized people

By the end of FY20, Accenture, together with its strategic partners, will equip more than 3 million people globally with the skills to get a job or build a business; enable their successful transition to employment; and create large-scale, lasting solutions aimed at closing global employment gaps. Since 2010, our Skills to Succeed initiative in India has been empowering youth and women from economically weaker sections and persons with disabilities by equipping them with skills needed for high-demand job sectors. The rapid pace and scale of technological changes are disrupting labor markets and fundamentally altering the future of work. It is with these challenges in mind that we are strategizing our Corporate Citizenship efforts—Inclusion in the Digital Economy.

We are applying the NEW in “Skills to Succeed” through our three-pronged approach—Digital Delivery, Digital Literacy and Digital Fluency that is transforming the lives of millions of people.

We are using the power of NEW technologies such as AI, blockchain and extended reality to address a variety of complex societal challenges in areas including health, human rights, inclusion and environmental sustainability.

Equipped 690,000+ people with Skills to Succeed in India
Empowered 420,000+ people to get jobs or start an enterprise
Impacted 314,000+ women
Our Skills to Succeed projects focus on two outcomes: Employability and Entrepreneurship

EMPLOYABILITY
We partner with non-profit organizations to bring to life our three-pronged approach—Digital Delivery, Digital Literacy and Digital Fluency—to extend employability skills training to youth in high-demand sectors, helping them secure jobs.

The curriculum focuses on foundational life skills such as growth mindset, tech know-how to thrive in an ever-changing digital economy.

PARTNERS

Aide et action India: Providing training to youth primarily in the retail sector, in addition to BFSI and Beauty Therapy Assistance

Anudip Foundation: Training on Social Media, Analytics and Cloud for freelance job opportunities in digital work platforms

Don Bosco Tech: Providing employability training to youth in the hospitality, retail and manufacturing sectors across India

FISE: Training non-graduate youth in software skills to secure developer jobs in IT companies

Magic Bus: Extending employability skills training to youth who are successfully placed in sectors such as retail, BFSI and ITeS

Medha: Providing employability, career awareness and counseling to college students in tier 2 and 3 cities

Pratham Education Foundation: Delivering employability skills training to youth in hospitality, electrical and health care trades
In 2019 Cisco, Quest Alliance and Accenture inked an agreement with the Indian government to empower 1.5 million youth enrolled in Industrial Training Institutes (ITIs) by providing employability skills training—including English, life and work skills, and retail customer interaction. The training will be imparted through a blended learning curriculum that integrates the best practices of classroom and e-learning.

**Quest Alliance**: Leading the charge on skilling India’s youth in this digital economy

**Sambhav Foundation**: Training construction workers through multilingual training videos in more than 10 construction trades

In addition, we have partnered with NGOs that are targeted toward skill development of persons with disabilities:

**Dr. Reddy’s Foundation (DRF)**: Training persons with disabilities in employability skills

**Enable India**: Empowering persons with disabilities to share their experiences in the employment space, welfare measures, government schemes and community-level services through Enable Vaani, a community-level platform built by Accenture

**TRRAIN**: Bridging the vocational skilling gap and creating employment opportunities for persons with disabilities in retail
MICRO ENTERPRISE

We partner with non-profit organizations to train women in semi-urban and rural areas to acquire micro entrepreneurial skills to start a new business or grow their existing businesses. Business skills, financial literacy, marketing and digital skills are some of the key modules under this program.

PARTNERS

Charities Aid Foundation (CAF): Training women to make eco-friendly products; women with mental disabilities trained in converting discarded material into eco-friendly products

Entrepreneurship Development Institute of India (EDII): Providing entrepreneurial skills training to women and youth in peri-urban, rural areas. The training ensures beneficiaries acquire necessary skills needed to launch a new business

Mahila SEWA Trust: Providing training on making stationery products from recycled paper; Accenture procures certain products from the trust
A new vertical of supporting social enterprises that deliver large-scale social impact has been added to our portfolio. We are incubating three new social enterprises with Villgro focused on digital livelihood platforms.

**Mann Deshi Foundation:** Providing training in technical, financial and marketing skills to marginalized women who have no formal education and girls who have dropped out of high school to become entrepreneurs. On successful completion of the training program, these women are awarded with Deshi MBA certificates.

Through the Chamber of Commerce program, women are provided hand-holding and mentorship support to make their business sustainable. The services include a toll-free number, networking, exposure visit, market linkage and business advice.

**Read India:** Delivering skills development/livelihood training to create multiple impact in a community through collaborative approach, supporting the overall development of a community.

**Villgro Innovations Foundation (India’s oldest and foremost social enterprise incubator):** Mentoring and supporting early-stage, innovative for-profit enterprises that have an impact on the lives of India’s poor.
OUR PEOPLE GIVING BACK TO SOCIETY

A diverse collective of innovators, making a difference in the world

At Accenture, we have always believed that a responsible approach to business is fundamental to success, protecting our people, our company and our clients, while differentiating us in the marketplace. The size and scale of our business gives us the opportunity to help shape business practices and society for the better, whether by creating innovative solutions with our clients or by working alongside our partners to support the communities in which we live and work.

Our people regularly give back to the community and we facilitate in optimizing their contribution through various channels.

Employee Giving Program
As part of this initiative, our people contributed through their monthly salary, supporting more than 50 NGOs. This benefitted thousands of youth, women and children across India through projects on women empowerment, elderly care and training programs for persons with disabilities and youth.

Fundraising
Our people helped in raising funds for charity by participating in events such as Oxfam Trailwalker and Empower Run. More than 10,000 people across Accenture offices in India participated in the Empower Run and 37 teams of four members each participated in the Oxfam Trailwalker.

Volunteering
We encourage community involvement through sustained interactions and skill-building opportunities. Our people contribute by volunteering in skilling programs, executing projects using advanced technologies such as Artificial Intelligence (AI), Internet of Things and Robotics as well as by providing financial aid to partners through the employee giving program. The volunteers spent more than 155,000 hours in community outreach through programs such as Hour of Code and digital literacy workshops through more than 50 NGOs that the company supports toward digital skilling efforts.

Pro bono
Our people in India worked for more than 61,000 pro bono hours in FY19 delivering capacity building projects across diverse areas such as:

- Consulting and strategy: Research, roadmap, fundraising and technology
- Legal: Consultation and documentation
- Marketing: Fundraising pitch, brochures and presentations
- IT capacity building: Website, database management and process automation
- Knowledge management
TECHNOLOGY FOR GOOD

Technology that makes millions smile

Our Technology for Good Program leverages emerging digital technology to create unprecedented opportunities to shape the future of work and solve some of the complex problems in society. Through the Technology for Good innovation ecosystem, businesses can now amplify their mission and their profits by leveraging the collective intelligence of regulators, academics, innovators and society.

We address the needs of society with differentiated go-to-market strategies powered by digital technologies and collaborative partnerships.

Key Solutions

GRAMEEN FOUNDATION

Intelligence on financial services
Applications targeted at rural women and other low-income populations in India to help users better understand financial products and services. These applications allow them to make informed choices that positively impact their financial and social well-being.

BLEETECH

Enabling hearing impaired dance students to feel the beat
BleeWatch, a wearable device, converts different sounds into unique vibrations for the hearing impaired to help them navigate their surroundings.

DRISHTI

AI-powered solution to empower and enable the visually impaired
Drishti, which means “vision” in Sanskrit, provides smart phone-based assistance using AI technologies such as image recognition, natural language processing and natural language generation capabilities to describe the environment of a visually impaired person.
VOLUNTEERS AT WORK
Discover how we practice and promote responsible business around the globe

Environment
A decade into our quest to lessen our environmental impact, thinking—and acting—sustainably is part of our daily life at Accenture. We are committed to doing our part to protect the planet for future generations and in helping those around us to pursue their environmental goals. By improving the efficiency of our operations, harnessing the innovative spirit of our people and developing new sustainability solutions, we aim to accelerate the global shift to a low-carbon economy and reduce the impact of climate change.

Our People
A critical part of our talent strategy is continuously investing in developing and growing each of our 492,000 people as they work together to solve the most challenging issues across industries and organizations. Our ambition is to be the world’s most inclusive and diverse company. On the path to gender equality, we have set bold goals. For instance, we are well on our way to achieving a gender-balanced workforce, with 50 percent women and 50 percent men, by 2025.

We have forged partnerships with local PRIDE networks. With a local lead who acts as the driving force behind the program, our community of LGBT allies has grown significantly.

We prioritize accessibility for all, and over the past two years, we increasingly focused on the needs of our persons with disabilities.

Advancing Supplier Inclusion and Diversity
Creating value, championing change and empowering communities, we believe that inclusive procurement practices create long-term value for our clients and our communities, while enabling us to stay agile and disruptive.
About Accenture

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions—underpinned by the world’s largest delivery network—Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With 505,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. Visit us at www.accenture.com.

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