



CSR/ESG REPORT

2024 - 25

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Report Highlights

- Introduction
- Executive Summary
- Tree Plantation Initiative
- Street Solar Lights Installation
- School Revamp
- Magi Village School Development
- Bus Shelter Construction
- Food Packing Event
- Fortnightly Meals For Homeless
- Travel C02 Emissions Offset
- Cumulative Impact



CSR and ESG Goals

Renewable Energy Net Zero by 2050

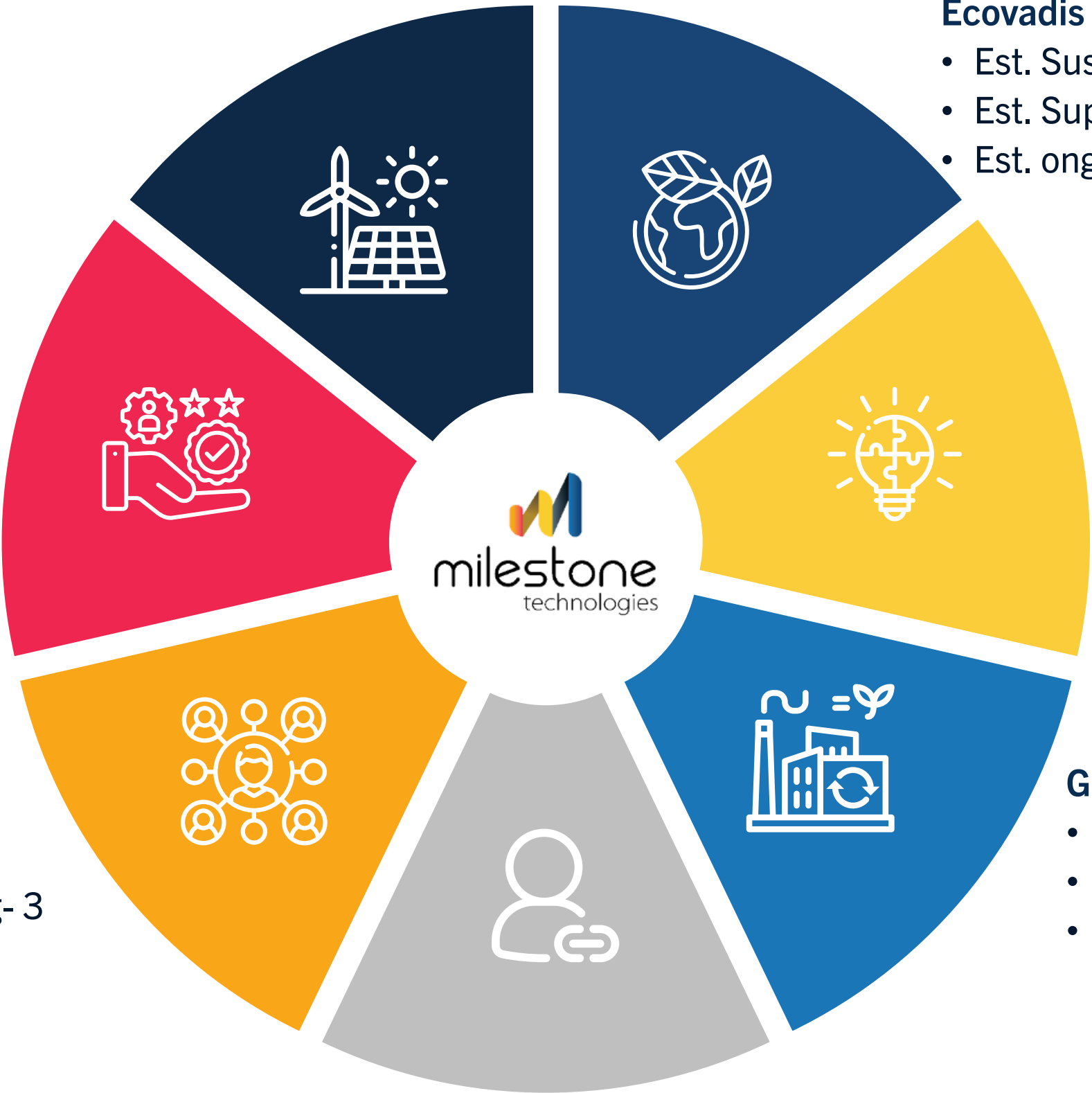
- Neutralize GHG's each year
- Overall GHG reduction of 15% by 2030
- Build Plan to be Net Zero by 2050

Employee Well-being

- Increase exposure to existing Mental Health & Emotional Well Being, Physical Health & Wellness, and Financial Well Being resources
- Achieve GPTW in every country w/ significant employee base: India, Philippines, USA, Ireland, UK

Drive Community Engagement

- Encourage Employee participation in respectful workplace and ethics training
- Increase Volunteer Programs and funding- 3 Es (Education, Environment, Economic)
- Increase management training and participation in DEI&B



Ecovadis Silver Status by 2026

- Est. Sustainable Procurement by 2024
- Est. Supplier Code of Conduct and Survey 2025
- Est. ongoing reporting related to KPIs

Education and Skill Development

- Apprenticeship Program
- Increase Training and Development via learning resource opportunities for employees to enhance their skills.

Green Building Operations

- Green Building in US by 2025
- Water Positive by 2030
- Paper free by 2025

Link CSR/ESG to Executive Compensation

Three E's of MTI ESG Goals

Protecting communities & building a safer tomorrow



Environment



Economy



Education



Executive Summary

In 2024–25, Milestone Technologies and Marpu Foundation collaborated on high-impact initiatives focused on sustainability, education, and rural infrastructure.

- **Tree Plantation** Drives in Hyderabad (NISA), Kochi (Padamughal), and Bengaluru (BEO Office) led to the planting of 1,002 saplings with drip irrigation systems, boosting green cover, air quality, and climate resilience.
- 40 **solar-powered street lights** were installed in Aksanpally, Telangana and Edappally, Kerala improving public safety and reducing carbon emissions through clean energy.
- Education initiatives included distributing 150 school bags and indoor game kits at Magi village school and a complete revamp of Government Lower Primary School in Kochi with murals, branded boards, a sound system, and more - enhancing learning spaces and student engagement.
- A new **bus shelter** at Bolarum, Telangana now serves daily commuters with a safer and more comfortable space.
- Together, these efforts empowered communities, promoted sustainability, and created lasting change.
- **Food packing event** for St mary food bank in Phoenix, AZ resulted in to donation of 422 IBS of food to 1800 kids
- Ongoing **fortnightly meal programme** for homeless people in Kochi, India caters upto 1500 people in a day.
- We have offset travel carbon emissions of **1090 tonnes** by contributing to **Wind power project in India**.



Environment

MTI Green House Gas

Milestone Technologies is committed to reducing our global **Scope 1, Scope 2, and Scope 3 greenhouse gas (GHG) emissions by 5% annually**, based on our established baseline year of 2024.



Scope 1

Baseline: 845.43 MTCO₂e

Target 2025: 803.16 MTCO₂e



Scope 2

Baseline: 541.92 MTCO₂e

Target 2025: 514.82 MTCO₂e



Scope 3

Baseline: 9651.00 MTCO₂e

Target 2025: 9,168.45 MTCO₂e

Tree Plantation

On March 2025, Milestone Technologies and Marpu Foundation united communities across Hyderabad, Kochi, and Bengaluru to lead a powerful mission of environmental care. On 10th, 5th, and 21st March, a total of 84 passionate volunteers came together at NISA CISF Hakimpet, Government UP School Padamughal, and BEO Office Bengaluru to plant 1,002 saplings, setting the stage for long-term climate resilience.



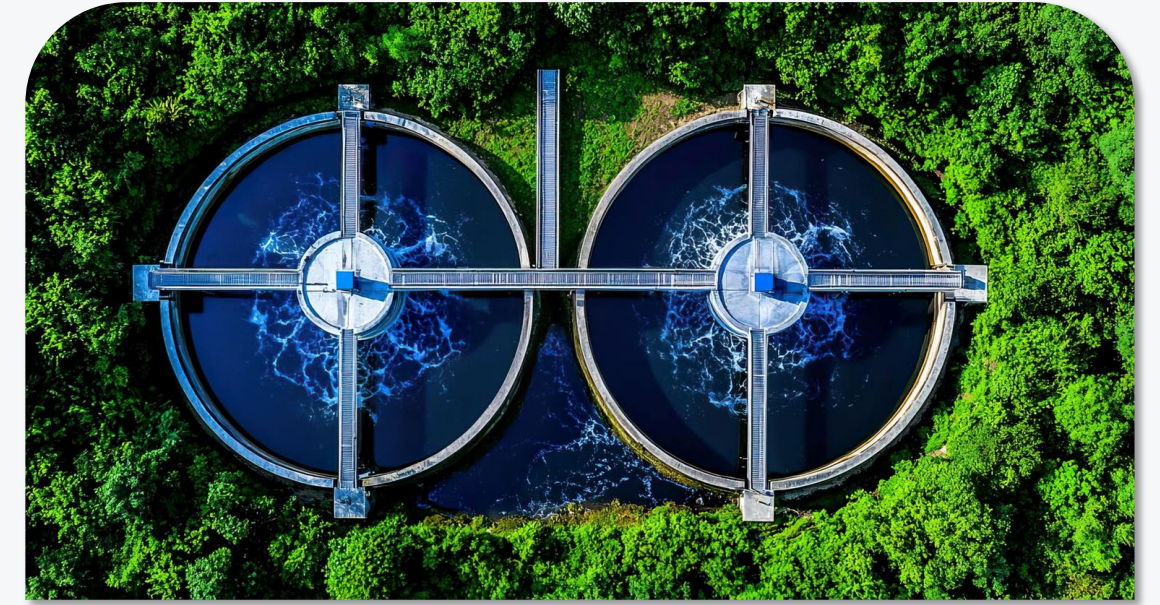
25 Tonnes

of Carbon Emissions
Reduction Annually



1,002

Saplings Planted



150,000 L

Save Water Annually

Voices From The Day

NISA, CISF:

Seeing our land transform, thanks to the unity of our volunteers and the innovative approach of Marpu Foundation and Milestone Technologies, fills us with hope and pride. Our environment is in safe hands.

School Representative, Government UP School, Padamughal:

Today, our school grounds have been transformed into a vibrant green oasis. The dedication of the volunteers has revitalized our environment, filling us with hope and a renewed sense of responsibility toward nature.

Milestone Technologies Volunteer:

Our collaboration with Marpu Foundation today illustrates the power of merging technology with nature. It's inspiring to see sustainable solutions in action, creating lasting impact for generations to come.



Street Solar Lights Installation

A Tale of Two Villages – Where the Night Met the Light

As dusk settled over Aksanpally village in Telangana and Padivattom in Kerala, something extraordinary began to glow. On 17th March 2025, the quiet streets of both communities lit up with 40 solar-powered street lights, not just brightening the roads, but also igniting a shift toward a sustainable future.



20,000 KWH
Annual Energy Savings



14 TONS
Of Carbon Emissions
Reduction Annually



These weren't just lights, they were beacons of safety, hope, and progress. Milestone volunteers, in partnership with Marpu Foundation, stood shoulder to shoulder with the locals, not only installing clean energy but also planting the idea that renewable solutions belong in every corner of India. From safer evening walks to energy, independent communities, this initiative transformed ordinary lanes into symbols of what happens when technology, care, and community come together, with every beam of light powered by the sun and fueled by purpose.

Voices from the Day:

For the volunteers, the project was a rewarding experience that reinforced their commitment to renewable energy. They saw firsthand how their efforts could create lasting change, inspiring them to support more eco-friendly projects in the future.

One **community member** said, The new solar lights have truly transformed our nights. I feel safer walking after dark, and our village now shines with hope.

A **volunteer** added, Seeing our work light up the streets and bring joy to our community was incredibly fulfilling.

A **local leader** remarked, This project is a clear example of how collaboration can drive progress and set the stage for future improvements.

This initiative has transformed both the Villages by setting a new benchmark for sustainable innovation.



Social & Governance

Community Engagement And Strategic Leadership



85+

Volunteers Participated including
CISF personnel, School management,
and Community leaders etc

100%

Strategic Collaboration Between
Marpu Foundation and Milestone
Technologies.

Tree Plantation



Capturing The Green Transformation



The project aligns with the Social ESG goals and supports the commitment towards SDG 6, SDG 13, SDG 15 and SDG 17

Lighting The Path To Safety And Sustainability

On 17th March 2025, Milestone volunteers inaugurated the solar lights in Aksanpally village in Telangana and Padivattom in Kerala, enhancing safety and empowering the community. This initiative reflects transparent collaboration between Marpu Foundation, Milestone, and the local community, aligning with sustainable development goals.



1000+



Residents
Benefited

40+



Milestone & Local
Volunteers
Participated

100%



Transparency
Project
Documentation

A Glimpse

The installation of 40 solar-powered street lights in Aksanpally village & Padivattom has enhanced public safety, reduced energy costs, and contributed to sustainable energy practices. This initiative has empowered the local community, providing a safer environment and promoting long-term benefits through renewable energy.



The project aligns with the Social ESG goals and supports the commitment towards SDG 7, SDG 11, SDG 13 and SDG 17.

School Revamp

Bright Horizons – Educational Transformation in Kochi

On 17th March 2025, Milestone Technologies and Marpu Foundation launched a school revamp at Government Lower Primary School, Padivattam, Kochi, with 25 passionate volunteers. This initiative went beyond a mere renovation, it was about creating a vibrant, inspiring space for both students and teachers. The school was transformed with freshly painted classrooms, inspiring corridor murals, a branded sound system, a new notice board, and rebranded fiber boards, which collectively turned the school into a beacon of hope and creativity. The day was marked by a ribbon-cutting ceremony, followed by workshops and a community celebration, where the school's renewed spirit was embraced by the entire community.



**The impact of school
revamp**

**Revived learning
spaces**

**Elevated student
engagement**

**Strengthened
community pride**

Reimagining Education Reigniting Hope

The school revamp brought new life to classrooms, creating a brighter and more inspiring space for students and teachers. It boosted creativity, renewed community pride, and strengthened the bond between the school and its surroundings. With strong collaboration and clear execution, the project became a shining example of what community-driven educational transformation can achieve.



5+ Classrooms Revamped

1 Sound System Installed

**85% End User Satisfaction
For Overall Development**



The project aligns with the Social ESG goals and supports the commitment towards SDG 4, SDG 9, SDG 11 and SDG 17.

Glimpses Of The School Revamp



Magi Village School Development

On 24th March 2025, 4 dedicated volunteers converged in Magi Village to elevate Magi Village School to new heights. Building on earlier transformative efforts, this School Development initiative was designed to not only provide essential resources but also to spark lasting connections and invigorate the spirit of the community.

150

School bags + solar powered study lamps Distributed

10+

Indoor game kits distributed

95%

End user satisfaction for overall school development



A Journey Of Progress

Voices from the Day School Principal:

The new resources and vibrant play areas have not only provided essential academic tools but have also sparked a genuine enthusiasm for learning among our students. It's a remarkable change that inspires us every day.

Students:

I love my new school bag and the games! Our classroom feels so lively, and I have so many new friends to play with. It makes learning a lot more fun.

The project aligns with the Social ESG goals and supports the commitment towards SDG 4, SDG 9, SDG 11 & SDG 17

4

QUALITY
EDUCATION

9

INDUSTRY, INNOVATION
AND INFRASTRUCTURE

11

SUSTAINABLE CITIES
AND COMMUNITIES

17

PARTNERSHIPS
FOR THE GOALS



Media Mentions (Local Print Media)

పాఠశాల విద్యార్థులకు స్కూలు బ్యాగులు అందజేత

ప్రజాపక్షం/నిజాంసాగర్;జాంసాగర్ మండలంలోని మాగి గ్రామంలో మిలెస్టోన్ టెక్నాలజీస్, మార్పు ఫౌండేషన్ ఆధ్వర్యంలో ప్రభుత్వ పాఠశాలలో చదువుతున్న విద్యార్థులకు సోమవారం నాడు స్కూలు బ్యాగులు, సోలార్ బల్బులు, సోలార్ చార్జర్లు అందజేశారు. ఈ సందర్భంగా పాఠశాల ఆవరణలో ఏర్పాటు చేసిన సమావేశంలో పిట్లం ఏఎంసీ చైర్మన్ మనోజ్ కుమార్, నాయకులు గుర్రపు శ్రీనివాస్ పటేల్ చేతుల మీదుగా 78 మంది విద్యార్థులకు పాఠశాల బ్యాగులు, సోలార్ చార్జర్లు, బల్బులను పంపిణీ చేశారు. ఈ కార్యక్రమంలో ప్రధానోపాధ్యాయులు షమీనా, ప్రవళిక, శైలజ తదితరులు పాల్గొన్నారు.



స్కూల్ బ్యాగులు, సోలార్ చార్జర్లు అందజేత



అక్షరటుడే, నిజాంసాగర్: మాగి ప్రభుత్వ పాఠశాలలో మిలెస్టోన్ టెక్నాలజీస్, మార్పు ఫౌండేషన్ ఆధ్వర్యంలో సోమవారం స్కూల్ బ్యాగులు, సోలార్ బల్బులు, చార్జర్లు అందజేశారు. కార్యక్రమానికి ముఖ్య అతిథిగా పిట్లం ఏఎంసీ చైర్మన్ మనోజ్ కుమార్, నాయకులు శ్రీనివాస్ పటేల్ హాజరయ్యారు. అనంతరం వారి చేతుల మీదుగా విద్యార్థులకు స్కూల్ బ్యాగులు, సోలార్ చార్జర్లు, బల్బులు అందజేశారు. కార్యక్రమంలో మిలెస్టోన్ టెక్నాలజీస్ ప్రతినిధులు

సాక్షి

పాఠశాలల అభ్యున్నతికి సహకారం



నిజాంసాగర్(జుక్కల్): పాఠశాలల అభ్యున్నతికి తల్లిదండ్రులు, గ్రామస్థులు, స్వచ్ఛంద సంస్థలు తమవంతు సహకారం అందించాలని పిట్లం మార్కెట్ కమిటీ చైర్మన్ చీకోటి మనోజ్ కుమార్ పటేల్ అన్నారు. సోమవారం మండలంలోని మాగి గ్రామ ప్రభుత్వ ప్రాథమికోన్నత పాఠశాలలో మైల్ స్టోన్ స్వచ్ఛంద సంస్థ సహకారంతో మార్కెట్ కమిటీ చైర్మన్ చేతుల మీదుగా విద్యార్థులకు బ్యాగులు, సోలార్ బల్బులను అందజేశారు. కార్యక్రమంలో కాంగ్రెస్ నాయకులు గుర్రపు శ్రీనివాస్ పటేల్, శేఖర్, పాఠశాల ప్రధానోపాధ్యాయులు రాలు షమీన, ఉపాధ్యాయులు ప్రవళిక, శైలజ తదితరులు ఉన్నారు.

Bus Shelter Construction

On 4th April 2025, Milestone Technologies and Marpu Foundation inaugurated a modern bus shelter in Bolarum, Secunderabad with the support of 10 dedicated volunteers. Designed to offer safety and comfort, the shelter was celebrated through a ribbon-cutting and community gathering.



7

AFFORDABLE AND CLEAN ENERGY

9

INDUSTRY, INNOVATION AND INFRASTRUCTURE

13

CLIMATE ACTION

11

SUSTAINABLE CITIES AND COMMUNITIES

17

PARTNERSHIPS FOR THE GOALS

The project aligns with the Social ESG goals and supports the commitment towards SDG 7, SDG 9, SDG 13 , SDG 11 and SDG 17.

Impact At Glance

2 Tonnes

Estimated CO₂ emissions
reduced annually

30%

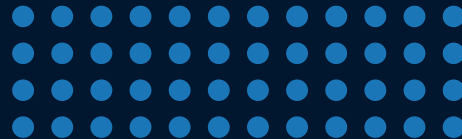
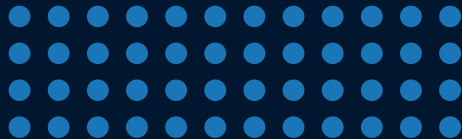
Reduction of personal vehicles in
impacted area as people will use
public transport as per NGO
Survey

92%

End user satisfaction: Users
travelling from this route feel
safer as per survey
conducted by NGO

20%

Increase in daily bus ridership
in impacted area as per survey





MOMENTS THAT MADE AN IMPACT



Food packing event – St Mary’s food bank

9

Volunteers from Phoenix MTI office

2

Hours spend by each volunteer

1800

Total food boxes packed

422

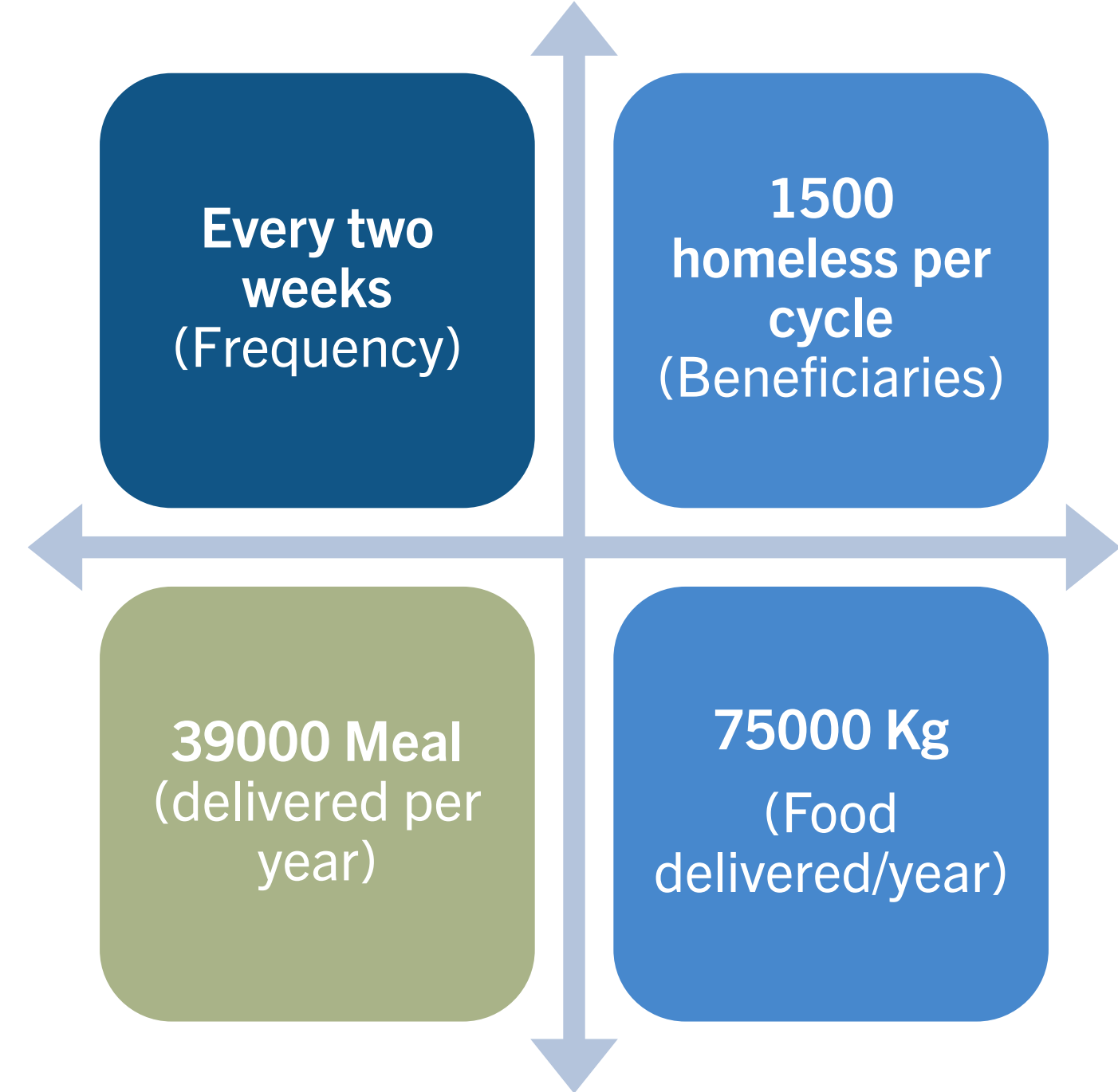
LBS of food donated to 1800 kids



The project aligns with the Social ESG goals and supports the commitment towards SDG 1, SDG 2, SDG 3 , SDG 10 , SDG 11 & SDG 12.



Nourish & Dignify: Fortnightly Meals for the Homeless



The project aligns with the Social ESG goals and supports the commitment towards SDG 1, SDG 2, SDG 3, SDG 10, SDG 11 & SDG 12.

2024 travel Carbon emissions offset

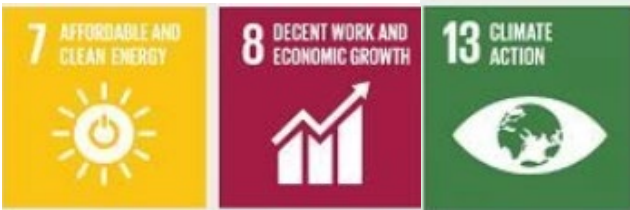
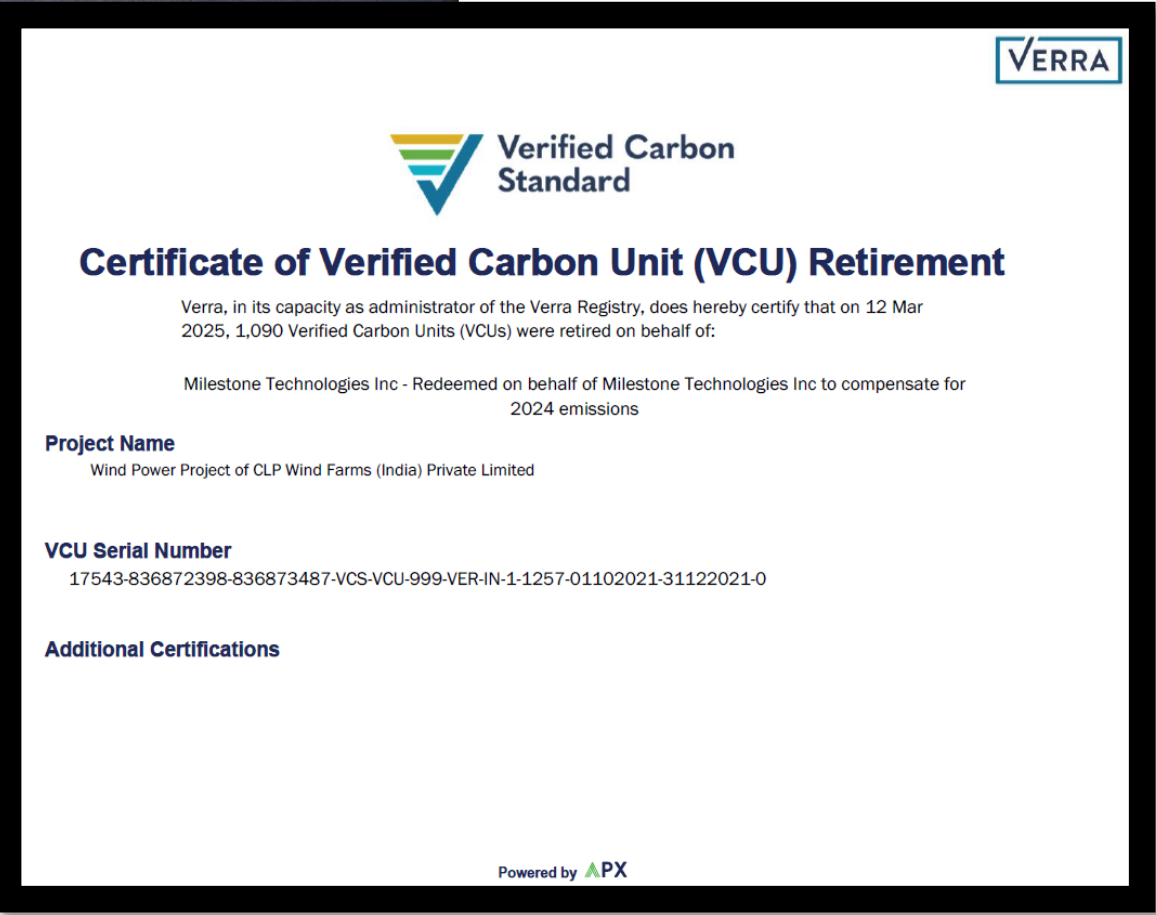
Wind power project of CLP wind farms (India) Pvt Ltd

Project



Verified Carbon units offset

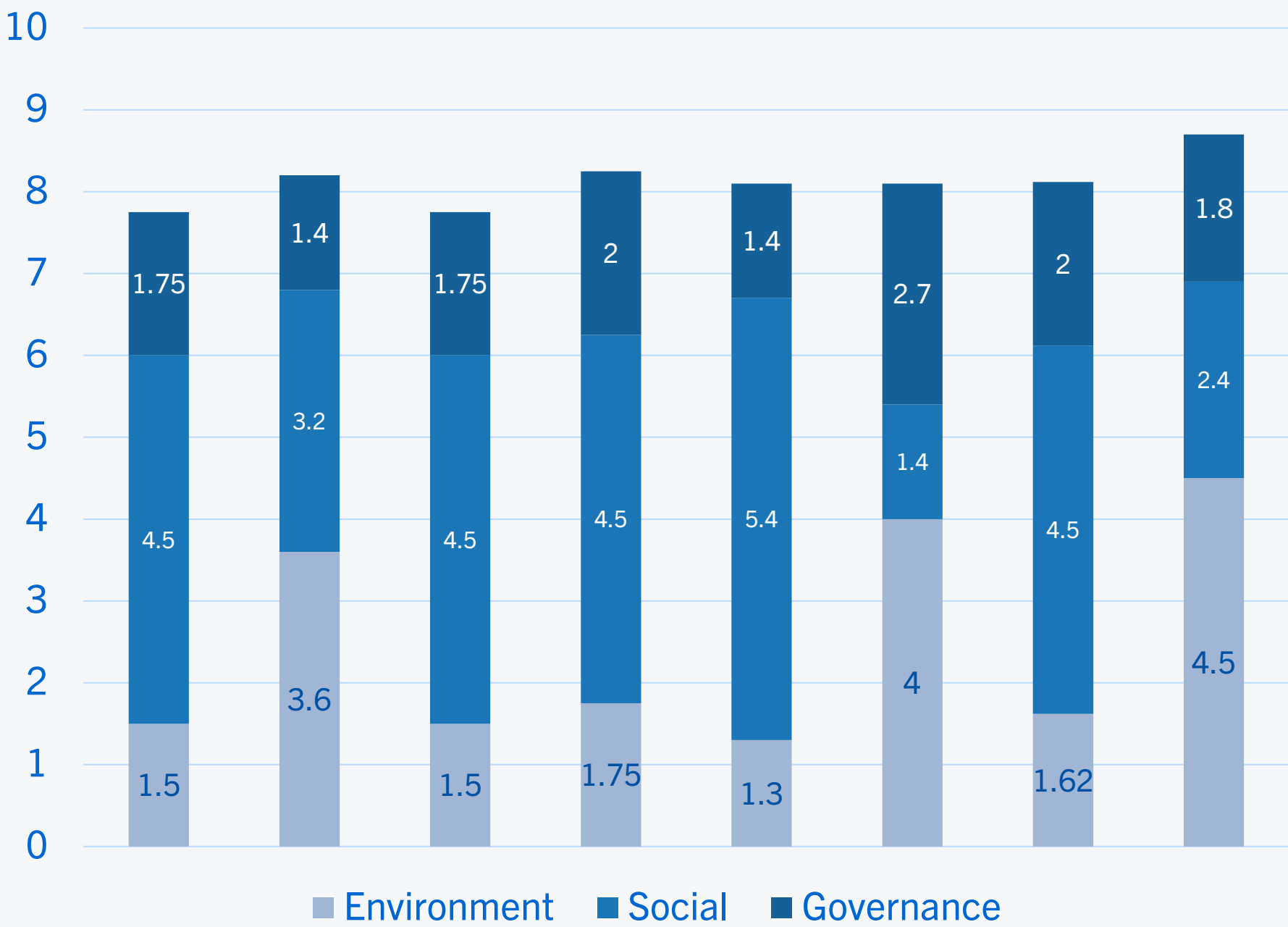
1090 Tonnes






The project aligns with the Social ESG goals and supports the commitment towards SDG 7, SDG 8 and SDG 13



ESG Score Index for all eight CSR activities (1-10 Scale)



The cumulative impact of the CSR 2024-25 initiatives shows strong environmental contributions through carbon sequestration, energy savings, and water conservation. Socially, the initiatives improve community engagement, education, and public safety. Governance ensures transparency, accountability, and long-term sustainability. These efforts create lasting positive change for both the environment and the community.

ESG Pillar	Impact % as per scoring
 Environment	31.4%
 Social	37.6%
 Governance	31.0%

2024 ESG Impact

168+

MTI Volunteers Globally

40,800

Meals Served

23,265

KWHs Saved annually

1,131+

Tons of CO₂ Emissions per Year
Neutralized

90,000+

Lives Directly Impactd

150,000

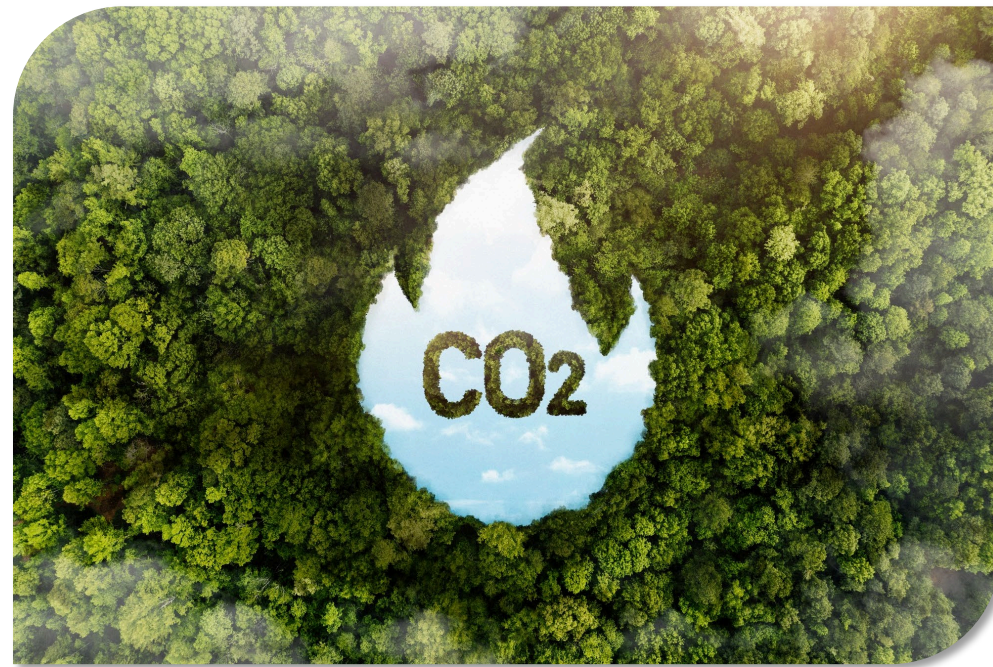
Liters of Water Saved Annually

14/17

United Nations Sustainable
Development Goals Met



MTI's Cumulative impact on ESG



Carbon emissions offset
~1172 Metric tonnes/year



Total People impacted
~90,500/year



- Total energy savings ~23265 kWh/year
- Total clean energy support ~2,540,000 kWh/year



GOVERNANCE Trust Center

Protecting Your Data, Powering Your Business

At Milestone, cybersecurity and privacy are at the heart of everything we do. With offices in the US, India, and the Philippines, and expertise in Application & Digital Engineering Services, Digital Workplace, Cloud & Infrastructure Services, Business Process Services, AI & Automation, and Managed Staff Augmentation, we combine innovation with robust security to protect what matters most—your data



Certification	Description
SOC 2 Type 2	Demonstrates our commitment to trust services criteria relevant to security, privacy, and confidentiality.
ISO 27001:2022	Ensures a robust, globally recognized information security management system.
ISO 9001:2015	Maintains a strong Quality Management System that delivers consistent, compliant services while driving continual improvement.
ISO 22301	Validates our Business Continuity Management to prepare for, respond to, and recover from disruptions effectively.

Our Promise, Approach, and Commitment

Our Promise

Wherever we operate, and whichever service we provide, our commitment remains the same: Deliver innovative solutions while safeguarding your data with the highest standards of cybersecurity and privacy.

Our Approach to Security

- We integrate cybersecurity into every stage of our services:
- Continuous Risk Management – Identifying and mitigating threats in real-time.
- Ongoing Awareness – Training employees to recognize and respond to risks effectively.

Our Privacy Commitment

As a US registered organization serving global clients, we comply with all applicable leading data privacy regulations:

- CCPA & CPRA – California Privacy Laws.
- EU GDPR – European Union General Data Protection Regulation.
- UK GDPR & UK DPA – United Kingdom Privacy Laws.
- DPDPA – India's Digital Personal Data Protection Act, 2023.
- DPA – Philippines Data Privacy Act, 2012.

We ensure lawful collection, transparent use, secure storage, and safe disposal of personal data in line with these frameworks.



Ethics - Our Commitment to Integrity

At Milestone Technologies, ethical conduct is fundamental to who we are. Every employee carries the responsibility to act with honesty, integrity, efficiency, and respect in all that they do. As representatives of the company, we are committed to complying with the laws and regulations of every region where we operate. By fostering a culture of accountability, transparency, and courtesy, we ensure that our business practices reflect the highest standards of professionalism and ethics.

Due Diligence

Identify & assess risks in operations/supply chains

Monitoring systems to detect vulnerabilities

Whistle-blower protections for safe reporting

Continuous supplier evaluation to reduce risks

Risk & Compliance

- Zero tolerance for supplier non-compliance
- Regular risk assessments conducted
- Low-risk sectors but strict controls enforced
- Code of conduct & review process in place

Policies

- Ethical Standards Policy accessible to employees
- Suppliers bound by policy via contracts
- Promotes transparency, accountability, and conduct

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Foreign Corruption & Anti Corruption



Milestone Technologies is dedicated to maintaining the highest ethical standards in all operations, across all countries where we do business.

Global Compliance

Milestone follows major anti-corruption laws to ensure ethical conduct and anti-bribery compliance worldwide, including:

- **U.S. Foreign Corrupt Practices Act (FCPA)**
- **U.K. Bribery Act (2010)**
- **OECD Anti-Bribery Convention**

Who Must Comply

This policy applies to:

- Officers, directors, and employees
- Independent contractors, affiliates, agents, and representatives
- Anyone conducting business on behalf of Milestone

Anti-Slavery & Human Trafficking

Milestone Technologies Inc. is committed to preventing acts of modern slavery and human trafficking from occurring within its business and supply chain and imposes the same high standards on its suppliers.

Policies

- Implementation of a company-wide **Ethical Standard Policy**, accessible to employees via intranet.
- Policy framework extends to suppliers, requiring adherence as part of contractual relationships.
- Reinforces transparency, ethical conduct and accountability across business operations.

Due Diligence

- Procedures designed to **identify and assess risk** areas within with operations and supply chains.
- **Monitoring systems** to flag and mitigate risks where vulnerabilities are identified.
- Strong **whistle-blower protections** to ensure safe reporting of suspected breaches.
- Continuous evaluation of supplier to reduce risks of slavery or trafficking.

Risk & Compliance

- Suppliers must comply with anti-slavery policies; non-compliance is not tolerated.
- Regular risk assessments conducted to gauge exposure to modern slavery.
- Operating in **low-risk industries/ locations**, but still enforces strict controls.
- Compliance is supported by a **strict code of conduct** and review process.

Effectiveness & KPIs

- Use of standard audits and monitoring practices to verify compliance with these practices.
- Effectiveness measured through supplier audits, policy adherences rate, and incident reporting.
- Performance indicators ensure risks are identified and corrective action are taken.

Training

- Employees trained to recognize indicators of modern slavery and human trafficking.
- Staff encouraged and empowered to **report potential breaches** without fear of retaliation.
- Training highlights both the **ethical and operational importance** of combating slavery.
- Education includes understanding consequences of failing to address slavery risks.

Further Actions

- Annual review of practice with an eye toward continuous improvement.
- Future steps include enhancing supplier vetting, broadening employee training, and strengthening audits.
- Our goal is to reinforce a culture of vigilance, accountability and ethical responsibility.



Sustainable Procurement

At Milestone Technologies Inc., sustainable procurement is a cornerstone of our commitment to Corporate Social Responsibility (CSR). We integrate environmental, social, and ethical principles into our purchasing decisions to deliver long-term value for our clients, partners, and communities.

By prioritizing eco-friendly materials, ethical labor practices, and diverse suppliers, we reduce our environmental impact, promote fair trade, and foster inclusivity. This approach strengthens our operational resilience, enhances stakeholder trust, and aligns with our mission to drive innovation while contributing to a sustainable future.

Health and Safety

At Milestone, the health and safety of our employees remains a top priority. Heading into 2025, we will continue to provide:

Global Safety Framework

Strengthen our safety leadership, increase global oversight, and drive consistent practices across all sites.

Proactive Prevention

Encourage safe behaviors, promote wellness routines, and improve communication to reduce incidents. In addition, we will maintain clear accountability through conduct expectations, training, and regular risk awareness.

Culture of Safety

Enhance our safety culture with new initiatives, employee involvement, and improved workplace protections.

These efforts reflect our commitment to creating a safer, more informed, and resilient workplace for everyone.



Whistleblower

At Milestone Technologies, our whistleblower program upholds ethical governance and transparency:

- **Confidential & Anonymous:** Secure, anonymous reporting channels available 24/7.
- **Zero Retaliation:** Strict policies protect whistleblowers from reprisal.
- **Thorough Investigations:** Prompt, impartial resolution of all concerns.

We foster a culture of integrity, encouraging stakeholders to report their concerns and reinforce our commitment to a sustainable, ethical future.





People Experience

Milestone People First Culture

Respect and Inclusion

We are committed to being an inclusive environment that invests in developing strong relationships with each other as well as our customers, partners, and communities. Our relationships are built on trust, respect, empathy, integrity and accountability.

Learning

We challenge ourselves to continuously develop, personally and professionally, individually, and as an organization. Our growth mindset helps us develop our abilities to successfully adapt to the dynamic business environment in which we operate.

Results

United by our shared purpose, we play to win through collaboration and investment in relationships. We are empowered to anticipate needs, continuously elevate our services, and deliver with excellence.



Unity in Diversity, Inclusion & Belonging

At Milestone we strive to create a workplace that reflects the communities we serve and work with, where everyone feels empowered to bring their full, authentic selves to work.

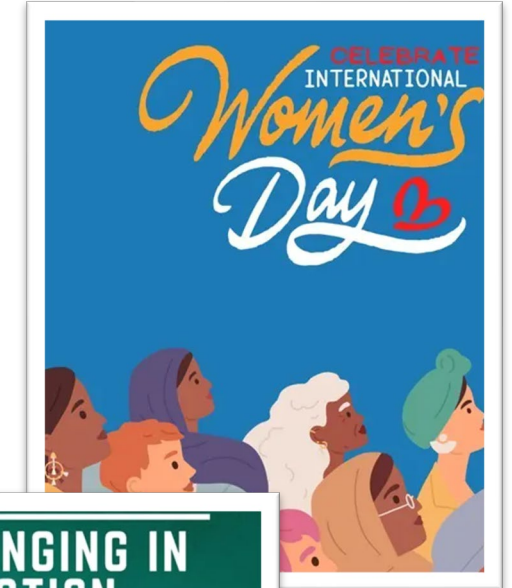
Creating a diverse and inclusive culture that champions equity and belonging is not only the right thing to do for our employees but is critical to Milestone's continued success.

Diversity, equity, inclusion, and belonging are integral parts of Milestone culture and how we envision the foundation that enables our people success.

Milestone has instituted Employee Resource Groups (ERGs) for different communities to connect, support one another, and champion positive transformation

Employee Resource Groups:

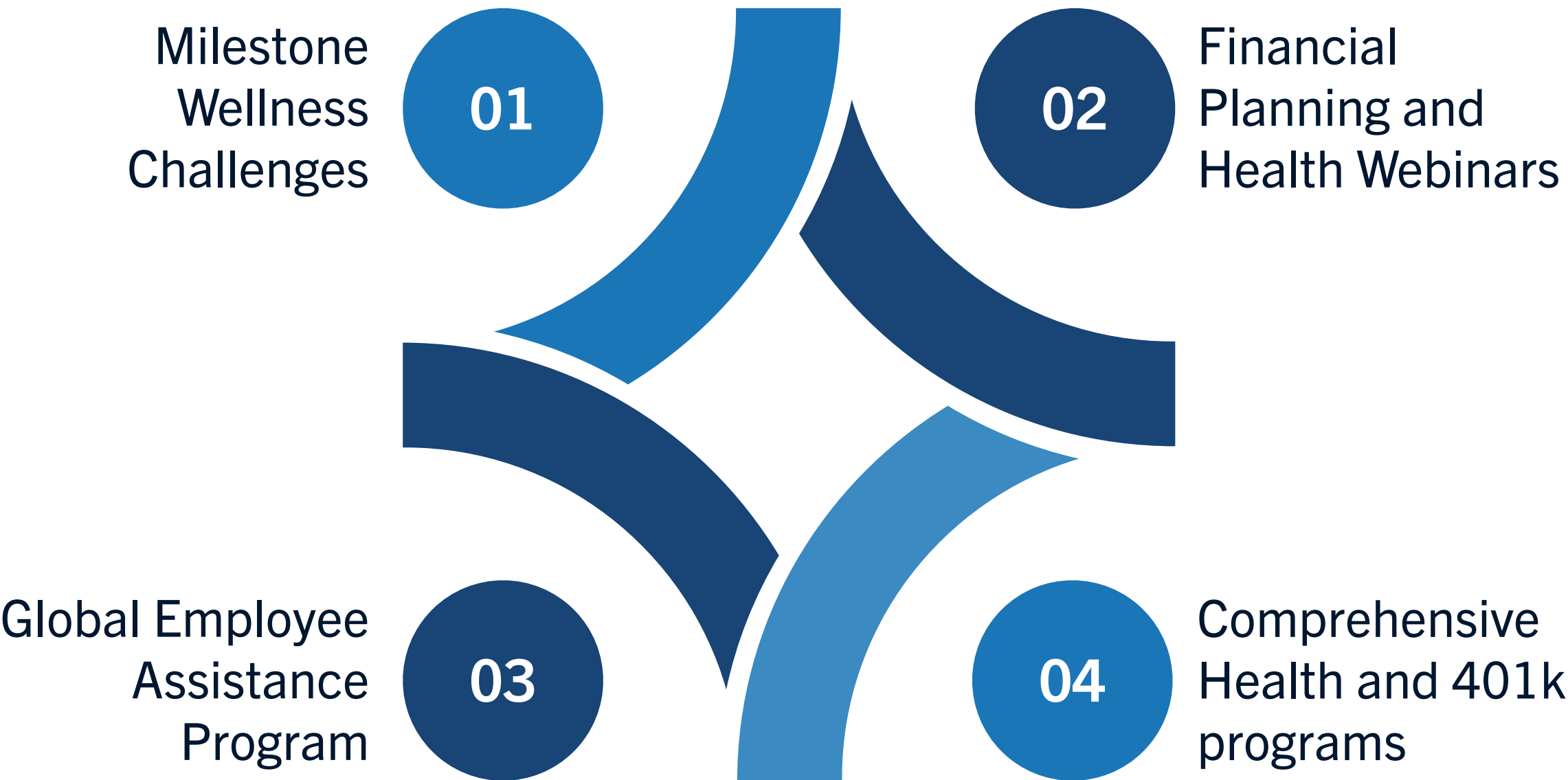
Women's
LGBTQIA+



Employee Well Being

Milestone aims to provide valuable resources designed to help our team lead a balanced and fulfilling life.

Resources to support well-being include EAP programs, wellness benefits, fitness challenges, and mental health resources and self-care tips, all tailored to support physical, emotional, and mental well-being.

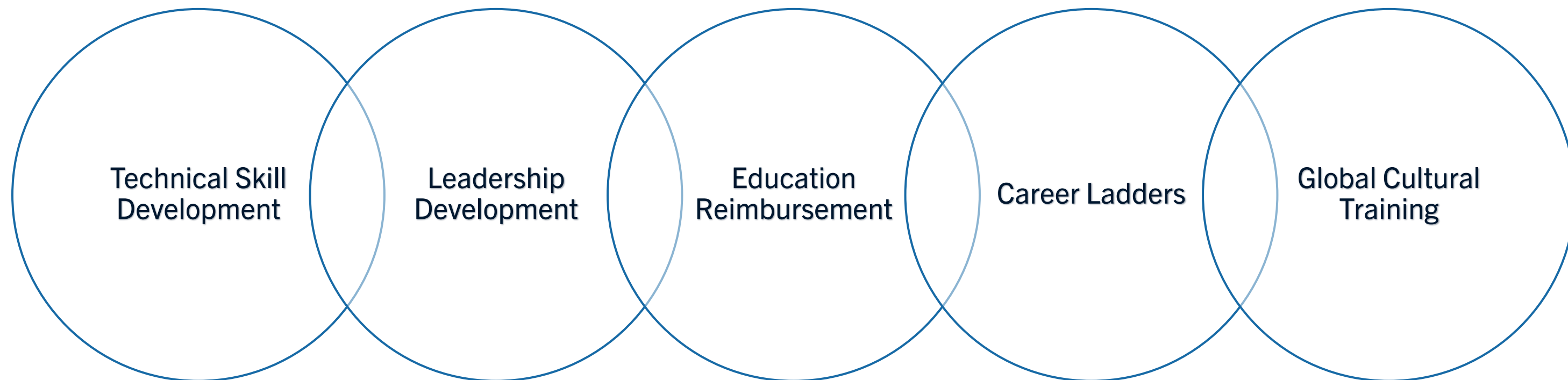


Milestone Learning Academy

At Milestone Technologies, our culture is fueled by a commitment to learning and development, with one of our values being “practice active learning.” We believe that fostering a growth mindset and cultivating curiosity are essential components for both personal and professional development.

We know the entire organization benefits when individuals actively engage in their learning journey. It’s not just about acquiring new skills; it’s about cultivating a mindset that propels us forward, collectively shaping the future of Milestone Technologies.

To support this, we offer robust online learning tools to support technical and soft skills learning and development.



Leadership Development





milestone
technologies

Thank You