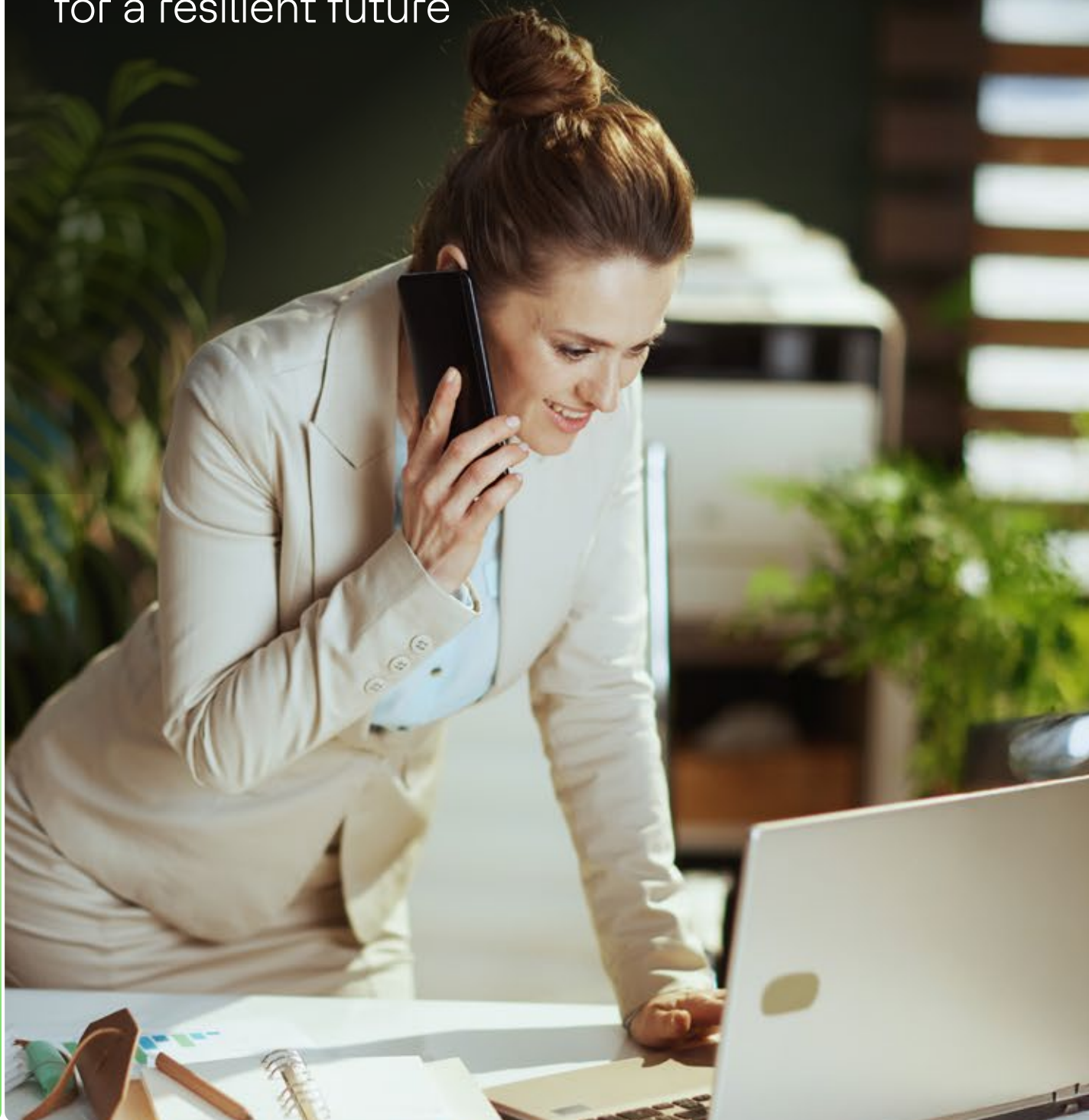


**HCLTech** | servicenow®

# SustainableITNow program

Empowering sustainable choices  
for a resilient future

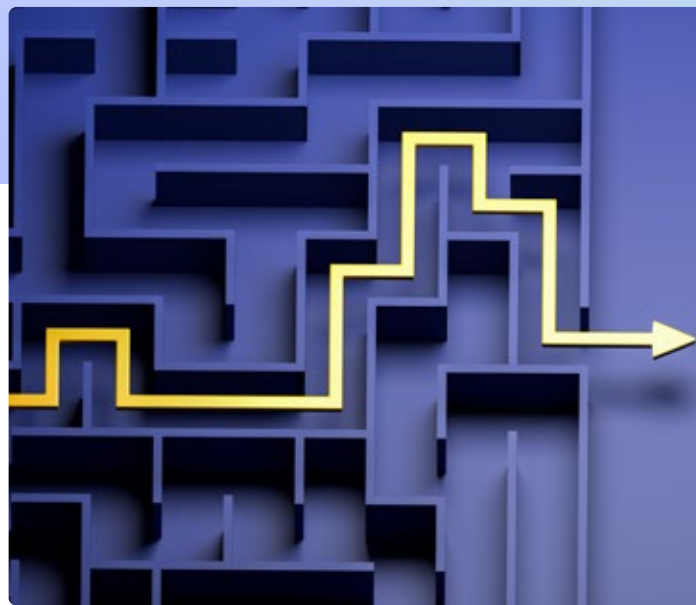


## Introduction:

# Embracing ESG for a sustainable future

In today's fast-evolving global landscape, Environmental, Social and Governance (ESG) principles are no longer just a value proposition—they are a business imperative. Companies worldwide are shifting their focus to align with ESG priorities, driven by increasing regulatory demands, stakeholder expectations and the pursuit of sustainable growth. ESG Frameworks such as CSRD, ISSB are on the rise due to mandatory regulatory requirements and many of the organizations voluntarily opting for it on need basis. Such requirements continue to tag alongside their continuous journey towards sustainability with GRI, TCFD and SASB.

However, this transformative journey comes with challenges:



- **Fragmented data sources:**  
Scattered ESG data across systems and departments makes consolidation and reporting difficult.
- **Evolving regulations:**  
Keeping up with ever-changing ESG standards increases complexity and legal risks.
- **Stakeholder pressure:**  
Customers, investors, and employees demand greater transparency and accountability.
- **Operational inefficiencies:**  
Manual processes and disjointed workflows delay decision-making and reduce effectiveness.

## Redefining a new age of excellence with HCLTech's SustainableITNow program

The SustainableITNow framework is a holistic ESG solution designed to empower organizations in managing, improving, and advancing their sustainability practices. It seamlessly integrates HCLTech's deep expertise in ESG with the powerful capabilities of the ServiceNow platform, specifically its ESG Management and Reporting module. This unified solution simplifies ESG compliance and governance, helping organizations accelerate their sustainability journeys.

SustainableITNow offers a comprehensive suite of features designed to streamline ESG management. It provides a structured ESG readiness and maturity assessment aligned with global standards, while seamlessly integrating with the ServiceNow platform for centralized data and automated workflows. AI-powered insights and dynamic dashboards drive actionable intelligence and materiality assessments help identify key ESG risks. The solution simplifies automated reporting, ensuring compliance and data accuracy, while aligning ESG initiatives with Governance, Risk and Compliance (GRC) policies for effective risk management and governance



# Why SustainableITNow stands apart

What differentiates SustainableITNow is its comprehensive approach to ESG and GRC. By aligning ESG initiatives with governance frameworks, organizations can seamlessly manage compliance while simultaneously addressing risk management and operational efficiency. ServiceNow's GRC capabilities further amplify this by streamlining risk prioritization, monitoring and reporting.

Together, SustainableITNow and the ServiceNow platform provide a unified, scalable solution that empowers organizations to meet regulatory requirements, build stakeholder trust and foster long-term sustainability. This synergy supports businesses in their journey to drive ESG excellence, operational resilience and sustainable growth in the face of evolving global challenges.

The SustainableITNow program is powered by five key principles known as **SPARK**



7

ESG Pillars

250

Assessment Questionnaire

ISSB Gap Report  
and Scorecard

Embedding ISSB into  
Sustainability Reporting



# Assessment cycle

## Initiation and alignment

Form an ESG team to align goals with the organization's strategy and ensure stakeholder collaboration

## Materiality assessment and scoping

Conduct materiality assessments with a 250+ criteria framework and use ServiceNow to gather and analyze ESG data

## Risk identification and prioritization

Identify ESG risks across all time horizons and prioritize them using ServiceNow's insights and dashboards.

## Strategy development and mitigation

Develop ESG risk mitigation strategies aligned with global standards and automate workflows using ServiceNow tools.

## Implementation and integration

Implement ESG initiatives with workflow automation and ensure process visibility using ServiceNow's platform.

## Monitoring and reporting

Monitor ESG performance with real-time dashboards and align reporting to global standards using ServiceNow templates.

## Continuous improvement and adaptation

Review outcomes with ServiceNow analytics and adapt ESG initiatives using ISSB-aligned methodologies.



# Business benefits



## Accelerated ESG maturity

Speed up ESG adoption with ServiceNow's features and SustainableITNow's recommendations.



## Regulatory resilience

Protect against non-compliance risks with an automated, ISSB-aligned ESG system.



## Increased investor confidence

Boost investor trust with accurate, comprehensive ESG disclosures.



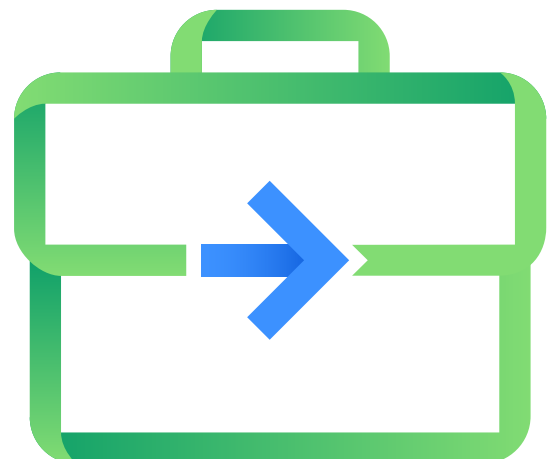
## Sustainability innovation

Drive ESG innovation using insights from SustainableITNow and ServiceNow's real-time data.



## Future-proof ESG strategy

Prepare for evolving regulations with a scalable, adaptive ESG strategy.



# Operational benefits



**Seamless ESG standards integration**  
Align ServiceNow's ESG capabilities with ISSB, TCFD, SASB, CSRD and GRI for unified reporting.



**Enhanced ESG reporting**  
Automate ESG disclosures with ServiceNow templates and ensure accuracy with data validation.



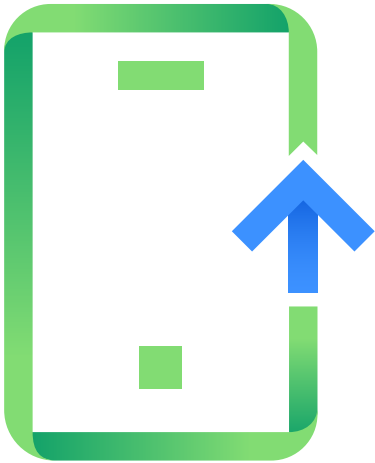
**Comprehensive materiality assessments**  
Use ServiceNow's analytics and SustainableITNow for actionable ESG insights.



**Integrated risk and performance tracking**  
Track ESG performance and improve compliance with real-time monitoring and feedback.



**Supplier sustainability scoring**  
Integrate supplier assessments with ServiceNow's vendor management for a complete ESG view.

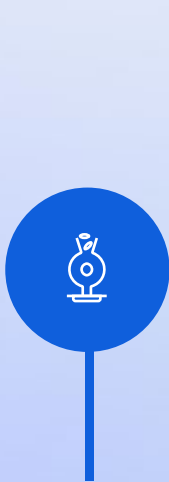


## Key success metrics for ESG assessment

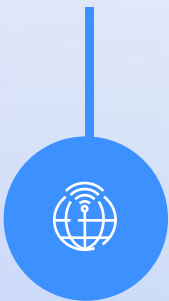
**Regulatory compliance rate**  
Percentage of adherence to global ESG standards (e.g., ISSB, TCFD, SASB).

**Risk mitigation success**  
Reduction in ESG risks over time, measured through mitigated events or risk scores.

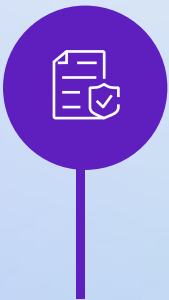
**Stakeholder engagement score**  
Participation and satisfaction of stakeholders in ESG initiatives.



**Carbon emissions reduction**  
Reduction in Scope 1, 2 and 3 emissions against baseline levels.



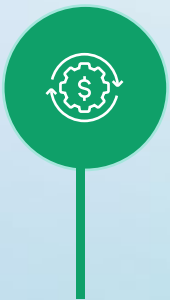
**ESG disclosure accuracy**  
Accuracy of ESG data in reporting, validated by global standards.



**Sustainability ROI**  
Cost savings or revenue from sustainable initiatives, like energy efficiency or waste reduction.



**ESG maturity index**  
Composite score measuring readiness, governance and performance in ESG efforts.



# Why HCLTech

- 360-degree elite partnership for Co-innovation & Co-creation.
- Program is backed by proven industry framework of HCLTech.
- Deep industry vertical expertise and experience to provide pinpointed services as per various industry standards.
- Proven methodologies complying to various global regulatory standards.
- Out of box industry-tailored solutions that deliver business outcomes.
- ServiceNow GenAI Labs.
- Dedicated Customer Experience Centers.
- Access to training, matchmaking tools and Beta release product version
- GenAI powered offerings and value frameworks to elevate experiences at all business touchpoints.
- Global presence to deliver value for customers across all geographies.
- Large pool of skilled and certified resources to manage customer's business demands.
- A focused CoE working towards creating industry vertical solutions for global customers.



# HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to more than 220,000 people across 60 countries, delivering industry-leading capabilities centered around digital, engineering, cloud and AI, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending December 2024 totaled \$13.8 billion. To learn how we can supercharge progress for you, visit [hcltech.com](https://hcltech.com).

[hcltech.com](https://hcltech.com)

