Corporate Social Responsibility Impact Assessment Report for Capgemini Technology Services India Ltd.

Impact Future Project

F.Y. 2020-23

INTRODUCTION

Capgemini is a global leader in consulting, technology, and outsourcing services, with over 130,000 professionals across 40+ countries.

Known for its Collaborative Business Experience™ and Rightshore® delivery model, Capgemini has been driving business transformation through technology for over 50 years.

Company leverages expertise in cloud, AI, data, connectivity, and digital engineering to foster innovation and operational efficiency, helping organizations confidently navigate the digital era.

Capgemini's CSR Program – Impact Future Project (IFP)

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The IFP is a collaborative platform aimed at advancing the impact economy.

It brings together individuals and organizations to share knowledge, experience, and resources for a common goal.

IFP supports business leaders, policymakers, and stakeholders with insights and frameworks aligned with India's Net Zero goals and the SDGs.

It fosters networks that collaborate, make joint decisions, and take collective action.

Aspire focusses on two pathways:

a) Building equity with industry leaders to promote sustainable development practices and influence policy change.

b) Equipping MSMEs with practical strategies for environmental responsibility as the key industry sector.
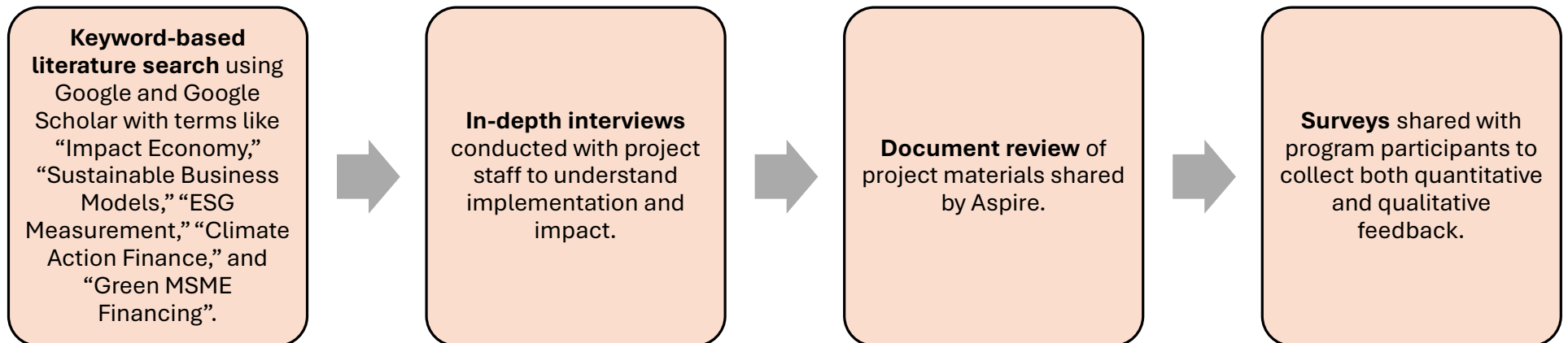
METHODOLOGY

Assessed using the OECD DAC Assessment Framework:

The project was evaluated using the **OECD DAC Assessment Framework** for a comprehensive review, and the **4P Framework** (People, Planet, Policy & Governance, Product/Program Reach & Depth) by Aspire under the **IFP** to assess NGO-led impact.

DATA COLLECTION METHODS

Keyword-based literature search using Google and Google Scholar with terms like "Impact Economy," "Sustainable Business Models," "ESG Measurement," "Climate Action Finance," and "Green MSME Financing".

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In-depth interviews conducted with project staff to understand implementation and impact.

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Document review of project materials shared by Aspire.

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Surveys shared with program participants to collect both quantitative and qualitative feedback.

ASSESSMENT OF THE IMPACT FUTURE PROJECT

OECD-DAC Six Evaluation Criteria Framework

INCLUSIVENESS

In the ASPIRE program, **business leaders offer insights on corporate participation and sustainability**.

Engagement with **350 global leaders identified best practices**, with **100% agreeing on effective sustainability knowledge sharing**.

RELEVANCE

Leadership & Skill Development – Focused on growing leadership and problem-solving skills.

ESG & Sustainability – Driven by interest in ESG, sustainability, and waste management.

Knowledge & Networking – Learning from peers, experts, and changemakers.

Healthcare & Social Finance – Aimed at systemic change and scalable solutions.

Organizational Perspective – Emphasized leadership in diversity and inclusion.

Shaping Industry Standards – Harmonized language and influenced impact frameworks.

Understanding Stakeholder Perspectives – Engaged with diverse viewpoints across sectors.

Inclusive Development through Technology – Bridged gender and health access gaps through tech.

Investment & Regulatory Focus – Focused on impact investing and assessment frameworks.

IFP fosters **multi-stakeholder collaboration**, driving businesses to **integrate ESG principles and support national SDG planning** and implementation.

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SDG Alignment

Target 4.4: ASPIRE program enhances the leadership and strategic skills of 350+ business leaders, preparing them to implement sustainable business practices.

Target 8.2: Encouraging business leaders to adopt innovative practices that drive productivity and sustainable economic growth.

Target 8.3: By training leaders to integrate sustainability and ethics into business decisions, fostering responsible employment.

Target 9.4: ASPIRE emphases responsible business practices, guiding professionals towards sustainable industry development and fostering innovation.

Target 17.16: By fostering collaboration between businesses, policymakers, and institutions, creating a network of responsible professionals driving sustainability.

100% of respondents agreed that **working group discussions facilitated idea exchange**, open communication, and thought leadership.

54% considered gaining policy attention the most pressing challenge, followed by limited awareness from industry players and achieving true alignment within organizations.

93% reported gaining knowledge, confidence, and learning.

63% saw improvements in their organization's program structure.

56% acknowledged that the program catalyzed discussions on underserved communities and environmental issues.

59% agreed the thematic report helped showcase their work.

The **program promotes idea exchange and boosts participants'** confidence in sustainability.

It needs **improvement in turning insights into tangible organizational** change.

18% of respondents rated **gaining government support and policy attention** as the most challenging.

29% of respondents considered achieving **true alignment and effective implementation** within organizations as the most challenging.

Facilitated idea exchange, professional growth, and awareness of sustainability challenges.

Created a ripple effect as trained leaders share sustainability principles within their network.

Helped **foster a culture of ethical leadership** and responsible business practices.

Effective in **knowledge dissemination and stakeholder engagement**.

Needs improvement in influencing policy changes, long-term implementation, and beneficiary-level outcomes.

48% of respondents rated 5 for the program **strengthening their impact network with like-minded leaders.**

37% gave a top rating for providing a **platform to share experiences and insights for the greater good.**

33% rated 5 for enhancing their understanding of global sustainability and CSR practices.

Sustainability of program relies on long-term impact, but its effectiveness is limited by the lack of follow-up mechanisms.

Without structured progress tracking, mentoring, or impact assessments, the **knowledge gained may remain theoretical.**

A **robust review framework with follow-up sessions and peer-learning** networks would strengthen its sustainability and encourage real-world change.

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REVIEW OF IFP USING ASPIRE'S 4P FRAMEWORK

Parameter	Indicator	Impact
Product	Reach, Depth, Inclusion and Sustainability	**Aspire Project** engaged 350+ leaders and experts, driving transformational change through **policy and practice shifts**. The IFP fostered **stronger networks** and **partnerships for innovative financing**, supporting long-term scalability and **capacity building** in the impact sector. The project's reports highlighted leadership ideas on **sustainability** across sectors like **education**, **health**, **gender**, and **environment**, with a focus on **technology** for achieving **Net Zero** and **SDG goals**. Project may directly engage with **communities** and explore **impact funding mechanisms** for the ideas discussed.
People	Employee Impact and Supplier Impact	A **long-term mapping of HR policies** can assess the sustained impact of employee involvement. **Key reports cover healthcare, WASH, disabilities, women, education**, and more. **Pilot testing** may document the impact.
Planet	Energy Management, Emission Management, Water effluents & Waste Management, Ecology and Supply Chain Management	The following reports address the listed development challenges: Unlocking Climate Technologies for Global South, Catalysing Climate and ESG-led Finance for SMEs and Supply Chains, Food, Agri and Agri Tech, Renewable Energy & Clean Tech, Size of ESG etc.
Policy and Governance	Ethics and Integrity, Compliance, reporting & transparency and ESG, risk & impact	Project may consider **adapting the project ideas for CSR project governance and NGO management and good governance.**

WAY FORWARD

The IFP by Aspire integrates sustainability, responsible leadership, and social impact within business.

It has influenced policy, promoted ESG frameworks, and encouraged sustainable financing through collaborations with industry leaders and financial institutions.

The project has created 10 impact communities with 350+ participants and strengthened SDG/Sustainability awareness and planning.

Its direct impact on SDG achievements and marginalized communities remains untested and may be a focus in future funding cycles.

Suggested Actionable in the following funding cycles:

Create Ownership: Formalize impact leaders with continuous support, mentorship, and progress tracking.

Research for Impact Economy: Include feedback from workers, small businesses, and underserved communities through workshops.

Projects Bank: Test ideas with diverse participation, including marginalized communities and grassroots organizations.

Capacity Building: Strengthen development actors' capacity for SDG planning and monitoring.