

September 01, 2023

To

**BSE Limited,**  
1<sup>st</sup> Floor, New Trading Ring,  
Rotunda Building, Phiroz Jeejeebhoy  
Towers, Dalal Street,  
Mumbai - 400 001

**National Stock Exchange of India Limited**  
Exchange Plaza, Bandra-Kurla Complex,  
Bandra (East),  
Mumbai - 400 051

**Security Code - 539978**

**NSE Symbol - QUESS**

Dear Sir/Madam,

**Sub: Business Responsibility and Sustainability Report for the financial year 2022-23**

Pursuant to Regulation 34(2)(f) of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("**Listing Regulations**"), please find enclosed the Business Responsibility and Sustainability Report for the financial year 2022- 23, which also forms part of the Annual Report for the financial year 2022-23.

The Business Responsibility and Sustainability Report is also uploaded on the official website of the Company at the following link: <https://www.quesscorp.com/investor-other-information/> and is being filed in XBRL as required.

This is for your information and records.

**For Quess Corp Limited**

**Kundan K Lal**  
**Company Secretary and Compliance Officer**

**Quess Corp Limited**

Quess House, 3/3/2, Bellandur Gate, Sarjapur Road, Bengaluru-560103, Karnataka, India  
Tel: +91 80 6105 6001 | [connect@quesscorp.com](mailto:connect@quesscorp.com) | CIN No.L74140KA2007PLC043909

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[www.quesscorp.com](http://www.quesscorp.com)

# ANNEXURE - A

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING

### SECTION A: GENERAL DISCLOSURES

#### I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L74140KA2007PLC043909
2	Name of the Listed Entity	Quess Corp Limited
3	Year of incorporation	19-09-2007
4	Registered office address	3/3/2, Bellandur Gate, Sarjapur Main Road, Bengaluru - 560103, Karnataka, India
5	Corporate address	3/3/2 Bellandur Gate, Sarjapur Main Road, Bengaluru - 560103, Karnataka, India
6	E-mail	<a href="mailto:investor@quesscorp.com">investor@quesscorp.com</a>
7	Telephone	08061056001
8	Website	<a href="http://www.quesscorp.com">www.quesscorp.com</a>
9	Financial year for which reporting is being done	1 April 2022 to 31 March 2023
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) National Stock Exchange of India Limited (NSE)
11	Paid-up Capital	₹ 1,482.29 million
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Kundan K Lal Vice President & Company Secretary 080-61056001 <a href="mailto:cosecretary@quesscorp.com">cosecretary@quesscorp.com</a>
13	13: Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	Consolidated basis (Disclosures are made on a consolidated basis except in cases where specifically mentioned on standalone basis)

**Note:** Allsec Technologies Limited has been excluded from the reporting boundary as entity has published BRSR report separately.

#### II Products/services

14. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Workforce Management	End-to-end HR services, from customized staffing services, expert talent acquisition, search and recruitment, payroll compliance, training and skill development, to manpower management	68.95%
2	Operating Asset Management	Facility management, security services, food services, or the more complex ERP, industrial, and cellular services	15.28%
3	Global Technology Solutions	CLM and BPO Services, After-Sales Services, HR Outsourcing & Consulting Services, and Digital Transformation Services to Business Consulting Services and IT Consulting Services	12.66%
4	Product Led Businesses	Digital platforms for workforce hiring, management, engagement, and non-compensation benefits.	3.11%

15. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Workforce Management	7830	68.95%
2	Operating Asset Management	74909	15.28%
3	Global Technology Solutions	62099	12.66%
4	Product Led Businesses	62099	3.11%

### III. Operations

16. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total*
National	0	63	63
International	0	10	10

\*Excluding Allsec Technologies Limited, a listed company

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	23
International (No. of Countries)	8

b. What is the contribution of exports as a percentage of the total turnover of the entity?

1

c. A brief on types of customers

Quess is one of India's largest private sector companies and a diversified business services provider with a host of technology-enabled staffing and managed outsourcing services across processes such as staffing, facility management, customer care, after-sales service, telecom operations, manufacturing operations, HR & F&A operations, IT & mobility services, etc. We cater to a wide range of B2B segments, delivering comprehensive solutions across multiple industries.

### IV. Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No.(B)	%(B/A)	No. (C)	%(C/A)
<b>EMPLOYEES</b>						
1	Permanent (D)	5,587	4,020	72%	1,567	28%
2	Other than Permanent (E)	-	-	-	-	-
3	<b>Total employees (D + E)</b>	<b>5,587</b>	<b>4,020</b>	<b>72%</b>	<b>1,567</b>	<b>28%</b>
<b>WORKERS</b>						
4	Permanent (F)	4,87,864	4,01,569	82%	86,295	18%
5	Other than Permanent (G)	14,473	12,702	88%	1,771	12%
6	<b>Total employees (F + G)</b>	<b>5,02,337</b>	<b>4,14,271</b>	<b>82%</b>	<b>88,066</b>	<b>18%</b>

\*Excluding Allsec Technologies Limited, a listed company

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No.(B)	%(B/A)	No. (C)	%(C/A)
<b>EMPLOYEES</b>						
1	Permanent (D)	5	5	100%	-	0%
2	Other than Permanent (E)	-	-	-	-	-
3	<b>Total employees (D + E)</b>	<b>5</b>	<b>5</b>	<b>100%</b>	<b>-</b>	<b>0%</b>
<b>WORKERS</b>						
4	Permanent (F)	6,687	5,699	85%	988	15%
5	Other than Permanent (G)	-	-	-	-	-
6	<b>Total employees (F + G)</b>	<b>6,687</b>	<b>5,699</b>	<b>85%</b>	<b>988</b>	<b>15%</b>

\*Excluding Allsec Technologies Limited, a listed company

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No.(B)	%(B/A)
Board of Directors	8	1	12.5
Key Management Personnel	3	0	0

20. Turnover rate for permanent employees and workers  
(Disclose trends for the past 3 years)

	FY- 2023 (Turnover rate in current FY)			FY- 2022 (Turnover rate in previous FY)			FY- 2021 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>Permanent Employees*</b>	47.0%	61.5%	50.8%	47.3%	56.0%	49.5%	34.3%	42.8%	36.4%
<b>Permanent Workers : Not Applicable</b>									

\*Excluding Allsec Technologies Limited, a listed company

**V. Holding, Subsidiary and Associate Companies (including joint ventures)**

21. (a) Names of holding / subsidiary / Associate companies / joint ventures

S.No.	Name of the holding / subsidiary / Associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Agency Pekerjaan Quess Recruit Sdn. Bhd.	Associate	49%	No
2	Agensi Pekerjaan Monster Malaysia Sdn Bhd	Associate	49%	No
3	Allsec Technologies Limited	Subsidiary	73.39%	Yes
4	Allsectech Inc., USA	Subsidiary	100%	No
5	Allsectech Manila Inc., Philippines	Subsidiary	100%	No
6	Billion Careers Private Limited	Subsidiary	100%	Yes
7	Brainhunter Systems Limited	Subsidiary	100%	No
8	Comtelink SDN. BHD	Subsidiary	100%	No
9	Conneqt Business Solutions Limited	Subsidiary	100%	Yes
10	Excelus Learning Solutions Private Limited	Subsidiary	100%	Yes
11	Greenpiece Landscape India Private Limited	Subsidiary	100%	Yes
12	Heptagon Technologies Private Limited	Subsidiary	60.67%	Yes
13	HIMMER Industrial Services (M) SDN. BHD.	Associate	49%	No
14	MFX Infotech Private Limited	Subsidiary	100%	Yes
15	MFXchange (USA), Inc.	Subsidiary	100%	No
16	MFXchange Holdings, Inc.	Subsidiary	100%	No
17	Mindwire Systems Limited	Subsidiary	100%	No

S.No.	Name of the holding / subsidiary / Associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
18	Monster.com (India) Private Limited	Subsidiary	83.12%	Yes
19	Monster.com HK Limited	Subsidiary	100%	No
20	Monster.com.SG Pte Limited	Subsidiary	100%	No
21	Qdigi Services Limited	Subsidiary	100%	Yes
22	Quess (Philippines) Corp	Subsidiary	100%	No
23	Quess Corp (USA) Inc.	Subsidiary	100%	No
24	Quess Corp Lanka (Private) Limited	Subsidiary	100%	No
25	Quess Corp NA LLC	Subsidiary	100%	No
26	Quess Corp Vietnam Limited Liability Company	Subsidiary	100%	No
27	Quess East Bengal FC Private Limited	Subsidiary	100%	No
28	Quess International Services Private Limited (formerly Golden Star Facilities and Services Private Limited)	Subsidiary	100%	Yes
29	Quess Recruit Inc.	Associate	25%	No
30	Quess Selection & Services Pte Ltd	Subsidiary	100%	No
31	Quess Services Limited	Subsidiary	100%	No
32	Quesscorp Holdings Pte. Limited	Subsidiary	100%	No
33	Quesscorp Singapore Pte Ltd	Subsidiary	100%	No
34	Quessglobal (Malaysia) Sdn. Bhd	Subsidiary	100%	No
35	Stellarslog Technovation Private Limited	Subsidiary	53.91%	Yes
36	Terrier Security Services (India) Private Limited	Associate	48.05%	Yes
37	Trimax Smart Infraprojects Private Limited	Subsidiary	100%	Yes
38	Vedang Cellular Services Private Limited	Subsidiary	92.47%	Yes

## VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)

Yes

(ii) Turnover (in Rs.)

₹ 121,963,454,605 (Standalone)

(iii) Net worth (in Rs.)

₹ 21,716,808,172 (Standalone)

## VII. Transparency and Disclosures Compliances

23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY- 2023 Current Financial Year			FY- 2022 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes, <a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>	0	0	NIL	0	0	NIL
Investors (other than shareholders)	Yes, <a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>	0	0	NIL	0	0	NIL
Shareholders	Yes, <a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>	7	0	All 7 disposed of	4	0	All 4 disposed of
Employees and workers	Yes, <a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>	0	0	NIL	0	0	NIL
Customers	Yes, <a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>	0	0	NIL	0	0	NIL
Value Chain Partners	Yes, <a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>	0	0	NIL	0	0	NIL
Other (please specify)	Yes, <a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>	6	0	All 6 disposed of (Clarifications were sought by SEBI and Stock Exchange which were satisfactorily replied/resolved)	0	0	NIL

24. Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications.

Refer Risk Management section of the Annual Report 2023 on pg. 44-46

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy And Management Processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)					Yes				
b. Has the policy been approved by the Board? (Yes/No)					Yes				
c. Web Link of the Policies, if available	<a href="https://www.quesscopy.com/corporate-governance">https://www.quesscopy.com/corporate-governance</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)					Yes				
3. Do the enlisted policies extend to your value chain partners? (Yes/No)					Yes				
4. Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Companies Act 2013, ISO standards, GPTW, UNSDG, FSSAI, and BIS								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	We have specific commitments and targets for FY25 1. 5 million digital job opportunities 2. 50% women core workforce 3. 20% emission intensity reduction 4. 100% ESG compliance new vendors								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	1. We have over 5.7 million job opportunities in Qjobs platform. 2. 28% of permanent employees 18% permanent workers in Ques are women 3. The emission intensity has decreased by 20% (Scope 2) 4. 7% of vendors on boarded in FY 2023 are ESG complaint								

### Governance, leadership and oversight

7: Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	Refer CEO Speech section of the Annual Report 2023 on page no. 16
8: Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Guruprasad Srinivasan, Executive Director and Group CEO.
9: Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, refer Board Committee section of the Annual Report 2023 on page no. 98

10: Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Committee of the Board									Annually								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Committee of the Board									Annually								

	P1	P2	P3	P4	P5	P6	P7	P8	P9
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.					No				

12: If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)					No				
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)					No				
The entity does not have the financial or/human and technical resources available for the task (Yes/No)					No				
It is planned to be done in the next financial year (Yes/No)					No				
Any other reason (please specify)					Not Applicable				

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

### PRINCIPLE 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	24	All principles covered	100%
Key Managerial Personnel	30	All principles covered	100%
Employees other than BoD and KMPs	3 (Instructor led, Compliance & Digital Learning)	All principles covered	100%
Workers	0	Not Applicable	0%

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year

Nil

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Nil

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes, The Anti-Bribery and Anti-Corruption Policy of Quess Corp prohibits offering, giving, receiving, or soliciting of any bribe or corrupt payment, whether directly or indirectly. It covers various situations, including dealings with government officials, third-party agents, and suppliers. The policy includes guidelines for identifying and managing potential risks of bribery and corruption. It stresses the importance of maintaining accurate books and records and requires employees to report any suspicious activity. In case of a violation of the policy, the company provides for disciplinary action, including termination of employment or contracts, and may report suspected violations to relevant authorities. <https://www.uesscorp.com/corporate-governance/>



5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

Nil

6. Details of complaints with regard to conflict of interest:

Nil

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Nil

### PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

Nil

- 2 a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Yes

- b. If yes, what percentage of inputs were sourced sustainably?

100% As part of the on-boarding process for vendors, we required their adherence to our ESG framework and their acceptance of the Vendor Code of Conduct Policy.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

Not Applicable, we do not manufacture any products

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same

No

### PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains

1. a. and b. Details of measures for the well-being of employees and workers:

Category	% of employees covered by										
	Total (A)	Health insurance*		Accident insurance*		Maternity benefits*		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent employees</b>											
Male	4,020	4,020	100%	4,020	100%	0	0	4,020	100%	0	0
Female	1,567	1,567	100%	1,567	100%	1,567	100%	0	0	0	0
<b>Total</b>	<b>5,587</b>	<b>5,587</b>	<b>100%</b>	<b>5,587</b>	<b>100%</b>	<b>1,567</b>	<b>28.05%</b>	<b>4,020</b>	<b>71.95%</b>	<b>0</b>	<b>0</b>
<b>Permanent Workers</b>											
Male	4,14,271	4,14,271	100%	4,14,271	100%	0	0	0	0	0	0
Female	88,066	88,066	100%	88,066	100%	88,066	100%	0	0	0	0
<b>Total</b>	<b>5,02,337</b>	<b>5,02,337</b>	<b>100%</b>	<b>5,02,337</b>	<b>100%</b>	<b>88,066</b>	<b>17.53%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*All employees and workers are covered based on statutory requirements, as applicable

2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY-2023 Current Financial Year			FY-2022 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	Y	100%	100%	Y
ESI	100%	100%	Y	100%	100%	Y

Note: We have considered all applicable Indian Permanent employees and workers.

Other applicable benefits, for all the other geographies that we operate.

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

No, Our offices are PWD friendly with signage's and infrastructure in place such as railings, ramps, lifts, etc.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes, <https://www.quesscorp.com/corporate-governance/>

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent employees		Permanent workers*	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100	75	0	0
Female	87	81	0	0
<b>Total</b>	<b>187</b>	<b>156</b>	<b>0</b>	<b>0</b>

\*Details of permanent workers not rated and shall be tracked going forward.

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employees and Other than Permanent Workers	Yes, Ques has a strong commitment to complying with the law and upholding high standards of corporate governance, conduct, and business ethics. Employees, customers, and third-party intermediaries can use the procedures set out in Whistleblower Policy to submit confidential and/or anonymous complaints. The policy provides a framework for promoting responsible and secure whistleblowing, protecting those wishing to raise concerns about serious irregularities within the company. The policy also aims to ensure that all concerns or complaints are received, investigated, and addressed in a fair, confidential, and timely manner. Further, we have Unified Help Desk (UHD) to address employee grievances. UHD is automated with features such as a ticketing system, smart escalations, vernacular language support as well as call-back mechanisms to enhance transparency and responsiveness. The company's UHD is an automated system that supports non-permanent employees with their grievances. It offers multiple response mechanisms such as calls and chatbots. UHD is integrated with the online workforce management platform, WorQ for our non-permanent employees.

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:

Nil

## 8. Details of training given to employees and workers:

Category	FY-2023 Current Financial Year					FY-2022 Previous Financial Year				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Permanent Employees</b>										
Male	4,020	4,020	100%	4,020	100%	4,472	4,472	100%	4,472	100%
Female	1,567	1,567	100%	1,567	100%	1,727	1,727	100%	1,727	100%
<b>Total</b>	<b>5,587</b>	<b>5,587</b>	<b>100%</b>	<b>5,587</b>	<b>100%</b>	<b>6,199</b>	<b>6,199</b>	<b>100%</b>	<b>6,199</b>	<b>100%</b>
<b>Workers: Not Applicable</b>										

Note: We have considered only permanent employees.

## 9. Details of performance and career development reviews of employees and worker:

Category	FY-2023 Current Financial Year			FY-2022 Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Permanent Employees</b>						
Male	4,020	4,020	100%	4,472	4,472	100%
Female	1,567	1,567	100%	1,727	1,727	100%
<b>Total</b>	<b>5,587</b>	<b>5,587</b>	<b>100%</b>	<b>6,199</b>	<b>6,199</b>	<b>100%</b>
<b>Workers: Not Applicable</b>						

Note: We have considered only permanent employees.

## 10. a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?

Yes, Quess Corp Limited is committed to maintaining a system that protects the environment and provides our employees, visitors, and customers with safe and healthy working conditions. An Incident Management Tool has been made live in the WorQ App for the employees, where the employees can report any incident/safety/health hazard or grievances that will be addressed by the UHD (Unified Help Desk) as well the respective business spocs to resolve the same within TAT provided by the company.

## b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Regular workplace inspections are carried out to identify any potential hazards and assess their level of risk. Job hazard analysis is conducted to identify specific hazards associated with particular jobs or tasks. Safety inspections offer an opportunity to evaluate the overall effectiveness of the safety program and identify areas for improvement. In case of an incident, comprehensive incident investigations are conducted to determine the root cause and prevent similar incidents from occurring in the future. Furthermore, employees receive safety training to enhance their awareness and understanding of workplace hazards and the appropriate safety procedures to follow.

## c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)

Yes

## d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY-2023 Current Financial Year	FY-2022 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0
Total recordable work-related injuries	Employees	0	0
	Workers	0	0
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

Note: We have considered only permanent employees, workers not rated.

12. Describe the measures taken by the entity to ensure a safe and healthy work place.

1. **Implementing safety policies and procedures:** The entity has developed comprehensive safety policies and procedures to ensure that all employees are aware of their responsibilities and obligations to maintain a safe and healthy workplace.
2. **Conducting safety training:** The entity provides safety training to all employees to ensure they are aware of the risks associated with their job and how to mitigate them.
3. **Identifying hazards and assessing risks:** The entity conducts routine and non-routine hazard identification and risk assessments to identify potential safety hazards and assess the level of risk associated with those hazards.
4. **Providing personal protective equipment (PPE):** The entity provides PPE to employees to reduce the risk of injury or illness.
5. **Maintaining equipment and machinery:** The entity ensures that all equipment and machinery are regularly maintained and serviced to prevent breakdowns and minimize safety risks.
6. **Encouraging reporting of safety incidents:** The entity encourages employees to report any safety incidents or near-misses so that corrective action can be taken to prevent similar incidents in the future.
7. **Conducting safety audits:** The entity conducts regular safety audits to ensure that safety policies and procedures are being followed and to identify any areas for improvement.
8. **Fire/Earthquake mock drills:** The entity carries out mock drills to prepare for responding to emergencies such as fire accidents or earthquakes.

13. Number of Complaints on the following made by employees and workers:

Nil

14. Assessments for the year:

	% of value chain partners (by value of business done with such partners) that were assessed
Health & safety practices	0%
Working Conditions	0%

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

We have implemented Incident Management Tool for our non-permanent employees on the Worq application to address incidents. The employees can report any incident/safety/health hazard or grievances that will be addressed by the UHD (Unified Help Desk) as well the respective business spocs to resolve the same within TAT provided by the company.

#### PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

1. Describe the processes for identifying key stakeholder groups of the entity

The Company has identified key stakeholders as part of its ESG framework and intends to work with them to improve their well-being and add value to the Company's business chain. The stakeholders who are impacted economically and socially are the most interacted with, and whom the Company can support. The key stakeholders include customers, suppliers, government and regulatory authorities, investors/shareholders, employees, business partners, and the wider communities that we serve. As India's leading business services provider, the Company believes that its human capital is its greatest strength. Based on the above, the Company has mapped and identified internal and external stakeholders, including disadvantaged, vulnerable, and marginalized stakeholders. Internal stakeholders have a direct relationship with the company, while external key stakeholders are affected by the business but do not directly work with the company. Investors are significant stakeholders with whom the Company shares a strong relationship and a deep understanding of their expectations. Customers reflect the Company's commitment, while employees enable the creation of value for customers and the organization and enjoy fulfilling careers. Lastly, suppliers help deliver business value.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Websites, E-mails, social media, Virtual Meetings	Annually	To ensure customer stewardship in terms of transparency and informed choices, for stronger customer relationships and to enhance the business while addressing any issues that customers may have.
Investors/ Shareholders	No	Regulatory audits and inspections, environmental compliance, policies, good governance, statutory corporate filings, and direct interactions on a case-by-case basis.	Quarterly, Annually	Discuss the company's financial performance and strategic priorities. As per SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the company's website has a dedicated functional segment called 'Investor Relations' which contains all the information intended for shareholders, including details about directors, financial statements, annual reports, codes, and policies.
Business Partners	No	Mailers, News Bulletins, Brochures, Social Media, Website.	Weekly, Monthly, Annually	Stronger partnerships to increase reach and enhance ethical business practices, fair business practices, and governance.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Suppliers	No	Supplier and vendor meetings, binding agreement policies, IT-enabled information sharing tools and recognition platforms, dialogue on industry initiatives, calls, and training and workshops.”	Annually	Quality improvement and capacity-building measures and to discuss their vision and mission, business plans, and supplier awards.
Employees	No	Trainings, Conferences, Website, E-mails, Meetings and Internal management development programmes	Weekly, Monthly, Annually	<ul style="list-style-type: none"> <li>• Proposing measures to increase employee competency at work as well as promote work-life balance.</li> <li>• Learning opportunities,</li> <li>• Building a safety culture and inculcating safe work practices among employees</li> <li>• Improving diversity and inclusion.</li> <li>• Effective grievance mechanisms</li> </ul>
Government and Regulatory Authorities	No	Regulatory audits and inspections, environmental compliance, policies, good governance, statutory corporate filings, and direct interactions on a case-by-case basis.	Annually and as per requirements	<ul style="list-style-type: none"> <li>• Report and compliances on Legal and Regulatory Requirements.</li> <li>• Discussions with regards to various regulations and amendments, inspections, and approvals</li> </ul>
Communities	Yes	CSR activities, site visits, participation in events, meetings and briefings, official communication channels (including emails, advertisements, publications, websites, and social media).	Frequent and need based	Implementing community initiatives and helping them to attain a better standard of living. For making a difference in society and creation an impact through our CSR initiatives and understand areas of sustainable development

**PRINCIPLE 5 Businesses should respect and promote human rights**

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY-2023 Current Financial Year			FY-2022 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees*</b>						
Permanent	5,587	5,587	100%	6,199	6,199	100%
Other than Permanent	0	0	0%	0	0	0%
<b>Total Employees</b>	<b>5,587</b>	<b>5,587</b>	<b>100%</b>	<b>6,199</b>	<b>6,199</b>	<b>100%</b>
<b>Workers: Not Applicable</b>						

\*Excluding Allsec Technologies Limited, a listed company

2. Details of minimum wages paid to employees and workers: NIL

Minimum wage rates in scheduled employment vary due to factors such as, State, sector, skill level, region, and occupation. As a result, there is no uniform minimum wage rate applicable nationwide. However, companies have an obligation to comply with minimum wage notifications issued by central and state bodies for different establishments under minimum wage Acts and Rules, and ensure that minimum wages are paid. The revision cycle for minimum wages may vary for each state.

3. Details of remuneration/salary/wages, in the following format:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	6	₹ 0.71 million	1	₹ 1.45 million
Key Managerial Personnel	4	₹ 12.03 million	0	0
Employees other than BoD and KMP	4,017	₹ 0.55 million	1,567	₹ 0.45 million
Workers	0	0	0	0

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

Quess Corp has a Human Rights Policy in place applicable to all employees, vendors, and suppliers. The policy document defines the procedure to raise grievances and report confidentially and anonymously without fear of retaliation for any breach of policies and procedures in Quess Corp.

6. Number of Complaints on the following made by employees and workers:

	FY-2023 Current Financial Year			FY-2022 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	NIL	5	0	NIL
Discrimination at workplace	0	0	NIL	0	0	NIL
Child Labour	0	0	NIL	0	0	NIL
Forced Labour/Involuntary Labour	0	0	NIL	0	0	NIL
Wages	0	0	NIL	0	0	NIL
Other human rights related issues	0	0	NIL	0	0	NIL

Note: We have considered only permanent employees.

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

Mandatory training on human rights is given to all employees with annual sign-off taken on human rights. Furthermore, the Unified Help Desk (UHD) is in place to receive and redress grievances. Additionally, Human Rights Policy, Equal Employment Policy, Health safety, and Environmental Conservation Policy are made available in HRMS tool and the company website.

8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes

Quest policies such as Whistle Blower's Policy, Vendor Code of Conduct Policy, Health Safety and Environmental Conservation Policy, Human Rights etc. in addition to employees of the company, also extend to customers, vendors, third party intermediaries, etc.

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	0
Forced/involuntary labour	0
Sexual harassment	0
Discrimination at workplace	0
Wages	0
Others - please specify	0

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

Not Applicable



## PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY-2023 Current Financial Year	FY-2022 Previous Financial Year
Total electricity consumption (A)	52,787.90 GJ	46,688.19 GJ
Total fuel consumption (B)	2,257.32 GJ	3,378.70 GJ
Energy consumption through other sources (C)	0	0
<b>Total energy consumption (A+B+C)</b>	<b>55,045.22 GJ</b>	<b>50,066.89 GJ</b>
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	0.33 GJ/₹million	0.37 GJ/₹million

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

No

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

No

3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY-2023 Current Financial Year	FY-2022 Previous Financial Year
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	0	0
(ii) Groundwater	76,146	42,418
(iii) Third party water	0	0
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
<b>Total volume of water withdrawal(in kilolitres) (i + ii + iii + iv + v)</b>	<b>76,146</b>	<b>42,418</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>76,146</b>	<b>42,418</b>
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>	<b>0.45KL/₹million</b>	<b>0.32KL/₹million</b>

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/ N) If yes, name of the external agency

No

4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

No

5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY-2023 Current Financial Year	FY-2022 Previous Financial Year
NOx			
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)		0*	
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others - please specify			

\*Not Rated

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

No

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY-2023 Current Financial Year	FY-2022 Previous Financial Year
Total Scope 1 Emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	2,260.02	782.60
Total Scope 2 Emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	11,584.01	10,245.50
Total Scope 1 and Scope 2 emissions per rupee of turnover	tCO <sub>2</sub> e/₹million	0.08	0.08

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

No

7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.

Yes, the company has set targets to reduce greenhouse gas emissions, which include a goal of reducing emission intensity of 20% by FY2025.

8. Provide details related to waste management by the entity, in the following format:

- (a) Total Waste generated (in metric tonnes)

Parameter	FY-2023 Current Financial Year	FY-2022 Previous Financial Year
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	0	0
E-waste (B)	7.34	10.65
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	0	0
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any (G)	0	0
Other Non-hazardous waste generated (H) – Paper waste	7.52	10.30
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>14.86</b>	<b>20.95</b>
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	7.52	10.30
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
<b>Total</b>	<b>7.52</b>	<b>10.30</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	7.34	10.65
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
<b>Total</b>	<b>7.34</b>	<b>10.65</b>

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

No

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

We are committed to reducing waste generation by adopting initiatives that contribute to a circular economy. We keep track of hazardous waste and segregate garbage at its source, storing and disposing of it in compliance with local rules through authorized recyclers.

10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details:

Not Applicable

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Not Applicable

12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances

Yes

**PRINCIPLE 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

1. a. Number of affiliations with trade and industry chambers/ associations.

9

- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Confederation of Indian Industries (CII)	National
2	India Staffing Federation	National
3	The federation of Indian Chambers of Commerce and Industry	National
4	All India Organisation of Employers	National
5	Employee Federation of India	National
6	Central Association of Private Security Industry	National
7	Karnataka Employees Association	State
8	The Employers Association, Delhi	State
9	Apex Chamber of Commerce, Delhi	State

2. Provide details of corrective action taken or underway on any issues related to anticompetitive conduct by the entity, based on adverse orders from regulatory authorities.

Not Applicable

## PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Not Applicable

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity

Not Applicable

3. Describe the mechanisms to receive and redress grievances of the community.

**Website correspondence** - Individuals can report problems by visiting our Contact Us page and filling out a form or sending an email. We then create a ticket and assign a dedicated executive to assist them. After resolving the issue, we send a status update and feedback form.

**Toll-free grievance redressal** - Quess Corp offers assistance through a toll-free number 1800 572 3333 available on our website. Our in-house contact center tracks grievances and feedback through a ticket system and assigns them to the respective executive for closure.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY-2023 Current Financial Year	FY-2022 Previous Financial Year
Directly sourced from MSMEs/ small producers	23%	14%
Sourced directly from within the district and neighbouring districts	0%*	0%*

\*Not tracked

## PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Quess Corp is very serious about grievances and feedback. To resolve each concern and query, we have the following mechanisms in place. Here is how the process functions:

**Website correspondence** - When a client or individual faces problems with our services or platforms, they have an option to visit the Contact Us page and fill out a form or write to us an email. This form is intuitive in nature, and helps one reach the right person. Once it reaches respective teams, a ticket is raised and passed onto a dedicated executive to understand their issue/ query, guides them to a suitable solution, and closes the ticket.

**Toll-free grievance redressal** - To provide round-the-clock assistance, Quess Corp enables clients with grievance and feedback redressal through toll-free numbers available on our website. This mechanism is supported by an in-house contact center, which is tracked through a ticket is raised and assigned to the respective business executive for closure.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about Environmental and social parameters relevant to the product, Safe and responsible usage, Recycling and/or safe disposal

Not Applicable

3. Number of consumer complaints in respect of data privacy, advertising, cybersecurity, delivery of essential services, restrictive trade practices, unfair trade practices

We do not have any consumer complaints in respect of data privacy, advertising, cybersecurity, delivery of essential services, restrictive trade practices, unfair trade practices.

4. Details of instances of product recalls on account of safety issues:

Not Applicable

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes, <https://www.uesscorp.com/privacy-statement/>

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

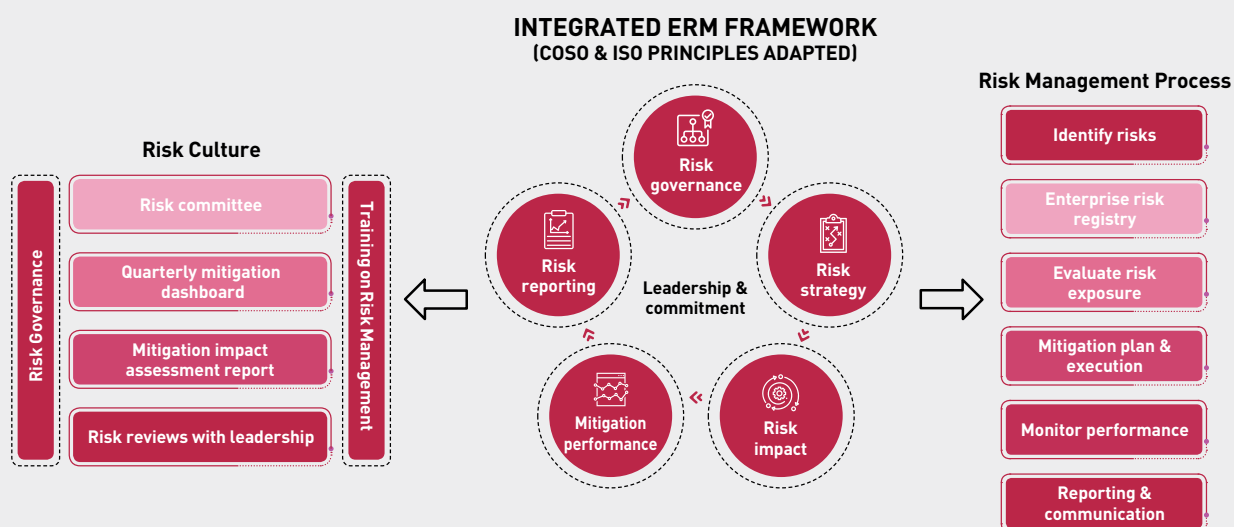
None

# RISK MANAGEMENT

The risk landscape in the current business environment is dynamically changing, given the focus on automation and digital transformation. Risks such as Cyber Security, Information Security & Personal Data Protection, etc. are proactively mitigated through our Risk Management Framework, which provides for risk identification, evaluation, mitigation, risk monitoring and reporting. Quess global operations and diversified businesses bring in considerable complexities. Its robust Risk Management Framework aids in ensuring the strategic objectives of the company are met, after carefully evaluating all risks associated with businesses.

## Risk Management Framework

We have adopted an integrated ERM Framework that is implemented across the organisation by the Risk Management Team. Our ERM Framework is tailored to suit our unique and diverse business requirements based on the best practices and principles of COSO and ISO 31000.



Our framework provides for systematic & proactive identification of risks, by effectively engaging with Business Leaders, Functional Heads & Process Owners. Through risk identification and the mitigation thereof, it enables our organisation to boost performance effectively and provides for timely decision-making. Further, our ERM framework provides for the identification of strategic, operational, financial, compliance and sustainability risks. All of these categories have internal and external dimensions considered while identifying risks.

Risk Category	Description
<b>Strategic Risks</b>	Risks arising out of our business strategy and the successful execution thereof, to meet our business objectives. For example, risks associated with business model, service offerings, target markets, etc.
<b>Operational Risks</b>	Risks affecting our policies, procedures, people and systems that impact our service delivery and business practices. For example, inefficiencies in internal processes and systems, ability to scale based on business needs, etc.
<b>Financial Risks</b>	Risks affecting the financial stability and profitability of the business. For example, SLA management, taxation, account receivables, etc.
<b>Compliance Risks</b>	Risks arising from non-compliance to central, state and international laws relating to business operations could lead to financial and reputational risks. For example, compliance with labour laws, licenses and permits, etc.
<b>Sustainability Risks</b>	Risks associated with business operations negatively impact the company's environment, social and governance—for example, carbon footprint, diversity, inclusion, business ethics, etc.

## Our ERM Framework, supported by a robust and dynamic internal control system has the following salient features

- Our Risk Management Policy approved by the Board, clearly establishes a structured & disciplined approach to risk management in order to help guide strategic decision making. The Risk Management Committee, constituted by the Board and C-suite Executives, review and monitor the progress made on mitigation plans and provide necessary guidance and direction.
- The Corporate level Risk Management Team, constantly engages with the independent Internal Auditors, to identify areas where processes and internal controls need to be strengthened for better risk management. Audit findings are discussed and reviewed by the Audit Committee of the Board, including management action plans
- Business-level SOPs and policies together with centrally issued policies, govern the internal control landscape and enhance our robust risk management processes.
- Periodic Top Management Reports such as Risk Dashboards, Risks Review Reports, Internal Audit Reports, etc. constantly help monitor the risk exposure and effectiveness of mitigation plans executed.

## Key Business Risks

Risk	Opportunities	Mitigation Actions
<p><b>Digital Transformation &amp; Automation</b></p> <p>Traditional, non-cost effective processes will lead to poor business scalability</p>	<ul style="list-style-type: none"> <li>• Leveraging technology to optimise costs</li> <li>• Scalable business processes</li> <li>• Sustainable business models &amp; systems</li> </ul>	<p>Disruptive technologies &amp; automations such as RPAs, digital Apps, ATS, paperless invoicing, live dashboards, etc. help in scaling business, while optimising costs and protecting margins. Leveraging our industry domain knowledge with technology, helps us provide unique business solutions and value propositions to our customers such as Qjobs, WorQ, Dash, HR modules, etc.</p>
<p><b>Cyber Security &amp; Data Protection</b></p> <p>Data breaches and cyber-attacks will negatively impact the reputation of the company</p>	<ul style="list-style-type: none"> <li>• Enhanced security posture</li> <li>• Data privacy &amp; rights</li> <li>• Compliance with laws and regulations</li> <li>• Recovery strategies to prevent business disruptions</li> </ul>	<p>Our Cyber Security Council chaired by the Chief Technology Officer and business IT Heads meet fortnightly, with a specific focus on cyber security and data protection risks. In addition, the Committee tracks emerging practices and technologies, to provide solutions for enhancing IT systems and infrastructure. We have considerably strengthened our security posture through initiatives such as VAPT, SIEM, DLP, MDM, etc.</p>
<p><b>Safety at work</b></p> <p>Safety incidents leading to injury or death of an employee</p>	<ul style="list-style-type: none"> <li>• Better safety training and awareness</li> <li>• Safe work environment leading to higher productivity</li> <li>• Prevent employee litigation and disputes</li> </ul>	<p>The employee app based HRMS tool, has been enhanced with a separate workflow for safety incident reporting. The UHD (Unified Help Desk) is tasked with live monitoring and response to such incidents raised in the app. Our comprehensive Health, Safety and Environment Conservation Policy and the Emergency Procedure Policy govern Procedures our employee safety and incident management. Mandatory safety training as part of the induction programme/ annual refresher course along with specific on-the-job training help increase safety awareness and adherence to set protocols.</p>
<p><b>Diversity &amp; Inclusion</b></p> <p>Low productivity of the workforce due to the lack of diversity, inequality, talent, etc.</p>	<ul style="list-style-type: none"> <li>• Work environment that helps foster innovation, creativity, empathy, etc.</li> <li>• Culture of equality, self-awareness, respect, etc.</li> <li>• Creating opportunities and adding value to society</li> <li>• Socio-economic development</li> </ul>	<p>Quest is committed to hiring talent from diverse backgrounds worldwide to create a unique working culture that helps maximise our potential and our customers' productivity. Our Equal Employment Opportunity Policy, reiterates the Company's commitment towards non-discrimination of candidates based on age, colour, sex, disability, marital status, race, religion and sexual orientation. Through our partnerships with various NGOs, we successfully induced 6K+ PWD Associates into the workforce; we believe this is just the start. The Company's near-term goal is to improve gender diversity to 50% (currently 28%) for Core employees through targeted talent acquisitions, over the next two years.</p>

Risk	Opportunities	Mitigation Actions
<p><b>Carbon Footprint</b></p> <p>Company's operations might negatively impact the natural environment</p>	<ul style="list-style-type: none"> <li>To mitigate the impact of global warming</li> <li>Optimisation &amp; effective utilisation of natural resources</li> <li>Sustainable business practices</li> </ul>	<p>We continue to drive key sustainability initiatives across our businesses, even though we are a low-carbon emitting company. For the year, we could recycle 7.5K+ kgs of paper waste and responsibly dispose of 7.3K+ kgs of e-waste. Although our electricity consumption has been a key focus area, to further reduce our Scope 2 emissions, we have taken measures such as consolidating 10 offices across the city to reduce our Scope 2 emissions further into one efficient building housing 1.2K+ employees.</p>
<p><b>Employee Trainings</b></p> <p>Lack of skilling and upskilling of the workforce will lead to poor productivity &amp; employee satisfaction</p>	<ul style="list-style-type: none"> <li>Increased workforce productivity</li> <li>Enhanced employee engagement</li> <li>Reduce attrition</li> </ul>	<p>Our employee HRMS portal has been enhanced with a training and development module. In addition, various training modules have been curated to improve employee productivity such as decision making, problem solving, workplace collaboration, strategic thinking, customer delight, etc. These self-paced training modules are available for employees to learn at their convenience. In addition to the skill enhancement modules, compliance based modules such as CoC, POSH, Insider Trading, ESG, ERM, etc. are completed by all employees annually. In FY23, employees underwent an avg. of ~37.5 hrs of training.</p>
<p><b>Compliance with labour laws</b></p> <p>Lack of tracking and adherence to labour laws and regulations, might seriously disrupt business operations &amp; loss of reputation</p>	<ul style="list-style-type: none"> <li>Enhances business reputation and customer trust</li> <li>Distinguishing factor amongst competitors</li> <li>Protect investor interest and trust in the company</li> </ul>	<p>Given our diversified staffing business across multiple industries and sectors, there is an increased risk of non-compliance with regulatory labour requirements. Our central compliance team together with the support of respective business compliance SPOCS constantly track and monitor adherence to central, state and local labour compliance. Key labour compliances such as Minimum Wages, PF, ESI, PT, LWF, Gratuity, etc. are tracked and reported periodically across the business.</p>

Our approach to risk management is designed to provide reasonable, but not absolute assurance that our assets are safeguarded, the business risks are being assessed and mitigated. All information that must be disclosed, is reported to the senior management including the Chairman, Group CEO, Group CFO, Audit Committee and the Risk Management Committee of the Board.

### Internal Control Systems and their adequacy

The Company has a strong Internal Control System (ICS), aligned to the Companies Act, 2013 and to commensurate with the size, scale and complexity of its business operations.

The Board of Directors has laid down internal financial controls through policies and procedures which are adopted by the company, for ensuring the orderly and efficient conduct of its business, compliance with all applicable laws, rules and directives from any statutory or regulatory authority, safeguarding of its assets, transactions are carried out with proper authorisation, prevention and detection of frauds and errors, accuracy and completeness of the accounting records, and timely preparation of reliable financial information.

Ernst & Young LLP conducts internal audit reviews, with scope and authority defined by the Board's Audit Committee. To ensure independence, the Internal Auditor reports to the Audit Committee Chairman. The Internal Auditor monitors and evaluates the company's ICS's

efficacy, compliance with laws, and accounting policies. Management reviews the reports and takes corrective action to enhance controls. Audit findings summaries are presented to the Board's Audit Committee.

The Audit Committee comprises of six company Directors, four of whom are independent, in compliance with Section 177 of the Act. They meet quarterly to review Internal Audit reports submitted by the Internal Auditor. The Committee scrutinizes and evaluates key audit findings to ensure robust financial and internal controls, risk management systems, and processes. Regular audits and reviews reinforce these systems. The internal auditor provides the Committee with key audit finding status updates quarterly to ensure resolutions are implemented. Deloitte Haskins and Sells LLP audited our financial statements, issuing a report on our internal controls over financial reporting, as defined under Section 143 of the Companies Act, 2013, which is included in our annual report.

Further to the above, the implementation of an internal control framework, as defined under Section 177 of the Companies Act, 2013 read with Regulation 17 of SEBI (LODR) Regulations, 2015, the Statutory Auditors, along with Audit Committee have opined that the company has, in all material respects, an adequate internal financial controls system over financial reporting and such controls operated effectively during the year.

The management believes that strengthening ICS is a continuous process and therefore will continue its efforts in making controls smarter with focus on preventive and automated controls as opposed to manual controls. The company has robust ERP and other supplementary IT systems which are an integral part of internal control framework. The company continues to constantly leverage technology in enhancing its internal controls.