



Environmental, Social & Governance (ESG) Policy Framework

1. Introduction

Quess recognizes that the social and ecological challenges that face humanity today are as integral to business as the economic drivers. Hence, Environmental, Social and Governance (“ESG”) matters are an essential part of our approach to responsible Corporate Citizenship.

Quess has always stayed strong in its commitment to positively impact the environment, our customers, employees, and the community at large. Our core values have guided our ESG practices, which seek to drive growth and empower communities through our corporate decision-making processes.

We are India’s largest private sector employer. Our business solves pressing needs of society including hygiene, sanitation, and security, while offering secure employment with social benefits to all our employees and associates. As an organization, we aim to align our ESG approach with our strategic goals and the experience we seek to offer all our stakeholders.

Quess is a conscientious company. We believe in “**What’s good for society is good for Quess**”. Conscientious citizenship is built into the very DNA of Quess’s. Our ESG philosophy and guiding framework help us measure, monitor and take corrective actions to stay true to this purpose.

2. Approach & Policy Governance

The Corporate Social Responsibility Committee will monitor timely performance and progress made on ESG parameters. An ESG Management Committee will help in identifying ESG related risks and related financial impacts for the Company.

This ESG policy framework will serve as a guiding document for all ESG initiatives and activities undertaken by the Company.

3. Our ESG Approach

Our ESG policy has four components, as illustrated below:

- (i) The People Company;
- (ii) Responsible Citizen;
- (iii) Environmentally Conscious; and
- (iv) Trusted Institution.



The vision for ESG shall be as follows:

- **ENVIRONMENT** - Serve the preservation of our planet by shaping and sharing technology solutions
 - **Bio-diversity** - Biodiversity is valued, conserved, restored and wisely used, sustaining a healthy planet and delivering benefits essential for all people. Through our unique business services, we help create and nurture green spaces thereby restoring biodiversity.
 - **Water** - Reduce our water consumption and enhance water availability in the communities where we operate
 - **Waste** - Reduce, reuse and recycle to minimize waste, including e-waste, and its management

- **SOCIAL** - Serve the development of people by shaping a future with meaningful opportunities for all
 - **Mobilizing talent for secure jobs** - Leading role in mobilizing talent and bringing workers into the formal economy.

- **Digitising job discovery** - Solving the complex problem of job discovering in India through various Apps developed by the Company, e.g., Qjobs, Monster, etc.
 - **Upskilling and Training** - Recognizing the need for skill development and training not only within the organization, but also to empower the youth of the country with skill sets.
 - **Nurturing our talent** - Creating an environment where our employees and associates can reach their fullest potential.
 - **Diversity and Inclusion** - Fostering diversity and nurture inclusion across all levels in the organization.
 - **Empowering Local Communities** - Engaging with local communities to help develop infrastructure, education, good health and wellbeing of the society.
 - Keeping India safe and clean through our facility & asset management services for public spaces such as airports, hospitals, metro stations, etc.
- **GOVERNANCE -Serve the interests of all our stakeholders by leading through our core values**
- **Corporate Governance** - Following our comprehensive Corporate Governance framework by incorporating Compliance, Business Ethics and industry best practices.
 - **Information Security and Data Privacy** - Ensuring the safety of stakeholder's data and upholding the digital trust of our stakeholders
 - Being a Value-driven company, at the forefront of driving responsible labour practices in India.
 - Adapting industry-leading business processes, with robust culture on Code of Conduct, Anti-Bribery & Corruption, Whistle Blower, etc.
 - Ensuring compliance with ISO 27001:2013 as a standard benchmark for all Quess group companies in addition to industry specific compliances and regulations.

4. Key Focus Areas

4.1 Growth at the Bottom of Pyramid

Quess is India's largest private sector employer and one of the top 50 staffing firms globally (ranked by Staffing Industry Analysts). Our core business helps in solving one of our society's biggest challenges, that of dignified livelihood.

We play a leading role in mobilising talent and bringing workers into the formal economy. We go deep into non-metro India to find raw talent, offering training and career counselling to help these individuals find jobs. We have provided digital employment channels for 1.4 million people. Launched 'QJobs', a vernacular blue-collar jobs discovery platform and "Monster", a white-collar employment platform.

As a people-centric business, we recognize the need for skill development and training not only within the organisation, but across a wider spectrum. We work closely with the Government to impart vocational training to rural youth and currently have ~100+ training centers across India.

The Company is making every effort to provide job growth and opportunity to Bottom of Pyramid which would help Society at large. It promises to simultaneously growth of persons in the society at base level and enhance stakeholders value.

4.2 Waste Management

The Company shall make efforts to dispose of waste in the most responsible manner in compliance with all applicable laws and regulations. Electronic waste generated by the Company will continue to be

disposed of through authorized vendors only and paper waste will be recycled.

A significant area of improvement is our paper usage in operations, transactions and customer communications. Our move to go digital across service and product lines will continue to reduce paper consumption, thereby reducing paper waste. Printing and photocopying operations by employees across large offices will also continue to be minimized and to reduce the wastage of paper.

Also, the Company has introduced paperless onboarding and many other digital initiatives which have helped, drastically reduced the use of paper. The Company will strive to reduce the use of all forms of plastic in its offices, branches as well as in its promotional, marketing and outreach events.

4.3 Community & Society

Our sustainability philosophy has our people at the core. Our jobs come with full social benefits. We go well beyond statutory requirements to deliver power in citizenship at Quess, be it through additional insurance options, access to cheaper financial services, or our network of 100+ partners who help our people's money go further.

Guided by our board-governed Corporate Social Responsibility (CSR) policy, the Company will continue to create value for marginalized communities in the country, through well-structured programs and interventions. Our umbrella of social initiatives through a Foundation called 'Careworks' has touched many lives and helped empower and strengthen communities.

Our CSR programmes through Careworks Foundation (CWF) focus on major areas of intervention such as, quality education, health & well-being, clean water & sanitation, etc. for children.

4.4 Transparency & Accountability to Stakeholders

Through Whistle Blower policy, the Company will continue to empower and encourage various stakeholders including employees, customers, suppliers, vendors, shareholders and other stakeholders to bring to the notice of the Company, any issue involving compromise/ violation of our Code Of Conduct/ ethical norms, legal or statutory provisions without fear of reprisal, retaliation, discrimination or harassment. Our Ethics Committee addresses these concerns by initiating a thorough enquiry conducted by the appropriate authoritative body within the Company.

We are deeply committed to our responsibilities towards society and the environment, and recognize these as being integral to our core business. Our values led governance puts us at the forefront of our industry in labour-related reform and practices, making us the partner of choice for ethical business.

4.5 Good Governance practices

We are committed to maintaining the highest levels of ethical standards of integrity, corporate governance and regulatory compliance. These parameters form the bedrock of our corporate governance. We have proactively upheld good governance practices and are constantly striving to enhance our standards. Our Board of Directors are responsible for setting the course for evaluating the Company's performance with regards to corporate governance. The parameters of evaluation include compliance, internal control, risk management, information and cyber security, customer service, social & environmental responsibility.

The Company's corporate governance framework complies with the Companies Act, 2013, the regulations and guidelines of the Securities and Exchange Board of India ("SEBI") and the requirements of the listing agreements entered into, with the Stock Exchanges.

We will continue to adopt and adhere to the best recognized corporate governance practices and are continuously benchmarking itself with best in class practices across the globe.

Further, all our ESG focus areas and activities align with the UN Sustainable Development Goals (SDGs) to help contribute change in society.

5. ESG Disclosures & Reports

We shall be publishing our ESG performance through our Sustainability Report on our website. We continue to publish an annual Business Responsibility Report to highlight our performance against stated principles of the National Voluntary Guidelines developed by the Ministry of Corporate Affairs (MCA). We also disclose our ESG information in relevant ESG indices and forums to demonstrate our commitment to stakeholders.

We will drive the implementation of our policy through widespread awareness and concrete actions, while being open to continual improvement. We believe that the policy serves as a strong foundation for seamless integration of our marketplace, workplace, environment, and community concerns with Quess's business operations in order to support the larger goal of sustainable development.

We shall communicate this policy to all employees, customers, business associates, and other stakeholders and ensure it is available to the public.

We shall review the ESG Policy and allied management systems periodically to ensure their continuing applicability and relevance to our operations and evolving stakeholder expectations
