



Winning Together with Quess Corp

February 2022

We are India's largest business services platform, driving productivity for our clients

Front End Processes



**Marketing
Services**



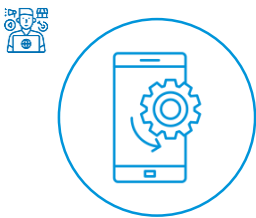
**In-store &
Field Sales**



**Omni channel CLM &
Backoffice Services**



Collections



**Installation &
After Sales Services**



**Industrial Operations &
Maintenance**



**Staffing &
Payroll**



**Compliance
Tech & Services**



**Facilities
Maintenance**



**Manned &
Electronics Security**



**F&A & HR
Operations**

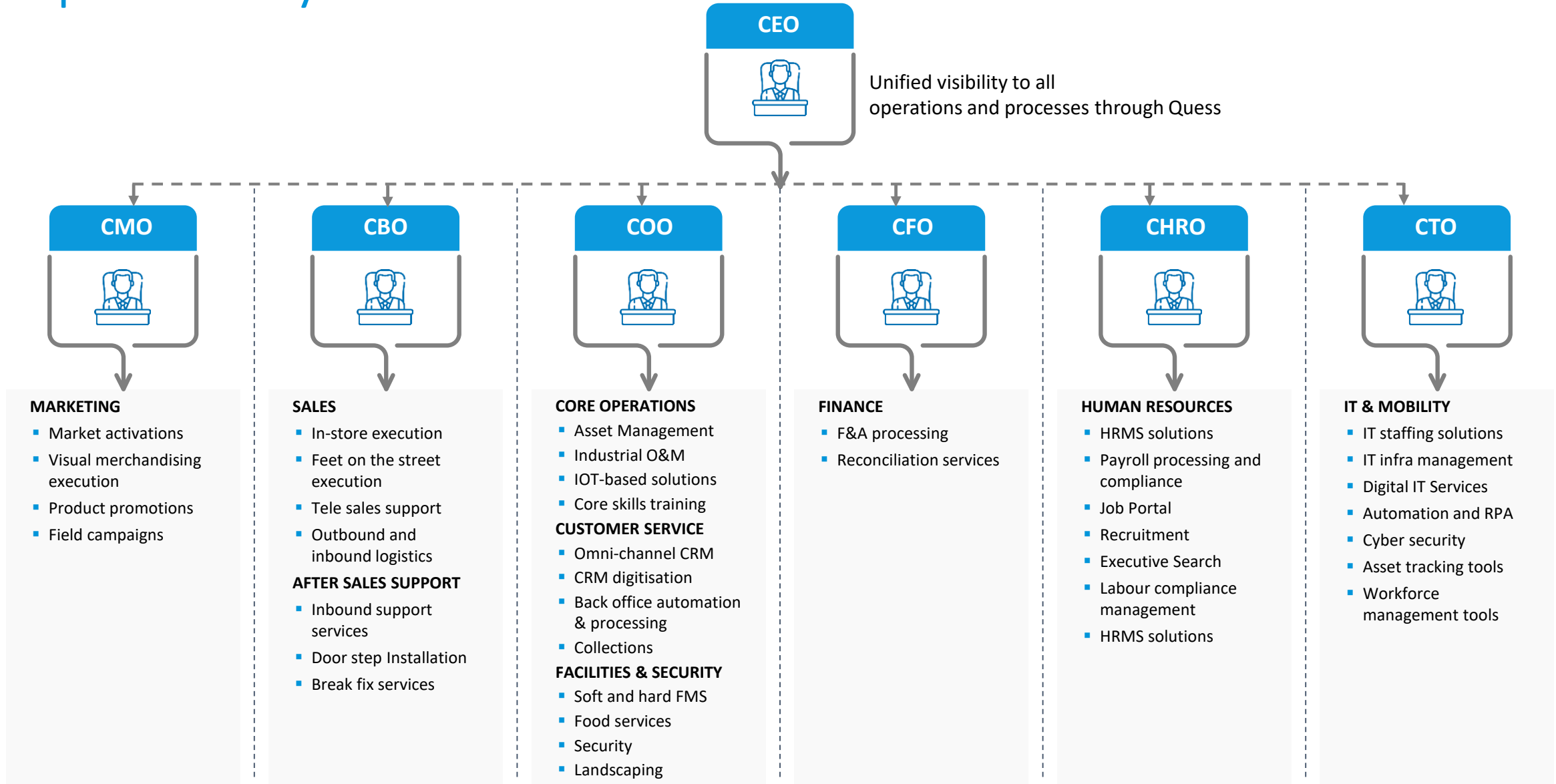


**Infrastructure &
Digital IT Services**



Including gig-based workforce

We support all key functions, driving flexibility and productivity



We operate across 3 synergistic platforms



Workforce Management

- **General staffing** across Retail, BFSI, Telecom, Industrial, etc., mostly grey collared talent
- Taskmo **on-demand task fulfilment** platform
- **Professional staffing services** in India & APAC
- **Training and skill development** for employability across 120+ training centres in India

Global Technology Solutions

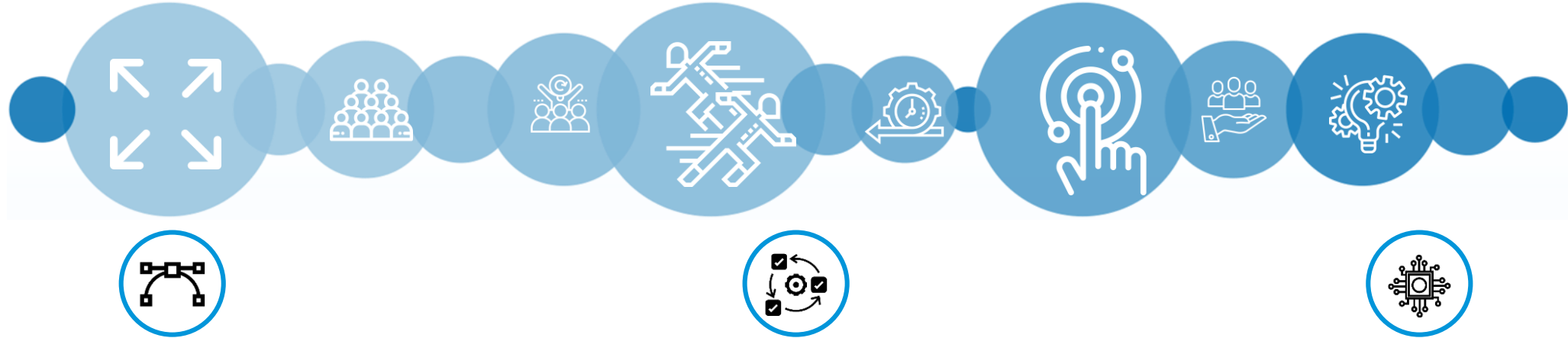
- **CLM solutions** (Voice and Non-voice) for Indian & North American customers, delivered from India and the Philippines
- **Non-Voice BPO**: Collections and F&A outsourcing for Indian customers
- **Platform business: Insurtech Platform** in North America and **Payroll** services to enterprises, mainly in India
- **IT services** in North America & India
- **Emerging Business**
 - **MonsterIndia.com** job portal
 - **Digicare** installation and after sales services
 - **Qjobs** blue collar hiring platform

Operating Asset Management

- **Facilities management solutions** (e.g., janitorial, F&B, landscaping, technical services, pest control) across India
- **Manned & electronic security** across India
- **Operations and maintenance services** across industrial segments such as Power, Metals, Cement, Telecoms, etc. and a renewed focus on manufacturing sector

We are the leading service provider in India in most of the services provided

We deliver on an unrivalled promise



Scale

- ~422,000* associates and employees over 600 cities
- International operations in South East Asia, North America & The Middle East
- 600+ recruiters, with 65 offices in 34 Indian cities

Agility

- An entrepreneurial 14-year old startup
- Widest repertoire of services, including up-skilling platform
- We deliver exactly as our customers need, consistently
- Unrivalled capabilities to Source, Screen and Select talent (65mn+ database, tech-led hiring via MonsterIndia.com and QJobs)

Technology

- Significant ongoing investments in frontline productivity capabilities (e.g., WorQ, QJobs, Taskmo)
 - Digitised hire-to-retain platform
 - Significant investments in front-line productivity

* As on 30th June 2021

We lead with **technology** and **innovation**

1

Digital Hire-to-Retire

Sourcing



Recruiting



Onboarding



Payrolling



Compliance

- **Digital sourcing** via auto-hiring engines, with digital pre-screening and assessment via [QJobs](#) and [Monster](#)
- **End-to-end ATS ReQruit platform** from mandate creation, to candidate tagging and offer generation
- **Paperless on-boarding** of candidates within 14 minutes via [POP](#) (Paperless On-boarding Platform)
- **Flow-through payroll processing** and pay-slip generation on proprietary cloud-based **QPay** and **SmartPay** platforms
- **AI-driven RegTech engine**, [Simpliance](#), to ensure compliance with Laws

2

Technology-led Frontline Productivity

Digital workflow management

- [WorQ WorkTech](#) platform to remotely assign & monitor tasks, driving frontline productivity

Digitally delivered skilling

- [WorQ](#) digital skilling modules to **efficiently train & continuously update** employees

Processes and tooling

- **Superior tooling and SOPs** to drive productivity and improve dignity of labour

Ensuring flexibility and higher productivity

- [Taskmo](#) is an on-demand task fulfilment platform to **manage seasonal demand through a distributed network of gig-workers** that ensures higher flexibility to customers at lower costs

We drive real impact at our clients

Facilities Management

Single window tech-embedded Facility Management Solutions

260+ Million Sq. Ft. of facilities managed

Vocational Training

India's leading vocational skilling player, creating opportunities for rural youth

70 courses, **>100,000** youth made job ready

O&M

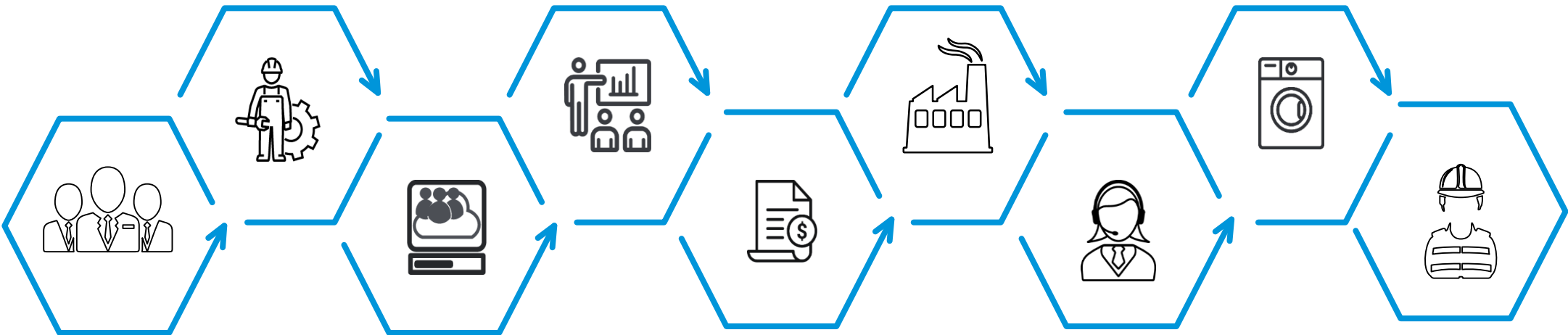
Leading industrial O&M solutions provider

Technology-led tracking, scheduling and maintenance

After Sales

Pan-India in-field and store-based installation and servicing

1,500 service engineers servicing **5,000** delighted customers everyday



IT and NON-IT Staffing

Leaders in on-demand IT and NON-IT hiring and staff augmentation

~290,000 associates across 500+ skill sets & **~1500** clients

IT Infra Management

Managing an organization's end to end IT infrastructure and end user support

1.35 lakh IT peripherals managed by over **1,200** engineers across **~1,100** locations in India

Payroll

Lading payroll SaaS and managed services provider

2.6 million pay slips processed monthly across **36 countries**

BPO

India's leading CLM, collections and shared services provider

37,000 executives, **36** languages, **20+** call centers

Security

Man-tech security solutions with next-gen security systems

200 cities, **20,770** security personnel, **1 command center** addressing ongoing security needs

We work with the best



Agriculture



Life Sciences



Education



BFSI



Hospitality



Manufacturing



Healthcare



FMCD



Telecom



Retail



E-Commerce

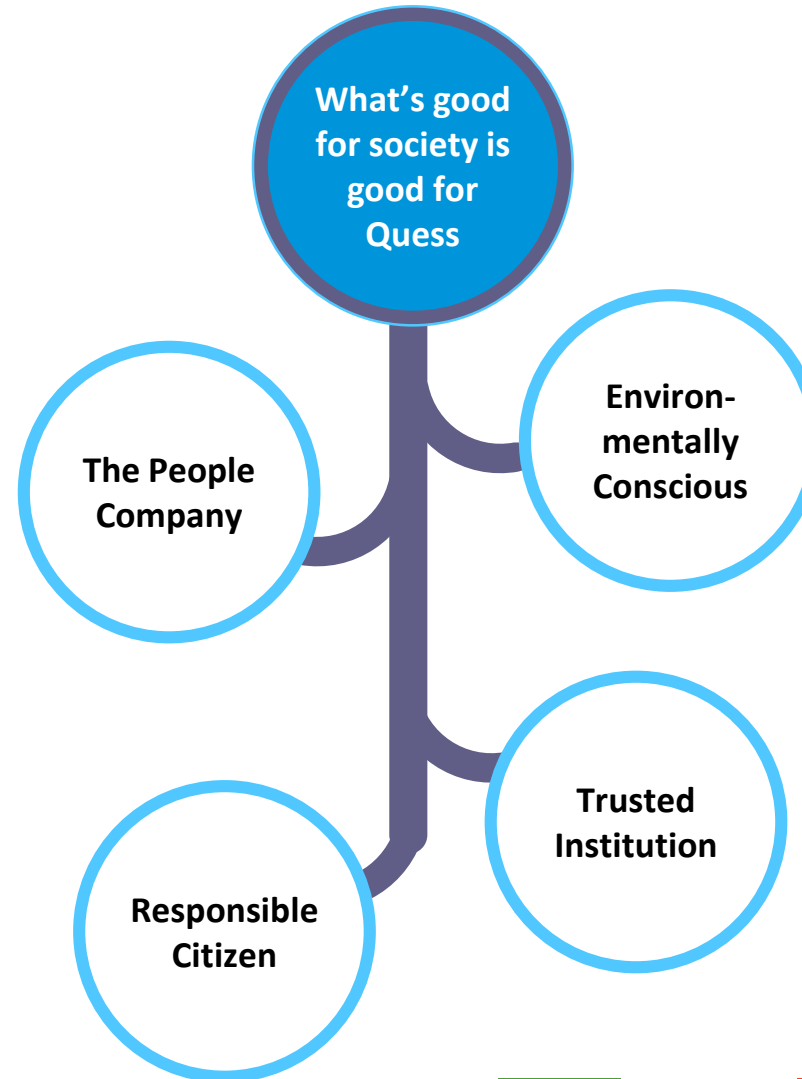


IT



We have a clear ESG framework

- **>106,000 employees (30%)** hired in FY21 enjoyed first time social security benefits
- **~95,000 employees (~27%)** hired in FY21 were from outside Tier 1 and Tier 2 cities
- **~17% of our ~363K employees (~26% of core)** are women as on 31 March 2021
- Re-certified **Great Place to Work**
- **~132,000 employees** surveyed revealed Happiness score of **3.85 (on a scale of 4)**
- At the **frontline of the fight against COVID** - 57 hospitals, 3 airports and 11 infrastructure and public utilities maintained during COVID-19
- **Keeping India safe** through our network ~17,000 security professionals
- **~Rs. 2,900 crore of taxes and statutory contributions paid** in FY21, representing 26% of Revenue



- **4.2 million sq. ft.** of green spaces maintained across India in FY21
- Business model drives **e-waste reduction** - ~900,000 devices repaired by QDigi in FY21
- **Responsible waste management**, including ~500 kgs of e-waste disposed responsibly and ~5,500 kgs of paper waste shredded and recycled in FY21
- **Values-driven** company, at the forefront of **driving responsible labour practices** in India
- **Industry-leading business processes, with robust culture** on Code of Conduct, Anti-Bribery & Corruption, Whistle Blower, etc.
- Quess Corp and our large subs (AllSec and Conneqt) are **ISO 27001:2013 certified**





***Winning Together
In your win lies our win***

INVESTORS

Q

CUSTOMERS

Q

PEOPLE

Q



Quess House, Quess Corp Limited, 3/3/2, Bellandur Gate,
Sarjapur Road, Bengaluru - 560 103

About Quess Corp

Quess Corp Limited (Quess) is India's leading business services provider, leveraging our extensive domain knowledge and future-ready digital platforms to drive client productivity through outsourced solutions.

We provide a host of technology enabled staffing and managed outsourcing services across processes such as sales & marketing, customer care, after sales service, back office operations, manufacturing operations, facilities and security management, HR & F&A operations, IT & mobility services, etc.

Our passion for delivering exceptional services, augmented by proprietary digital platforms, has strongly established our credentials as India's largest employer in the private sector and the biggest integrated business services provider in the country. We are proud to achieve this success as a 14- year old start-up.

A core value driving our business is constantly making the workforce more productive. Our business strategy is aligned to this, including training and skill development for better employability, helping job seekers easily find employment opportunities, digitising workflows, and providing social security benefits to a wider employable population.

Established in 2007 and headquartered in Bengaluru, Quess today has unmatched geographic presence and scale with more than 644 locations across India, South East Asia & North America, backed by technology-intensity and domain specialization to create unmatched service experiences.

Learn more about us at

www.quesiscorp.com



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